

Student Handbook

Pharmacy Technology
Program





Malcolm X College
1900 W Jackson Blvd. Chicago, IL 60612

Malcolm X College
Pharmacy Technology Advanced Certificate Program
ASHP/ACPE-Accredited

1900 W. Jackson Blvd.
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Welcome and Introduction

It is an honor to welcome you into the Pharmacy Technology Advanced Certificate program at Malcolm X College. Your acceptance to this program proves that you have the skills that it takes to be a successful student and competent entry-level pharmacy technician. Our team of faculty and staff are here to support you as you make your transition to becoming a pharmacy technician.

Please take the time to familiarize yourself with the policies and procedures included in this manual. Knowledge of these policies are key as you matriculate through this program. These policies are put in place to ensure a smooth transition.

In this program we strive for excellence in all that we do. The faculty and staff of the Pharmacy Technology program will work to ensure that you are reaching your fullest potential and are consistently striving for excellence.

Welcome and congratulations on your acceptance to the Pharmacy Technology program!

Sincerely,

Vennetta McCray, MA, CPhT
Medical Director, Pharmacy Technology Program

Program Information

Mission Statement

The Pharmacy Technology Program at Malcolm X College supports students from the communities of Chicago to acquire a standard of academic knowledge in pharmacy, which will allow them to practice in the profession as a certified pharmacy technician and/or acquire a level of understanding in pharmacy giving them the opportunity to also pursue the position as a pharmacist.

Accreditation Status

HIGHER LEARNING COMMISSION (HLC)

Malcolm X College is accredited by the Higher Learning Commission, North Central Association. The Higher Learning Commission is recognized by the U.S. Department of Education and the Council on Higher Education Accreditation.

ASHP/ACPE

The Pharmacy Technology program is ASHP/ACPE Accredited (Accreditation Council for Pharmacy Education). The ASHP/ACPE collaboration is nationally recognized and accredits pharmacy education and training programs in the United States.

Course Sequence

Fall Semester	Credits	Spring Semester	Credits	Summer Semester	Credits
BIO 116	4	PHAR TC 101	4	PHAR TC 204	4
PHAR TC 102	4	PHAR TC 113	2	PHAR TC 205	4
PHAR TC 103	4	PHAR TC 121	3		
PHAR TC 104	3	PHAR TC 201	4		
PHAR TC 201	1				
Total Credits	16		13		8

Program Progression

Minimum grade of "C" or better is required for all PHAR-TC prefixed courses and applicable co-requisite courses for progression and completion.

If a student fails the same course twice, they may be dismissed from the program. If a student fails three times total in any combination of courses, they will be dismissed from the program.

Students who are failing a course or are not in good standing in their coursework will be remediated based on their academic insufficiencies but, are not guaranteed clinical placement.

If a student loses his/her clinical site due to unacceptable performance, interpersonal issues, or other reason(s), he/she will receive a failing grade for the course and not be reassigned to another clinical site.

If a student drops a clinical course after arrangements have been made, they will not be reassigned to a clinical site at a later time.

Students are subject to drug testing before starting or during clinical practicums. Any student who fails a drug test will be disciplined and/or dismissed from the program.

Absenteeism and Tardiness Policy

Students in the Pharmacy Technology program are expected to attend classes and clinical rotations regularly and on time. If for any reason you are going to be absent or late, please notify your instructor or clinical coordinator via phone or email. The call or email should be received prior to the starting time.

A student is considered late if he/she arrives 5 minutes after the scheduled time.

Authorized Absences:

1. Jury Duty
2. Military Duty
3. Funeral leave
 - Up to 3 days in the death of a spouse, parent, grandparent, sibling, or child.
4. Professional Organization meeting
5. Medical absence
 - Must be documented by a physician and evaluated by the program director and faculty.

Students must present documents for the above absences at the next class session. Disciplinary action surrounding unauthorized absenteeism and tardiness can lead to probation, suspension, academic failure, or dismissal from the program.

Absences may also be granted to students that have extenuating circumstances once a petition is filed with the program director.

Unexcused Absences, Tardiness, Early Dismissals

If a student is absent, tardy, or leave early for any reason other than those listed above, it is considered unexcused.

1. First unexcused absence, tardy, and/or early dismissal: Verbal Warning, noted on student conference form, 25% reduction in attendance points
2. Second unexcused absence, tardy, and/or early dismissal: Written Warning, noted on student conference form, 50% reduction in attendance points
3. Third unexcused absence, tardy, and/or early dismissal: formal written notice from program director, 75% reduction in attendance points
4. Fourth unexcused absence, tardy, and/or early dismissal: student receive a final letter grade of "F", possible dismissal from the program, and zero attendance points.

