

College of The Albemarle



Social and Human Services Student Handbook

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12/14 RDH	06/16 RLW	05/17 RLW	05/18 RLW	05/2020 LSG	7/21 LSG	7/23 LG
08/24 LG	5/25 LG	07/26 LG				

**COLLEGE OF THE ALBEMARLE
DIVISION OF HEALTH SCIENCES & WELLNESS PROGRAMS
DEPARTMENT OF ALLIED HEALTH
SOCIAL AND HUMAN SERVICES PROGRAM**

SOCIAL AND HUMAN SERVICES STUDENT HANDBOOK

Approved: 08/03/2026



08/03/2026

Dr. Jack Bagwell
President

Date



08/03/2026

Jennifer Lopes (Aug 3, 2026 12:03:11 EDT)
Dr. Jennifer Lopes
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07/15/2026

Robin Harris
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Health Sciences & Wellness Programs

Date



07/15/2026

Laura Gardner (Jul 15, 2026 12:14:08 EDT)
Laura Gardner
Program Coordinator
Social and Human Services Program

Date

I. Welcome

The faculty of College of the Albemarle's Social and Human Services program is pleased to welcome you. This handbook has been created to provide important information about the policies and guidelines specific to the Associate in Applied Science in Social and Human Services.

It is intended to supplement the College Catalog, which outlines general institutional policies that apply to all students. This handbook will be made available during orientation or before enrollment, giving you ample time to review and understand the program's expectations, policies, and procedures.

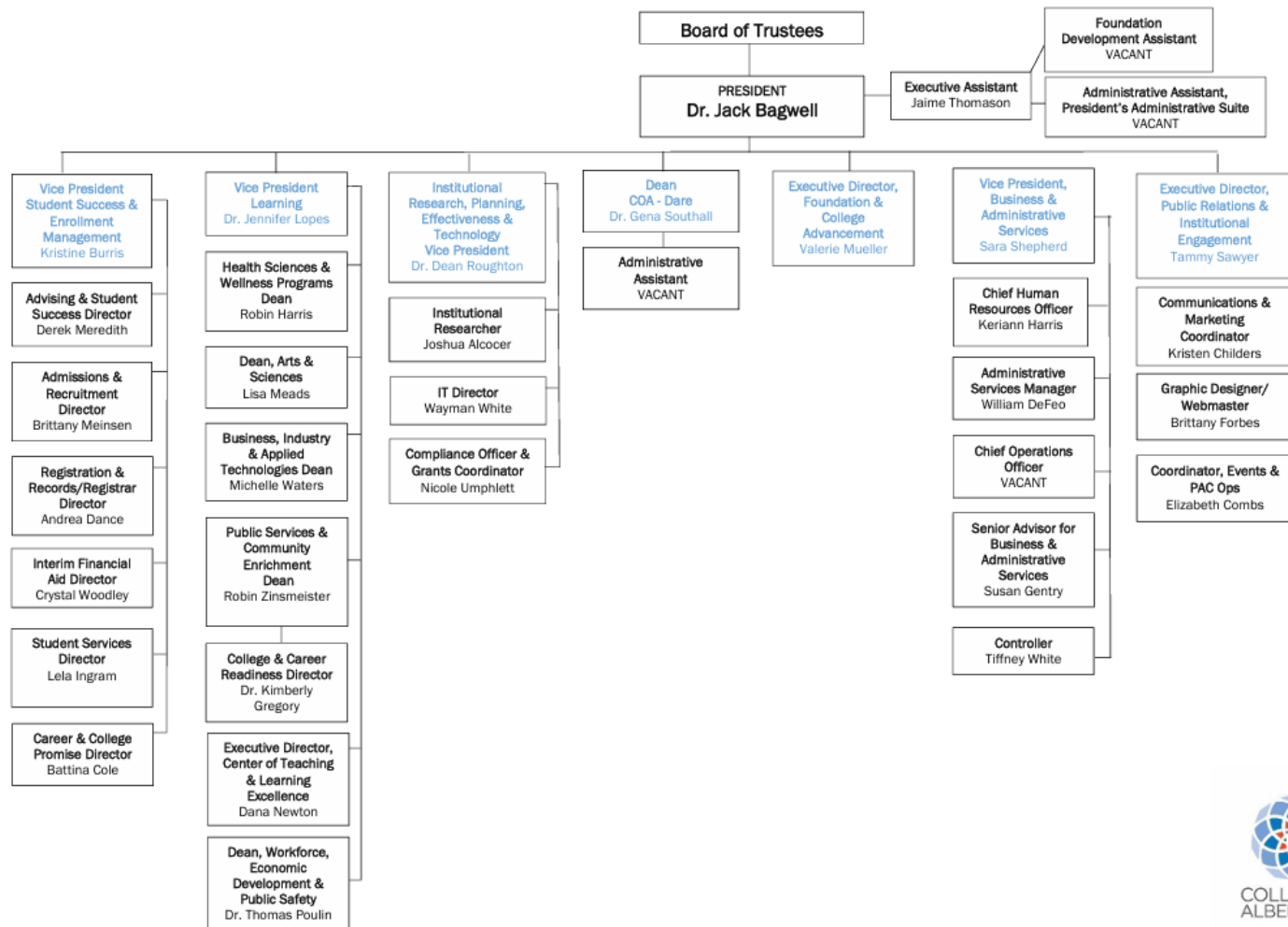
As a student in the Social and Human Services program, it is your responsibility to read this handbook thoroughly and refer to it as needed throughout your enrollment. It serves as a resource to support your success and understanding of the program.

Policy 5.3.2 Certain College programs may have academic and non-academic-related conduct and sanction requirements in addition to those listed in the college's policy. This Social and Human Services Student Handbook is intended to supplement the policies and procedures adopted by the College of the Albemarle Board of Trustees; the Board's policies will take precedence and be considered the minimum standard. However, certain policies within this handbook may outline higher expectations, responsibilities, or requirements specific to students in the Social and Human Services program.

