



**Medical Assistant Program  
Student Handbook**

## **IMPORTANT NOTICE**

This Handbook contains only general guidelines and information. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the policies and procedures of Touro. Some of the subjects described in this Handbook are covered in detail in official policy and procedure documents found online and elsewhere. You should refer to these documents for specific information, since this Handbook only briefly summarizes those policies. For that reason, if you have any questions concerning a particular policy or procedure, you should address your specific questions to the Office of Institutional Compliance. Please note that the terms of the full official policies are controlling in the case of any inconsistency.

This Handbook is neither written nor meant to confer any rights or privileges on students or impose any obligations on Touro. No individual or representative of Touro (except the President) has the authority to enter into any agreement or understanding contrary to the above.

This Handbook is written for informational purposes only and may contain errors. The policies, procedures and practices described herein may be modified, supplemented or discontinued in whole or in part, at any time with or without notice. All changes will be posted on the Touro website. Although we will attempt to inform you of any changes as they occur via the Touro email address assigned to you upon activating your TouroOne portal account, it is nevertheless your responsibility to keep current on all University policies, procedures and practices. Your assigned Touro email address is the official method of contact for all such notices and for all Touro communication. For the avoidance of doubt, all applicable new and revised policies, procedures, and practices posted on the Touro website will become effective to you, whether or not you become specifically aware of them.

Students are required to investigate for themselves as to whether the program they enroll in meets their personal, educational and career needs. Different jurisdictions have different licensing requirements and standards. While students may expend significant sums associated with higher education, successful completion of a course, program, or degree is dependent on many factors. The payment of tuition permits a student to register and take the courses and programs available and offered by the Touro school or program in which the student is enrolled. Acceptance in a school or program does not form the basis of a contract. Indeed, a student's acceptance may be revoked if it is later learned, among other things, that his or her qualifications have been misstated or overstated, or there is some other omission or misrepresentation. Except as noted in the paragraph below, no contract rights exist or are established in the student- educational institution setting by and between Touro and the student. To this end, you waive and Touro disclaims any contract or liability for promises, assurances, representations, warranties, or other statements made in its marketing or promotional materials, and makes absolutely no promises, assurances, representations, guarantees, warranties or other statements concerning our courses and programs and/or a student's academic success in them. Thus, you waive and Touro further disclaims any liability in tort in connection with any of the foregoing. In order for a degree to be earned, the required grades and grade point averages must be achieved and maintained, and all other requirements of the school and program must be fulfilled. These disclaimers are, in effect, covenants not to sue binding on students, and are tacitly agreed to by a student's matriculation or continued matriculation in our programs.

Registration and matriculation at Touro after the issuance of this Handbook is consideration for and constitutes a student's knowing acceptance of the binding Alternative Dispute Resolution ("ADR") mechanisms contained herein. Thus, any dispute, claim or controversy arising out of or related to your application, registration, matriculation, graduation or other separation from Touro and/or this Handbook, which is not resolved through Touro's internal mechanism, shall next be submitted to non-binding mediation (the "Mandatory Mediation"). The Mandatory Mediation shall be conducted by a neutral mediator selected at Touro's sole discretion. In accordance with the Federal Arbitration Act and to the extent not inconsistent with the primacy of federal law, all Disputes remaining after completion of the Mandatory Mediation shall proceed to binding arbitration (the "Mandatory Arbitration"). The Mandatory Arbitration shall be conducted by JAMS or any other reputable ADR organization before a single arbitrator who shall be an attorney or judge. Selection of the arbitrator and location for the Mandatory Arbitration shall be made at Touro's sole discretion. See "Alternative Dispute Resolution" provision for a more elaborate treatment of the Mandatory Mediation and Mandatory Arbitration provisions.

## Accreditation

Touro College was chartered by the Board of Regents of the State of New York in June 1970.

Touro University is accredited by the Middle States Commission on Higher Education (MSCHE), 1007 N. Orange Street, MB #166 Wilmington, DE 19801, (267) 284-5011. The Middle States Commission on Higher Education is an institutional accrediting agency recognized by the United States Secretary of Education and the Council for Higher Education Accreditation. This accreditation status covers Touro University and its branch campuses, locations and instructional sites in the New York Area, as well as branch campuses in Illinois, Berlin, Jerusalem, and Moscow. For additional information, visit [Middle States Accreditation](#).

Touro University California (TUC) and its branch campus Touro University Nevada (TUN), as well as Touro University Worldwide (TUW) and its division Touro College Los Angeles (TCLA), are part of Touro University, and separately accredited by the Western Association of Schools and Colleges Senior College and University Commission (WSCUC), 985 Atlantic Avenue, Alameda CA 94501 (Tel: 510-748-9001).

