



Student and Instructor Handbook

Nursing Assistant Training Program



*Written January 2003
Revised Apr 2019*

License # LNME-026

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Mission Statement:

*Our mission is to provide a quality education to our students.
By achieving this, our graduates will be confident, competent, and compassionate nursing assistants serving the healthcare community proudly.*

Admission Requirements

The following standards must be met prior to acceptance into the course:

- ❑ Applicants must be 16 years or older. A GED is not required but is highly recommended.
- ❑ Must successfully complete a pre-entrance exam - which includes reading comprehension, basic math skills, and vocabulary and must pass with a 70% or higher.
- ❑ Must be able to communicate in English both verbally and written. If English is not the applicant's primary language, additional English comprehension evaluations may be required.
- ❑ Foreign applicants must provide Immigration/Naturalization card or other legal form of documentation allowing eligibility to work in the U.S.
- ❑ Must have a Social Security Number (in order to take the state exam and receive a license from the NH Board of Nursing).
- ❑ Must meet LNA Health Careers Criminal Record Requirements
- ❑ Must provide documentation of a negative TB test or negative chest x-ray.
Please note: LNA Health Careers does not maintain a record of student TB tests. The Instructor will document that he/she saw the negative TB test/chest x-ray and will then give the results back to the student to keep. We do not keep copies on file.
- ❑ Must be able to move or lift a minimum of 50 pounds with no restrictions.
- ❑ Must be able to bend and squat.

Acceptance into the program will be determined by meeting all of the above criteria. Acceptance will not be influenced by race, color, religion, age, national origin, marital status, or sexual preferences. Students with disabilities will also be considered for the program provided they can perform the functions of a Nursing Assistant safely. All students will be given equal clinical opportunities. If a student needs their quizzes or tests read to them orally it is the student's responsibility to notify the instructor on the first day of class.

Clinical Requirements

Students are required to provide documentation of a negative TB test or negative chest x-ray prior to the first day of clinical. The TB test must be dated within 12 months and must remain

current throughout the duration of the program. The chest x-ray must be dated within 5 years and must remain current throughout the duration of the program. Failure to provide the results of a current TB test or chest x-ray prior to the first day of clinical will result in termination from the program.

During flu season (November – April), all students and staff are required to complete a “Flu Vaccine Information or Declination” form. This form states that the student has either had the flu vaccine for the current flu season and the month that it was received, or that the student declines to receive the flu vaccine. If a student declines to receive the flu vaccine they will be required to wear a mask during clinical.

Expected Outcome of Students

Training will be conducted in a New Hampshire Board of Nursing approved environment that fosters growth and where students are given the opportunity to succeed. The classroom preparation will include theory as well as varied clinical experiences. During the clinical and theory, student outcomes will include the following:

- ❑ Demonstrate comprehension of training and provide care through a holistic approach.
- ❑ Demonstrate strong interpersonal skills with both patients and the healthcare team to ensure optimum care is provided.
- ❑ Demonstrate sound decision making abilities and provide safe practices based on direction from a registered or licensed practical nurse.
- ❑ Demonstrate understanding of importance of reporting significant information regarding their clients.
- ❑ Demonstrate understanding of the importance of the role of the caregiver and to maintain professionalism at all times.
- ❑ **Demonstrate safety at all times**

Curriculum

Teacher to student ratio will be no greater than 8 students to 1 instructor during clinical days. Clinical will follow completion of theory and will offer varied opportunities for learning. Students will be monitored closely by the instructor and will be instructed on safe practices. The instructor, through documentation on the Proficiency Skills Checklist, will measure students on all learning experiences. Theory will consist of the body system, disease process, rehab, death and dying, and communication skills through a holistic approach. Importance of professionalism, stress reduction, and time management skill will also be introduced.

A class calendar will be given to each student. Credit is not issued for prior education. Theory and clinical experiences will include but may not be limited to:

- ❑ Performance of ADL's with a varied client population to foster independence whenever possible.
- ❑ Continuation of rehab/restorative programs through ambulation, ROM, and ADL skills. To include use of personal adaptive equipment.