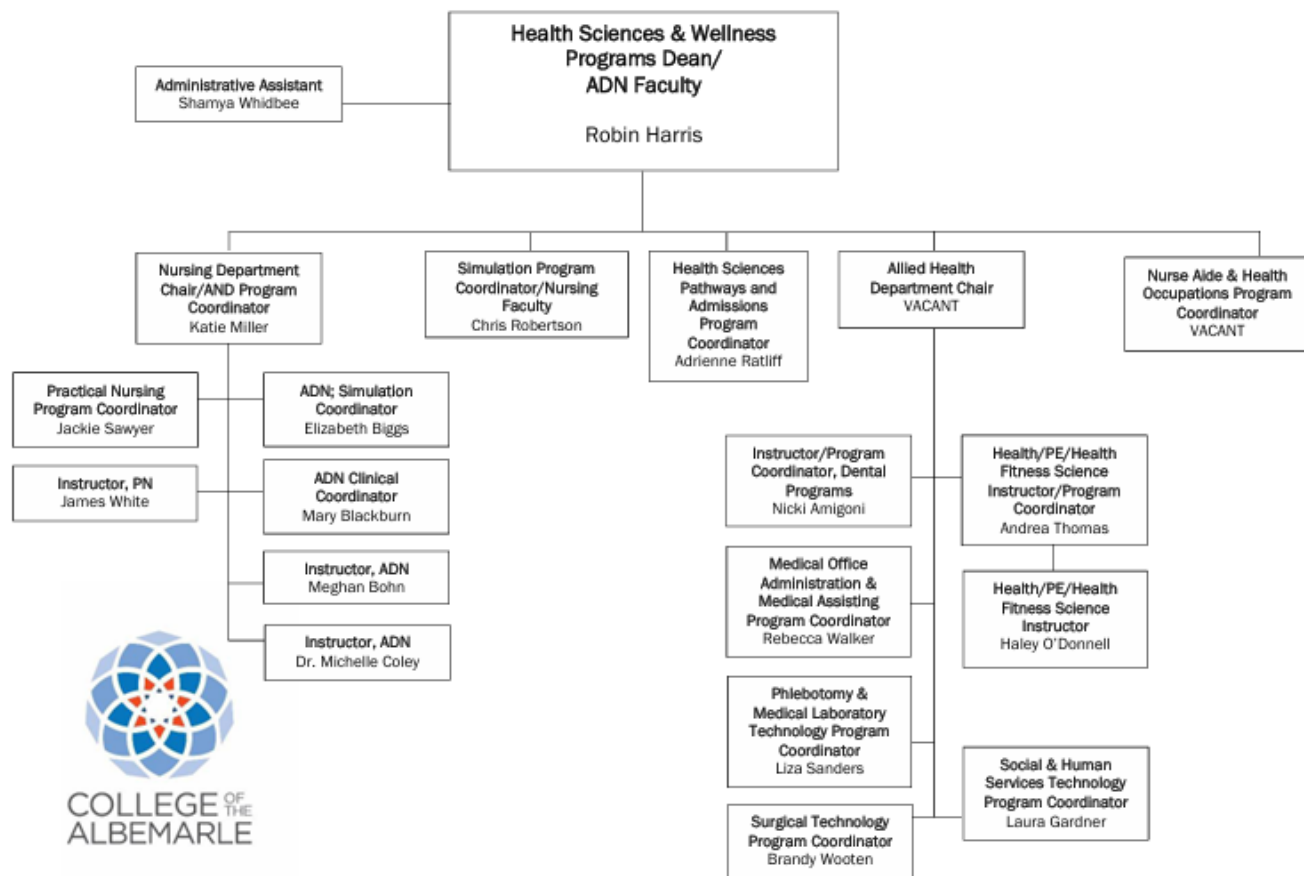
Students with questions or concerns about inconsistencies between policies should contact the Program Coordinator. The Program Coordinator may consult with the Department Chair, Division Chair, Vice President of Learning/Chief Academic Officer, or other college administrators to resolve any issues.

All information in this handbook reflects current Social and Human Services program policies and is subject to change at any time. While the program will make reasonable efforts to provide advance notice of changes, such notice is not guaranteed or required.

If you have questions about any information in this handbook, please consult the Program Coordinator.



2025-2026
Organizational Chart



Division of Health Sciences & Wellness
Programs
2026-2027 Organizational Chart

III. Social and Human Services Program Faculty

	Extension	Office
Program Coordinator Laura Gardner, HS-BCP MAEd Laura_gardner40@albemarle.edu	2363	OC 204
Staff Shamya Whidbee Administrative Assistant, Health Sciences shamya_whidbee42@albemarle.edu	2283	OC 102
	2304	OC 107
Chris Robertson Director, Health Sciences and Wellness Programs Admissions/Advisement chris_robertson37@albemarle.edu		

IV. PURPOSE OF SOCIAL AND HUMAN SERVICES

HUMAN SERVICES DEFINED

Human Services is a profession dedicated to addressing the needs and rights of the whole person while working to strengthen and improve society. It is guided by a unifying philosophy and ethical foundation, supported by a defined set of goals, tasks, a specialized knowledge base, and a structured career pathway. Human Services professionals are considered generalists, equipped to work with individuals and families in collaboration with other professionals to deliver a broad range of services tailored to client needs. These professionals are skilled in therapeutic approaches and are trained to work effectively alongside various disciplines.

The Social and Human Services curriculum is designed to prepare graduates to meet diverse client needs across a variety of human service settings. The program empowers students to help individuals lead more satisfying, independent, and productive lives. Graduates are qualified for employment in fields such as mental health, childcare, family services, social services, rehabilitation, corrections, and education. Those interested in continuing their education have opportunities to transfer into related programs at colleges and universities.

The curriculum integrates liberal arts education with human services and specialty coursework, with a strong emphasis on experiential learning. Instruction is delivered through online and/or classroom learning, supported by lab-based activities. The program also emphasizes personal development, fostering growth in attitudes, knowledge, and practical skills for success in the human services field.

MISSION STATEMENT – SOCIAL AND HUMAN SERVICES

The mission of the Social and Human Services Program is to meet the educational needs of students in the areas of human services to contribute to the social, cultural, economic, and political well-being of the community.

V. Social and Human Services Goals and Student Learning Outcomes

The goals of the Social and Human Services program are:

1. Prepare graduates for meaningful careers in human services
2. Train students to effectively assess client needs and connect individuals with appropriate community resources.
3. Foster self-awareness, personal growth, and reflective practice.
4. Cultivate a compassionate, ethical, and empathetic approach to working with diverse populations.
5. Expand students' knowledge base while developing practical skills to empower others.
6. Equip students with marketable skills that support job placement and career advancement.
7. Support seamless transfer opportunities into bachelor's degree programs in related fields.

The Student Learning Outcomes of the Social and Human Services program are:

1. Explain professional codes of conduct, confidentiality, and ethical decision-making, and how they apply to the human services field.
2. Explain how the history of human services shapes current practices.
3. Apply essential communication skills to interact effectively with supervisors, peers, and clients in human services settings.
4. Utilize critical thinking skills to effectively align client needs with available community resources.
5. Describe how self-care and personal wellness impact the professionals' relationship with clients in the human services field.
6. Demonstrates strategies to advocate for the needs and rights of culturally diverse clients within the community and social systems.
7. Demonstrate knowledge and skills necessary for professional practice and further studies in human services-related fields.

Program Outcomes

College of the Albemarle's Social and Human Services Program uses the following criteria as outcome measures of the effectiveness of the program:

- I. 60% of students who complete two or more semesters in the Social and Human Services program will graduate within three years.
- II. 70% of graduates will pursue one of the following within 12 months of graduation: transfer to a related academic program, employment in any field, or volunteer/community service engagement.
- III. 75% of student survey respondents will report growth in communication, problem solving, or interpersonal skills as a result of the program.
- IV. 75 % of graduate survey respondents will indicate they are "satisfied" or very satisfied" with the overall quality of their preparation as a human services professional.

VI. Admissions

Students may enter the Social and Human Services program in the fall, spring, or summer semesters upon successful completion of the program's admission requirements. Applicants should refer to the Program Admission Fact Sheet, which outlines all necessary steps for admission. This document is available online and in person at the Health Sciences and Wellness Programs Admissions/Advisement Office (OC107). The admission process is outlined below.

PHASE I: PRE-ADMISSION REQUIREMENTS

Applicants seeking admission into the Social and Human Services program must complete the following steps in order to be considered for acceptance into the Social and Human Services program.