New York Medical College (NYMC) is a separately accredited institution within Touro University, also accredited by the Middle States Commission on Higher Education (MSCHE).

The Hebrew Theological College (HTC) in Skokie, IL is part of Touro University. HTC is accredited by the Higher Learning Commission (HLC).

The Medical Assistant Program is in the process of preparing the self-study for Commission on Accreditation of Allied Health Education Programs (CAAHEP) accreditation. CAAHEP, 9355 - 113th St. N, #7709, Seminole, FL 33775; (727) 210-2350; <https://www.caahep.org/>.

## Non-Discrimination Statement

Touro University is an equal-opportunity employer. Touro University treats all employees, job applicants, and students without unlawful consideration of race, ethnicity, religious creed, color, national origin, ancestry, sex (including pregnancy, childbirth, or related medical condition), age, disability, medical condition, marital status, genetic information, sexual orientation, gender, gender identity, military service or veteran status, citizenship status, or any other classification protected by applicable federal, state or local laws. We are committed to ensuring the fulfillment of this policy in all decisions, including but not limited to, recruitment, the administration of educational programs and activities, hiring, compensation, training and apprenticeship, placement, promotion, upgrading, demotion, downgrading, transfer, layoff, suspension, expulsion, and termination, and all other terms and conditions of admission, matriculation, and employment.

For the full policy statement see <https://www.touro.edu/non-discrimination>.

## **General Disclaimer**

Touro University endeavors to provide ongoing and uninterrupted educational experiences in a safe and effective environment for our students, staff and faculty. Given the dynamic circumstances surrounding COVID-19 and any other future unknown or unforeseen events and the uncertainties that may be attendant thereto, Touro may choose or be compelled to change the method of course delivery and other relevant policies at any time. Any changes will be communicated in a timely manner and posted prominently on Touro's website and intranet. We ask that you please stay in contact with your Program administration, faculty and student services staff and remain current with any guidance issued in response to the COVID-19 pandemic.

## **COVID-19 Related Clinical Procedures**

The Medical Assistant Program has certain clinical/course requirements and sequencing. While the Program strives to adhere to its established timing of courses and clinical experiences, unforeseen events may hamper their availability. When such a situation occurs, it is possible that the completion of the Program may be delayed and the time in the Program extended to meet accreditation requirements. Furthermore, once appropriate clinical experiences have been arranged, it is up to the student, not the Program, to decide whether to attend the clinical site. Should a student decline to participate, the student understands that their progression in the program may be delayed. Students declining to participate in their program's clinical or other experiential components should contact their clinical coordinator to ensure graduation requirements are met as well as financial aid and other rules and regulations.

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## INTRODUCTION

Welcome to the Medical Assistant program at Touro University. Touro University offers a complete medical assistant program that prepares students to be skilled professionals. Upon graduation, all students will be eligible to sit for the industry certification exam given by the National Center for Competency Testing (NCCT).

## ABOUT THIS HANDBOOK

This handbook is intended to be a guide to students, informing them of their rights and responsibilities as well as institutional policies and procedures. It does not constitute a contract, and therefore the University reserves the right to make changes at any time without prior notice. This edition replaces and supersedes all prior editions. Students are responsible for knowing and observing all regulations which may affect their status at the University. For this reason, they are expected to acquaint themselves with the contents of this handbook and to read regularly the notices posted on the Touro website.

In addition, individual programs within Touro University may have their own handbooks outlining the policies and procedures that apply specifically to students in those programs. In such cases, the student is responsible for knowing both the school-wide and program policies.

This handbook is designed to provide information and serve as a resource for most questions and situations you may encounter as a student in the Medical Assistant program. The information, provided in this handbook, is meant to supplement information provided in the New York School of Career and Applied Studies (NYSCAS) Catalog and the Undergraduate Student Handbook. If students cannot find the answers to their questions, please contact the Program Director or call (212) 939-3475 or (212) 939-3476 regarding educational policies and procedures.

## MEDICAL ASSISTANT PROGRAM MISSION STATEMENT

The Medical Assistant Program's mission is to provide students with an outstanding learning experience supported by a state-of-the-art clinical laboratory, to use knowledge effectively, and readily perform clinical and administrative duties. The Program is dedicated to training and graduating professional health workers with the necessary entry-level skills required to serve the communities of interest in an ever-evolving and growing medical field.

