



**NORTHEAST TEXAS
COMMUNITY COLLEGE**

PTHA 1405 BASIC PATIENT CARE SKILLS

Course Syllabus: August 23-December 9, 2021

“Northeast Texas Community College exists to provide personal, dynamic learning experiences empowering students to succeed.”

Physical Therapist Assistant Program

Instructor: Deanna Moody, PT, MS

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Online Classroom

Lab/Class Time: T/TH 9:20 – 11:50

Credit Hours: 4

Office Hours	Monday	Tuesday	Wednesday	Thursday	Friday	Online
	9:00-12:00	1:00-3:00	9:00-12:00	1:00-3:00	None	All hours in office or by Zoom

This syllabus serves as the documentation for all course policies and requirements, assignments, and instructor/student responsibilities.

Information relative to the delivery of the content contained in this syllabus is subject to change. Should that happen, the student will be notified.

COURSE DESCRIPTION

Introduction to the theory and application of basic patient handling, functional skills, communication, and data collection techniques.

PREREQUISITE: Admission to program

COURSE LEARNING OUTCOMES

1. Identify and describe the theory, principles, and techniques of patient handling and functional skills.
2. Demonstrate performance of basic patient handling and functional skills.
3. Demonstrate selected data collection techniques.
4. Utilize relevant communication techniques.
5. Describe the principles of therapeutic exercise.
6. Demonstrate techniques of therapeutic exercise interventions.
7. Describe theory, principles, and techniques of patient care as it relates to skin integrity.

GENERAL OBJECTIVES

Objectives will be evaluated using self and instructor assessment rubrics targeting professional behaviors. The student:

1. Attends all classes and arrives on time.
2. Listens attentively to instruction in class and lab.
3. Projects professional image (dress/hygiene) in class, lab, field trips and field experiences.
4. Discusses the potential implications of non-attendance and tardiness in the classroom.
5. Participates voluntarily in class and lab sessions.
6. Demonstrates professional behavior in interactions with instructors/students during classroom and lab activities.

7. Demonstrates acceptance and application of faculty feedback on written, oral and practical exams.
8. Participates in the professional organization through attendance of a national, state, or district activity.
9. Recognizes the need for participation in events to promote access to or awareness of physical therapy.
10. Acknowledges and describes errors and discuss correct responses upon completion of practical exam and skill check.

SPECIFIC OBJECTIVES

On a written exam and/or lab partner through lab check-off with a lab partner or practical examination with simulated patients as listed below with 75% proficiency, the student will be able to:

<p>Communication:</p> <ol style="list-style-type: none"> 1. Demonstrate effective communication skills including introduction of self as a student, giving understandable instructions, and providing adequate feedback during simulated patient scenarios. 2. Recognize the need to communicate any change of patient status to supervising PT. 	<ol style="list-style-type: none"> 1. Lab Practical 2. Exam
<p>Patient preparation, positioning, and draping:</p> <ol style="list-style-type: none"> 3. Recognize the need for adequate patient preparation as it relates to patient safety and patient dignity. 4. Prepare treatment areas and equipment for different types of treatment. 5. Describe factors involved in appropriate patient positioning. 6. Discuss goals of patient positioning 7. Identify and recognize possible changes in skin appearance. 8. Recognize the areas at risk for development of pressure sores. 9. Identify and use materials which assist patient positioning. 10. Demonstrate draping, positioning, and preparation of patients for various treatments. 11. Demonstrate supine, prone, sidelying, and sitting patient positioning techniques. 	<ol style="list-style-type: none"> 3. Exam, Quiz 4. Lab Practical 5. Exam, Quiz 6. Exam, Quiz 7. Exam 8. Exam, Quiz 9. Lab Check-off, Lab Practical 10. Lab Check-off, Lab Practical 11. Lab Check-off, Lab Practical
<p>Vital signs:</p> <ol style="list-style-type: none"> 12. Differentiate between normal and abnormal ranges for vital signs such as heart rate, respirations rate, blood pressure, and temperature. 13. Identify and describe factors affecting vital signs. 14. Perform accurate measurements of vital signs. 15. Record vital signs. 16. Perform tilt table activities and monitor physiological responses. 	<ol style="list-style-type: none"> 12. Exam, Quiz 13. Exam, Quiz 14. Lab Check-off, Lab Practical 15. Exam, Lab Practical 16. Lab Check-off
<p>Wheelchair mobility:</p> <ol style="list-style-type: none"> 17. Identify the components of a standard wheelchair and describe the purpose of each. 18. Identify the measurements taken to fit a person for a wheelchair and recognize inappropriate fit. 19. Describe wheelchair mobility on level surfaces, curbs/stairs, and ramps/inclines. 	<ol style="list-style-type: none"> 17. Exam, Quiz 18. Exam, Quiz 19. Exam, Quiz
<p>Introduction to ICU/emergency procedures:</p>	<ol style="list-style-type: none"> 20. Exam, Quiz