- A. Complete and submit a written COA Application for**
- B. Bring or send an official high school transcript and official post-secondary transcripts, if applicable, to the Admissions Office.**
- C. Attendance at a Health Science Orientation Session is highly recommended,** for a review of the admission process. Check with the admission department or the Director, Health Sciences and Wellness Programs Admissions/Advisement Office – OC 107 for scheduled dates and times. On-line orientation can be viewed at:
<http://newalbemarle.mediasite.mcnc.org/mcnc/Play/b70d20c908fc4b8dba0fdc9320c6dc241d>
- D. Achieve minimum English, Math, and Reading competencies.**
- E. Achieve and maintain a 2.0 minimum cumulative grade point average** on the transcript of record (most recent transcript with 12 accredited credit hours or more) AND the COA transcript, when applicable (if the most recent 12-hour transcript of record is the high school transcript, the **unweighted GPA** will be used). Achieve a minimum of “C” grade on each relevant COA or transfer course. Only grades of “C” or better will be accepted for transfer purposes and program completion.
- F. Applicants must have completed one unit of biology in high school** with a grade of “C” or “77” or higher or the equivalent at a post-secondary institution (BIO 090 or higher). An official transcript must be provided.

REQUIREMENTS A, B, C, D, E, and F must be met in their entirety before applicants may move to Phase II.

PHASE II: SOCIAL AND HUMAN SERVICES APPLICATION REQUIREMENTS

- G. Read and review the SHS Handbook prior to admission to the program.** The handbook is available online at the college website: www.albemarle.edu under Academics: Catalogs and Handbooks or from the Director, Health Sciences and Wellness Programs Admissions/Advisement Office – OC 107.
- H. Sign all required forms related to admission to the program located at the back of the SHS Handbook.** Students should make an appointment with the Director, Health Sciences and Wellness Programs Admissions/Advisement Office – OC 107 to meet and sign and turn in all required forms for the program.
- I. COMPLETE THE SHS ADMISSION APPLICATION.**

Once students have met all preadmission criteria A,B,C,D, E, F, G and H – students must complete an application for the COA HST Program.

Applications may only be obtained from the Director, Health Sciences and Wellness Programs Admissions/Advisement Office – OC 107, ext 2304. Applications will only be given to students who demonstrate completion of preadmission requirements A-H.

Only those students who have completed an application form in its entirety will be considered for admission to the program. All applications must be received in the Health Science Admissions/Advisement Director's office (Owens Center, Office 107) by 4 p.m. on the last day to register for classes for each semester. Late applications will NOT be accepted for any reason.

SOCIAL AND HUMAN SERVICES CURRICULUM SCHEMA

The Human Services Technology curriculum prepares students for entry-level positions in institutions and agencies that provide social, community, and educational services.

SEMESTER/COURSES		SHC			
Semester –1st Fall		Class	Lab	Clinical	Credits
ACA 111	College Student Success (or ACA 122*)	1	0	0	1
MHA 140	Introduction to Mental Health	3	0	0	3
ENG 111	Writing and Inquiry	3	0	0	3
PSY 150	General Psychology	3	0	0	3
SOC 210	Introduction to Sociology	3	0	0	3
HSE 110	Introduction to Human Services	2	2	0	3
TOTAL CREDITS					16
Semester- 1 st Spring					
ENG 112	Writing/Research or Literature-Based Research	3	0	0	3
PSY 241	Developmental Psychology	3	0	0	3
MHA 150	Mental Health Interventions	3	0	0	3
Humanities Elective (PHI 240 or HUM115 preferred)		3	0	0	3
HSE 212	Group Dynamics	3	0	0	3
HSE 123	Interviewing Techniques for Human Services	2	2	0	3
TOTAL CREDITS					18
Summer Session					
MAT 143 (or higher)	Quantitative Literacy	2	2	0	3
TOTAL CREDITS					3
Semester – 2 nd Fall					
HSE 210	Diversity, Ethics, and Trends	3	0	0	3
SAB 110	Introduction to Addiction and Recovery	3	0	0	3
HSE 220	Case Management	2	2	0	3
HSE 115	Health Care Concepts	3	2	0	4
HSE 120	Interpersonal Relations	3	0	0	3
TOTAL CREDITS					16
Semester – 2 nd Spring					
HSE 223	Counseling Theories and Skills	3	0	0	3
SAB 135	Addictive Process	3	0	0	3
HSE 225	Crisis Intervention & Intervention Principles	3	0	0	3
SWK 110	Introduction to Social Work	3	0	0	3
HSE 127	Conflict Resolution	2	2	0	3
TOTAL CREDITS					15
GRAND TOTAL					68

*Suggested courses/options for those interested in college transfer.

OTHER IMPORTANT INFORMATION RELATED TO THE SHS PROGRAM ADMISSION PROCESS

Depending on the options selected, some SHS students may have to meet additional requirements prior to entering some courses or internships. Therefore, these items are not required on admission to the program, but this is to notify applicants that they may be required to provide additional information or certifications, at their expense, during the HST program, including:

- A. **Documentation of current CPR Certification – BLS if required by any agencies or internships.**
- B. **Some internship sites may require that the student have a recent health care examination indicating physical and emotional health and provide a record of immunizations. A third party has been chosen to assist students in complying with this facility requirement.**
- C. **A criminal background check and/or drug testing may be required by some sites prior to participation in any internship or observer components of this program.** Progress toward graduation may be limited by any inability to complete these portions of the program. Students with certain misdemeanor or felony convictions may have limited internship and employment opportunities. By applying for admission to the Human Services Technology program, a student consents to drug and alcohol screening and criminal background checks. A written consent form must be signed by each student before the performance of a background check and drug screen. Information obtained within the criminal background check and sex offender check will be provided to any work-based learning site before the internship.

COA does not guarantee the admission of any student to any intern facility or clinical site. A student's acceptance, participation and continuation at any site is subject at all times to the approval and consent of the site. Students must be able to attend and progress in the assigned facility for each course. Alternate assignments will not be made because of the inability to progress in an assigned setting.

For these reasons, all students must understand that it is critical that they comply with all policies and procedures of these sites and that they must satisfactorily perform and conduct themselves at any site at all times. Students are under a continuing obligation to supplement the information provided to COA and any facility concerning background checks, immunizations, health status, criminal histories or convictions or any other background information. Failure to promptly provide updated or corrected information may be cause for removal from an intern facility or clinical site and/or from the program.

- D. **Other information or requirements may be required at the discretion of clinics and agencies prior to providing access or internships to SHS students.**

E. **Liability Insurance**

Each student may be required to have Liability insurance. Social and Human Services students are enrolled in a group policy through C. Berry & Smith Insurance Company, with the premium being paid by the applicant to the Business Office when Spring Semester tuition and fees are collected.

F. Bloodborne Pathogens

Each student will **be required to review a copy** of the Health Sciences Program's Exposure Control Plan on Bloodborne Pathogens. Each student will sign a statement reflecting that they have received and understand the Bloodborne Pathogen Exposure Control Plan. This statement will be filed in the student's folder located in the Social Human Services Program Office. Bloodborne pathogens training during the first course of the program will be required.

