

# TEXAS HEALTHTECH INSTITUTE

## Student Handbook 2019-2020



9615 College St, Beaumont, Texas 77707  
Telephone: 409-866 0555; E-mail: [admin@texashealthtech.com](mailto:admin@texashealthtech.com)

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## **WELCOME LETTER**

It is my pleasure to welcome you to our new campus – built on 2.5 acres commercial land on a busy highway (US 90) in Beaumont west. This campus provides all amenities and necessary infrastructure of a modern campus. We are proud to be able to serve you in your journey to education and acquiring employable skills. You have chosen the right institute for your education and I am sure my dedicated faculty and staff will work with you all the way to offer the best education you deserve.

The Institute has built its reputation as an excellent educational facility for healthcare professionals. Our mission is “to deliver a quality career development education in the healthcare industry which will lead to gainful employment for our students in their chosen field of study. This will be achieved through our program delivery of healthcare career specific programs in high demand, using modern education technologies and engaging with healthcare professionals and organizations”. We design, develop and offer highly demanding educational programs in consultation and collaboration with local healthcare industries and national agencies. The certification programs are continually evaluated and updated to be current with industry standards. We prepare you not only for skills needed in Southeast Texas but also for wider marketplace throughout USA.

The Institute is training students in healthcare profession since 2010. The Institute is accredited by the Council on Occupational Education (COE) and we are approved to offer Federal Student Aid, United States Department of Education.

We are an approved by the Texas Workforce Commission, Career Schools and Colleges. We are also an approved training institute for Texas Veterans Education Commission. We are an accredited business with A+ certification by the Better Business Bureau. We are the Test Center for two prominent healthcare professional certification agencies: NHA (National Healthcareer Association) and MedCA (Medical Career Assessments).

One of our major goals is to offer highest quality education at an affordable cost. The costs are contained with the optimum utilization of modern education technologies. The Institute has invested heavily in developing electronic platform for delivery of education programs. The campus computers are connected to the Internet and the study materials are available at the Institute’s computer servers. You will be able to access the study materials from your home computer if you desire so.

Let me welcome you again and I wish you the best with your study at Texas Healthtech Institute.

Dr. Purnendu (Puru) Mandal  
Director

## **PROGRAM GOALS**

Texas Healthtech Institute (THTI) offers certificate program in medical assisting, phlebotomy, patientcare tech, medical coding and billing and office administration. You will use our e-campus course content platform to access course materials at any time and submit class or home work.

### **Medical Assistant:**

This program is intended to train you in the professional and technical skills in order to be a successful Medical Assistant. The Medical Assistant program prepares you to support licensed independent practitioners (LIPs) by providing assistance during patient examinations, treatment administration, and monitoring. Medical assistants provide medical office administrative services and perform clinical duties including patient intake and care, routine diagnostic and recording procedures, pre- examination and examination assistance, and the administration of medications and first aid. This program includes instruction in basic anatomy and physiology; medical terminology; medical law and ethics; medical office procedures; intake of patient history and vital signs. The program is intended for the individual who has the ability, desire, and pride to support the essential health care responsibilities delegated by the doctor.

The job skills obtained through this course of study include supporting the medical office front desk, patient screening, patient preparation, medical billing, insurance coding, medical bookkeeping, EKG's application and interpretation, and phlebotomy.

For those who do not have their CPR card, we offer CPR classes for students on campus on a monthly basis. You are encouraged to take these CPR classes at the earliest opportunity.

### **Phlebotomy Technician:**

This program prepares you, under supervision, to draw blood samples from patients using a variety of intrusive procedures. Phlebotomy Technicians (phlebotomist) are integral members of the medical laboratory team whose primary function is the collection of blood samples from patients by venipuncture or micro techniques. The phlebotomy technician facilitates the collection and transportation of laboratory specimens, and is often the patient's only contact with the medical laboratory. This program includes instruction in basic vascular anatomy and physiology, blood physiology, skin puncture techniques, venipuncture, venous specimen collection and handling, safety and sanitation procedures, and applicable standards and regulations.

