



Johnson C. Smith University

Lactation Consultant Training Program Student Handbook

Acknowledgements

This program would not have been possible without the support of the following individuals:

Carolina Global Breastfeeding Institute (CGBI) at University of North Carolina Chapel Hill

Queen City Cocoa B.E.A.N.S.

Lugenia Grider

Rachel Davis

Antonia S. Mead

Catherine Sullivan

Abby Smetana

Tarji Caldwell

Laura McLean

Contents

Acknowledgements	2
General Information	6
Accreditation	6
Program History	6
Program Goal.....	7
Course Competencies	7
IBCLC Clinical Competencies:.....	7
Co-Requisites:.....	7
Admissions Policies.....	8
Non-Discrimination Policy for Admission	8
Disability Services/Accommodations Policy	8
Admission Requirements and Procedure for Applying.....	9
Essential Standards for Admission, Progression and Graduation	10
Introduction	10
Cognitive Abilities	10
Psychomotor Abilities	10
Affective Abilities	11
Social Abilities	11
Physical Abilities	11
Professional Risk.....	11
Immunizations and CPR.....	12
Criminal Background Checks and Drug Screen.....	12
Computer Requirements.....	13
Transportation.....	13
Student Review Policy for Unsafe or Unprofessional Practice.....	14
Social Media Policies	14
Discrimination and Harassment.....	14
Alcohol and Drugs Policy.....	15
Student Grievance Policy Involving Academic Concerns.....	15
Non-Discrimination Policy for Faculty Employment	16
Student Support Services and Resources	16
Library Services	16
Writing Studio	16

Math Lab	16
Turnitin	17
Academic and Course Policies	17
Policies and Procedures for Student Withdrawal/Refund of Tuition and Fees.....	17
Attendance	17
Policy on Religious Observances	18
Disruptive Behavior Policy	18
University and JCSU LCTP Calendars	18
University Calendar	18
JCSU LCTP Calendar	18
Inclement Weather	19
Criteria for Successful Completion of Each Segment of the Program.....	19
Policies on Advanced Placement & Life Experience	19
Academic Warning Policy.....	20
Assistive Devices	20
Phased Approach to Learning	20
Policies on Transfer of Credits.....	20
Number of Credits Required for Program Completion.....	20
Policies and Procedures for Performing Service Work While Enrolled in the Program.....	20
Policies on Credits for Experiential Learning	21
Criteria for Graduation/Course Completion	21
Exams and Evaluations	21
Grading	21
Academic Integrity.....	21
Honor Code.....	22
Clinical Placement Policy	23
Program Evaluation and Student Assessment.....	23
Program Evaluation	23
Student Assessment.....	23
Facility and University Assessment	24
Core Competencies	24
Clinical Regulations and Compliance Policies	24
Dress and Appearance.....	24
University Dress Code	24

Health and Safety 25

Insurance 25

Infectious/Communicable Disease Policy..... 25

General Information

Accreditation

Johnson C. Smith University is the sponsor institution. It has been accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) since 1933. The most recent site visit was December 2018. The SACSCOC Board of Trustees denied reaffirmation, continued accreditation for good cause, and placed the institution on Probation for twelve months for failure to comply with Comprehensive Standard 3.10.1 (Financial stability) and Comprehensive Standard 3.10.3 (Control of finances). The SACSCOC Board authorized a Special Committee to visit the institution.

The next review will be October 2019.

JCSU administration has given permission to continue with program planning since discussions began prior to reaccreditation visit.

Program History

Johnson C Smith University (JCSU) is the Premiere Independent Urban University of Charlotte, NC. Identified as a Historically Black College or University (HBCU), Johnson C. Smith University was established as a post-Civil War institution of higher learning created to educate African American students during eras when other colleges and universities did not admit African Americans. The University began in 1867 under the guidance of the Presbyterian Church. Throughout its 151 year history, JCSU has been a leader among colleges and universities. For example, in 1919 the University became the first black college in the South to offer professional courses in education. In 1924, JCSU was recognized by the state of North Carolina as a four year degree granting institution and became one of only four institutions of higher education named to receive funding through The Duke Endowment, established that same year by James B. Duke. In 2000, the University became one of the first colleges in the country and the first HBCU to provide a laptop computer to every student.

Johnson C. Smith University's mission is "to provide a world-class education to the University's students who are identified as being highly motivated, with diverse talents, and from a variety of ethnic, socioeconomic and geographic backgrounds" (<http://www.jcsu.edu>). Within this mission, JCSU is committed to helping students "develop professional and social skills needed for success in the workforce; understand and appreciate various cultures of the world; and identify the role and impact they can have in society, both in college and after graduation" (<http://www.jcsu.edu>). As a result, JCSU "provides an environment in which students can develop and learn intellectually, physically, socially, culturally and spiritually to develop a sense of social and civic responsibility" (<http://www.jcsu.edu>).

In 2015 JCSU was approached by the Queen City Cocoa B.E.A.N.S. organization, a breastfeeding advocacy group, to house a lactation program. The African American population has the lowest rates of breastfeeding duration. Breastfeeding has benefits for both mother and child. Benefits include improved baby immune function, weight loss for mother, increased bonding for both child and mother, and reduced risk for infant mortality. Due to the complexity of the issue of racial/ethnic breastfeeding and health disparities, and the fact that the solution is multi-factorial, this program is designed to help increase the number of International Board Certified Lactation Consultants (IBCLCs) of color. This evidence-based strategy of a different patient-provider

relationship would allow for a more diverse field of lactation. There is a market demand for more lactation consultants of color.

Program Goal

As a Lactation Consultant training program, the goal is to prepare competent entry-level lactation consultants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

Course Competencies

JCSU LCTP students receive instruction based on the competencies set forth by the International Board of Lactation Consultant Examiners (IBLCE).