The College may take a number of steps and precautions at all campuses, providing additional information and resources related to COVID 19 for students; implementing additional health and safety protocols; adjusting some facility, physical space and campus operations; and modifying classes and academic delivery as needed.

Students should understand that COVID-19 and other communicable diseases are a public health risk; that COA and clinical facilities cannot guarantee safety or immunity from any infection; and that each student voluntarily assumes all risks associated with participating in health science programs related activities on campus and at clinical facilities, including the risk of exposure or infection with COVID-19 and other infectious diseases.

G. Estimated Program Fees and Costs

(All quoted fees are subject to change or may vary)

2025-2026 Tuition Rates

<u>Resident</u> rate per credit hour:	\$76.00
Maximum tuition charge per semester:	\$1,216.00

<u>Nonresident</u> rate per credit hour :	\$268.00
Maximum tuition charge per semester:	\$4288.00
CPR/First Aid Certification:	\$35.00
Books per semester:	\$600.00

H. Americans with Disabilities Act

The Social and Human Services program complies with the provisions contained in the 1990 Americans with Disabilities Act".

The Social and Human Services faculty recognizes that the practice of Social and Human Services requires cognitive, sensory, emotional, and physical (psychomotor) competencies. As such, the essential eligibility requirements for students enrolled in the Social and Human Services program are outlined according to the following physical and emotional standards.

Physical and Emotional Standards

Students enrolled in the Social and Human Services program must possess and demonstrate the following abilities to ensure safe, effective, and ethical service delivery:

1. *Critical Thinking*: The ability to identify cause-and-effect relationships, analyze data, and engage in sound problem solving and decision-making.
2. *Interpersonal Skills*: The capacity to interact effectively with individuals, families, and groups from diverse social, emotional, cultural, and intellectual backgrounds. For example, students must be able to establish rapport with clients and collaborate with team members.
3. *Communication Skills*: Proficiency in verbal and written communication to explain procedures, provide education, document services, and interpret client responses and interventions. .
4. *Mobility*: Physical ability to move freely in various settings, including small spaces, client homes, and community environments. This includes the stamina to stand and walk for extended periods.
5. *Motor Skills*: Fine and gross motor skills are necessary to perform essential tasks such as documenting services, positioning clients, administering CPR, and operating basic equipment relevant to the field.
6. *Hearing*: Adequate auditory ability to engage in effective communication with clients, colleagues, and team members.
7. *Visual*: Visual acuity sufficient to observe, assess, and interact appropriately with clients and their environments.
8. *Cognitive Abilities*: The ability to remain oriented to time, place, and person; manage responsibilities, prioritize tasks; and make sound clinical decisions. For example, assessing client needs and implementing appropriate service plans.

Note: The examples listed above are intended to be illustrative and are not exhaustive. If a Social and Human Service student or applicant believes they may be unable to meet one or more of the standards without reasonable accommodations, they are encouraged to contact the Program Coordinator as soon as possible. An interactive process will be initiated to determine the feasibility of accommodations or modifications and to assess what adjustments may be reasonable and appropriate.

Students should refer to the College Catalog for additional information and procedures regarding disability services and accommodations.

SPECIAL ADMISSION CIRCUMSTANCES – “DEFERRED ACTION FOR CHILDHOOD ARRIVALS (DACA)” AND “UNDOCUMENTED IMMIGRANT” STUDENTS

COA Health Sciences and Wellness programs will allow the admission of students with DACA classification. However, DACA students should be aware of the following:

- a. Neither federal law, nor North Carolina law permits individuals with DACA classification to receive professional licenses. See 8 U.S.C. § 1621(a) and (c)(1)(A). Ability to obtain other certifications may also be limited.
- b. It is the current position of the State Residence Committee that individuals with DACA classification do not have the capacity to receive in-state tuition.

COA Health Sciences programs will allow the admission of students with “undocumented immigrant” classification. However, undocumented immigrant students should be aware of the following:

- a. For the purposes of this Section, "undocumented immigrant" means any immigrant who is not lawfully present in the United States.
- b. An undocumented immigrant admitted shall not be considered a North Carolina resident for tuition purposes.
- c. Federal law prohibits states from granting professional licenses to undocumented immigrants. Ability to obtain other certifications may also be limited.
- d. Students lawfully present in the United States shall have priority over any undocumented immigrant in any class or program of study when capacity limitations exist.

VII. Progression Policy

To ensure students demonstrate the knowledge, skills, and clinical judgment necessary for safe patient care, Social Human Services program courses maintain more rigorous academic progression and graduation requirements due to regulatory standards and competency expectations established by state boards, credentialing agencies, and healthcare industry best practices for safe entry-level practice. Additionally, program requirements align with college and university articulation agreements and grade requirements to support seamless academic progression.

A. College Advisement System

Student Success and Enrollment Management personnel assign curriculum students to full-time faculty members for academic advisement. Advisors are responsible for working with their advisees as needed during registration periods, posted office hours, and by appointment. Specifically, advisors are responsible for assisting students with registration functions, dropping/adding, withdrawing, as well as for graduation and transfer planning, in addition to other related tasks.

Students are encouraged to discuss their course selections and educational plans with advisors. It is the responsibility of the student to know the Program requirements and to register for these classes each semester. It is the ultimate responsibility of the student who plans to transfer to a four-year institution to know the program requirements and the graduation requirements of the senior institution.

B. Academic Progression

1. Grading Scale

The grading scale in all Social and Human Services courses is as follows:

<u>Letter</u>	<u>Numerical Equivalent</u>	<u>Quality Points Per Quality Hour</u>
A	100-90	4
B	89-80	3
C	79-70	2
D	60-69	1
F	Below 60	0
I	Incomplete	
W	Withdrawal	
A	Audit	

A student must successfully complete each general education course with a final letter grade of "C" or better. A student must maintain a grade of C or better in any Social and Human Services course. A grade point average of 2.0 is required for a student to enter, progress, re-enter, or graduate.

2. Sequence of Courses

Students may not take Social and Human Services (SHS) courses out of the pre-requisite sequence, and must comply with all departmental and pre-requisite and co-requisites assigned to SHS courses.

All students who complete all the required courses will be eligible to apply for an associate degree in Social and Human Services.

All other general education courses required in the Social Human Services Technology program are suggested to be taken in the curriculum suggested pathway, but **must** be taken in sequence based on any pre-requisite or co-requisites assigned to those courses. General education courses may be taken prior to enrollment in the Human Services Technology courses. In order to progress in the program, the student must successfully complete (1) each Human Services course with a final grade of "C" or 77 or better, (2) each general education course with a final letter grade of "C" or better, and (3) must maintain a minimum cumulative grade point average (GPA) of 2.0 each semester.

C. Attendance Policy

The general attendance policy for College of The Albemarle as stated in the College catalog will apply to all courses. Human Services Technology students are expected to meet all scheduled classes, labs, and work-based learning internship hours. Excessive absences is defined as in excess of ten percent (10%) of total class hours, ten percent (10%) of total lab hours, or ten percent (10%) internship hours. Excessive absences in one course or across multiple Human Services Technology courses may result in disenrollment from the program. These Human Services Technology requirements will be strictly enforced.

Tardy is defined as not being on-site at the beginning but entering within the time of any hour of instructional time. Three (3) tardies = 1 hour of absence. Not being present during any time of an instructional hour is counted as an hour of absence. Excessive absences or habitual tardiness may be cause for dismissal.