A phlebotomy technician also draws blood to type and crossmatch patients for transfusions, collect blood donations and for research purposes. Phlebotomy technicians must enjoy a challenge and able to manage responsibility. Phlebotomists must be accurate, work well under pressure and communicate effectively with patients, particularly with those who are anxious or stressed. Safety precautions will be taught and observed by all students in order to prevent the transmission of infectious diseases. Duties may differ by physician office, clinic, hospital and laboratory setting.

We offer CPR classes for students on campus on a monthly basis. You are encouraged to take these CPR classes at the earliest opportunity.

### **Medical Coding and Billing:**

The objective of the Medical Coding and Billing program is to prepare you for entry level employment as medical records coder, claims examiner, medical biller or related occupation. Graduates may find suitable employment at private medical offices, clinics, hospitals, government agencies, nursing facilities, insurance companies, health consulting firms and other health related facilities. This program includes instruction in the use of computer software using a variety of Microsoft Windows applications like Word, Excel, PowerPoint, as well as written communications and oral business presentations. Duties for graduates of our medical billing and coding program include evaluating insurance claim forms, coding and billing practices as well as examine claim forms to minimize investigations, plan and design professional documents, letters, spreadsheets and records management. This program is designed to offer the student a balance between knowledge of medical science, technical ability and coding experience. Throughout our program we will guide our students step by step so they can acquire what medical coders and billers need to get the job done right, knowledge and experience.

We offer CPR classes for students on campus on a monthly basis. You are encouraged to take these CPR classes at the earliest opportunity.

### **Patient Care Technician:**

The Patient Care Technician program prepares you to perform routine patient-related services in hospitals or long-term care facilities. Students will learn medical terminology; anatomy and physiology; medical law and ethics; emergency care procedures; clinical diagnostic - examination, testing, and treatment procedures; and participate in an externship under physicians' supervision. The field is intended for the individual who has the ability, desire, and pride to support the essential health care responsibilities delegated by the doctor.

A patient care technician will obtain several skills in this course of study including phlebotomy skills, how to obtain and record vital signs (i.e. temperature, pulse rate, respiratory rate & blood pressure), how to measure height and weight, how to prepare an examination room prior to a physician's examination of the patient, and how to perform an electrocardiogram (EKG). Students will also acquire patient care skills, including but not limited to range of motion exercises, patient transfer skills, gait techniques, patient protection and hygiene, patient positioning, etc.

We offer CPR classes for students on campus on a monthly basis. You are encouraged to take these CPR classes at the earliest opportunity.

### **Office Administrative Assistant:**

The Office Administrative Assistant program prepares you to perform the duties of an administrative assistant. Administrative assistants perform clerical and administrative duties including organizing files, preparing documents, scheduling the appointments, and supporting other staff. Students will learn communication skills, principles of business law, word processing and data entry, office equipment operation and maintenance.

Although administrative assistants work in nearly every industry, many are employed in schools, hospitals, government, legal and medical offices.

## CONTACT INFORMATION

If you have any concerns about your program, you should approach your Instructor first. However, if the matter is not able to be resolved, you may contact our other staff. Our staff listing is below.

Name	Title	Email	Office Location
Ratna Mandal	Director of Education	Educationdirector@texashealthtech.com	Main 04
Kenesha Barnes	Instructor	<a href="mailto:kbarnes@texashealthtech.com">kbarnes@texashealthtech.com</a>	Main 05
Kendra Haines	Office Administrator	<a href="mailto:admin@texashealthtech.com">admin@texashealthtech.com</a>	Main 01
Puru Mandal	Director	<a href="mailto:director@texashealthtech.com">director@texashealthtech.com</a>	Main 04

## GOOD STUDY HABITS

As an adult student you might need to balance between work and study. It is important that you get organized and develop a good study habit to become successful. Here are few tips which you might take note of.