- ❑ Safety of client in varied situation based on diseases processes under the supervision of a registered or licensed practical nurse.
- ❑ Care of the terminally ill client and providing end of life care with preservation of dignity and postmortem care.
- ❑ Admitting, transferring and discharging of clients.
- ❑ Privacy, dignity and confidential care to support, comfort, spiritual needs and attainment of client's goals. Encouragement of activity programs to promote well being.
- ❑ Comparison of caregiver roles in different settings such as homecare vs. long term or hospital care as well as SNF vs. ICF.
- ❑ Life safety concerns - to include fire safety, environment safety, security and resources to assist with decision-making.
- ❑ Infection control practices.
- ❑ Environmental and personal safety involving housekeeping concerns, adaptive devices, and special clothing, including personal protective equipment.
- ❑ Emotional support including appropriate behavioral response, the aging process, identification of resources, preservation of dignity, assuring freedom from fear/reprisal.
- ❑ Comfort, rest, and activity including privacy, physical and occupational skills.
- ❑ Emergency situation including appropriateness of action or non-action, fire drills, security of environment, resources available.
- ❑ Time management and organizational skills.
- ❑ Special procedures
- ❑ Demonstrate observational and documenting skills required for reporting of care recipients health, welfare, physical and mental condition, and general well being.
- ❑ Provide safe nursing related activities under the supervision of a registered or licensed practical nurse.

Program Requirements

There are four (4) areas that you are required to meet in order to pass the course: In addition to meeting the criminal record policy, you must pass academically, clinically and with attendance.

Criminal Record Policy

All students enrolled in the LNA training program at LNA Health Careers will be required to complete a NH State Police criminal background check. In the event that an applicant has a positive criminal record they must disclose it on their application. The program Coordinator will determine acceptance or denial of the individual into the program. All students will have their criminal record check completed before they begin clinical. If a record comes back positive that was not disclosed on the student's application they may be terminated from the program.

Students enrolled in a class where clinical is held at Pleasant View Genesis in Concord must have a completely clean criminal record. The facility does not allow students to train in their facility with any violations or misdemeanors.

Individuals with a positive criminal record may have difficulty finding gainful employment in the healthcare field and may not be eligible for licensure. Because of this, LNA Health Careers has adopted a strict criminal record policy. Individuals with any felony convictions **will not** be accepted into the program. Individuals with misdemeanor and/or violation charges will be evaluated on a case by case basis. All individuals with any prior convictions will be required to sign a criminal record consent form stating their understanding that LNA Health Careers cannot guarantee licensure or the ability for the individual to find gainful employment in the healthcare field with a criminal record. All individuals wishing to obtain licensure from the NH Board of Nursing upon graduation will be required to complete an additional criminal background check that includes FBI fingerprint technology.

Academics/Grading/Clinical

Examinations will be as follows:

Throughout the program, there are three (3) tests, and a final exam. Each test/exam is worth 25% of your grade. A minimum of a 70% overall average must be obtained in order to receive a graduation certificate. Grades are listed as pass or fail. There are no letter grades. Exams are formulated from the program objectives and expected outcomes. LNA Health Careers has adopted a zero tolerance policy on cheating. Any student caught or suspected of cheating will result in disciplinary action and/or expulsion from the program.

Clinical competence will be evaluated through accurate completion of the proficiency skills checklist and by direct observation of the Instructor. The proficiency skills checklist will be reviewed each class by the Instructor. All students must demonstrate proficiency in all basic skills in order to be eligible for certification. If a student fails the course and is eligible for readmission, they may enroll at a later date. The fee would be \$1,500 which includes the registration fee and tuition.

Tutoring (Remediation)

If a student feels they would benefit from additional review of course material or lab practice with an Instructor on a one on one basis, tutoring is available. Tutoring sessions are scheduled in two hour increments at the rate of \$30 per hour (\$60 per session). Tutoring is conducted in Manchester at 22 Concord St. 3rd floor.

Attendance

LNA Health Careers' training consists of 110 hours; 50 hours of theory and 60 hours of clinical. Our expectation is that students will come to class prepared, on time and as scheduled. A class schedule/calendar will be provided to each student. Leaving early/coming in late more than 2 times for any reason will result in progressive disciplinary action.