Students will be allowed 2 clinical absences with proper documentation and no more than 3 absences per semester (Fall and Spring). Students who have missed three consecutive sessions without documentation may be dropped from the program. It is the student's responsibility to notify the program of long term illnesses. After the first unexcused absence, students will have a reduction in points as outlined above. All documentation will be evaluated by the program director.

- Students in the Pharmacy Technology program are expected to attend classes and clinicals regularly and on time.
- Students who are absent or late to any particular class or laboratory period are held responsible for all of the requirement of the course. The degree to which classroom absences will affect the total grade for the course will be at the discretion of the instructor. Attendance criterion is included on the course syllabus.
- More than one occurrence of unexcused absences or tardiness at a clinical site must be reported to the program, which may result in the student being removed from the site.
- If a student loses his/her clinical site due to unacceptable attendance or tardiness, he/she will receive a failing grade for the course and not be reassigned to another clinical site.

Mandatory Requirements for the Pharmacy Technology Program

The following are requirements of students in the pharmacy technology program:

- Possess an Illinois Pharmacy Technician License
 - It is the students' responsibility to apply for and obtain a pharmacy technician license.
 - It is the student's responsibility to meet requirements of renewal of pharmacy technician license.
 - Please visit IDFPR's website for more information
- Submit proof of passing a Criminal Background Check
- Submit proof of passing a Drug Screening
- Proof of CPR certification for Health Care Providers
- Submit a Student Health Record Form indicating the candidate has the ability to perform the physical tasks required in the program
- Submit proof of required immunizations and medical records
- Student must be at least 18 years of age at the time of completion

Admission

New students are accepted into the program during the Fall semester of each year. All students admitted must complete ALL COURSES, bot General Education and Pharmacy Technology prior to graduation. See program faculty/staff or advising for counseling or advising.

Re-Admission

Academic Failure:

Program re-admission IS NOT an automatic process. Students must petition for readmission by submitting a request to the program director stating the reason(s) for re-applying and the reason(s) for the first failure. A final report will be provided to the student with the program's decision prior to the beginning of the semester in which the student is requesting readmission.

Non-Academic Stop Out

Any student who stops out of the program due to non-academic reasons must submit a request to the program director stating the reason(s) for stopping out and re-applying.

Veterans Readmission Policy

Limited Admission Programs Higher Education Act of 2008 – Public Law 110-315 ensures entitlement to readmission of military service members returning from active duty who have completely withdrawn from Malcolm X College.

1. Limited Admission Programs include:
 - Basic Nursing
 - Dental Hygiene
 - EMT Paramedic
 - Health Information Technology
 - Medical Assisting
 - Mortuary Science
 - Nursing AAS
 - Pharmacy Technology
 - Phlebotomy
 - Physical Therapy Assistant
 - Practical Nursing
 - Radiography
 - Respiratory Care
 - Surgical Technology
2. Readmission requirements apply to those students who perform service under Federal authority under a call to order to active duty.
3. Readmission requirements apply to those students who have completely withdrawn from an institution.
4. Readmission requirements do not apply to a service member's absence from class to attend training.
5. The service member who is eligible for readmission will be readmitted into the next class or classes in the service member's program beginning after the service member provides notice of his or her intent to reenroll to the director and registrar.
6. The cumulative length of absences due to service must not exceed five years.
7. A service member's eligibility for readmission terminates upon the occurrence of a dishonorable or bad conduct discharge.

Non-Attendance Due to Military Service In accordance with Illinois Statute (330 ILCS 60/5.2) a service member enrolled in courses and unable, because of his or her military service, to attend classes on a particular day or days has the right to be excused and to reschedule a course examination administered on the missed day or days. The student and instructor are to determine if the student will be able to successfully complete the course due to missed classes or if the student needs to withdraw due to military service. A copy of military leave orders must be presented to each instructor prior to the student's absence(s). Successful completion of the course(s) remains the sole responsibility of the student. For additional information please visit Malcolm X College's Veterans Services Center <https://www.ccc.edu/colleges/malcolm-x/departments/Pages/Veterans-Services.aspx> If a student's military service requires them to take a leave of absence (more than 30 consecutive days of active duty), the student should withdraw due to active military service. In accordance with the Higher Education Act 2008; Public Law (110-315), the service member is entitled to be readmitted in the next class or classes in their program after giving notice to re-enroll. Student may contact program director for additional information.

- Students will only be allowed to reenter the program one time.
- Any Pharmacy Technology course taken more than 3 years prior to the semester of re-admission must be retaken (whether or not student previously received a passing score in the class) unless otherwise approved by the program director.