IBCLC Clinical Competencies:

- Communication and Counseling
- Documentation and Communication
- History Taking and Assessment
- Prenatal and Perinatal Breastfeeding Support
- Extended Breastfeeding Support
- Problem-Solving Skills
- Newborn/Child Breastfeeding Challenges
- Maternal Breastfeeding Challenges
- Use of Techniques and Devices
- Public Health
- Research, Legislation and Policy
- Professional Responsibilities and Practice
- Leadership and Teaching

Co-Requisites:

Continuing education courses:

- **Basic Life Support:** students are expected to complete this training on their own. The only course accepted will be the American Red Cross BLS for Providers Course.
- **Medical Documentation:** students are expected to have a solid understanding of medical documentation. Students who do not already have a medical background should complete this training prior to the start of the program.
- **Medical Terminology:** students are expected to have a solid understanding of medical terminology. Students who do not already have a medical background should complete this training prior to the start of the program.
- **Occupational Safety and Security for Health Professionals:** provided through the program
- **Professional Ethics for Health Professionals:** provided through the program
- **Universal Safety Precautions and Infection Control:** provided through the program

Admissions Policies

Non-Discrimination Policy for Admission

JCSU adheres to a policy of admitting students regardless of their race, color, sex, or national or ethnic origin, and further adheres to such policy in the administration of its educational programs administered directly or indirectly by the University. The University's Affirmative Action and Equal Opportunity Policies are established and implemented in accordance and compliance with the Civil Rights Act of 1964 as amended, the Age Discrimination Act of 1963, Title IX, applicable Executive Orders, and other applicable laws of the United States and the state of North Carolina.

Disability Services/Accommodations Policy

Johnson C. Smith University is committed to providing equal education opportunities to all students and assisting students in making their college experiences successful and positive. The Center for Teaching and Learning serves the special needs of the students with disabilities. Individuals requesting services should provide current documentation of their disability from their physician or other professional. The information should be forwarded to the Center for Teaching and Learning.

It is the policy of Johnson C. Smith University to provide equal access and reasonable accommodations for its students with disabilities participating in, attending, or benefiting from the University programs and activities.

Johnson C. Smith University defines disabilities in the following manner:

A disabled person is anyone who (1) has a physical or mental impairment which substantially limits one or more such person's major life activities; (2) has a record of such impairment; or (3) is regarded as having such as impairment.

The term physical or mental impairment includes, but is not limited to speech, hearing, visual and orthopedic impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, diabetes, heart disease, mental retardation, emotional illness, and specific learning disabilities, such as perceptual handicaps, brain injury, dyslexia, minimal brain dysfunction, and developmental or aphasia.

Disability Services: James E. Saunders II, Director, Student Support Services, Office: 704-378-1116 Location: Basement of McCrorey Hall, Mobile: 704-451-5434, email: jsaunders@jcsu.edu; or contact: Maudré R. Addison, Director of Employee Services/Title IX Coordinator | Human Resources, P: 704.378.1228 |email: maddison@jcsu.edu.

Outline of Disability Services Procedures and Student Responsibilities:

- Student must request accommodations and provide documentation
- Documentation is verified by Equity and Access Services Coordinator
- Director of Student Support Services meets with student to formulate accommodation plans
- Student makes an appointment with faculty to review his/her accommodations

- If accommodations are not being met, student must inform Equity and Access Services Coordinator

Admission Requirements and Procedure for Applying

Admission to the JCSU LCTP is based on the information provided by the individual's program application, college transcripts, personal statement, and two letters of recommendation. An in-person meeting or conversation over the phone with/between the interested applicant and the Program Director is recommended as part of the application process. International students should contact the Program Director to determine what additional information/processes are required. Students must have completed the prerequisite courses as outlined by the Pathway Two Program guidelines set forth by the International Board of Lactation Consultant Examiners (IBCLC).

Prerequisite courses:

Biology	Nutrition
Human Anatomy	Psychology/Communication
Human Physiology	Introduction of Research
Growth/Development	Sociology/Anthropology

An applicant may still be *considered* for admission if all listed prerequisite classes has not been completed prior to the beginning of the program. If accepted, a discussion with the Program Manager would be held to determine a timeline to complete the necessary courses. It is expected that individuals in this situation provide evidence of enrollment in the remaining prerequisite class prior to beginning the JCSU LCTP, and must show proof of successful completion. Failure to successfully complete the outstanding class will result in dismissal from the program.

It is imperative to recognize that transcripts submitted are reviewed only for application and admissions purposes, it is the responsibility of the student to ensure that his or her prerequisite classes meet the requirements for the IBCLC exam. Please reference the [IBLCE Health Sciences Education Guide](#).

NON-DEGREE SEEKING STUDENTS

Students taking courses for job related and/or personal enrichment purposes will be enrolled as non-degree students. Non-degree students are eligible to take credit and non-credit courses but are not seeking a degree and are not eligible to advance toward one. Non-degree seeking students are not eligible to receive federal financial aid. Should a non-degree seeking student elect to pursue a degree at a future date, only five credit hours taken may apply toward that degree.

NOTE: The University reserves the right to modify these requirements.

Accepted students are expected to participate in pre-orientation webinars held in late June. These webinars address all the required paperwork and health/immunization requirements. Additionally, students are expected to attend a week-long summer workshop held in mid-August, and another 2-day workshop held immediately prior to the start of the spring semester. Attendance at these workshops is mandatory, and no exceptions will be made.

Total semester fees and charges are due and payable in full on or before the start of the semester. Payments should be made in order to complete the financial clearance process and to prevent holds from being placed on the students' account. A hold may be placed on a students' account as a result of an overdue balance. This

hold may prevent the release of a Transcript and or a Diploma, and future semester registration until the account balance is paid.