If a student knows in advance that he/she will be absent, especially for any type of testing, the instructor is to be notified prior to the absence. Whenever a student is ill and/or absent from class, lab, or internship, it is the student's responsibility to obtain assignments and materials missed. When a student is unable to attend an internship session, he/she is to notify the assigned affiliating agency and the instructor per the internship instructor's guidelines. If a student is absent for any testing, no makeup exam will be offered unless the absence is excused or the instructor is notified prior to the exam. Make up exams may or may not be the same format as the original exam.

When inclement weather occurs (snow, storms, etc.), students should check the local radio stations, area TV stations, main college switchboard (252-335-0821) or COA Website (www.albemarle.edu) for information about the closing of the College. Individual instructors will discuss with students the procedure to follow when trying to ascertain road conditions for safe travel.

D. Online Attendance

Students in online and hybrid courses are **required to complete the first assignment by 11:55 pm on the third day of the course starting date**. Failure to complete the first assignment will result in the student being withdrawn from the course. If the student is unable to log on to myCourses, it is the student's responsibility to notify the instructor. Failure to communicate with the instructor will result in withdrawal from the course.

E. Withdrawal Policy

Students may withdraw from class after ten percent but prior to the completion of seventy-five percent of a class. Prior to the seventy-five percent date, students may also be withdrawn for non-attendance. Withdrawals through completion of seventy-five percent will result in a "W" grade. After the seventy-five date withdrawals are only given in rare circumstances with approval of the instructor and department chair.

F. Religious Observance Policy

In compliance with the North Carolina Administrative Code, Title 23, Chapter 2, Sub-Chapter 2C, Section .0213 requirement as authorized by Section 115D of the NC General Statutes, College of The Albemarle will grant any student of the College two excused absences each academic year for religious observances required by the faith of the student. The two excused absences may be taken at any time during the academic year either on separate days or on two consecutive days and must be taken within the absences allowed in the College's approved attendance policy as published in the COA Academic Catalog and specific program handbooks for those students enrolled in a program. Students must submit a "Request to be Excused For Religious Observance Form" to the Vice President of Student Success and Enrollment Management within the first two weeks of the semester in which the absence will occur.

VIII. Non-Progression

A. Withdrawal

If a student, for any reason, desires to withdraw from the program, he/she is required to follow the procedure outlined below to maintain a complete academic record:

1. Confer with both his/her faculty advisor and course instructor;
2. Write a letter of resignation to the Program Coordinator stating the reason(s) for withdrawal.
3. Confer with the Director of Financial Aid, if applicable, in his/her case.
4. Any student who exits the Social and Human Services program for any reason should complete an exit interview with the program coordinator.

B. Dismissal

The Social Human Services faculty reserves the right to recommend the dismissal of a student from the Social and Human Services program. The Program Coordinator has the right, authority, and responsibility to decide on such a recommendation.

Causes for Dismissal

The following reasons, though not intended to be all-inclusive, constitute due cause for a student to be dismissed from the Social and Human Services program.

1. **Failure to Meet Academic Standards.**
Failure to meet the academic standards outlined in the College Catalog and the Social and Human Services Student Handbook.
2. **Health Concerns**
A student's physical and emotional health may be discussed during faculty-student conferences. Health issues that lead to excessive absences or prevent the completion of competencies may result in dismissal from the program. The SHS faculty believes that a student's health should take precedence over academic progress. Students are strongly encouraged not to continue in the program if doing so compromises their well-being.
3. **Excessive Absences of Habitual Tardiness**
As defined in the program's attendance policy outlined in this handbook.
4. **Falsification of Information**
Providing false, misleading, or incomplete information- whether verbal or written- at any stage of the admission process or while enrolled in the program may result in dismissal.
5. **Cheating.**
Academic integrity is expected at all times. Cheating in any form will not be tolerated and may result in immediate dismissal from the program with a failing grade (F) for the course. Examples of cheating include, but are not limited to:
 - Submitting or using unauthorized notes or materials during exams.
 - Possessing test content without permission.
 - Sharing or receiving answers inappropriately.
 - Failing to report observed dishonesty; observers may be held equally responsible.Any report or suspicion of cheating will be thoroughly investigated by the course instructor. If confirmed, the matter will be referred to the Program Coordinator for review and final decision.
6. **Plagiarism**
Plagiarism is the use of another person's words, ideas, or intellectual property without proper credit. This includes copying content from books, websites, or articles without appropriate citation. The use of artificial intelligence (AI) to generate or assist with writing assignments, papers, or reports without acknowledgment or citation will be considered plagiarism. All assignments are subject to review for plagiarism and AI-detection software. Upon detection of plagiarism, the instructor will meet with the student to review the incident. The student will be required to revise and resubmit the work, and the grade will be adjusted

accordingly. A second offence will be treated as cheating and subject to dismissal from the program. Refer to **Policy 4-18** in the College Catalog for additional information on plagiarism.

7. Breach of Client/Patient Confidentiality.

Students are legally and ethically obligated to maintain strict confidentiality concerning all client/patient information obtained during professional duties, by HIPAA regulation and the Privilege Doctrine. No client information may be shared without explicit consent. Discussion related to client cases may occur during educational settings. (e.g., instructor/student conferences) but must not be repeated outside of those contexts. Violation of the client/patient's right to confidentiality.

8. Negligent Acts Resulting in Harm

Any negligent behavior that causes harm to a client/patient will be grounds for immediate dismissal from the program.

9. Drug/Alcohol Use

- (a) The possession, purchase, sale, consumption, or use of alcohol or controlled substances- unless taken in strict accordance with a legal prescription- is strictly prohibited.
- On campus
 - At college-sponsored functions
 - At internships or lab sites
 - While representing the college in any capacity.

Violations may result in immediate dismissal from the program, a final grade of "F," and removal from all program courses.

- (b) If there is a reasonable suspicion that a student is under the influence of alcohol, nonprescribed controlled substances, mind altering chemicals, or misused prescribed medications, the student may be required to undergo a drug and/or alcohol screening (e.g. breath analysis, saliva test, urinalysis, or blood test). Determination of reasonable suspicion is at the discretion of the Social and Human Services faculty.
- Refusal to comply with testing will result in dismissal
 - A positive test result will result in dismissal
 - The student is responsible for the cost of anything.

Students dismissed from the program for violations outlined in items 3-9 will receive a final course grade of "F" and are not encouraged to reapply. Students dismissed due to health concerns will receive a "W" (Withdrawal) and may be eligible to reapply, depending on the circumstances. Academic dismissals are addressed by the College's general academic policies.

The Dismissal Process

Any student recommended for dismissal from the Social and Human Services program will first meet with the course instructor to discuss the reason(s) for the recommendation. Following this, a joint conference will be held with the student, the instructor, and the Program Coordinator to review the circumstances and provide an opportunity for discussion.

C. Appeals Process

The student disciplinary procedure set forth in Section 4-15 of the COA Policy and Procedure Manual shall apply to all students in the Human Services Technology program. Students removed from the program shall have the right to appeal his/her suspension or removal from the program as provided in the disciplinary appeals procedure set forth in the COA Policy 4-15.