Students must provide proof of an excused absence for **any** missed time. An excused absence consists only of: (1) a Doctor's note, (2) vehicle accident report, (3) pre-approved court appearance or (4) death in the immediate family.

Any missed clinical time must be made up. Clinical make up is **ONLY** available to students who provide proof of an excused absence. **All excused clinical absence must be made up and will be an additional fee of \$30 per make up hour.** Any unexcused absence during clinical time will result in termination.

Students may not miss more than 10 hours of the program. Missing more than 10 hours of the program, regardless of the circumstances surrounding the missed time, will result in termination.

All make-up time must be scheduled with the LNA Health Careers' office and will be the financial responsibility of the student regardless of the circumstances surrounding the missed time. Make up time must be complete within 9 months from the anticipated date of graduation of the student's class. Make up time not complete within the 9 month period will result in attendance failure.

Holidays

LNA Health Careers will not be in class on the following holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, or Christmas.

Dress Code

Students are expected to present themselves in a professional manner at all times, including their appearance. Per Board of Nursing regulations, students must be easily identifiable. For this reason, LNA Health Careers has established the following dress code for students.

- ❑ White uniform top and navy blue scrub pants. Must be clean and in good repair. No spandex or tight fitting clothing is acceptable.
- ❑ White socks or nylons.
- ❑ Clean white shoes, leather sneakers are acceptable.
- ❑ LNA Health Careers will supply name tags and gait belts, which will be worn at all times
- ❑ A watch with a second hand is required.
- ❑ Large jewelry, dangling earrings and necklaces are discouraged for safety reasons. Visible body piercing and tattoos must be covered or removed including nose and eyebrow rings.
- ❑ Acrylic nails are not allowed in clinical for infection control purposes. Nails are to be trimmed, clean and free of chipped polish.
- ❑ Hair longer than shoulder length will be pulled back.
- ❑ Practice good personal hygiene including:
 - Showering daily
 - Using deodorant
 - Oral hygiene

Any student coming to class or clinical without their proper attire, will be sent home to change.

Breaks

Students will be given one 15 minute break for any class day less than 6 hours long. One 15 minute and one 30 minute break will be given for classes lasting six to eight hours.

Code of Conduct

LNA Health Careers reserves the right to refuse a student in class if alcohol, drug, or any substance abuse is suspected. LNA Health Careers reserves the right to request a voluntary drug or blood alcohol test, to be completed within 24 hours, at the expense of the student if impairment is probable (suspected by two licensed staff, one being the instructor). Refusal will result in expulsion. Positive findings will also result in expulsion.

Any student bringing weapons of any type to a class/clinical will be expelled from the class and the police will be notified as appropriate. Cell phones and pagers should be turned off during class time and/or clinical time.

LNA Health Careers has a NO SMOKING policy. There is no smoking allowed at classroom or clinical facilities (even in designated smoking areas). During breaks, smoking is allowed only in the student's own vehicles. Also smoking materials must be disposed of in their vehicles.

LNA Health Careers will not accept behavior that interferes with the learning processes of fellow students, infringement of other's rights, or degradation. This includes sexual harassment, threats, insults, profanity and offensive jokes. Any student that witnesses or is subjected to this behavior should report the behavior to their instructor immediately. It is expected that students will present themselves in a positive, helpful manner at all times. Students must stay awake and alert during all classroom and clinical time. Students will abide by a code of ethics that fosters personal growth, responsibility, confidentiality, and professional conduct at all times. Any student that impedes the rights of others, or acts in an unprofessional manner will advance through the progressive disciplinary process.

Honesty & Integrity Policy

LNA Health Careers expects all Instructors, employees and students to maintain and uphold high ethical and moral standards. We have adopted guidelines from the NH Board of Nursing Nur 501.03 General Ethical Standards which states:

A licensed Nurse or Nursing Assistant shall:

- (a) Hold the health and safety of clients to be of first consideration and render to each client the full measure of his or her ability as an essential health care provider;
- (b) Always strive to perfect, enlarge, and utilize his or her knowledge in conjunction with his or her professional judgment;
- (c) Observe the law and uphold the nursing profession;
- (d) Be truthful and respectful of information received and rendered;
- (e) Hold confidential the information received from clients and their caregivers;

- (f) Not agree to practice under terms or conditions which through interference with professional judgment and skill would cause deterioration in the licensee's ability to render safe care at all times; and
- (g) Fulfill all professional obligations conscientiously.