## PROGRAM OBJECTIVES

1. Demonstrate competency in clinical procedures such as obtaining vital signs, phlebotomy, performing certain laboratory tests and procedures, and sterilizing instruments. Apply critical thinking skills to clinical situations.
2. Demonstrate competency in basic office administrative techniques such as office management, basic billing and coding, and medical ethics.
3. Maintain regulatory compliance by understanding HIPAA and other regulations.

## PROGRAM GOALS

Apply knowledge of and commitment to the practice of medical assisting that reflects ethical industry standards and follows the guidelines of program accreditation;

1. Communicate effectively with patients and other medical professionals as a healthcare team member.
2. Describe and discuss professional ethics and legal issues as they apply to the medical assisting profession, including knowledge of the [AAMA Code of Ethics for Medical Assistants](#) and HIPAA regulations.
3. Correctly perform clinical and administrative procedures typical to an entry-level Medical Assistant.

## NECESSARY SKILLS

1. Psychomotor skills
2. Cognitive skills
3. Affective Skills

Areas in which students will demonstrate these skills include (but are not limited to):

- Anatomy and physiology
- Applied mathematics
- Infection control
- Nutrition
- Applied communication
- Administrative functions
- Basic Practice finance
- Third-party Reimbursement
- Procedure and Diagnostic coding
- Legal Implications
- Ethical consideration
- Workplace professional expectations and standards

## SCOPE OF PRACTICE OF THE MEDICAL ASSISTANT

The duties of medical assistants vary from office to office, depending on the location and size of the practice and the physician's specialty. In small practices, medical assistants are usually "generalists," handling both clerical and clinical duties and reporting directly to the office manager or physician. Those in large practices tend to specialize in a particular area under the supervision of department administrators.

Medical assistants perform many clerical duties. They answer telephones, greet patients, update and file patient medical records including transcription and usage of electronic medical records, fill out insurance forms, handle correspondence, schedule appointments, arrange for hospital admission and laboratory services, and handle billing and bookkeeping.

Clinical duties vary according to state law and include taking and recording vital signs and medical histories, explaining treatment procedures to patients, preparing patients for examination, and assisting during the examination. Medical assistants collect and prepare laboratory specimens or perform basic laboratory tests on the premises, arrange examine room instruments and equipment, dispose of contaminated supplies, and sterilize medical instruments. They instruct patients about medication and special diets, prepare and administer medications as directed by a physician, authorize drug refills as directed, call in prescriptions to a pharmacy, draw blood, prepare patients for x-rays, take EKGs, remove sutures, and change dressings.

The scope of practice of a medical assistant can also vary from state to state. It is important for medical assistants to know the scope of practice in the state in which they are practicing.

## NATURE OF WORK

Touro Medical Assistant program graduates will be able to help physicians where they work, in hospitals, private clinics, nursing homes, and anywhere their skills are needed. They can work as EKG technicians, Phlebotomists, and laboratory assistants.

A Medical Assistant may be employed in hospitals, clinics, urgent care clinics, and other health care facilities. There are also opportunities in the industry, public health services, college/university health services, Peace Corps, and other international organizations.

A Medical Assistant may advance to management or education. Salaries may vary nationwide; however, the range is usually reflective of skills, education, and experience.

## CERTIFICATION EXAMINATION

The University encourages all graduates of the medical assistant program to sit for the industry certification exam. The certification exam is conducted one month before the end of the semester. Externship class is meant to academically prepare the students to take the exam and to assist the students in filing the exam application in a timely manner. The exam is taken in a computer lab on the university premises with an in-person proctor. The examining body provides test study materials. Other study materials prepared by the program instructors are available on Canvas for the students during their last semester. Graduates who did not take the exam can apply through the University and sit for the exam with the current program students. Passing the certification exam may allow for better job opportunities, job security, better pay, and more significant career advancement opportunities. Certification is a national certification recognized by employers across the country.



## PREREQUISITES AND CO-REQUISITES

Many courses require a prerequisite and/or a corequisite. A prerequisite is a requirement that must be fulfilled prior to a student registering for a given course. A corequisite is a requirement that must be fulfilled during the same semester in which a student is registered for a given course. It may be a laboratory, another course, or some other condition. Prerequisites and corequisites are listed together with the course descriptions for each course. Students must check that they have the necessary prerequisites and corequisites, or have obtained a waiver from the Program Director, for any course for which they register.

## COMPETENCIES OF THE MEDICAL ASSISTANT

To ensure success in a course, students are required to complete educational competencies in both administrative, transdisciplinary, and clinical areas as delineated by Commission on Accreditation of Allied Health Education Programs (CAAHEP). Regularly attending and participating in class practicums and scheduling additional practice sessions in the clinical and administrative labs will accomplish this.