<p>20. Identify the purpose of various machines and items commonly seen and used in the intensive care unit.</p> <p>21. Identify common characteristics for various medical emergency conditions/emergency situations and describe appropriate interventions to address these conditions.</p> <p>22. Recognize the need to communicate any change in patient status related to medical condition to supervising PT and nurse.</p>	<p>21. Exam, Quiz</p> <p>22. Exam</p>
<p>Standard precautions/wound care/bandaging:</p> <p>23. Define and describe standard precautions and isolation categories used in infection control.</p> <p>24. Understand the principles of sterile technique.</p> <p>25. Perform hand washing, set up and maintenance of a sterile field, and gowning and gloving techniques.</p> <p>26. Understand appropriate care for various types of wounds.</p> <p>27. Describe the stages of pressure ulcers and burns.</p> <p>28. Identify selected types of dressings and bandages.</p> <p>29. Describe the rationale for selection of dressings and bandages.</p> <p>30. Describe bandaging techniques and their use on various body parts.</p> <p>31. Demonstrate basic bandaging techniques.</p> <p>32. Compare the characteristics of major types of wounds.</p> <p>33. Describe differentiation of viable vs. non-viable tissue.</p> <p>34. Define debridement.</p> <p>35. Describe the rationale for debridement.</p>	<p>23. Exam, Quiz</p> <p>24. Exam, Quiz</p> <p>25. Lab Check-off</p> <p>26. Exam, Quiz</p> <p>27. Exam, Quiz</p> <p>28. Exam</p> <p>29. Exam</p> <p>30. Exam, Quiz</p> <p>31. Lab Check-off</p> <p>32. Exam, Wound Care Field Trip Wound Type Comparison Assignment</p> <p>33. Exam, Quiz</p> <p>34. Exam, Quiz</p> <p>35. Exam, Quiz</p>
<p>Body mechanics, bed mobility, and transfers:</p> <p>36. Describe the principles of proper body mechanics.</p> <p>37. Identify proper and faulty body mechanics.</p> <p>38. Utilize proper body mechanics in lab sessions with simulated patients.</p> <p>39. Demonstrate and train patient in proper body mechanics during simulated patient scenarios.</p> <p>40. List and define levels of assistance.</p> <p>41. Define and describe basic bed mobility skills.</p> <p>42. Perform basic bed mobility techniques including moving a patient about in bed both assisted and unassisted by the patient during simulated patient scenarios.</p> <p>43. Perform sit to supine to sit on the edge of the bed including patient assisted and unassisted maneuvers during simulated patient scenarios.</p> <p>44. Understand various transfer techniques.</p> <p>45. Explain the appropriate steps in preparation for a transfer.</p> <p>46. Describe the appropriate components in initiating and completing the following transfers: sit to stand, pivot, sliding board, 2-man lift floor to chair, 2-man lift chair to bed, push-up transfer.</p> <p>47. Demonstrate appropriate technique and patient instruction for basic transfers including: pivot, sliding board, 2-man lift floor to chair, 2-man lift chair to bed, push-up transfer.</p>	<p>36. Exam, Quiz</p> <p>37. Exam, Body Mechanics Assignment, Quiz</p> <p>38. Lab Check-offs, Lab Practicals</p> <p>39. Lab Practicals</p> <p>40. Exam, Quiz</p> <p>41. Exam</p> <p>42. Lab Check-offs, Lab Practical</p> <p>43. Lab Check-offs, Lab Practical</p> <p>44. Exam</p> <p>45. Exam, Lab Practical</p> <p>46. Exam</p> <p>47. Lab Check-off, Lab Practical</p>