### ***1. Ask for computer and software requirements for your program***

You will require a fast running computer and Internet connection to access course materials from the Institute's servers. At a minimum a PC with 1 GB RAM, 200 GB hard drive, Windows 10 operating system is recommended. You will require either DSL, or Cable or wireless connection to the Internet. In general, you will need Microsoft Office products (Word, Excel, PowerPoint, and Access) to do usual class activities. There might be special software requirement depending on your program. This software may be supplied by the Institute or you will be directed to suitable vendors. In any case, check with your course advisor for the actual requirements.

### ***2. Familiarize yourself with the course requirements***

Spend time looking over the course syllabus and other important course materials. Make sure you understand the course objectives, the scope of the material you will cover, and when assignments are due.

### ***3. Create a study schedule and stick to it***

You are responsible to your own learning experience. Try to set aside a study time each day when your mind is fresh and you will not be interrupted. As an online learner you don't have to attend traditional classes, but you do have to do work on a regular schedule to succeed.

### ***4. Establish good study skills***

Remember that study includes many different tasks. When instructors talk about the need to study, they mean you should read review material, complete all homework, and review class notes, text assignments and supplementary material on a regular schedule.

### ***5. Ask for help when you need it***

Your instructor is there to help you, but since you are responsible of your learning experience, you will need to initiate the contact.

## **INSTITUTE POLICIES**

### **Institute Holidays**

The Institute observe the following holidays:

New Year's Day

Martin Luther King Day

Presidents' Day

Good Friday

Memorial Day

Independence Day

Labor Day

Veteran's Day

Thanksgiving Day

Christmas Day

### **Equal Opportunity Policy**

The Institute does not discriminate on the basis of race, color, national origin, religion, gender, age, or disability in providing educational programs and services or in employment opportunities and benefits. The Institute complies with the Americans with Disabilities Act of 1990 and does not discriminate on the basis of a disability in the operation of its educational programs or in its admission and employment practices. Special emphasis will continue to be placed on correcting conditions which may inadvertently discriminate against any individual with a disability.

### **Drug Free Policy**

The unlawful manufacture, possession, consumption, distribution, sale, dispensation or use of controlled substances including marijuana or alcohol or the appearance of a participant under the influence of drugs or alcohol on the premises is strictly prohibited at all times and is a violation of state law. In addition to criminal prosecution, participant offenders will be dismissed from school.

## **Conduct and Discipline**

The Institute assumes that participants entering the academy are familiar with the rules governing proper conduct. The ownership and management of this institution acknowledges that all general and criminal laws of the state to be in full force and effect at the Institute. Dishonesty, disruption or disorderly conduct is subject to disciplinary action or dismissal.

## **Weapons on the Premises**

All persons are prohibited from carrying weapons on the premises of this institution (excluding licensed law enforcement officers). State law prohibits the possession of firearms on the premises of any educational institution even for individuals with a concealed handgun license.

## **Code of Conduct**

This code of conduct is given to you for your own benefit and protection so we can preserve the good spirit of the school, please read carefully and sign at the bottom of the page in the space provided.

- Tardiness is not allowed.
- Students' Disciplinary actions will be recorded as follows: Written notice and Final notice. The final notice will result in immediate drop from the Institute.
- Excused absences are medical, decrease in immediate family (parents, in laws, children), court appointments, and any official or legal matter that can be documented.
- Students are not allowed to bring food or beverages into classrooms.
- Any disrespect, yelling, insults, obscene or indecent gestures towards a fellow classmate or to any administration official or teacher are strictly forbidden, and will be subject for immediate termination.
- The use of cell phones during class is forbidden.
- School phone is for business use only, and access to it by students is not allowed except for extreme emergencies or school related issues.
- No visitors, without authorization by school officials, are allowed to remain on premises or in the classrooms.
- The campus is No Smoking zone. Smoking is not allowed anywhere in the campus.
- The possession and consumption of illegal substances and alcoholic beverages is strictly forbidden in the school premises and surrounding parking area. Any student found to be under the influence of illegal substances or alcohol in the school premises will be terminated immediately.

## **Personal Appearance**

Students are required to wear the institute uniform while attending classes. Professional appearance is as important as the development of professional skills. All students are expected to arrive for class in proper attire having in mind that what is appropriate for a professional office is what is appropriate for school. Students are expected to practice good personal hygiene habits to maintain a clean, professional appearance at all times. Students who fail to meet these standards will not be admitted to class.