General Rules and Regulations

1. Students must be in uniform at all times.
2. Disrespect of faculty, staff and peers WILL NOT be tolerated.
3. Students shall not eat or drink in the classroom or laboratory.
4. Students must adhere to all laboratory rules.
5. Students must adhere to all clinical education rules.

Dress Code

All students in the pharmacy technology program must wear hunter green scrubs and a clean white lab coat as approved by the program staff along with the college identification badge which is to be displayed on campus, during labs, and at all clinical sites.

- Students must wear closed-toe, comfortable shoes or sneakers in good repair. No sandals or flip-flops.
- No jackets, sweaters, or other clothing is allowed over scrubs. The only clothing allowed over hunter green scrubs is white program approved lab jacket.
- No hats, headscarves (except for religious purposes), excessive make-up or jewelry may be worn.
- No very short skirts, shorts, or other clothing and/or attire that may be construed as unethical, immoral, or unprofessional, may be worn in the classroom, laboratory, or at the clinical sites.
- Visible body piercings (other than ear piercings) are not allowed.

Grooming

All students must maintain daily hygienic practices. Offensive odors will not be tolerated. Students must have hair neatly combed, beard or mustache must be neatly trimmed at all times. Hair must be pulled back out of face during labs and at clinical sites. Nails must be kept short and trimmed to prevent contamination. No artificial nails or polish is allowed when working in the clean room in the laboratory or during clinical rotations.

Accessories/Cell Phones

Cellular phones and/or pagers MUST NOT have an audible sound in the classroom and labs. Cellular phones must be OFF in the clinical areas. Students must respond to any and all calls during classroom break and while on break while on clinical rotations.

Student's Responsibility in the Educational Process

The MXC Pharmacy Technology Program faculty will provide excellent curriculum assessment tools, laboratory, and clinical experiences for the professional pharmacy practice skills development as a

technician. Students admitted into the program are obligated and responsible for their learning and must demonstrate this by:

1. Attending and actively participating in class
2. Completing any assignments in a timely fashion as indicated
3. Producing programmatic standard-level work
4. Preparing for assessments, labs, and clinical experience
5. Asking necessary questions when clarification is needed
6. Seeking and accepting remediation where indicated

Many of the assessments and activities are written and hands-on with some online. It is the student's responsibility to prepare for assessments, activities, and demonstrate academic honesty. This will ensure that the student has the knowledge needed to be successful in the career as a pharmacy technician.

This handbook is designed for the students officially in the Pharmacy Technology program only. All students must follow the policies and procedures published in the college catalog/handbook. In some cases, program handbook policies and procedures are more detailed than in the college's catalog/handbook. In these cases, Pharmacy Technology students will follow the Pharmacy Technology Handbook Policies.

Pharmacy Technicians are involved in dispensing a variety of medications and supplies (i.e. birth control, chemotherapy, or other prescriptions) which may be controversial for students. Applicants are invited to discuss career and clinical placement limitations related to areas of concern prior to entering the program.

Non-Discrimination

The City Colleges of Chicago does not discriminate on the basis of race, national origin, ethnicity, gender, age, religion, citizenship, sexual orientation, gender identity, marital status, pregnancy, disability, military status, order of protection status, genetic information, membership or lawful participation in the activities of any organization, or the exercise of rights guaranteed by local, state, or federal law with respect to hire, terms and conditions of employment, continued employment, admissions, or participation in Board programs, services, or activities. The lack of English language skills shall not be a barrier to admission or participation in the District's activities and programs."

Communication

Name and Address Changes

Students should notify the program director/instructors as well as the College Registrar when any personal contact information changes.

College Holidays and Breaks

You can access campus closings notices on MXC's website at www.my.ccc.edu/.

Lines of Communication

The Pharmacy Technology Program uses a line of communication (chain of command) for solving problems, answering questions, offering suggestions, etc. This is used for students as well as faculty and

administration. If you are having difficulty resolving a situation through the usual procedures (your instructor) please follow the following contacts:

- 1) Pharmacy Program Director (Vennetta McCray, vmccray2@ccc.edu, First line of contact)
- 2) Associate Dean of Health Sciences (Dr. Eleanor Wild, ewild1@ccc.edu, Second line of contact)
- 3) Dean of Health Sciences (Roy Walker III, rwalker59@ccc.edu, Third line of contact)

Program Instructors can be contacted at 312-850-7385 or via email.

Background Information Disclosure

From the time you are accepted as a student into the Pharmacy Technology Program until you graduate or drop the program, understand that if you are charged with or convicted of a crime other than a misdemeanor or if you are investigated for any violation of State or Federal law, you must report this to the pharmacy director.