<p>Gait training/ambulation aids:</p> <p>48. Recognize the assistive devices used in gait training and the basic patterns of gait utilized with the devices.</p> <p>49. Describe the rationale for selection of an appropriate assistive device.</p> <p>50. Identify and describe requirements for safe and effective use of assistive devices.</p> <p>51. Demonstrate measurement for and proper fit of an assistive device.</p> <p>52. Perform gait training techniques to include instruction in the following gait patterns: 2-point, 3-point, and 4-point.</p> <p>53. Instruct simulated patient in use of assistive devices on curbs, ramps, and stairs.</p> <p>54. Recognize the need to respond by appropriately changing a gait pattern based on a change in patient status and communicating change of patient status to supervising PT.</p>	<p>48. Exam, Quiz</p> <p>49. Exam, Quiz</p> <p>50. Exam, Quiz</p> <p>51. Lab Check-off, Lab Practical</p> <p>52. Lab Check-off, Lab Practical</p> <p>53. Lab Check-off, Lab Practical</p> <p>54. Exam</p>
<p>Range of motion:</p> <p>55. Describe and differentiate the basic forms of range of motion exercises.</p> <p>56. Identify appropriate indications for each of the types of range of motion exercises.</p> <p>57. Understand factors which determine range of motion at a given joint.</p> <p>58. Perform cardinal plane ROM exercises for major joints of the upper and lower extremities of a simulated patient.</p>	<p>55. Exam, Quiz</p> <p>56. Exam, Quiz</p> <p>57. Exam, Quiz</p> <p>58. Lab Check-off, Lab Practical</p>
<p>Introduction to therapeutic exercise:</p> <p>59. Describe the basic purpose of a therapeutic exercise program in terms of strength, endurance, relaxation, and stretching.</p> <p>60. Compare the basic types of exercise used in a therapeutic exercise program.</p> <p>61. Identify and differentiate between specified parameters of exercise: resistance, distance, speed, frequency, and duration.</p> <p>62. Define plyometrics and identify the component parts of a plyometric activity.</p> <p>63. Identify the role of stretching in treatment of orthopedic conditions.</p> <p>64. Identify the role of resistive exercise in treatment of orthopedic conditions.</p> <p>65. Describe indications, contraindications, and precautions for performing stretching and resistive exercise techniques.</p> <p>66. Demonstrate the beginning skills in performance of selected exercise techniques including stretching and strengthening.</p>	<p>59. Exam</p> <p>60. Exam</p> <p>61. Exam, Quiz</p> <p>62. Exam, Quiz</p> <p>63. Exam</p> <p>64. Exam, Quiz</p> <p>65. Exam, Quiz</p> <p>66. Lab Check-off, Lab Practical</p>

METHODS OF PRESENTATION

1. Lecture
2. Assigned Readings
3. Classroom Participation
4. Laboratory Demonstration and Practice

5. Guest Lectures
6. Multi Media

MINIMUM TECHNOLOGY REQUIREMENTS

- Daily high-speed internet access
- Microsoft Word
- Power point
- Portable storage device such as a Jump drive/Thumb drive

REQUIRED COMPUTER LITERACY SKILLS

- Word Processing skills
- Email skills

COMMUNICATION

Check your NTCC email EVERYDAY. Email is the primary means of communication at NTCC. E-mails will be returned within 24 hours M-R and until Friday at noon. Emails received Friday and on weekends will be returned on Monday.

Text message notifications: You are required in this course to sign up for the text message notifications. This is a tool called REMIND that I use to get information to students quickly. This will enable you to receive important class announcements and reminders from me via text message so that you will not miss out on any assignment changes or important updates.