Attendance in the lab is mandatory. Labs are open 9:00 am to 2:00 pm. Schedules are posted in the classrooms, labs, and on bulletin boards throughout the university.

Students are required to wear a clean lab jacket/scrubs and closed shoes, and be business-professionally groomed and attired to all clinical and laboratory classes. The department chairperson will convey any exceptions to the uniform requirements.

## PROGRAM COURSE SEQUENCE

The AAS in Medical Assistant degree program requires the successful completion of 72 semester credit hours for graduation. The course outline is as follows:

Term: Fall 1	Term: Spring 1
Course Number & Title	Course Number & Title
GSRN 101 Medical Terminology	GGBN 117 Human Anatomy and Physiology I
GLLN 121 College Writing I	GLLN 122 College Writing II
GCON 120 Fundamentals of Computer App	Any Ethnic Study
GPSN 110 General Survey of Psychology	GSMN 130 College Math
GHUN 150 World of Work	GPHN 233 Biomedical Ethics
Term: Fall 2	Term: Spring 2
Course Number & Title	Course Number & Title
GGBN 118 Human Anatomy and Physiology II	GMAN 240 Laboratory Procedures
GRTN 111 Patient Care I	GMAN 110 Medical Billing and Coding
GMAN 150 Medical Office Management	GMAN 225 Clinical Procedures
GLLN 200 any Literature	GCAN 220 Communication in the Healthcare Environment -or- GSSN 246 Nutrition (Students who choose to take the Communication in the Healthcare Environment course will be eligible for a Medical Scribe micro-credential)
	GHSN Any history
Term: Summer 2	
Course Number & Title	
GMAN 275 Medical Assistant Externship	

## IMMUNIZATION REQUIREMENTS

In accordance with New York State law, students born on or after January 1, 1957 must demonstrate proof of immunization against measles, mumps, and rubella (MMR). They must also complete and submit the Meningococcal Meningitis Vaccination Response Form.

Students must submit acceptable medical proof of immunization. Immunization forms can be obtained in the Office of the Registrar at various campus locations or downloaded at <https://touro.app.box.com/v/ImmunizationForms>.

Immunization documentation for measles/mumps/rubella and Hepatitis B (series of 3 injections) must be current for students to participate in any clinical activity. Students are encouraged to be immunized with the influenza vaccine annually as well as any other vaccines recommended by the health authorities.

**Students who fail to provide the required proof of immunization will not be permitted to register and attend classes until a properly completed form has been submitted to the Office of the Registrar.**

## REGISTRATION

Touro University offers Fall and Spring semesters, as well as a limited summer session. Registration dates and times are assigned for each semester. Students choose courses each semester to satisfy both core requirements and requirements in a specific major. Students who are placed in developmental courses or in basic English writing courses are expected to take those courses in prescribed sequence every semester until the sequence has been completed, unless a waiver is recommended by the faculty member and approved by the Chair of the Department. Academic advisors are available at each location to assist with the class selection process.

After completing academic advisement, the advisor will issue a PIN number to the student allowing student to access the online registration system via the TouroOne portal. PLEASE NOTE: The student may register only for the courses approved by the advisor. A student is not registered until this process has been completed in TouroOne. Students should print out a copy of their completed registration and retain it for their records. **Final responsibility for any academic transaction rests with the student.** There may be variations in this process for online courses.

The registration schedule and the list of courses offered are available before the registration period and are posted online. Touro reserves the right to revise the schedule, including course instructors, and to cancel classes due to insufficient enrollment or other scheduling issues. Students should study the list of course offerings and consult with their advisors/counselors and/or faculty advisors before working out their program for the semester. Students should be certain that the program for which they sign up meets their needs and educational goals.

## STUDY TIME AND PROGRAM PLANNING

Students should anticipate and plan for two hours of outside study time for every hour of class time.

## COURSE INSTRUCTOR

The course instructor is the first person you must contact and discuss all matters related to your academic achievements, assignments, grades and constraints you might be facing.

Students should feel free to consult with instructors about academic or Clinical concerns. Instructors' schedules, office hours, and e-mail addresses are noted on the syllabi.

## COURSE SYLLABUS

The syllabus for each course guides the learning and identifies course requirements. The syllabus includes daily class topics, testing dates, evaluation criteria, and specifics regarding classroom participation and written conditions.

## EXTERNSHIP

### Eligibility

An externship is a course provided to students during their last semester; students are expected to join a health facility to practice what they learned in class. It is real-world experience. You will serve actual patients and be part of the facility where you operate. Every student should have a clinical externship; it is not replaceable and cannot be waived.