Essential Standards for Admission, Progression and Graduation

Introduction

The Johnson C. Smith University Lactation Consultant Training Program (“JCSU LCTP”) requires students to participate in clinical and didactic training and experiences directed at the acquisition and practice of essential breastfeeding and lactation knowledge, skills, and functions. Combinations of cognitive (knowledge), psychomotor (skills), affective (behavior), social and physical abilities are required to acquire the knowledge, skills, and functions needed to progress and complete the JCSU LCTP program and to become a certified Lactation Consultant.

It is imperative that students who are interested in the JCSU LCTP program review the Essential and Technical Standards for Admission, Progression, and Graduation prior to enrolling in the program. Applicants accepted into the program are expected comply with the Essential and Technical Standards for Admission, Progression, and Graduation with or without reasonable accommodations.

Cognitive Abilities

Students are expected to have the ability to measure, calculate and synthesize data and make sound decisions based on this data to formulate an appropriate plan of care. Examples of relevant activities include, but are not limited to:

- Calculating weight loss/gain of a newborn
- Calculating milk requirements or determining sufficient milk transfer
- Synthesizing data in print and electronically, as well as extrapolating data from verbal and nonverbal cues, to determine a plan of care
- Recognizing whether further interventions are needed beyond the Lactation Consultant scope of practice

In addition, the ability to demonstrate problem solving skills, set priorities, and be a self-motivated learner is a critical cognitive ability requirement of the JCSU LCTP program.

Psychomotor Abilities

Students are expected to demonstrate the ability to function in the didactic and clinical environments with sufficient visual, auditory, and tactile psychomotor skills. Examples of relevant activities include, but not limited to:

- Detecting changes in breathing patterns indicating distress during feedings
- Detecting nonverbal cues of both mother and infant and the ability to perceive pain and movement of mother and infant
- Detecting sounds indicative of effective milk transfer and identifying sounds indicating distress of infant before, during and after feeding
- Detecting abnormalities through palpation or examination in infant anatomy or maternal anatomy in relation to lactation

Affective Abilities

Students are expected to be able to maintain a calm, emotionally stable, and professional demeanor when interacting with individuals in the clinical and didactic realms. Students will encounter a variety of clinical locations and environments during the program. It is expected that students demonstrate the ability to be flexible and function in accordance with program standards, despite the fluctuating locations and environments.

Social Abilities

It is expected that students have the ability to communicate and discuss plans of care to other members of the healthcare team, family members and patients using culturally sensitive approaches and professionalism.

Physical Abilities

Students will complete one clinical day per week, consisting of approximately 8 hours, (not to exceed 12 hours daily) of clinical time. Students must demonstrate sufficient physical stamina to move from one location to another for extended periods of time while seeing and treating patients, with or without reasonable accommodations. The didactic component of the course requires consistent attendance during a 3 hour class session held once a week. Students will be expected to complete assignments outside of class time (group projects, discussion posts, etc.).

Students must also demonstrate the gross and fine motor skills to safely handle mothers, infants and small children when performing tasks related to lactation. Examples of relevant activities include, but are not limited to:

- Transferring an infant from its bassinet to the mother
- Positioning the infant at the breast
- Assisting a mother to move into a comfortable position for nursing
- Positioning an infant or child for an oral examination

Professional Risk

During the clinical portion of the program, students may come into contact with individuals who have known or unknown communicable diseases. While transmission of communicable diseases is rare if students use proper preventive measures, students need to be aware that there is always a slight risk of transmission. Pregnant students may wish to consult with their health care providers regarding the implications of this risk for their unborn child.

The JCSU LCTP program provides the students with training specific to all clinical sites regarding infection control, emergency procedures, environmental safety, and blood borne pathogens. It is the responsibility of the student to remain up-to-date on all required immunizations, safety, and health related trainings during the duration of the program. Additionally, the student is responsible for notifying the Program Director for the JCSU LCTP Program of any significant changes to his/her health status that may affect his/her ability to perform to program standards.

The health of both the JCSU LCTP students and the patients served throughout the duration of the program is paramount. Students are expected to have health insurance either through the University if qualified, or carry personal health insurance. Proof of health insurance will be required prior to the start of the program.

Immunizations and CPR

Proof of immunizations will be required prior to the start of the program. Required health documentation includes:

1. Negative **TB skin test** within the last year
 - a. Initial: for students who have no documentation of a TST within the last year, a 2-step TST screening procedure will be necessary to establish baseline results.
2. Physician diagnosed and documented **measles (rubeola), mumps, and rubella**, or documented lab results demonstrating immunity to measles, mumps, and rubella, or documentation of 2 MMRs or a combination of (2)measles, (2)mumps, and (2)rubella vaccines.
3. Physician diagnosed and documented **varicella (chickenpox)**, or documented lab results demonstrating immunity to varicella, or documentation of 2 varicella vaccines.
4. **Hepatitis B immunity** – Immunity confirmed by documentation, or documented lab results demonstrating positive immunity, or signed declination.
5. Adult-dose **tetanus, diphtheria, pertussis** (whooping cough) vaccine, Tdap
6. Students are required to submit documentation of the **seasonal influenza** vaccine by a set date during the fall semester.

Students may petition for an exemption from a required immunization under certain circumstances. Appeals regarding immunization requirements must be based on a student's health condition, medical disorder or religious beliefs. Documentation supporting the exemption should be submitted to the Program Director. Please reference the North Carolina Immunization Branch of the North Carolina Division of Public Health's website for details: <https://www.immunize.nc.gov/schools/ncexemptions.htm>.