OUTLINE OF CONTENT

1. Patient Preparation
2. Transfers
3. Vital Signs
4. Wound Care
5. Bandaging/Aseptic Technique
6. Introduction to the ICU
7. Emergency Procedures
8. Wheelchair Mobility and Management
9. Bed Mobility
10. Transfers
11. Tilt Table
12. Gait Training/Ambulation Aids
13. Range of Motion
14. Therapeutic Exercise
15. Stretching
16. Resistive Exercise
17. Endurance
18. Relaxation
19. Plyometrics

REQUIRED READING MATERIALS

1. Principles and Techniques of Patient Care, Pierson and Fairchild, 6th Edition, Elsevier, 2018.
2. Therapeutic Exercise; Foundations and Techniques, Kisner and Colby, 7th Edition, F. A. Davis, 2018
3. Wong, Michael, 2021. PhysioU (v.2.5.11) Mobile application Software. Retrieved from <https://app.physiou.health/>

SCANS

Scans addressed as follows: Information (acquires and evaluated information, organizes and maintains information, interprets and communicates information); Interpersonal (participates as a team member, teaches others, and serves clients/customers); Basic Skills (reading, writing, listening, speaking); Thinking Skills (creative thinking, decision making, problem solving, seeing things in the mind's eye, knowing how to learn, reasoning); Personal Qualities (responsibility, self-esteem, sociability, self-management, integrity/honesty).

GRADING CRITERIA

Unit Tests (4)	40 %
Lab Practical Examinations (3).	30 %
Pop Quizzes/assignments/lab check sheet/unit quizzes... .	5%
Final comprehensive exam	25%

GRADING

- A 92-100
- B 83-91
- C 75-82
- D 66-74
- F Below 65

The PTA program designates 75% as the minimum passing level of achievement. A student must have a 75% course exam average to be eligible to sit for the final exam. In addition, the student must have a 75% lab component average to be eligible to sit for the final exam. Any student receiving a final course average below 75% will not pass the course and subsequently dismissed from the program. If a student does not meet either the exam average or the lab component average of 75%, he/she will not be eligible to sit for the final exam and will fail the course average of 75%, he/she will not be eligible to sit for the final exam and will fail the course.

ATTENDANCE AND ABSENTEEISM

Students are responsible for the attendance polices stated in the **Northeast Texas Community College Student Handbook and the PTA Program Student Policy and Procedure Handbook.**

TARDIES AND ABSENCES ARE STRONGLY DISCOURAGED

The PTA faculty believes that the habits and work patterns established in school will be carried over to the work setting. Therefore, every effort should be made to establish patterns of good attendance and promptness. This applies not only to the technical courses but also the general education and support courses. Student attendance is addressed under student responsibilities in the school catalog. In addition, student attendance and participation is also addressed utilizing the Professionalism Development Rubric. This document provides the student a means to identify and track any area(s) of deficiency regarding professional behaviors; and, to improve in the area(s). For the PTA Program, the following guidelines concerning attendance will be enforced:

1. For every class period missed, one (1) absence is accumulated.
2. A student more than five (5) minutes late or leaving class early with or without instructor permission is considered tardy.
3. Three (3) tardies constitute one (1) absence.
4. After absences (excused or unexcused) in any 4 class periods per semester, the student will be

placed on probation. Stipulations of probation will be developed based on the student's history and circumstances surrounding the absences; and conditions for dismissal in the event of a future absence will be included in the probationary contract.

5. Make-up work is required for all absences in order to ensure that the student acquires information and skills presented during his/her absence (see Make-up work section). It is the student's responsibility to meet with instructor(s) on the first day back to schedule make-up work and/or lab check-off.
6. Students must notify (voicemail or e-mail) the PTA office in advance whenever excessive (>5 minutes) tardiness or absence is unavoidable. Notification of the student's absence by classmates is not acceptable!

*Note: An absence will be excused by provision of a note written and signed by a medical professional; and by uncontrollable or unavoidable extenuating circumstances as documented below. All other absences/tardies will be considered unexcused.

Further explanation of excused absences is as follows:

- "A student's serious illness" shall mean a condition such as pneumonia, surgery, hospital confinement, or valid documented medical reason. A physician's documentation verifying illness must be provided.
- "Death in the immediate family" shall be interpreted to mean mother, father, mother-in-law, father-in-law, spouse, child, brother, sister, grandparents, or significant other. Documentation must be provided.
- "Statutory government responsibilities" refer to such matters as jury duty or subpoena for court appearance. Documentation must be provided.
- Inclement weather – see NTCC PTA Program Student Handbook.