Understand that investigations may result in your suspension from clinical practicums which may delay or prevent your graduation from the program, and failure to report incidences of criminal activity will result in dismissal from the program.

Attempts to place students of the program who have a previous conviction at any clinical facility are subject to facility's approval. If we cannot find a clinical that will accept a prior conviction, you will not graduate or complete the program.

Pregnancy Policy

Antepartum

The Pharmacy Technology student will be permitted to remain in the program until the time of delivery provided a written clearance form from a physician, nurse practitioner, or physician's assistant must be submitted to the Program Director at the beginning of every semester until the conclusion of the pregnancy. The release must specifically describe in detail all limitations and non-limitations of her physical condition and permit her to meet all class objectives.

The student will notify the Program Director as soon as she confirms she is pregnant. This will ensure her being excluded from any experiences which would jeopardize both her safety and that of her unborn child.

Postpartum

The required procedure for the postpartum student is as follows. The student must present a written physician's clearance to the Program Director, and the student must meet all objectives, both clinical and academic. Any student who stops out of the program due to pregnancy must adhere to the policy for readmission.

Children in the Classroom

In order to preserve the integrity of the educational environment and in compliance with college policy, students may not bring their children to classes, labs. Exceptions may be granted if children are part of an instructional activity and have had consultation with the program director prior to the activity.

Children are defined as persons under the age of 16 and not enrolled in Malcolm X College's classes or programs. Program faculty/staff may make exceptions for emergencies with the consent of all students in class.

Student Honesty

Plagiarism – all written assignments, exact words, phrases, or sentences of someone other than yours are enclosed in quotation marks and the reference is provided. Opinions, whether quoted exactly or paraphrased in your own words, are acknowledged and referenced. All fact of knowledge is stated in your words. Plagiarism is considered academic dishonesty. *See Academic Dishonesty*

Academic Dishonesty – A student who demonstrates academic dishonesty in class, lab, or clinical may wish to consider non-health care careers. Such events prevent the student from gaining necessary knowledge or skills and compromises the trust a patient, colleague, or manager need to have in a pharmacy. Most importantly, the lack of knowledge or skill, or the practice of dishonesty in your profession is a threat to patient safety. Therefore, academic dishonesty of any kind, including plagiarism and cheating in a classroom, lab, or clinical setting, will result in disciplinary action that may include immediate termination from the program.

Illinois Department of Financial & Professional Regulation (IDFPR)

Students must adhere to Illinois State Laws in order to obtain a pharmacy technician license. For more information, go to www.idfpr.com.

Certification

Students are encouraged to take the National Pharmacy Technician Certification Examination to earn the credential designation of CPhT after program completion of Advanced Certificate in Pharmacy Technology. For more information, registration and practice go to the Pharmacy Technician Certification Board's website at www.ptcb.org.

Completion Requirements

1. All program classes and required general education classes must be passed with a grade of "C" or Higher.
2. An overall grade point average of 2.0 is required.
3. Students must pass exit examination with a score of 80% or higher.
4. Students must attend exit interview with program director.
5. Students must complete all 160 clinical hours.
6. Students must complete 5 department approved service-learning hours.

Job Search Links and Other Resources

The Career Planning and Placement Center at Malcolm X College is located in room 1400A. They provide comprehensive services and resources to help your successfully transition to the workforce. Call 312-850-7267 to make an appointment.

A good job search website is, www.indeed.com, where you can type the kind of position you are interested in and the area of concentration. At the top of the page, there is an option to “Save as Email Job Alert.” If you check that box, you will receive job posting notices via email as they become available. Other good search engines; www.jobs-to-careers.com, www.healthcareerweb.com, www.rphonthego.com, www.beyond.com.

Social Media Policy

Students enrolled in Health Sciences and Nursing programs at Malcolm X College must adhere to the Social Media Policy. Students must abide by the Standards of Conduct listed in the Academic and Student Policy Manual.

Prohibitions

Students are prohibited from taking and/or recording and/or sharing photos or videos of classroom and lab spaces while class and/or lab session held on campus or at clinical sites. Students are prohibited from taking and/or sharing photos or videos of clinical sites at any time. Students are prohibited from making any reference to any patient in their care, any patient in the care of an instructor, or any patient in the clinical facility. Students are prohibited from revealing any information in violation of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Read more about HIPAA [here](#) and HIPAA for professionals [here](#).