### Clinical experience policies

Students will be assigned to a clinical setting under supervision to gain experience. A total of one hundred and sixty-two (162) hours are required to complete the externship.

- You are to report to your site on days and times previously arranged with the Clinical Supervisor.
- You are expected to *follow the dress code* for the department/facility. Contact your site supervisor regarding acceptable dress during your affiliation. Touro student tags must be worn daily unless the facility assigns you a nametag.
- It is essential that you report to work on time. If you must be late, tell your site supervisor before you are supposed to report to work. All lost time must be made up.
- You should make every effort not to miss work. If you have to be absent, be sure to inform the site supervisor *before* the time you are scheduled for work. All lost time must be made up.
- If any problems arise, they should be brought to the attention of your site supervisor. However, the Program Coordinator is available by phone if you need a consultation.
- There is no remuneration for externship. You are responsible for costs incurred during the affiliation: food, transportation, parking, and miscellaneous items.
- Should you become ill while on duty, notify the site supervisor.
- Arrangements will be made for medical attention. You are responsible for the costs.
- You must notify your site supervisor of any changes you want to have to your daily duties and report that to the program coordinator.
- Unsatisfactory reports by your supervisor may and will result in having an F grade which makes you repeat the course.
- Enjoy your affiliation, and welcome to the professional world.

## ACADEMIC STANDING

Students need to be aware of their academic standing at all times. Students concerned about an earned grade or academic status within the Medical Assistant program should meet with the appropriate instructor to seek a resolution. If a satisfactory solution does not occur, the student may meet with the Medical Assistant Program Director who will facilitate the resolution of the matter.

Students should refer to the NYSCAS Catalog for further information about maintaining good academic standing.

## PROFESSIONALISM

### General

- Patient confidentiality is a professional/ethical responsibility and is an expectation of all medical assistant program students.
- Treat patients promptly and courteously in a caring manner, making eye contact and using a pleasant expression and tone of voice.
- Introduce yourself by name and title or department. Address patients by their proper title and last name.
- Respect the privacy of the patient and the confidentiality of their records. Do not disclose personal or medical information except when necessary in the regular course of business.
- Be attentive to patients who are kept waiting for extended periods. When this occurs, inform the patient of the reason for the delay and notify them if any further delay is anticipated. If appropriate, offer the patient the option of rescheduling.

### Telephone

- Apply the same standards of courtesy and promptness to patients on the telephone as in person.
- Allow the caller to respond before being placed on hold.
- Satisfy patient's requests within one transfer call.
- Give emergency or urgent messages promptly to the health professional requested.
- Respond to messages that are not urgent within the same day they are received.

### Among Employees and Physicians

- Treat fellow employees and physicians with respect and consideration.
- Do not conduct personal conversations when patients are waiting for service.
- Do not discuss other staff members, organizational policies, problems, or medical care in public areas.

## GRADUATION REQUIREMENTS

Every student is enrolled in a specific Touro school or division and must satisfy the graduation requirements of that division. Students who have been admitted without a high school diploma or its equivalent must demonstrate that they have obtained this credential before being awarded a degree by the University. Consult an advisor/counselor about possible pathways to a high school diploma or an equivalent. To graduate, students must achieve an overall GPA of at least 2.00 (“C” average) for classes taken at Touro. In the Medical Assistant program, students must achieve at least a cumulative final grade of not less than C+ in all courses that have a clinical lab component. A C+ is considered the minimum passing grade for courses with a clinical or lab component; otherwise, students must repeat the course. Students may not graduate if they have any outstanding work, including Incomplete (INC) grades. Students need to complete the externship-assigned hours of contact before they graduate.

## DIRECTORY

### Campus

3 Times Square  
New York, NY 10036  
(212) 463-0400 Ext. 55261

### Administration

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***The Touro University Code of Conduct***

Students are expected to behave in a manner that is harmonious with and supportive of the activities and functions of an educational institution. The following types of actions are considered violations of the Touro University Code of Conduct and will result in disciplinary sanction:

1. Theft of, or damage to, University records and property, caused by intentional, negligent or irresponsible conduct;
2. Unauthorized use of any University property, including, but not limited to, its name, property, offices, premises, equipment (computer equipment, telephones, fax machines, copying equipment, laboratories and misuse of student ID cards);
3. Conduct which interferes with or obstructs any University functions or which physically obstructs or threatens to obstruct or restrain members of the University community;
4. The physical or sexual abuse or harassment of any member of the University community (such incidents must also be reported to the Title IX coordinator);
5. Threatening or actual infliction of bodily injury, assault, emotional trauma against students, faculty or staff of the University (such incidents must also be reported to the Chief Security Officer);
6. Disorderly, disruptive or abusive conduct in the classroom or on University premises;
7. Refusal to follow the directives of University officials acting in performance of their duties;
8. Impersonating University faculty, University officials, or University staff;
9. Forging signatures or other information on registration forms, financial aid forms, or any other University documents;
10. Computer abuse, including possession of unauthorized passwords, plagiarism of programs, unauthorized destruction of files, misuse of computer accounts, and disruptive or annoying behavior on the University's computer system;
11. Unauthorized sale, distribution, or consumption of alcoholic beverages on University premises;
12. Distribution, purchase, or possession of barbiturates, amphetamines, marijuana, hallucinogens, opiates, or any other addictive or illegal drugs or paraphernalia on University premises;
13. Gambling in any form on University premises;
14. Possession, distribution, or sale of weapons, incendiary devices, or explosives on University premises;
15. Tampering with or misusing fire-fighting equipment and/or safety equipment (such as alarm-boxes and extinguishers);
16. Participation in or furtherance of any illegal activity on Touro's premises;
17. Offensive or derogatory written or verbal statements intended to inflict harm on members of the University community, including, without limitation, racist, ethnic, or sexist remarks or references regarding any member or group of the University community;
18. Any abusive conduct or harassment directed at an individual or group of individuals in the University community on the basis of the actual or perceived race, gender, color, national origin, ethnicity, religion, age, disability, sexual orientation, marital or parental status, or citizenship status of such person(s);
19. Refusal to identify oneself to an official or security officer of the University or to present proper identification upon entering the University premises;
20. Actions that are not harmonious with and supportive of the activities and functions of an educational institution; actions that harm the reputation of the University;
21. Aiding or abetting any conduct prohibited by this University Code;
22. Conviction of a felony crime while enrolled at the University;
23. Intentionally filing a false complaint under this University Code of Conduct;
24. Academic dishonesty and lack of academic integrity.

## Touro University Social Media Policy

Touro University policies apply to students' online conduct. University staff members do not “police” online social networks and the University is firmly committed to the principle of free speech. However, when the University receives a report of inappropriate online conduct it is obligated to investigate. This is true even when a student posts to a personal social media account using their own phone or computer while off-campus or during a break. The University has the right to discipline students for misconduct or lack of professionalism wherever it occurs, including online.

Individuals who violate any of the provisions of the Code of Conduct are subject to disciplinary action at the discretion of Touro University. Student organizations violating the above regulations may be penalized by having their charter revoked. Furthermore, disciplinary sanctions may also be imposed against the officers and members of student organizations at the discretion of Touro University.

## Adjudication of Code of Conduct Violations

**[Please note that there is a separate adjudication process for academic integrity violations (#24 in the Code of Conduct) in the section below entitled “Procedures in Response to Violations of the Academic Integrity.”]**

Any member of the University community may notify the Program Director or their designated representatives of a Code of Conduct infraction by submitting a written statement describing the alleged violation within ten (10) school days from the time the charging individual learned of the alleged code violation, but no later than within three (3) months of the violation.

The Program Director shall inform the individual charged with the infraction, in writing, of the nature of the charges against him/her and designate a time and place for a meeting.

## ***Touro University Academic Integrity Policy***

The complete Touro University Academic Integrity Policy can be found here:

<https://www.touro.edu/students/policies/academic-integrity/>

## ***Policy on Title IX and Sexual Misconduct***

This policy applies to all members of the Touro University (“Touro”) community, including students, faculty, and administrators as well as third parties (i.e. vendors, and invitees). Discrimination or harassment of any kind in regard to a person's sex is not tolerated at our institution. Information and/or training regarding this policy is available to students, faculty, and staff.

Touro promotes an environment in which the dignity and worth of all members of the community are respected. It is the policy of Touro that sexual intimidation of students and employees is unacceptable behavior and will not be tolerated.

## Title IX Grievance Policy

Title IX of the Educational Amendments of 1972 prohibits any person in the United States from being discriminated against on the basis of sex in seeking access to any educational program or activity receiving federal financial assistance. The U.S. Department of Education, which enforces Title IX, has long defined the meaning of Title IX's prohibition on sex discrimination broadly to include various forms of sexual harassment and sexual violence that interfere with a student's ability to equally access our educational programs and opportunities.

This Title IX Grievance Policy became effective on August 14, 2020, and only applies to formal complaints of sexual harassment alleged to have occurred on or after August 14, 2020. Alleged Conduct that occurred prior to August 14, 2020 will be investigated and adjudicated according to the Title IX and Sexual Misconduct Policy then in effect.