MAKE-UP WORK

Due to Absence:

Each student is responsible for all material and techniques presented in class and labs. If a class is missed, the student is responsible for obtaining from a classmate, information/ notes, handouts, lab work, covered during that absence. It is the **student's responsibility** to schedule a time with the instructor to complete lab check-offs for content missed. Lab check-offs **must be made up within one week of the date absent**. The student's grade will be lowered **10 points** on the corresponding lab practical for each lab session and check-off not made up **within the allocated timeframe**. If the student has not "checked-off", any missed lab material/techniques; they will **NOT** be allowed to take the corresponding lab practical and a grade of "0" will be assigned. If a test, lab practical, or special assignment is missed due to an **excused** absence, it is the student's responsibility to consult the instructor the next time the student is on campus about making up a test or turning in an assignment. The student must make-up the missed test or lab practical within one week from the date missed providing **appropriate notification of absence was made prior** to the original test time. Lack of notification prior to exam time will result in a grade of "0" for the missed exam; **notifying classmates to relay the student's absence is not acceptable!** Assignments due on the date of the excused absence must be turned in the next time the student is on campus; otherwise, the student will receive a "0" for the work missed.

An **unexcused** absence will result in a "0" on a test, lab practical, or special assignment missed; the student will not have the opportunity to make up the work missed work.

One make-up test and/or lab practical due to excused absence, per class, per semester is allowable without penalty. **It is the student's responsibility to set up a time with the instructor to make up the test or lab practical missed.**

Remediation:

In the event a student scores less than a 75 on a lab practical exam, the student **may be assigned remediation** for the previously failed practical components (based on specified course lab practical rubric). Failure to complete remediation satisfactorily (demonstration of proficiency) will result in failure of the course.

Due to failure of safety criteria on lab practicals:

On lab practical exams several areas on each exam are considered to be patient safety criteria or "critical elements"; if a student **fails a patient safety element/criteria, he/she will be required to re-do the lab practical.** The re-do (2nd) lab practical cannot be taken on the same day as the failed lab practical. It is the **student's responsibility** to schedule a time with the instructor to re-do the practical and must be scheduled and completed during the instructor's office hours or other established time within the next week. The highest grade that a student can receive on the "re-do" is 75. If a student fails the safety criteria on the lab practical "re-do", the student is given a grade of "0" and automatically fails the course. Only one lab re-do per course, per semester, will be permitted for failure of safety criteria.

CLASS PREPAREDNESS

Students are expected to complete all reading assignments, as outlined in the course schedule or assigned by the instructor, prior to class time. It is the responsibility of the student to turn in assignments on time. Assignments are due at the beginning of the class period. Late assignments received by the next class period will result in a maximum grade of 75. If assignment is not turned in by the next class period the student will receive a grade of "0" for that assignment.

Students are expected to participate in and perform a variety of physical therapy procedures on each other in lab and the classroom for educational purposes; after practicing each laboratory skill, the student will be asked to present a return demonstration to the instructor at some point prior to the conclusion of the lab. This participation is vital to the learning process. The student's consent is needed to participate in these procedures.

ALTERNATE OPERATIONS DURING CAMPUS CLOSURE AND/OR ALTERNATE COURSE DELIVERY REQUIREMENTS

In the event of an emergency or announced campus closure due to a natural disaster or pandemic, it may be necessary for Northeast Texas Community College to move to altered operations. During this time, Northeast Texas Community College may opt to continue delivery of instruction through methods that include, but are not limited to, online through the Blackboard Learning Management System, online conferencing, email messaging, and/or an alternate schedule. It is the responsibility of the student to monitor NTCC's website (<http://www.ntcc.edu/>) for instructions about continuing courses remotely, Blackboard for each class for course-specific communication, and NTCC email for important general information.

Additionally, there may be instances where a course may not be able to be continued in the same delivery format as it originates (face-to-face, fully online, live remote, or hybrid). Should this be the case, every effort will be made to continue instruction in an alternative delivery format. Students will be informed of any changes of this nature through email messaging and/or the Blackboard course site.

POLICY ON CIVILITY AND CELL PHONES IN THE CLASSROOM AND LABORATORY

Students are expected to assist in maintaining a classroom environment that is conducive to learning. Inappropriate or distracting classroom behavior is prohibited in order to assure that everyone has opportunity to gain from time spent in class. Inappropriate or distracting language is also prohibited. Should a disruptive classroom incident occur, the faculty member in charge may remove a student. The student has the right to appeal through appropriate channels.