Students will also need to show proof of current BLS/CPR certification prior to the start of the program. The only course accepted is the American Heart Association BLS for the Provider. It is the student's responsibility to maintain current certification for the duration of the JCSU LCTP program. **Certification/recertification via online courses is not acceptable for meeting the CPR requirement.** Students who are unable to provide proof of current and acceptable certification will not be allowed to begin the program. Course locations both within the United States and abroad can be found using the following website: http://www.heart.org/HEARTORG/CPRAndECC/CPR_UCM_001118_SubHomePage.jsp

Criminal Background Checks and Drug Screen

Students must submit to a criminal background check and drug screen as part of the admissions process. The JCSU LCTP program administration may rescind an offer of admission if an applicant's criminal background check reveals that the applicant has committed a serious offense or that the applicant fails the drug screen. Serious offenses include, but are not limited to, felonies, drug offenses, forgery, assault, and abuse and neglect. All determinations of eligibility or disqualification will be made in light of each individual case (i.e., no single type of offense will be used as an automatic rescission of acceptance or reason for dismissal from the

program), and will depend on a variety of factors including but not limited to the nature of, and circumstances surrounding the crime; the time elapsed since the conviction; the rehabilitation record; the actions and activities of the individual since the crime; and truthfulness and completeness of the candidate in disclosing the conviction; and the relevance of the conviction to program participation.

If at any point during enrollment a student is charged with or convicted of any criminal act that may or not have been on a previous criminal background check, that student should contact the JCSU LCTP Program Director immediately to self-disclose. Failure to self-disclose could lead to program dismissal. Students will not be required to disclose expunged arrests, charges or convictions.

The program will adhere to the University's policies on illegal drugs and alcohol. Johnson C. Smith University is a dry campus. This means that all JCSU students and their guests are prohibited from consuming or possessing alcoholic beverages on University owned or controlled property. Violating this policy will result in a referral to the University's Judicial System. The University subscribes to a no-tolerance policy regarding drug possession that implicates the student in the sale or trafficking of illegal substances on campus. Should a student be found responsible under the Judicial System of violating this policy, they will be suspended from the University for a minimum period of one year. Expulsion is an option that the Student Leadership & Engagement Enrollment Services Office can also utilize should the case warrant such a severe sanction.

Computer Requirements

While there is access to computers on campus, students in the JCSU LCTP program are highly encouraged to have easy access to a personal computer. The receiving and sending of email will be required for communications with course faculty, classmates, and clinical sites. JCSU LCTP documents, required reading, and presentations will be loaded to Canvas Learning Management Systems online, and students will be required to access this information frequently via a reliable Internet source. Course assignments require research presentations and clinical presentations, which are to be submitted to the Program Director electronically.

Transportation

Students are expected to have reliable transportation, as the sites for the clinical experiences are at different locations throughout North Carolina. It is the responsibility of the student to provide transportation to and from the clinical site and to incur all travel-related expenses. In addition, students will be expected to attend a weekly didactic session on campus. Costs may be incurred for parking at clinical sites. Students can utilize bus routes and commuter lots. Reasonable accommodations may be made based on geographical preferences for clinical sites; however, some travel should be expected in order to experience a diverse range of clinical settings.

All motor vehicles owned or operated on campus by students, faculty, and staff must be registered with the University Campus Police each semester. Parking permits must be purchased and displayed for a student to have access to on-campus parking facilities. Parking decals cost \$60 a year and will be prorated for just the summer months at \$30. Failure to register a vehicle or violation of the regulations governing operation and parking of vehicles will result in a fine, boot, and/or towing of the vehicle, as well as other possible disciplinary actions. Freshmen students who reside on campus are not permitted to register or operate vehicles on the campus. The University parking decal should be displayed as instructed by the Campus Police Department. Students are expected to obey all parking and traffic signs on the campus and to be especially mindful of

spaces reserved for disabled persons, faculty, staff, and visitors. Fines for traffic and parking violations vary depending on the offense. Citations must be paid in the Office of Business and Finance as directed on the citation. Failure to do so will subject the student to additional citations, fines, and penalties. Students who are suspended or expelled from the University must pay all outstanding traffic and parking citations prior to departure.

Student Review Policy for Unsafe or Unprofessional Practice

The JCSU LCTP has a legal and ethical responsibility to protect members of the public and the health care community from unsafe or unprofessional practices during all aspects of the program. Any student who demonstrates practices that endanger the public or who is unable to comply with the JCSU LCTP Essential Standards for Admission, Progression and Graduation will be referred to and reviewed by the Student Leadership & Engagement Enrollment Services Office.

Social Media Policies

JCSU LCTP participants will adhere to the Social Media policies outlined by the University as well as those defined and outlined within clinical facility orientation documents. Any questions related to Social Media can be directed to this Office of University Communications and Marketing. Examples of inappropriate and offensive behaviors concerning participation in online communities may include depictions or presentations of the following:

- Photos, videos, comments or posters showing the personal use of alcohol, drugs and tobacco (e.g., no holding cups, cans, shot glasses, etc).
- Photos, videos and comments that are of a sexual nature. This includes links to websites of a pornographic nature and other inappropriate material.
- Pictures, videos, comments or posters that condone drug-related activity. This includes but is not limited to images that portray the personal use of marijuana and drug paraphernalia.
- Content online that is derogatory, demeaning or threatening toward any other individual or entity. No posts should depict or encourage unacceptable, violent or illegal activities (examples: hazing, sexual harassment/assault, gambling, discrimination, fighting, vandalism, academic dishonesty, underage drinking, illegal drug use).
- Information that is sensitive or personal in nature or is proprietary to the University, which is not public information.

Discrimination and Harassment

The JCSU LCTP does not tolerate any forms of discrimination or harassment. The JCSU LCTP will follow University policies and procedures for matters of this nature. Please see the Johnson C. Smith University Policy on Prohibited Discrimination, Harassment and Related Misconduct, Including Sexual and Gender-Based Harassment, Sexual Violence, Interpersonal Violence and Stalking. More details are available in the [JCSU Student Handbook](#).