Source. #7769, eff 10-1-02; ss by #8873, eff 4-24-0

LNA Health Careers will not tolerate dishonest conduct in any form; including lying, cheating and stealing. Dishonest conduct will result in termination and is also reportable to the NH Board of Nursing.

Abandonment

LNA Health Careers has a zero tolerance policy on abandonment, defined by the Board of Nursing as: "Leaving an assignment without notifying your supervisor (instructor)." Abandonment of any reason will result in immediate expulsion from the program.

Tuition/Payment of Course

If a student has a payment contract then the final payment must be received in the office one week prior to taking the final exam. There is a \$50 late fee assessed to all accounts after the due date. Any student with a positive balance upon completion of the course will not be allowed to receive their certificate or sit for their state exam until all of the tuition and fees have been received, not to exceed 9 months from the date of graduation. Personal checks are not accepted for the final payment. Final payment can be made with Visa/MC/Discover, money order or cash.

Reimbursement

Any graduate that works in a nursing home facility upon graduation is eligible for tuition reimbursement. Full time, part time and per diem positions are all eligible. Upon receiving full tuition payment, students will receive a tuition receipt and an application for reimbursement with directions on how to apply. Reimbursement applications must be submitted within one year of graduation. Students who are sponsored by a third party agency are not eligible for reimbursement and are therefore not given a receipt in their name. This includes scholarships from the NH Charitable Foundation or from other non-profit agencies, grants received and payments received from the VA.

Criminal record fees, late fees, make-up fees and tutoring fees are not reimbursable.

Withdrawal Policy

If a student wishes to withdraw from the program he/she must put their withdrawal request in writing and submit it to the Student Affairs Coordinator in order to process a refund. LNA Health Careers has 30 days to issue a refund once the written request has been received.

Transfer of Classes

Once a student has started the course they cannot transfer to a different session. If a student wishes to take a different class after their training has begun, they would need to withdraw and then register for a new class. The refund policy would be followed and a new deposit would be required.

If a student transfers from one class to another *before either class begins* the \$450 registration fee will be withheld and a new registration fee of \$450 will be required.

Refund Policy

Refunds are calculated based on the following conditions: Withdrawals before the class starts will result in forfeiture of the \$450 registration fee. Once the student has started the training, LNA Health Careers will retain the non-refundable registration fee of \$450, supplies fee of \$125 (if the supplies are received by the student) and criminal record check fee of \$25 if the criminal record check has been conducted. Once the student attends the second day or later, there will be no refunds; and if there is a balance due, based on the enrollment agreement, it needs to be paid within five (5) business days of withdrawal. If the amount retained by the school exceeds the amount the student has already paid, the student is responsible for the difference and it is due in the office within five (5) business days. ***Any student in attendance, breach of policy, clinical or academic failure will not be issued a refund, and will still be responsible for their balance if they have not paid in full.***

Detail of Fees

The following is a table of all fees charged by LNA Health Careers. Items listed in bold are fees charged to all students. Items not listed in bold are extra fees that could be encountered.

Item	Fee	Detail of Fee
Registration Fee	\$450	Registration for one class
Supplies Fee	\$125	Text book, gait belt, Clinical Skills 101 DVD, name badge
Criminal Record Check	\$25	NH State Police criminal background check
Tuition	\$1,050	LNA program tuition
Late Fee	\$50	Assessed if final payment is received after due date outlined on payment contract
Clinical Make Up Fee	\$30/hour	Assessed for any missed clinical time
State Exam Retake – Written	\$80	Assessed if a student fails the written portion of the state exam.
State Exam Retake – Clinical	\$80	Assessed if the student fails the clinical portion of the state

		exam.
Tutoring	\$60 per 2 hour session	Optional for students who request additional support

Release of Responsibility

Students are discouraged from bringing money or valuables to class. LNA Health Careers or the host facility will not be responsible for any lost items/monies.