Use of cell phones is prohibited in class/lab. Phones are NOT allowed and should be kept out of sight during class time. If the student is observed using the phone (texting, calling) during class he/she will be asked to turn the phone off and surrender it to the instructor. If the student desires to use the phone to access course materials, the student is asked to inform the instructor prior to class for approval. If a student's cell phone rings in class, the student will be required to turn off the phone immediately. If a student is expecting a very important call, he/she is to notify the instructor prior to class regarding the nature of the situation. The student will be asked to keep the phone silent, and upon receiving the call he/she must step out of the room to answer.

PROGRAM POLICY ON DISHONESTY

It is the responsibility of students and faculty to help maintain scholastic integrity at the College by refusing to participate in or tolerate scholastic dishonesty. **Plagiarism** and other **forms of dishonesty** undermine the very purpose of the college and diminish the value of an education. Specific sanctions for academic dishonesty are outlined in the Northeast Texas Community College Student Handbook and in this manual. Personal and professional ethics are inherent in the field of physical therapy therefore; the highest standards of honesty and integrity must be adhered to. This Honor Code, in its simplest form means that you will neither give nor receive any unauthorized assistance from any person, paper, or object on any examination, lab practical, paper, or project. This includes talking about lab practical exams, regular exam questions, looking at copies of old tests from previous students, copying or allowing anyone to copy off of your test or assignment, and discussing any aspect of an exam or practical with a student who has not yet taken the test and/or practical (this includes the State Board exam).

With regards to research papers, in-services, group projects, etc. the use of another person's words or ideas must be cited and credit given to the source(s). Examples of plagiarism include:

- The inclusion of another person's exact words in a paper or assignment without placing quotation marks around the words to indicate an exact quote, *even if the source is cited*;
- Using **several** consecutive sentences written by another person, changing the words somewhat to keep the passage from being an exact quote, *even if the source is cited*;
- Presenting someone else's ideas without citing that person as the original thinker
- Submitting a paper written in part or in whole by another person;
- Any other act intended to circumvent the process of performing and presenting original academic research in completion of a course assignment.

Violations of any portion of this policy will be brought to the attention of the student by the instructor. If there is suspicion of wrongdoing without corroborating evidence, the matter will be discussed with the student and a written warning/contract will be issued if warranted. If there is clear evidence that a violation has taken place, the student will receive a grade of "0" for that test/assignment in question; and the instructor will impose a sanction ranging from a written warning to dismissal from the course with a failing grade.

If the student does not feel that the issue is satisfactorily resolved, the student should contact the PTA Program Director to discuss the matter. If the matter cannot be resolved at that level, the student may contact the Dean of Allied Health, followed by the Executive Vice President for Instruction. If the issue is not satisfactorily resolved at the end of this process, the student may initiate a formal grievance procedure outlined in the NTCC Student Handbook and in this manual.

NTCC ACADEMIC HONESTY/ETHICS STATEMENT

NTCC upholds the highest standards of academic integrity. The college expects all students to engage in their academic pursuits in an honest manner that is beyond reproach using their intellect and resources designated as allowable by the course instructor. Students are responsible for addressing questions about allowable resources with the course instructor. Academic dishonesty such as cheating, plagiarism, and collusion is unacceptable and may result in disciplinary action. This course will follow the NTCC Academic Honesty and Academic Ethics policies stated in the Student Handbook. Refer to the student handbook for more information on these subjects.

ADA STATEMENT

It is the policy of NTCC to provide reasonable accommodations for qualified individuals who are students with disabilities. This College will adhere to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodations as required to afford equal educational opportunity. It is the student's responsibility to request accommodations. An appointment can be made with the Academic Advisor/Coordinator of Special Populations located in Student Services and can be reached at 903-434-8264. For more information and to obtain a copy of the Request for Accommodations, please refer to the NTCC website – Special Populations

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's educational records. These rights transfer to the student when he or she attends a school beyond the high school level. Students to whom the rights have transferred are considered "eligible students." In essence, a parent has no legal right to obtain information concerning the child's college records without the written consent of the student. In compliance with FERPA, information classified as "directory information" may be released to the general public without the written consent of the student unless the student makes a request in writing. Directory information is defined as: the student's name, permanent address and/or local address, telephone listing, dates of attendance, most recent previous education institution attended, other information including major, field of study, degrees, awards received, and participation in officially recognized activities/sports.