It is the policy of Johnson C. Smith University (JCSU) to maintain an environment free from of sexual assault; sexual harassment and discrimination; relationship violence and stalking in all of its educational programs and

activities. JCSU seeks to create and maintain a safe environment in which all members of the University community— students, faculty and staff—can learn and work free from the fear of these offenses. Members of the University community (students, faculty, and staff) and University visitors are expected to comply with and abide by the University policies and procedures, as well as federal, state, and local laws, whether off campus or on campus. JCSU is committed to prevention and awareness education on all issues. It should be clearly understood that there is a fundamental difference between the nature and purpose of student discipline and criminal law. Regardless of the charge issued or procedures employed, sanctions issued by the University can be expected to be consistent with the educational mission of the institution.

JCSU is committed to investigating all possible violations of this policy about which the University knows or reasonably should know, regardless of whether a complaint alleging a violation of this policy has been filed and regardless of whether the conduct at issue actually occurred. The University's ability to investigate in a particular situation, or the extent of an investigation in any given situation, may be affected by any number of factors, including whether the complainant is willing to file a complaint or to consent to an investigation, the location where the alleged conduct occurred, and the University's access to information relevant to the alleged or suspected violation of this policy. In order to protect a victim's confidentiality and anonymity, a victim can make a confidential report about the incident, including identification of the assailant if known, at any time, whether legal or disciplinary action is desired.

Both men and women may be victims of sexual assault, sexual harassment and discrimination, relationship violence and stalking. Any behavior determined to constitute sexual assault; sexual harassment and discrimination; relationship violence and stalking will be treated as a serious matter and will subject an individual to appropriate disciplinary actions and/or criminal sanctions.

Refer to the [JCSU Student Handbook](#) for further details.

Alcohol and Drugs Policy

JCSU LCTP will follow the University policies on alcohol and drugs. JCSU LCTP recognizes the significant impact that alcohol and drug use can have on the quality of patient care and interactions both in the classroom and clinical setting. Any student who is taking a legal drug (or alcohol-containing cough syrup) which the prescribing physician or pharmacist indicates might impair the student's ability to safely perform functions of her duties must advise a clinical instructor and course coordinator before reporting to clinical. Refer to the [JCSU Student Handbook](#) for further details.

Student Grievance Procedure & Policy and Procedures for Processing Faculty Grievances

In the event of a grievance regarding an Academic issue, the aggrieved student must initiate the process. The process may be initiated electronically through the portal or by using the Grievance Form in the Academic Catalog.

- The student is entitled to bring the concern to the supervisor of the person against whom the complaint is being made, such as a Department Chair. If the grievance is resolved with this person, no further action is needed and both student and respondent should keep a record, and the person against whom the complaint was made should be informed of the resolution, with copies forwarded to the college/school dean.
- If the grievance is not resolved, the student is entitled to bring the concern to the Dean of the College/School

- If the grievance is not resolved, the same procedure moves up the leadership chain to the Council of Deans. A determination by the Council of Deans is final.

The only official faculty member for JCSU LCTP is the Program Director. All lecturers and clinical instructors volunteer their time for the program. Students have the ability to approach the Program Director with his or her concerns regarding didactic and/or clinical faculty. For issues concerning the Program Director, please reference the "Student Grievance Policy" above.

Other grievance policies are available in the [JCSU Student Handbook](#).

Non-Discrimination Policy for Faculty Employment

For the purposes of this program, clinical and didactic faculty (with the exception of the Program Director) provide their expertise and services free of charge and are not official program faculty of the University. Clinical instructors are selected by their respective manager at the clinical site at the beginning of each cohort.

Any additional official program faculty would fall under the policies of the University. The University is an equal opportunity, affirmative action employer and welcomes all to apply without regard to age, color, creed, gender, gender expression, gender identity, genetic information, national origin, race, religion, sex, or sexual orientation. We also encourage protected veterans and individuals with disabilities to apply.

Student Support Services and Resources

Students enrolled in online and hybrid classes can utilize all of the following services: Library Services, Writing Studio, MathLab, and Turnitin. Other resources may be available after publication of this handbook. Please consult the JCSU LCTP Program Manager for additional information.

Library Services

The James B. Duke Memorial Library provides access to a variety of multidisciplinary scholarly journals, magazines, newspapers and e-books via their electronic resources, databases, and online public access catalog. These subscription based resources are offered to supplement the library's print resources and to provide the most current information available for research and information needs. Off-campus access to databases and e-books/videos is permitted through authentication using your Office 365 login credentials. Please visit <http://library.jcsu.edu> or contact the library's Center of Information at 704371-6732 for hours of operation, general information, and research assistance.

Writing Studio

The Writing Studio has peer educators to assist students. Be ready for your tutoring session by having the assignment, textbook, and required school supplies. You may contact the Writing Studio at 704-330-1358 or email writingcentral@jcsu.edu.

Math Lab

Math is often challenging for students. Johnson C. Smith offers students access to assistance in their math courses during the semester. Please contact the Math Lab at 704-378-1038.

Turnitin

Turnitin is an Internet-based plagiarism-prevention service. Students can be asked by their instructors to submit assignments, essays, and research papers to the Turnitin website, which checks the documents for unoriginal content. The results can be used to identify similarities to existing sources or can be used in formative assessment to help students learn how to avoid plagiarism and improve their writing. If this service is required for your course, please consult with your instructor for more information.

Academic and Course Policies

Policies and Procedures for Student Withdrawal/Refund of Tuition and Fees

A student wishing to withdraw from the program must withdraw from both the didactic and clinical course. In order to receive any refund from the University, the student must withdraw before the “drop date” per University policies. The student must also notify the Program Director and Program Manager in writing and indicate the reason for withdrawal (i.e. academic, medical, personal, financial, etc.). **Please note refunds may be pro-rated.** Consult the academic calendar via the university website for official drop/add and withdrawal dates.