Faculty and Administration will be responsible to enforce the dress code and students dressed inappropriately will be sent home, and time missed will count towards their absences.

## **Problem Resolution and Grievances Procedures**

Many questions or concerns that student might have can be resolved simply through dialogue. Students with concerns should observe the following steps:

- Communicate with the appropriate instructor or staff member.
- Communicate with your counselor or program director.
- Communicate with the School Director.
- Unresolved concerns may be appealed to the school Board of Directors in writing or personally, if in person, make an appointment with the Director and the board has the responsibility to reach a solution that is beneficial for both the school and the student.

If the complaint is not answered to your satisfaction, you should choose one or more of the two remedies listed below.

**ONE:** Student complaints relative to actions of school officials shall be submitted in written form to **Texas Workforce Commission**, Career Schools and Colleges, 101 East 15th Street, Austin, TX 78778-0001, Phone (512)936 3100 only after the student has unsuccessfully attempted to resolve the matter with the school after having first filed a written and signed complaint with the school's officials.

**TWO:** If the complaint is not settled at the local level, the student should send the complaint in written form to the Commission, **Council on Occupational Education**, 7840 Roswell Road, Building 300, Suite 325, Atlanta, Georgia 30350, phone (770) 396-3898 or website [www.council.org](http://www.council.org).

## **STUDENT REQUIREMENTS AND POLICIES**

### **Graduation Requirements**

A student is awarded a Certificate upon meeting the following conditions:

- Completing all required subjects for the specific program.
- Completing the prescribed number of contact/clock hours for the specific certificate.
- Achieving a cumulative grade point average of 2.0.
- Completing each required subject with a grade of "C" or better.
- Submitting official transcript of all coursework attempted at other career schools, if subject exemption is requested.

## Grading

<i>Grade</i>	<i>Interpretation</i>	<i>Grade Point Value</i>
A	= Excellent	4
B	= Good	3
C	= Average	2
D	= Poor	1
F	= Failure	0
I	= Incomplete	Not Computed
W	= Official Withdrawal	Not Computed

I.....Incomplete. This grade will not affect a student's cumulative GPA until a final grade is assigned. Students receiving an Incomplete in a course must complete the course requirements by a deadline determined by program policy not to exceed one grading period. If students do not complete required class work, assignments, and tests within the extension period, they will receive a grade of "0" for the incomplete work. The "0" will be averaged with the student's other grades to determine the final grade for the course.

W...Withdrawal. Students receive a "W" if they withdraw during the first 25% of the term with no impact on the cumulative GPA.

Grade points will be provided to each student at the end of completion of each subject.

## Program Change

A current student may request for change of program. Program changes are available as space is available during the first two weeks of start of classes or at the discretion of administration beyond the second week. Students wishing to change technical programs may do so only after: 1) talking to school director, 2) informing current instructor of program change, 3) interviewing and shadowing with desired instructor and new program.

In case a change of program is approved, the grades received by the student in courses completed at THTI and directly relevant to the new program will transfer.

## Attendance

Students are expected to stay for the full assigned classroom hours.

In case there is an emergency and you have to miss school, you are required to call the School at least 15 minutes before the start of class and inform them of your absence. Students are allowed no more than 2 absences per subject. If you are more than 15 minutes late, or leave more than 15 minutes early, you are considered absent. Arriving more than 5 minutes late, or leaving 5 minutes early, is considered tardy. A student who has more than 2 absences, or has excessive tardies will be placed on probation and risks being terminated from the program. Absences, tardies, or leaving early during externship is strictly not allowed.

Excessive tardiness or absenteeism, regardless of the reason, is subject to disciplinary action, up to and including termination from the program.

## **Leave of Absence**

School recognizes that there may be times when due to extreme circumstances, the student may require a leave of absence. The School recommends that a student may request for a leave if he/she is planning to be absent for more than 10 consecutive school days. In such case a leave of absence up to 180 days may be authorized by the Director of Education.