Warnings

Students should be mindful of possible violations of HIPAA laws and the disclosure of individual identifying information. Ignorance of HIPAA laws is not a defense of violations and students who violate the law will be held to the standards of it regardless of knowledge or foreknowledge. Violating the social media policy and/or HIPAA law can result in immediate dismissal from the program and the student may be prohibited from being admitted into another MXC health sciences or nursing program.

As a student enrolled in a health care program, it is your responsibility to be aware that social media posts that reference activities in the classroom, lab, or clinical sessions of your health sciences program may inadvertently disclose protected information. Any inadvertent disclosure is subject to discipline under the prohibitions of this policy.

Penalties

Students in violation of the Social Media Policy are subject to disciplinary measures from their Program and/or the Department of Health Sciences and *depending upon the nature of the violation*, up to and including dismissal from the program and/or college. The judicial process as outlined in the [Academic and Student Affairs Policy Manual](#) will be followed for disciplinary matters. If a student is dismissed from the program/college for violation of this policy, no refund will be made regarding tuition, fees, and/or other Program costs.

Student Health Coverage Insurance

The District recognizes that certain courses of study and specific classes may place a Student at greater risk given the nature of the curriculum and associated laboratory, practicum or applied task required by the class syllabus. The District administers a Student Accident Health Plan* (SAHP), for Students enrolled

in certain courses of study during the period of time the Student is engaged in official activities associated with the class, laboratory, practicum or applied task. While the District administers a SAHP, Students of Malcolm X College Health Sciences Programs are *encouraged* to have healthcare insurance coverage that will ensure the appropriate level of coverage should he/she be injured while engaged in any official course, lab or clinical activities on Malcolm X College premises and/or while engaged in such activities at an assigned clinical facility. ***SAHP coverage may not cover the full amount of health costs associated with an injury incurred while performing program related tasks associated with a course, lab or clinical.*** Students are required to report any injury immediately to the instructor present and to the Dean of the program for which he/she is currently enrolled.

Student Malpractice/Liability*

The District recognizes the need for students enrolled in health care curriculum to apply skills and techniques garnered in the classroom in a practical and professional setting. To that end, Malcolm X College contracts with health care institutions, health service agencies and community organizations to accept its students in clinical practice as required by programs of study. Certainly, the Institutions, agencies and practitioners accepting students require assurances that commercial Insurance is in place to protect the Institution against claims that may arise out of the actions of the Students.

Students are responsible for any malpractice claims levied against them [personally] for actions that occur outside of scheduled clinical practice time.

*For both individual health insurance coverage, and student malpractice/liability insurance, students must adhere to the policies of the program and for any clinical site at which he/she is placed.

Non-Academic Formal Complaint Filing Procedure

The Complaints/Compliments Management System is an online portal, whereby City Colleges of Chicago (CCC) students, faculty, staff, and community members can submit a formal complaint or compliment regarding an academic or non-academic matter. Complaints and/or compliments can be submitted [here](#).

Procedure for Filing a Formal Non- Academic Complaint

Students, faculty, staff, and community member, once into the system must first select to file a complaint and select the appropriate CCC college location associated with the compliment or complaint. Next, the individual is required to select the appropriate category and select to provide supporting documents. Once the complaint is submitted, a notification is sent to the arbiter and a copy of the complaint and confirmation of the receipt is sent to the filer.

Each college department with a complaint category assigned to them, has a department lead (arbiter) designated to process the complaint and resolve issues in a timely manner. Per the CCC policy for grievances [or complaints] outside of the grade appeal process, students receive a response within five business days. A response may include, but is not limited to: a request for further information, a suggested resolution, or a final disposition. In the event a student wants to appeal a decision or is dissatisfied with the outcome, an appeal can be filed.

Oversight of Complaint Management System

All complaints are tracked from initial submission to final disposition and archived within Complaints/Compliments System. The Complaints/Compliments System is monitored by Malcolm X College's Ombudsman. Oversight of timely resolution of complaints through the system, in accordance with the CCC Non-Academic Student Complaint Policy is managed by a designated administrator (or Ombudsman) at each college.

Grade Appeals

The CRM system is separate from the process for filing a grade appeal. Grade appeals, as an academic performance only issue continue to be managed through the office of the Vice President at Malcolm X College. Please follow the grade appeal process found in the Academic and Student Policy Manual [here](#).



CITY COLLEGES of CHICAGO
Malcolm X
Education that Works

Student Handbook Declaration

I have received a copy of the Malcolm X College Accredited Pharmacy Technology Program Student Handbook incorporating the program overview, regulations and policies, assessment information and obtained any clarification from the Program Director or college staff member.

I have consent to and agree to abide by the requirements of this program handbook.

Student Printed Name

Student Signature

Date