The following are reasons for involuntary dismissal of a student (list is not all-inclusive)

- Does not meet clinical standards
- Is unsafe in the clinical area
- Is dishonest
- Is absent excessively
- Fails to comply with professional behavior policies
- Fraudulent marking or falsification of records
- Misuse of records or confidential information
- Engaging in any criminal, dangerous, or violent activity
- Obscene or offensive language or behavior, including sexual harassment
- Attending clinical or lecture while under the influence of alcohol or drugs
- Selling, distributing, or giving unauthorized drugs or alcohol to students, employees, patients, visitors, etc.
- Theft or removal of any facility’s student’s, employee’s, patient’s or visitor’s property without permission
- Tampering with, damaging, or using clinical faculty property without permission

Attendance

Johnson C. Smith University has no official attendance policy. However, because attendance in classes is a vital part of the educational process, students are encouraged to attend classes regularly and promptly. All students are expected to attend all classes, complete all required work, and not be absent without adequate cause. Punctuality in attending classes is expected of all students. Regulations on class tardiness are determined by the instructor of the class.

Students who may miss classes while representing the University in an official capacity are exempt from regulations governing absences. However, absence from class for official University business does not relieve the student from responsibility for any class assignments that may be missed during the period of absence. Attendance is also considered in the awarding of and continued eligibility for student Financial Aid.

The program requires 90 hours for the didactic course and 300 clinical hours. Excessive absences will impact the student's ability to progress through the program for completion by the suggested timeline.

To protect the patients, instructors, and others, the student is expected to call in sick for any illness that is communicable, or any illness that results in the student being unable to perform expected clinical activities. If the student is running a fever, we expect the student to call out. This call is expected to be at least 2 hours prior to the start of the clinical day. The student should call and leave a voice mail for the correct clinical location for which they are scheduled that day. A text or call should also be sent to the Program Director. If the student is running late for clinical, they should also call, out of respect for the instructors.

The detailed attendance policy is located in the course syllabus.

Policy on Religious Observances

When any student is unable, because of religious practice, to attend class or participate in an examination or any other required assignment or activity in any course in which she or he is enrolled, the course instructor shall provide reasonable opportunity to make up the examination, assignment or activity. JCSU students may receive up to three excused absences for three credit hour courses and two excused absences for two credit hour courses. Students must provide documentation of their absence in the form of a program, note, or other methods approved by the instructor. JCSU respects the religious beliefs of faculty and staff and their desire to take time off for religious observances. Employees may use vacation time for religious observances.

Disruptive Behavior Policy

Academic excellence demands that appropriate behavior and decorum be maintained by students at all times in the classroom. Johnson C. Smith University will not tolerate disruptive behavior by students or condone any behavior by students or teachers which incites such behavior. Disruptive behavior is defined here as any behavior which causes disorder or turmoil to exist in the classroom.

University and JCSU LCTP Calendars

University Calendar

Please reference the Johnson C. Smith University traditional calendar, found on the University's website for dates such as registration, drop/add and university holidays.

JCSU LCTP Calendar

The JCSU LCTP runs from mid-August through May, and for the most part, follows the Johnson C. Smith University traditional academic calendar. There is a **mandatory** mini-workshop immediately prior to the start of the program in mid-August, and another in January immediately prior to the spring semester.

Courses are held on Tuesday and Thursday evenings.

Clinical days are assigned by the Program Director, based on the preferences listed by accepted students. An effort is made to meet the needs of the students, however there may be days where students need to make accommodations to meet the needs of the program. An effort is made to give students advanced notice of class requirements, but again, some flexibility is necessary to meet course requirements.

Due to the need to meet the 300 required clinical hours, on weeks where there are University holidays, clinical days may need to be adjusted to keep the student on target. These adjustments will be made at the discretion of the Program Director.

Incident Weather

It is important for everyone to be informed of local severe weather and natural disasters. Severe weather and natural disasters include, but are not limited to hurricanes, tornadoes, tropical storms, tropical depressions, ice and snowstorms. These weather conditions pose potential threats for the Johnson C. Smith University campus. The President or his/her representative makes decisions regarding the existence of emergency situations. It is the intent of the University to operate according to normal schedules whenever possible, and to cancel classes or close offices only when it is extremely difficult for students or employees to commute. It is the responsibility of each Dean, Director and Department Head to ensure that the faculty and staff are adequately informed, prepared and secured prior to the onset of forecasted severe weather conditions and to review procedures with faculty and staff in advance to ensure a state of readiness. For additional information, refer to the university's [website](#).

Criteria for Successful Completion of Each Segment of the Program

Please reference the chart below for a brief description of course requirements. Please reference course syllabus for details.

Assignment Type	Description	Grade Percentage
Participation	Participants will demonstrate active participation in all aspects of the course to include didactic and clinical courses.	30% - 40%
Weekly Assignments	Participants will be graded on assignments such as case study presentations, online discussion posts, and critical review of a relevant journal articles.	40%
Semester Projects	Each semester students will be given one project to work on and turn in at the end of the semester.	20%
Examinations	Participants will be given a written exam in didactic courses.	10%

Policies on Advanced Placement & Life Experience

There is no option to test out of the didactic or clinical courses. No class may be taken in lieu of these classes. At this time, no exceptions will be made. The JCSU LCTP does not grant course credit for life experience or previous work experience.

Academic Warning Policy

Students who are not progressing in accordance with the program's established criteria will be required to meet with the Program Director as soon as the situation is identified either by student report, by feedback gained from Qualtrics surveys, or notification to the Program Director by the Lead Clinical Preceptors. A corrective course of action will be implemented and more frequent feedback sessions will begin at the discretion of the Program Director. Referrals will be made as necessary to University resources. While formal feedback is done on a scheduled and/or as needed basis, students may schedule informal feedback sessions with the Program Director during posted office hours.

Assistive Devices

Assistive devices, such as PDAs, calculators, translators, or other electronic devices are not allowed for use during an exam unless faculty has given prior approval, or approval has been given by Disability Services.

Phased Approach to Learning

Students will progress through the clinical practicum portion of the program beginning with direct observation, then transitioning to assisting, followed by completing consultations while being observed by the clinical instructor. The culminating experience will include students practicing independently with the clinical instructor available for assisting, if needed.