IX. Graduation

Graduation Requirements

A student is subject to the graduation requirements of the college. In addition, Social and Human Services students must:

1. Progress satisfactorily through the Social and Human Services curriculum as defined in the Progression Policy.
2. Maintain a minimum grade point average of 2.0 and earn a grade of "C" or better in all the required courses of the curriculum
3. Demonstrate physical and emotional health, which underscores their ability to provide safe Human Services care to the public.

X. General Policy Information

A. SOCIAL and HUMAN SERVICES STUDENTS' PROFESSIONAL BEHAVIOR

General Guidelines

Per Policy 5.3.2, Certain College programs may have academic and non-academic related conduct and sanction requirements in addition to those listed in the college's policy.

The following guidelines for professional behavior are required of Social and Human Services students. Failure to follow these guidelines may result in an unsatisfactory grade in the classroom, lab, and/or internship evaluation and, consequently, in dismissal from the Social and Human Services program.

Each Human Services Technology student must comply with:

- a. Policies of the work-based learning internship site as stated in the current Policies and Procedures Manual;
- b. Client/Patient's Bill of Rights;
- c. NOHSE's Ethical Standards for Human Service Professionals

The Code of Ethics of the National Organization for Human Service Education sets forth principles of ethical and moral conduct as they relate to Human Services professionals. All Human Services Technology Students are expected to abide by these standards:

THE HUMAN SERVICE PROFESSIONAL'S RESPONSIBILITY TO CLIENTS

STATEMENT 1: Human service professionals negotiate with clients the purpose, goals, and nature of the helping relationship prior to its onset, as well as inform clients of the limitations of the proposed relationship.

STATEMENT 2: Human service professionals respect the integrity and welfare of the client at all times. Each client is treated with respect, acceptance and dignity.

STATEMENT 3: Human service professionals protect the client's right to privacy and confidentiality except when such confidentiality would cause harm to the client or others, when agency guidelines state otherwise, or under other stated conditions (e.g., local, state, or federal laws). Professionals inform clients of the limits of confidentiality prior to the onset of the helping relationship.

STATEMENT 4: If it is suspected that danger or harm may occur to the client or to others as a result of a client's behavior, the human service professional acts in an appropriate and professional manner to protect the safety of those individuals. This may involve seeking consultation, supervision, and/or breaking the confidentiality of the relationship.

STATEMENT 5: Human service professionals protect the integrity, safety, and security of client records. All written client information that is shared with other professionals, except in the course of professional supervision, must have the client's prior written consent.

STATEMENT 6: Human service professionals are aware that in their relationships with clients power and status are unequal. Therefore they recognize that dual or multiple relationships may increase the risk of harm to, or exploitation of, clients, and may impair their professional judgment. However, in some communities and situations it may not be feasible to avoid social or other nonprofessional contact with clients. Human service professionals support the trust implicit in the helping relationship by avoiding dual relationships that may impair professional judgment, increase the risk of harm to clients or lead to exploitation.

STATEMENT 7: Sexual relationships with current clients are not considered to be in the best interest of the client and are prohibited. Sexual relationships with previous clients are considered dual relationships and are addressed in Statement 6 (above).

STATEMENT 8: The client's right to self-determination is protected by human Service professionals. They recognize the client's right to receive or refuse services.

STATEMENT 9: Human service professionals recognize and build on client strengths.

THE HUMAN SERVICE PROFESSIONAL'S RESPONSIBILITY TO THE COMMUNITY AND SOCIETY

STATEMENT 10: Human service professionals are aware of local, state, and federal laws. They advocate for change in regulation and statutes when such legislation conflicts with ethical guidelines and/or client rights. Where laws are harmful to individuals, groups or communities, human service professionals consider the conflict between the values of obeying the law and the values of serving people and may decide to initiate social action.

STATEMENT 11: Human service professionals keep informed about current social issues as they affect the client and the community. They share that information with clients, groups and community as part of their work.

STATEMENT 12: Human service professionals understand the complex interaction between individuals, their families, the communities in which they live, and society.

STATEMENT 13: Human service professionals act as advocates in addressing unmet client and community needs. Human service professionals provide a mechanism for identifying unmet client needs, calling attention to these needs, and assisting in planning and mobilizing to advocate for those needs at the local community level.

STATEMENT 14: Human service professionals represent their qualification to the public accurately.

STATEMENT 15: Human service professionals describe the effectiveness of programs, treatments, and/or techniques accurately.

STATEMENT 16: Human service professionals advocate for the rights of all members of society, particularly those who are members of minorities and groups at which discriminatory practices have historically been directed.

STATEMENT 17: Human service professionals provide services without discrimination or preference based on age, ethnicity, culture, race, disability, gender, religion, sexual orientation or socioeconomic status.

STATEMENT 18: Human service professionals are knowledgeable about the cultures and communities within which they practice. They are aware of multiculturalism in society and its impact on the community as well as individuals within the community. They respect individuals and groups, their cultures and beliefs.

STATEMENT 19: Human service professionals are aware of their own cultural backgrounds, beliefs, and values, recognizing the potential for impact on their relationships with others.

STATEMENT 20: Human service professionals are aware of sociopolitical issues that differentially affect clients from diverse backgrounds.

STATEMENT 21: Human service professionals seek the training, experience, education and supervision necessary to ensure their effectiveness in working with culturally diverse client populations.

THE HUMAN SERVICE PROFESSIONAL'S RESPONSIBILITY TO COLLEAGUES

STATEMENT 22: Human service professionals avoid duplicating another professional's helping relationship with a client. They consult with other professionals who are assisting the client in a different type of relationship when it is in the best interest of the client to do so.

STATEMENT 23: When a human service professional has a conflict with a colleague, he or she first seeks out the colleague in an attempt to manage the problem. If necessary, the professional then seeks the assistance of supervisors, consultants or other professionals in efforts to manage the problem.

STATEMENT 24: Human service professionals respond appropriately to unethical behavior of colleagues. Usually this means initially talking directly with the colleague and, if no resolution is forthcoming, reporting the colleague's behavior to supervisory or administrative staff and/or to the professional organization(s) to which the colleague belongs.

STATEMENT 25: All consultations between human service professionals are kept confidential unless to do so would result in harm to clients or communities.

THE HUMAN SERVICE PROFESSIONAL'S RESPONSIBILITY TO THE PROFESSION

STATEMENT 26: Human service professionals know the limit and scope of their professional knowledge and offer services only within their knowledge and skill base.

STATEMENT 27: Human service professionals seek appropriate consultation and supervision to assist in decision-making when there are legal, ethical or other dilemmas.

STATEMENT 28: Human service professionals act with integrity, honesty, genuineness, and objectivity.

STATEMENT 29: Human service professionals promote cooperation among related disciplines (e.g., psychology, counseling, social work, nursing, family and consumer sciences, medicine, education) to foster professional growth and interests within the various fields.

STATEMENT 30: Human service professionals promote the continuing development of their profession. They encourage membership in professional associations, support research endeavors, foster educational advancement, advocate for appropriate legislative actions, and participate in other related professional activities.

STATEMENT 31: Human service professionals continually seek out new and effective approaches to enhance their professional abilities.

THE HUMAN SERVICE PROFESSIONAL'S RESPONSIBILITY TO EMPLOYERS

STATEMENT 32: Human service professionals adhere to commitments made to their employer.