Leaves of absences are granted only in the case of serious medical problems. If you need to request a leave of absence, please consult with the Campus Director. You will need to submit documented proof of your reason for requesting a leave of absence.

You must contact the School the week before your return so that arrangements can be made to accommodate you in the classroom.

The School Director may grant, on a limited basis, a leave of absence if good cause is shown.

- Requests for a Leave of absence will be made in writing on a provided form.
- Students may have no more than two leave of absences in a 12 month period.
- Students making payments on their tuition remain under that obligation during a Leave of absence.
- Students who fail to return to class on their schedule date will be dropped from the course.

## **Make-Up Standards**

- Students are required to be in class on time every-day for the duration of their course. It is the student's responsibility to learn the material covered when absent and to see that all missed work is made up in compliance with the School guidelines.
- Hours of make-up work will not be accepted as hours of class attendance with the purpose of canceling absences.

## **Suspensions/Dismissals**

All students are expected to conduct themselves respectfully and properly, attend classes as assigned by the Institute and to maintain a satisfactory academic level, the Institute reserves the right to dismiss or suspend any student that:

- Is found by the administration to show a conduct that is detrimental to fellow students, other individuals, the community or the Institute itself.

Time on suspension will count toward absence from the Institute and cannot exceed the allowed amount.

## **Withdrawal from the Institute**

All students are encouraged to complete their education at the Institute. But sometimes, however,

there are conditions or circumstances beyond the student's control that require him or her to withdraw from school. Students who are unable to complete their studies within stipulated time must follow these steps:

- Meet with the Director and discuss their decision. The Institute will make every effort to help student continue his or her education.
- Meet with the administrative office to determine any financial obligations pending.

### **Probation Policy for Unsatisfactory Progress**

Satisfactory attendance is critical for your success. The other part is your academic success. If you fall below the school's standards for your attendance or grades, you may be in danger of termination. Therefore, if you think there might be any problems that would hurt your attendance or grades, please contact your Instructor or the Director of Education right away.

Therefore, once you are enrolled, if you are having difficulties please communicate your problems with the School so that we can work to resolve them.

1. The following policies are applied:

- The Institute will place a student making unsatisfactory progress for the program at the end of a progress evaluation period on academic probation for the next progress evaluation period. If the student on academic probation achieves satisfactory progress for the subsequent progress evaluation period, but does not achieve the required grades to meet overall satisfactory progress for the program, the student may continue on academic probation for one more progress evaluation period.
- If a student on academic probation fails to achieve satisfactory progress for the first probationary progress evaluation period, the student's enrollment will be terminated.
- The enrollment of a student who fails to achieve overall satisfactory progress for the program at the end of two successive probationary progress evaluation periods will be terminated.

2. When a student is placed on academic probation, the Institute shall counsel the student prior to the student returning to class. The date, action taken, and terms of probation will be clearly indicated in the student's permanent file.

3. The Institute may allow a student whose enrollment was terminated for unsatisfactory progress to reenroll after a minimum of one progress evaluation period. Such reenrollment does not circumvent the approved refund policy.

4. The Institute will place a student who returns after their enrollment was terminated for unsatisfactory progress on academic probation for the next grading period. The Institute will advise the student of this action and document the student's file accordingly. If the student does not demonstrate satisfactory progress at the end of this probationary period, that student's enrollment will be terminated.

## **Professional Conduct**

An important part of your training is the development of professional attitude and behavior. Prospective employers seek employees who will be positive additions to their companies. Learning how to communicate and deal with different situations, coping with frustration, skills to solving problems, disciplining oneself and dressing professionally are just a few of the ingredients that go into the makeup of a “professional”. In these areas we have high standards because we are committed to preparing our students for the highest expectations of employers.

## **Classroom Etiquette**

Students should remain in class until their break time and/or until class is dismissed. When Instructors or guest speakers are talking, students should refrain from talking among themselves. Your cell phones should be set to silent, vibrate, or turned off. Disruption of class or patient care to answer the phone is both discourteous and unprofessional. You should not receive phone calls during class time unless it is an emergency. In case of an emergency, you should step outside the classroom where others cannot hear to answer the call.