- Phase I. Observation of the Supervising IBCLC (1st half of fall semester)
- Phase II. Supervised Clinical Practice (2nd half of fall semester and beginning of spring semester)
- Phase III. Independent Clinical Practice (spring semester)

Policies on Transfer of Credits

There is no option to test out of the didactic or clinical courses. No class may be taken in lieu of these classes.

Number of Credits Required for Program Completion

Successful completion of each class is required in order to receive full credit for the program and meet the qualifications of a Pathway Two Program and meet eligibility criteria to sit for the certification exam. Students must complete a total of 12 credits (6 credits in the fall semester and 6 credits in the spring semester).

Policies and Procedures for Performing Service Work While Enrolled in the Program

Clinical hours will only be generated from course approved clinical experiences. Students may not count time at places of personal employment towards the required clinical hours. JCSU LCTP participants are to remain in student status for the duration of the program and may not be counted as lactation educators or staff

members for patient census purposes. Questions about specific policies should be directed towards the Lead Clinical Instructor(s) at the site as well as the JCSU LCTP Program Director.

Policies on Credits for Experiential Learning

Students are required to meet course requirements regarding experiential learning throughout the semester in order to receive full credit for the course. This includes, but is not limited to receiving satisfactory reviews from clinical preceptors, participating and contributing to in-class discussions, progressing through clinical competency phases at an acceptable pace, and presenting clinical case study presentations and research findings per course outline.

Criteria for Graduation/Course Completion

This two-semester clinical course is structured to provide supervised breastfeeding support and education in the context of clinical lactation services and public health practice. Students will be expected to complete 300 hours of supervised clinical experience and 90 hours of didactic lactation education to comply with the requirements of a Pathway Two Program.

Successful completion of all clinical coursework, competencies, and passing grades for both the didactic and clinical courses are required for graduation from the program. Clinical logs will be kept on file to demonstrate the meeting of the Pathway Two Program guidelines for clinical experience.

Once the student has successfully completed the programmatic obligations of the JCSU LCTP and university financial obligations the Program Director will give each student a letter of verification of completion of the program that may be submitted to the International Board of Lactation Consultant Examiners (IBLCE).

Exams and Evaluations

Students will take an exam at the conclusion of the didactic courses. Additionally, students will be given practice questions based on the format of the IBCLC exam in order for the students to gain experience with what they will encounter during the real exam.

Grading

The program will follow University policies for grading at the graduate and undergraduate level. The quality of a student's work in a course must be reported to the Registrar by the use of the following grades: A, B, C, D, or F. The grade I (Incomplete) indicates that the work has not been completed due to conditions outlined in the University catalog or student handbook, and that the student did not withdraw from the class. A student who officially drops a course after the advertised drop date will receive the grade of W (Withdrawn). The University's grading symbols are accompanied by the following numerical equivalents: A (90-100); B (80-89); C (70-79); D (60-69); F (Below 60).

Academic Integrity

Academic Integrity is very important to Johnson C. Smith University. Observing and acknowledging the Honor Code is related to class assignments including tests, quizzes, written papers, as well as other assignments that involve student assessments. The University reserves the right to limit access to its resources when policies or

laws are violated and to use appropriate means to safeguard its resources, preserve network/system integrity, and ensure continued service delivery at all times. This includes monitoring routing information of communications across its network services and transaction records residing on University resources, scanning systems attached to the JCSU network for security problems, disconnecting systems that have become a security hazard, and restricting the material transported across the network or posted on University systems.

Activities and behaviors that threaten the integrity of computer networks or systems are prohibited on both University-owned and privately-owned equipment operated on or through University resources. These activities and behaviors include but are not limited to:

- 1) Interference with or disruption of computer systems and networks and related services, including but not limited to the propagation of computer "worms," "viruses" and "Trojan Horses".
- 2) Intentionally or carelessly performing an act that places an excessive load on a computer or network to the extent that other users may be denied service or the use of electronic networks or information systems may be disrupted.
- 3) Failure to comply with authorized requests from designated university officials to discontinue activities that threaten the operation or integrity of computers, systems or networks.
- 4) Negligently or intentionally revealing passwords or otherwise permitting the use by others of University assigned accounts for computer and network access. Individual password security is the responsibility of each user. The user is responsible for all uses of their accounts, independent of authorization.
- 5) Altering or attempting to alter files or systems without authorization.
- 6) Unauthorized scanning of ports, computers and networks.
- 7) Unauthorized attempts to circumvent data protection schemes or uncover security vulnerabilities.
- 8) Connecting unauthorized equipment to the campus network or computers. University authorized business and other activities directly related to the academic mission of the University are excluded.
- 9) Attempting to alter any University computing or network components without authorization or beyond one's level of authorization, including but not limited to bridges, routers, hubs, wiring and connections.
- 10) Utilizing network or system identification numbers or names that are not assigned for one's specific use on the designated system.
- 11) Using campus resources to gain unauthorized access to any computer system and/or using someone else's computer without their permission.
- 12) Providing services or accounts on University computers or via University networks to other users from a personal computer unless required to meet the normal activities of students working as individuals or in collaborative groups to fulfill current course requirements. University authorized business and other activities directly related to the academic mission of the University, are also excluded.
- 13) Registering a Johnson C. Smith IP address with any other domain name.

Honor Code

The University Honor Code is enforced by the Council of Deans and the University Judiciary Board. "I pledge that this work is my own and I will not cheat, or represent the words, ideas, or projects of others as my own. I further pledge that I will not engage in academic dishonesty, which includes lying, stealing or assisting others in misrepresenting their work. As a member of the student body of Johnson C. Smith University, I also pledge to report all violations of the Honor Code that I observe in others. I understand that violations of the Honor Code are subject to disciplinary action by the Council of Deans and/or the Judicial Affairs Office." Students and faculty are to govern themselves by the Honor Code to ensure the greatest measure of academic integrity. The Code must be observed and acknowledged by students in relation to class assignments, including out-of-class

work, tests, and written papers, as well as other types of assignments that include student assessment. Student assessment may extend beyond classrooms and includes all applied academic settings of the University.