Grievance Policy

LNA Health Careers has adopted the following grievance policy: If a situation occurs while in class/clinical where a student feels there is a need for the Instructor to assist them with conflict resolution, the students will provide in writing their complaint. The instructor has 3 weekdays to investigate and attempt to find an agreeable resolution in writing. If the student is unsatisfied with the resolution, they may notify the program Coordinator. The student will forward all original written complaints to the program Coordinator. The program Coordinator has an additional 3 weekdays to investigate, and provide written attempt of resolution to the student. All grievances resolutions will be forwarded to the program Coordinator to keep on file. If the student's concern is related to the Instructor, they will provide written documentation to the program Coordinator directly.

If the student feels that their grievance has not been resolved after the completed investigation, the student has the right to contact the NH Department of Education, Office of Career School Licensing, at 101 Pleasant St, Concord, NH 03301; phone 603-271-8508.

Progressive Disciplinary Procedure

It is anticipated that all students will adhere to the codes established by LNA Health Careers. In the event this is not achieved, disciplinary action up to and including termination from the program may occur. Disciplinary action will be based on the severity of the transgression. LNA Health Careers recognizes two varying degrees of infractions. The lesser degree being those that do not result in physical or mental harm to others or result in damage to property due to purposeful or negligent acts. Lesser infractions may include but are not limited to the following:

- ❑ Excessive use of the telephone
- ❑ Loitering
- ❑ Unauthorized breaks
- ❑ Smoking in unauthorized areas
- ❑ Wasting facility supplies
- ❑ Failure to maintain personal appearance
- ❑ Tardiness
- ❑ Use of profanity or vulgar language
- ❑ Dishonest behavior

- ❑ Demonstrating unprofessionalism towards Instructor, staff, fellow classmates, and/or residents.
- ❑ Not showing up to a scheduled class, tutoring session or make up without notification (“no call/no show”)

A first offense may result in counseling from the Instructor. The area for concern will be brought to the Student Nursing Assistant’s (SNA’s) attention. The SNA and the Instructor will work together to problem solve towards a positive outcome.

A second offense may result in a written warning. The SNA and the Instructor will discuss the need for immediate improvement and a formalized plan of correction will be developed. A copy of the plan of correction will be given to the student with measurable goals and a time frame in which to demonstrate improvement.

A third offense will result in termination from the program.

Depending on the severity of the violation a SNA may be expelled from the program without delay and with out a refund. Such actions of gross misconduct may include but are not limited to:

- ❑ Abuse of care recipients, classmates, Instructor and/or any other staff
- ❑ Attending class/clinical under the influence of alcohol, drugs, or other substance
- ❑ Falsifying records
 - Falsifying information on the student application
- ❑ Performing duties outside of parameters
- ❑ Breach of confidentiality
- ❑ Abandonment
- ❑ Cheating
- ❑ Theft
- ❑ Not showing up to a scheduled clinical without first notifying the Instructor (“no call/no show”)
- ❑ Violating Social Media policies

Social Media

In an increasingly digital world, we appreciate the opportunities and resources that social media can provide. It is important that students and staff always use social media responsibly. Be aware that future employers may see what you post on social media sites. Maintain professionalism at all times. Cell phones are never allowed on any facility unit during clinical, as taking pictures at any time during the clinical setting is strictly prohibited. We request that you maintain professionalism while using social media, by ensuring confidentiality of all patient, employee, peer, and educational matters.

Termination

If a student faces termination from the program the instructor will arrange a conference with the SNA. At this time the SNA will be informed why he/she is being considered for termination. The SNA will have the opportunity to defend his/her actions. The instructor will bring all information before the Program Coordinator for review. A written binding decision will be forwarded to the SNA within two (2) business days. If a student is terminated from the program after 55 hours or more have been completed, no refund will be allotted and final payment will still be due.

Insurance

Students are not covered by any type of medical/health insurance through LNA Health Careers, LLC while in class or clinical. Any accidents or incidents resulting in injury to a student will be the responsibility of the student to seek medical treatment on their own at their own expense.

Student Records

Student records are maintained at the admissions office located at 22 Concord Street in Manchester, NH. Student records are maintained for two years. After two years, records are purged with the exception of copies of the certificate of completion. Students are given an original certificate of completion on their last day of class. Copies of certificates of completion are kept indefinitely. An original replacement certificate is not available if the original is lost or damaged. In the event that a graduate needs a copy of their certificate due to the original being lost or damaged, a photo copy will be given. All discarded records are shredded and destroyed to maintain confidentiality.