STATEMENT 33: Human service professionals participate in efforts to establish and maintain employment conditions which are conducive to high quality client services. They assist in evaluating the effectiveness of the agency through reliable and valid assessment measures.

STATEMENT 34: When a conflict arises between fulfilling the responsibility to the employer and the responsibility to the client, human service professionals advise both of the conflict and work conjointly with all involved to manage the conflict.

THE HUMAN SERVICE PROFESSIONAL'S RESPONSIBILITY TO SELF

STATEMENT 35: Human service professionals strive to personify those characteristics typically associated with the profession (e.g., accountability, respect for others, genuineness, empathy, pragmatism).

STATEMENT 36: Human service professionals foster self-awareness and personal growth in themselves. They recognize that when professionals are aware of their own values, attitudes, cultural background, and personal needs, the process of helping others is less likely to be negatively impacted by those factors.

STATEMENT 37: Human service professionals recognize a commitment to lifelong learning and continually upgrade knowledge and skills to serve the populations better.

- d. Contractual Agreement between COA and work-based learning internship sites
- e. Program Professional Behavior Expectations
 - Report situations accurately, regardless of reflection upon self or others. If situation requires agency occurrence report or the equivalent, student will complete report according to the agency policy
 - Ask for supervision and assistance when needed
 - Interact professionally, courteously, and respectfully with faculty, peers, health team members, clients/patients, and family members
 - Address clients/patients, family members, health team members, instructors and staff by Mr., Mrs., Ms. and Miss and the surname unless otherwise directed.
 - Demonstrate self-confidence in providing services
 - Utilize time efficiently and constructively
 - Display initiative and self-motivation
 - Perform self-evaluation regarding attainment of course objectives
 - Complete all work on time
 - Demonstrate punctuality for class, lab, and internship
 - Maintain a reliable means of communication and transportation, valid telephone and email address via the COA e-mail & myCourses

- Check their COA e-mail regularly Monday-Friday during each semester enrolled.
- Refrain from using social networking, text messaging or other electronic media for posting insulting, disparaging or inflammatory comments regarding COA, the Social and Human Services program, any member of the COA campus community or affiliated internship sites and their employees. Criticisms of or concerns regarding these issues should be expressed in a way in which they may be addressed, as opposed to in a manner which could disrupt the program or operations at practicum sites. Students are also prohibited from disclosing confidential information through such media or from discussing confidential information in any other manner that may reach third parties outside of COA staff or clinical site personnel.
- COA Health Sciences and Wellness Programs Social Media Policy does not allow students in clinical/practicum/internship related activities to post ANY pictures or information depicting or while engaged in activities relating to hospital, practicum, and/or internship activities, facilities, staff, volunteers and/or patients without express, written consent from the College and the facility. This includes, but is not limited to, "selfies" taken while at these facilities and social media posts about facility events or staff.
- Such actions have the tendency to disrupt program activities, to portray the student and COA staff in a negative and/or unprofessional light, to potentially violate the rights of facility staff, volunteers or patients, and to otherwise negatively impact COA's programs and reputation.
- Students should be constantly aware that they represent the health science program and the College to the public at their internship sites and that they will be viewed by the College, by other professionals, and by the public in general as representatives of COA. Therefore, students are charged with portraying a positive image of health science and wellness occupations and the college. The COA health science program and the College reserve the right to dismiss any student whose on or off campus behavior violates any of COA's rules or policies governing expected conduct of students including those prohibiting any student from engaging in any criminal conduct; any conduct or behavior prohibited by COA policy; or any other conduct or behavior particularly while wearing a COA badge or otherwise while representing COA that tends to portray the student, the program or COA in a negative fashion or otherwise tends to cause harm to the reputation of the program or COA.

B. CLASSROOM/LABORATORY/ INTERNSHIP BEHAVIORS

- Each SHS student will demonstrate appropriate behavior in regard to faculty and fellow students in the classroom/laboratory/internship setting.
- Students are expected to be on time and appropriately prepared for class/laboratory/internship.
- Any information learned about a client/patient is considered confidential. There will be no discussion of internship experiences in public places (elevators, stairs, hallways, etc.). Discussion should occur only in internship conferences or in private conversations with instructor and/or fellow students. Students are not to make copies of any part of clients/patients' records nor be in possession of copies of any part of patients' records. Violation of this confidentiality policy will result in a grade of unsatisfactory in the internship, consequently an "F" in the Social and Human Services course, and dismissal from the Program.
- If a violation of confidentiality becomes evident after completion of a course, the student is subject to dismissal from the Program.

- A student who is responsible for an act of negligence or deviation from expected performance in the internship will complete an agency report per agency policy. At the discretion of the faculty member, the student will meet with the Instructor and the Program's Coordinator to discuss this area of concern and the student's retention in the program. The Social and Human Services faculty member is to submit a written descriptive memo regarding such an incident to the Program Coordinator, Department Chair, and Division Chair.
- When at all possible, a student will not be assigned to the same internship site where he/she is or has been an employee and/or volunteer.
- Students should not wear the COA name badge in public places such as grocery stores, malls, etc.
- Students shall not visit units in assigned or unassigned health care or human services agencies in a visitor role while wearing the Social and Human Services student badge.
- Students shall not make or receive any personal phone calls while on duty in an internship facility unless it is an absolute emergency and the instructor has given permission. Use of cell phones or electronic devices (such as tape recorders, pagers, smartphones, etc.) is not allowed in the classroom during testing or test reviews, and all such devices are to be turned off during class, lab, and internship.
- Students should refrain from wearing perfume or heavily scented products, after shave, cologne, hair spray while on duty in internship facility.
- Outside visitors are not to visit with students during scheduled internship experiences.
- Students are not to leave the facility unless the instructor has been notified and consent has been given.
- Students are expected to adhere to the College's Drug-Free and Smoke-Free Environment Policies and Student Code of Conduct. No smoking, use of tobacco, use or purchase of alcohol, drug consumption, or other violations of the College Student Code of Conduct are allowed in college vans, campus buildings, campus parking lots, or in or on the grounds of internship facilities or any time while wearing a COA badge.
- Students may not buy, sell or consume alcoholic beverages or illicit drugs while wearing COA badge. Violation of this alcohol/drug policy will result in disciplinary action up to and including a grade of unsatisfactory in clinical, consequently an "F" in the course, and immediate dismissal from the Program and all program courses.
- Students may not smoke while on site for the internship. The smell of smoke on a student will be considered unprofessional in the internship setting and a "noxious odor". The student will be removed from the internship setting until they are able to return without the odor as determined by the internship instructor. Any missed time will count under the attendance policy as absent internship time for the course. Repeated violations of this policy may result in disciplinary action up to and including failure and dismissal from the internship site, and/or consequently dismissal from the program.
- Students are prohibited from secretly recording classroom, lab or clinical activities; and any conversations, meetings, or conferences or other interactions with faculty, COA employees, patients, or anyone in any setting/facility associated with the program's activities. Use of personal recording devices to record lectures in class, lab or clinical is prohibited. Students with documented accommodations that request recording capability must meet with the nursing department to determine

appropriate means and parameters of making recordings.