It is the responsibility of the JCSU LCTP student to familiarize him/herself with the Honor Code, and ask for clarification when needed from Clinical and Didactic faculty, Program Manager, and the Program Director. Any person may report suspected misconduct by a JCSU student to the Office of Student Leadership & Engagement Enrollment Services.

Clinical Placement Policy

Students will be scheduled to have hospital based clinical experiences throughout both semesters at the sites designated by the Program Director. This placement is done at the discretion of the Program Director, with attention given to student needs, preceptor availability, and quality of experience. Students will be responsible for coordinating the additionally required off-site external clinical experiences, with the oversight of the Program Director. All off-site locations must be approved by the Program Director prior to the student making the arrangements.

Program Evaluation and Student Assessment

Program Evaluation

A variety of evaluations and assessments are utilized in order to ensure the needs of the students, faculty, and communities of interest are being met. The program is continuously evaluated and revised to ensure the content presented reflects the current trends in literature and practice, and that it is in line with the core competencies, and mission of the program.

Student Assessment

Students are evaluated at the end of each clinical day by their preceptor. Preceptors are provided with a link to a Qualtrics Survey where feedback is provided that the Program Director uses to determine if the students are progressing appropriately through the program and whether any corrective action needs to be taken. Students are provided with formal feedback at the mid-point during the semester, at the end of the semester, and as needed. Qualtrics survey results are taken into account for the Participation portion of the grade.

The following scale is used to rate the student on the criteria listed below:

Significant concerns
Some concerns, but not unsafe

Performing as expected for this level
Exceeds expectations

Specific criteria is given in detail in course syllabi. The Program Director will utilize the student's competency checklist to ensure that the student is attaining competencies at the expected rate and is progressing appropriately through the phases of learning. Students must be in good standing in terms of competency attainment in the first clinical course in order to be eligible to register for the second clinical course.

Facility and University Assessment

Students have the opportunity to rate the clinical facility at the end of each semester using a Qualtrics survey. Additionally, students are given a University generated survey at the end of each semester that evaluates a variety of aspects of the class.

Core Competencies

Students are required to be signed off on specific core competencies related to lactation consulting. As the student progresses through the phases of learning, the student is to be first signed off as observing and then as actually performing the competency. The core competency checklist will be reviewed by the Program Director during feedback sessions to ensure the student is progressing appropriately. Additionally, students will be required to meet program and school specific competencies, as outlined in the course syllabi.

Clinical Regulations and Compliance Policies

Dress and Appearance

NOTE: Individual sites may have dress codes policies specific to their site. The standards listed below are the minimum of the program.

- Business dress is the default standard and is always appropriate. When visiting another clinical site, follow or exceed their standards.
- Wear your JCSU LCTP lab coat to all sites.
- Shoes should be close-toed and comfortable.
- No denim is allowed.
- Jewelry and other accessories must be conservative and not interfere with the performance of job duties or pose a safety hazard (avoid wearing hoop earrings). No wrist jewelry or watches that will prevent you from scrubbing your hands and arms when washing your hands.
- Excellent personal hygiene is expected. Nails must be clean, neat, trimmed and short enough so that if you look at your palms, you cannot see your nails from the other side. If polish is used, it must be clear and not chipped. Fake nails are not permitted.
- Avoid noticeable scents: perfumes, strong-smelling lotion, hair spray, etc. We do not want to interfere with the mother and baby smelling each other.
- Hands should be washed and sanitized frequently. Students should follow individual site protocols for hand washing.

University Dress Code

Students are required to follow the approved dress code for all formal University events including, but not limited to, Convocation, Founder's Day, Baccalaureate, and Commencement:

- Dress pants or dress skirts that show below the hem of the robe must be dark in color.
- Collared shirts that show above the neckline of the robe must be white.
- Ties, if worn, must be dark in color.
- Dress shoes must be appropriately formal and dark in color.

- Religious headwear, if worn, must be dark in color.
- Artificial body adornments/jewelry and body art alterations are a personal choice.

Designated officers of the University reserve the right to ask a student to remove or cover anything that is deemed to be inappropriate for formal events.

Policies and Procedures to Safeguard Student Health and Safety

Insurance

The health of both the JCSU LCTP students and the patients served throughout the duration of the program is paramount. Students are expected to have health insurance either through the University if qualified, or carry personal health insurance. Proof of insurance will be required prior to the start of the program.

Infectious/Communicable Disease Policy

JCSU LCTP students will receive instruction on infection control, standard precautions and hospital safety at the beginning of and throughout the JCSU LCTP program and must abide by any facility-specific guidelines at clinical sites.

Students who are exposed to bloodborne pathogens during their clinical rotations or in cases of student-to-patient transmission of bloodborne pathogens are required to follow facility protocol. Students must immediately inform the Program Director and the Lead Clinical Instructor of any such incidents. University resources will be utilized in these circumstances to ensure students receive adequate assistance in dealing with these matters.

During the clinical portion of the JCSU LCTP, students may come into contact with individuals who have known or unknown communicable diseases. While transmission of communicable diseases is rare if students use proper preventive measures, students need to be aware that there is always a slight risk of transmission. Pregnant students may wish to consult with their health care providers regarding the implications of this risk for their unborn child.

Similarly, students need to protect the patient population and those around them from any communicable or infectious disease they may be experiencing. Students in this situation are encouraged to utilize University resources and speak with the Program Director. All matters concerning these circumstances will be handled with confidentiality, and if necessary, involve contacting legal counsel for the University.

Additional policies are available in the JCSU Student Handbook.