Disruptive and/or rude behaviors are unprofessional and will not be tolerated in the learning environment. Repeated incidents of any disruptive or discourteous behavior may lead to termination from the medical assistant program.

The good habits and reputation you establish here will help you in your future employment. The following behaviors are subject to immediate dismissal from the premises and/or termination from the program:

- Any type of dishonesty, including cheating, plagiarism, knowingly furnishing false information to institution, forgery, alteration or use of institution identification documents with the intent to defraud.
- Harassment or disruptive behavior
- Physical or verbal abuse of any person on school premises or at school-sponsored or supervised functions.
- Theft of school property or damage to school premises or to the property of a member of the school community on the school premises.
- Failure to comply with directions of school officials acting in the performance of their duties.
- The use, possession, or distribution of alcoholic beverages, controlled substances, firearms, weapons, explosives and/or dangerous chemicals on school premises.
- Any violation of Federal, State or local law on school premises or at school sponsored functions.

## **Dress Code**

The Institute requires all students to wear blue top and blue bottom scrub, with Institute logo stitched on top left of the scrub. This dress code is followed strictly. Students are expected to present a professional, clean appearance and demeanor in all program related activities on the campus and on the externship site.

Throughout your time at THTI and at the externship site, you are required to wear the institute uniform. The following are considered unprofessional and are not allowed during class or any clinical activity:

- Jeans
- Sweatshirts, sweat pants, shorts and tee-shirts
- Tight clothing, including leggings and spandex
- Sheer fabrics
- Revealing styles such as low necklines, short dress or skirt lengths
- Exposed midriffs or high slit skirts
- Visible body piercing except small earrings
- Visible tattoos
- Gum chewing

NOTE: Students not meeting the Uniform/Dress Code and Personal Appearance standards will be directed to leave the classroom/clinical lab until properly attired.

## **STUDENT SERVICES**

### **Student Parking**

Student parking is available in areas adjacent to the school buildings. THTI is not responsible for parking violations, property theft, property damage, etc. Please keep vehicle locked at all times. Please follow all posted parking signs. THTI is not liable for parking tickets you may incur as a result of failing to follow parking signs or regulations.

### **Special Instructional Assistance**

Students who have occasional difficulty with study are urged to seek assistance from their Instructor. Additionally, tutoring is available outside of normal class time. Contact your Instructor or the Director of Education for more information.

### **Guidance**

THTI provides guidance services for students depending on their individual needs. Assistance in program selection and career planning is available at the student service department. Students encountering problems which interfere with their education are encouraged to bring these problems to attention of their Instructor or the Director of Education. THTI also offers referral services through local agencies. If you are experiencing any personal or academic difficulties,

you must take the initiative to ask for assistance from your Instructor or the Director of Education. We are here to help you.

**Placement Assistance**

The Institute does not have an official placement assistance program, but the officers are well connected to local industries and they are willing to provide contacts details of potential employers. There are several resources that the student can take advantage of to search for employment opportunities.

**CURRENT CONTACT INFORMATION**

Students are *required* to submit up-to-date addresses, home and cell phone numbers, and email addresses to Registrar when they enroll. Your contact information must be kept current at all times throughout the program. Not only do clinical facilities require this, but also our faculty and staff must be able to contact you immediately about matters related to the clinical or classroom portion of your program.

It is important that you keep your contact information up to date with InfoTech in case of emergencies, class cancellations, or any correspondence regarding job leads. If any of your contact information changes, please inform our Student Services Coordinator. You may complete the information in the following form, tear off the page and hand over the form to admin office.

**Personal Information Update Form:**

Name: \_\_\_\_\_ Your email address is: \_\_\_\_\_

Home phone number: \_\_\_\_\_ Cell phone number: \_\_\_\_\_

Please provide your emergency contact information:

Name and Phone Number: \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

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**Attestation:** I \_\_\_\_\_ (Student Name) have read and understood all of the above. I agree to follow all the rules, regulations and policies set forth in this handbook while I am a student at Texas Healthtech Institute.