C. PERSONAL APPEARANCE - DRESS CODE

- Human Services students are expected to be examples of healthy persons. This includes being clean and well-groomed, particularly when assigned to a work based learning internship setting. Good personal hygiene must be practiced. It is required that all students wear the appropriate Human Services Technology Program attire and name badge when reporting to their internship assignment unless otherwise directed.
- The required professional attire and name badge will be addressed in each course.
- Each student is required to have the appropriate professional attire the first day of internship or as designated by the program coordinator. The clothing must be neat, clean, well-pressed/ironed and well fitted throughout the student's participation in the program. Physical appearance must meet the guidelines developed by the Program faculty and worn properly at all times. Students will not be allowed to participate in work based learning if the guidelines are not met and any missed time will count as attendance hours missed.
- Students shall not visit units in assigned or unassigned health care or internship sites in a visitor role while wearing the COA name badge.
- Students should not wear the COA name badge in public places such as grocery stores, malls, etc. before, during, or after internship experiences.
- The College Student Code of Conduct applies to students at all times they are dressed for their internship and wearing the COA name badge – whether on or off campus; and whether or not they are actively engaged in a college sponsored event.
- It should be noted that the student's dress code may vary only with permission of the Program Coordinator.

While representing the Social and Human Services program, the student will:

- Have his/her hair clean and pulled back away from the face and styled in such a manner that will prevent hair from falling forward. Beards, mustaches, and sideburns are to be neatly trimmed and groomed.
- Wear clean, polished closed- toe and closed-back shoes.
- Limit jewelry to one pair of small post-earrings in ear lobes only, one watch and, one smooth surface ring on either left or right third finger.
- No ear gauges are allowed.
- Have clean, short, manicured fingernails; only natural polish may be worn, if desired; artificial nails are prohibited.
- Wear only professional attire with name badge in the internship setting.
- Wear photo identification badge issued by COA. ID badge must be worn conspicuously with picture facing out so that it may be easily read.
- Refrain from chewing gum.
- Have no visible body piercing jewelry (with the exception of ear lobes) and tattoos must be covered.
- Hair should be of natural color.
- External artificial cosmetic enhancements (i.e. eye lashes, hair pieces, etc.) are not

to be worn.

D. STUDENT INJURY IN WORK-BASED LEARNING INTERNSHIP AREA

Students will be assigned to an on-site supervisor for the internship. Students MUST follow agency protocol for patient care and fire and safety regulations. Should a student sustain personal injury while participating in an internship assignment, he/she should report immediately to the supervisor and the Human Services instructor. If the student is unable to summon the supervisor, he/she must notify the Human Services Technology instructor. An agency incident report with specific details of the injury must be completed. A COA incident report is to be completed and directed to the Social and Human Services Program Coordinator to be filed in the student's record. The college does not assume responsibility for fees incurred.

E. SEXUAL HARASSMENT

Refer to the current catalog —Policy 2-26 Unlawful Harassment Policy and Procedures.

F. EXPOSURE CONTROL PLAN

If SHS students find themselves in a situation where there is a suspected infection exposure, they must immediately report to their supervisor/ practicum instructor for implementation of the Exposure Incident Evaluation and Follow-up as noted in the Health Sciences Program's Exposure Control Plan for Bloodborne Pathogens.

G. LABORATORY/WORK BASED LEARNING INTERNSHIP HEALTH INSURANCE POLICY

Due to the student potentially being in a medical environment where infectious diseases may be transmitted, it is highly recommended for all students to have health insurance.

H. ETHICS POLICY

The Social and Human Services Technology students at College of The Albemarle are expected to conduct themselves as professional at all times. Social and Human Services students are expected to adhere to the Code of Conduct established for all College of The Albemarle students. The college reserves the right to dismiss any student who demonstrates behavior that conflicts with safe and ethical Social and Human Services practice.

I. STUDENT ACTIVITIES/RESPONSIBILITIES

A. STUDENT SENATE ASSOCIATION

All SHS students are encouraged to participate in the Student Senate Association. The Student Senate plans and directs a program of activities and as well as lends financial support to student clubs, organizations, publications, intramural, and fine arts events.

B. STUDENT RESPONSIBILITIES

Social and Human Services students are subject to the same student responsibilities, regulations, and conduct as stated in the COA catalog.

C. COMPLAINT POLICY

Students have rights and responsibilities to express concerns regarding faculty-student matters and perceived problems. Students are encouraged to follow the chain of command and seek assistance from faculty members and academic advisors to resolve issues at the lowest level of authority. If the matter cannot be resolved at the level of occurrence, the student is to use the established policies for grievances and complaints in the college catalog. Complaints are defined as any written appeal that has been filed by a student in accordance with the student grievance procedures for Disciplinary, Sexual Harassment, or Non-disciplinary issues as noted in the college catalog of the current year or any written complaints filed with agencies that have governance over the Human Services Technology program. A record of the student complaint and its resolution will be placed in the program's student file and a copy kept in a Complaint file located in the locked file cabinet that serves the Social and Human Services program.

XI. Social and Human Services FORMS

Social and Human Services Program CONFIDENTIALITY AGREEMENT

I understand that all patient information, all information regarding employees and contracted personnel, all healthcare information, and all information on facilities where I am placed as an SHS student is required by law to be kept private (collectively referred to as “confidential information”), in whatever form (including but not limited to electronic and/or digital format, printed, written, and/or spoken) and is confidential.

I agree not to disclose, repeat, reveal, or share any confidential information with anyone else unless I receive the express written permission of the facility or I am required by state or federal law. I understand that I may disclose private health information only for treatment, payment or health care operations and confidential information to others who need to know within the facility in accordance with the facility’s policies.

I further understand and agree that I will only access such confidential information as reasonably needed for me to perform any internship or student responsibilities.

I agree to take all necessary and reasonable steps to prevent and limit the improper or unauthorized disclosure or misuse of confidential information, including, but not limited to:

- keeping confidential information private and out of public viewing;
- securing or protecting information on my computer when leaving my workstation;
- copying or downloading data only to secure locations and only when required to perform duties; and
- not discussing confidential information in public areas.

I agree to abide by all facility and COA policies regarding confidentiality and security of confidential information. I further agree to comply with all applicable state and federal laws governing access to computer systems and the protection of confidential information.

I accept complete responsibility for my actions, and I understand that any violation of this Confidentiality Agreement may result in immediate revocation of my access to confidential information, removal from facility premises, disciplinary action up to and including removal from the program and college.

My signature attests to the fact that I have read, understand, and agree to abide by the terms of this Confidentiality Agreement at all times while in the SHS program.

Date: ____/____/____

Full Name (print):

First _____ Middle _____ Last _____

Signature: _____

College of The Albemarle
Department of Health Sciences
Social and Human Services Program
Social and Human Services Student Contractual Agreement

I, the undersigned, have

- (1) received a copy of;
- (2) read;
- (3) received an explanation of;
- (4) and have had the opportunity to have my questions answered regarding the policies and guidelines as stated in the Social and Human Services Student Handbook.

I understand that I must comply with and follow these guidelines and policies during my enrollment as a Social and Human Services student at College of The Albemarle. I also understand that this signed agreement will be filed in my student file.

Signature

Student ID

Date

Signature of Social and Human Services Program Coordinator (or designee)

Date