Graduate Reference Forms

Upon graduating from the program, all LNA Instructors fill out a graduate reference form on each graduate. Instructors rate the student's attendance, clinical skills, infection control, team player ability, academic and lab performance, Resident's Rights knowledge, safety and professionalism. This will serve as a written reference from the Instructor and can be sent directly to potential employers upon request. When filling out applications for employment, the student can list LNA Health Careers as a reference with the office phone number (603-647-2174). Employers will then call and request your reference directly through the admissions office. Graduate reference forms are maintained for 2 years from the student's graduation date. Copies are not available to students in order to maintain the integrity of the reference.

Facility Locations

LNA HC contracts with clinical facilities through out New Hampshire. They include:

Aurora Senior Living Ctr., Derry
Bedford Hills, Bedford
Bel Air Nursing Home, Goffstown
The Birches, Concord
Birch Hill Terrace, Manchester
Elm Wood Center, Claremont
The Huntington, Nashua
Langdon Place, Dover
Langdon Place, Keene
Langdon Place, Nashua

Maple Leaf, Manchester
Maplewood, Westmoreland
Mountain Ridge Genesis, Franklin
Pleasant View, Concord
Riverwoods, Exeter
St. Francis Healthcare, Laconia
St. Teresa's Manor, Manchester
Sullivan County, Unity
Villa Crest, Manchester
Warde Rehab & Nursing, Windham

Licensure

Any student wishing to obtain an LNA license from the NH Board of Nursing (BON) will be required to “submit to the board a notarized criminal history record release form, as provided by the NH Division of State Police, Department of Safety, which authorizes the release of his or her criminal history record, if any, to the board.” To complete your criminal background check, make an appointment with the State Police in Concord to get your Live Scan Fingerprints taken. Mail the “Applicant LiveScan Site Form”, given upon completing your fingerprints along with the notarized criminal background (CR) form and a check or money order for the amount stated on the CR form, directly to the BON.

An LNA license application, a copy of your certificate and a copy of your state tests results will also be required along with a licensing fee of \$35.00. (see: www.oplc.nh.gov/nursing). Once the BON has received your application and accompanying documents by mail, they will process your license, and post it online for you to view. **A paper copy of your license will not be sent to you.**

Individuals with a positive criminal record, especially those within the past 3 years may have difficulty finding gainful employment in the healthcare field and may not be eligible for licensure. LNA Health Careers cannot be held responsible for any individual not being eligible for licensure who has falsified information on their application.

Employment

LNA Health Careers does assist with job placement but does not guarantee it. LNA Health Careers will give each student a list of facilities that like to hire new graduates from the company and supply to them a list of all of the contact information to schedule interviews and fill out applications. In addition, LNA Health Careers has a JobsBoard online which can be accessed using the username and password provided only to students of LNA Health Careers.

Graduates from the LNA program may receive an employment survey by email or mail, up to two times the first year after graduation, in an effort for the school to track employment statistics. We appreciate you taking the time to complete those brief surveys.

Underage Students

Students under the age of 18 may not use any mechanical lifts while in training or as an LNA in the field. Per federal labor laws, anyone under the age of 18 employed in a facility may not use mechanical lifts. Because of this it may be difficult to obtain employment as a minor.

Students under the age of 18 will also be required to have a parent/guardian sign a release form prior to attending the first day of class.

Full Time, 3/4 Time & Part Time Status

Students who attend classes that meet 30 hours or more (after deducting lunch breaks) are considered full time status. Students meeting 20 to 29 hours per week (after deducting lunch breaks) are considered three quarters (3/4) time, and students meeting 19 hours or less per week (after deducting lunch breaks) are considered part time.

Success Rates

Success rates for each calendar are calculated in April of the following year. Success rates for the LNA program and state competency testing is as follows:

Calendar Year	Total Number of Students Enrolled	LNA Course Pass Rate	State Test Pass Rate (1st attempt)
2017	794	96%	93%
2016	797	98%	93%
2015	836	96%	96%
2014	991	98%	94%
2013	862	96%	95%