## Title IX Coordinator

Any person may report sex discrimination, including sexual harassment (whether or not the person reporting is the person alleged to be the victim of conduct that could constitute sex discrimination or sexual harassment), in person, by telephone, or by electronic mail, using the contact information listed for the Title IX Coordinator, or by any other means that results in the Title IX Coordinator receiving the person's verbal or written report.

## Contact Information for the Title IX Coordinator:

Matthew Lieberman  
50 West 47th Street, 14th Floor  
New York, NY 10036  
Phone: 646-565-6000 x55667  
Email: [matthew.lieberman@touro.edu](mailto:matthew.lieberman@touro.edu)

Such a report may be made at any time (including during non-business hours) by using the telephone number or electronic mail address, or by mail to the office address listed for the Title IX Coordinator.

## When Title IX Applies

The Title IX process will apply when all of the following elements are met:

1. The conduct is alleged to have occurred on or after August 14, 2020;
2. The conduct is alleged to have occurred in the United States;
3. The conduct is alleged to have occurred in Touro's education program or activity; and
4. The alleged conduct, if true, would constitute covered sexual harassment, as defined under Title IX, as:
  1. an employee conditioning educational benefits on participation in unwelcome sexual conduct (i.e., quid pro quo);
  2. unwelcome conduct that a reasonable person would determine is so severe, pervasive, and objectively offensive that it effectively denies a person equal access to the educational institution's education program or activity; or
  3. sexual assault (as defined in the Clery Act); or dating violence, domestic violence, or stalking (as defined in the Violence Against Women Act (VAWA)).

If the alleged misconduct meets these requirements, then the Title IX grievance process applies, and the Potential Complainant may file a Formal Complaint or their prior Complaint submission will become a Formal Complaint. For the purposes of this Title IX Grievance Policy, "formal complaint" means a



document – including an electronic submission - filed by a complainant with a signature or other indication that the complainant is the person filing the formal complaint, or signed by the Title IX Coordinator, alleging sexual harassment against a respondent about conduct within Touro’s education program or activity and requesting initiation of the procedures consistent with the Title IX Grievance Policy to investigate and adjudicate the allegation of sexual harassment.

If the alleged misconduct does not meet these Title IX requirements, it requires a mandatory dismissal under Title IX, but it may be addressed by the broader Touro Sexual Misconduct Policy or another applicable Touro policy.

For more details surrounding the Title IX Grievance Policy please see: <https://www.touro.edu/title-ix-policy/>

### ***Sexual Misconduct***

Touro prohibits discrimination based on sex, including sexual harassment. The prohibition against discrimination extends to employment and third parties. Sexual harassment is unwelcome conduct of a sexual nature and can include sexual advances, request for sexual favors, and other verbal, non-verbal, or physical conduct. Environmental harassment (sometimes referred to as hostile environment) is sexually harassing conduct that is sufficiently severe, persistent, or pervasive to limit an individual’s ability to participate in or receive benefits, services, or opportunities at Touro. This can include persistent comments or jokes about an individual’s sex; verbal behavior, including insults, remarks, epithets, or derogatory statements; nonverbal behavior, including graffiti, inappropriate physical advances short of physical violence such as repeated and unwanted touching; and assault, including physical violence or the threat of physical violence.

New York Law also defines these acts as crimes if any of them are engaged in with a person who is incapable of consent either because of the person's age or because the person is mentally defective, mentally incapacitated, or physically helpless. Therefore, sexual abuse, sodomy, and rape are sex crimes and violators will be prosecuted in accordance with New York Penal Law.

Retaliation against any individual who made a complaint will not be tolerated.

To officially file charges for an act of sexual assault or rape, please contact the Office of Institutional Compliance. If the alleged perpetrator is a student, you can initiate disciplinary action against this individual. All incidents must be reported within six (6) months of their occurrence.

All divisions of Touro seek to foster a collegial atmosphere in which students are nurtured and educated through close faculty-student relationships, student camaraderie, and individualized attention. Discrimination or harassment of any kind is anathema to Touro’s mission, history, and identity. Touro will resolve any identified discrimination in a timely and effective manner and will ensure that it does not recur. Compliance with Touro’s policies and procedures is a necessary step in achieving a safe environment in our educational community. The policies set forth were developed to promote a safe educational environment in compliance with the Violence Against Women Act (VAWA) and a high-quality campus life.

Those believing that they have been harassed or discriminated against on the basis of their sex, including sexual harassment, should contact the Office of Institutional Compliance immediately. When Touro has notice of the occurrence, Touro is compelled to take immediate and effective corrective action reasonably calculated to stop the harassment, prevent its recurrence, and as appropriate, remedy its effects.

This policy applies to all members of Touro, including students, faculty, and administrators as well as third parties (including, but not limited to, vendors, invitees, etc.). Information and/or training regarding this policy are available to students, faculty, and staff. In addition, information about this policy will be available on Touro's website.

Complaints may be filed by contacting the Office of Institutional Compliance:

Phone: 646-565-6000, ext. 55330

Email: [compliance@touro.edu](mailto:compliance@touro.edu)

For Further Information: Students are strongly urged to read the full policy at <https://www.touro.edu/sexual-misconduct-policy/>

Students are also urged to read the Annual Security and Fire Report at:

[https://www.touro.edu/departments/campus-security/clery-reports/TOURO\\_U-2022\\_ASFSR.pdf](https://www.touro.edu/departments/campus-security/clery-reports/TOURO_U-2022_ASFSR.pdf)

Additional information about this policy will be available on Touro's website. Students may contact the Office for Civil Rights of the U.S. Department of Education for inquiries concerning the application of Title IX as well as the implementation of its regulations. The Office for Civil Rights can be contacted using the following information:

U.S. Department of Education  
Office for Civil Rights  
32 Old Slip, 26th floor  
New York, NY 10005  
Phone 646-428-3800  
Fax 646-428-3843  
Email: [OCR.NewYork@ed.gov](mailto:OCR.NewYork@ed.gov)

### ***Student Complaints***

Touro University is committed to safeguarding the interests of all students. Students are entitled to be treated with fairness and respect in accordance with the University's policies and procedures. The University does not condone unfair treatment of students by administration, faculty and/or staff. Students who believe that they have been aggrieved by the University, and that such occurrence is not governed by another complaint mechanism, may seek redress through the complaint procedure outlined below. No adverse action will be taken against any person who files a complaint because of the filing of such complaint.

This student complaint procedure is available to any Touro University student who seeks to resolve a legitimate grievance directly affecting that student, provided that such circumstance is not governed by another complaint mechanism (see Exception to Policy below). The procedure only applies to complaints that are the result of actions by another member of the University community while acting in an official capacity (e.g. faculty member, administrator, or staff) in contravention of the written policies of the University or the school in which the student is enrolled.

If any student believes that his or her rights have been violated or infringed upon, or that Touro's policies and procedures have not been followed, that student may file a formal complaint with the Program Director for the program in which they are enrolled. When a complaint concerns an administrative function of the University, including, but not limited to, tuition refund and student financial assistance, a student may file a formal complaint with the University-wide director or supervisor of the administrative unit in question,

or their designee. Prior to filing the formal complaint, the student should attempt to remedy the situation via an informal mediation (described in Phase One, found at <https://touro.app.box.com/v/studentgrievancepolicy>). If the informal mediation is unsuccessful, or if the student is uncomfortable attempting an informal resolution, then a formal complaint may be filed. The complaint should state, with particularity: the person(s) involved, the nature of the claim, the date, witnesses (if any), documents (if any), and the circumstances under which the alleged claim may have been committed.

#### Limitation Period

Claims under this policy may only be brought within sixty (60) calendar days of the alleged misconduct.

#### Exception to Policy

This Policy is not applicable to situations that are governed by other policies. For example, complaints of sexual harassment are governed by Title IX; the University currently has a robust policy and procedure for dealing with such allegations. Therefore, all such incidents are considered under that anti-harassment policy/process. Other examples of exceptions to the Grievance Policy include, but are not limited to, race discrimination, Code of Conduct violations, and ADA Reasonable Accommodations requests and complaints.

Additionally, this Policy is separate and distinct from the Touro University or program-specific grade appeals policies. Therefore, this Policy may not be used for appealing grades, dismissals, or academic decisions by any Touro University programs. Such appeals are governed by the Student Handbook or Catalog for the program in which the student is enrolled.

Students are urged to read the entire policy at <https://touro.app.box.com/v/studentgrievancepolicy>.

#### **Alternative Dispute Resolution**

See the Touro University NYSCAS Catalog.

#### **Failure-to-Educate and Liability Disclaimer**

See the Touro University NYSCAS Catalog.

#### **Touro Policy on Bias-Related Crimes**

See the Touro University NYSCAS Catalog.

#### **Policy on Drugs and Controlled Substances**

See the Touro University NYSCAS Catalog.

#### **Confidentiality of Student Education Records**

THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT OF 1974 (FERPA)

See the Touro University NYSCAS Catalog.