

TRAINING UPDATE

Lab Location: All Labs
Department: Administration

Date Distributed: 8/18/22
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DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Technical SOP: New Employee Orientation and On-Boarding Process (AHC.L53)
Description of change(s):
<ul style="list-style-type: none">• Added Education equivalence requirements• Added Appendix B—ASCP Approved Evaluation Agencies• Added Appendix C---MT/MLT Educational Requirements <p style="text-align: center;">This revised SOP will be implemented August 16, 2022</p>

Document your compliance with this training update by taking the quiz in the MTS system.

AHC.L53 New Employee Orientation and On-Boarding Process

Copy of version 9.0 (approved and current)

Last Approval or Periodic Review Completed 8/16/2022

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Next Periodic Review Needed On or Before 8/16/2024

Organization Adventist HealthCare

Effective Date 8/16/2022

Approval and Periodic Review Signatures

Type	Description	Date	Version	Performed By	Notes
Approval	Lab Service director	8/16/2022	9.0	<i>Robert SanLuis</i> Robert SanLuis	
Approval	Lab Service director	12/27/2021	8.0	<i>Robert SanLuis</i> Robert SanLuis	
Approval	Lab Service director	11/20/2020	7.0	<i>Robert SanLuis</i> Robert SanLuis	
Approval	QA approval	11/16/2020	7.0	Leslie Barrett	
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Approvals and periodic reviews that occurred before this document was added to the MediaLab Document Control system may not be listed.

Prior History

Update prefix

Version History

Version	Status	Type	Date Added	Date Effective	Date Retired
9.0	Approved and Current	Major revision	8/16/2022	8/16/2022	Indefinite
8.0	Retired	Major revision	12/23/2021	12/27/2021	8/16/2022
7.0	Retired	Major revision	11/16/2020	11/30/2020	12/27/2021
6.0	Retired	Major revision	10/5/2020	10/7/2020	11/30/2020
5.0	Retired	First version in Document Control	12/21/2018	5/22/2018	10/7/2020

Linked Documents

- AG.F238 Employee Information Form
- AG.F275 New Employee Overview Training
- AG.F276 Safety Review List
- AG.F380 AIDET Training
- AG.F 468 Authorization to Perform High Complexity Testing
- AG.F 469 Authorization for Non-Testing Personnel
- AG.F 560 New Employee Vision Assessment
- AG.F 561 New Employee Occupational Health Checklist
- AG.F 562 Workday Request Form
- AG.F 638 Adventist Healthcare Human Resources Contractor Packet

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Non-Technical SOP

Title	New Employee Orientation and On-Boarding Process	
Prepared by	Stephanie Codina	Date: 3/5/2013
Owner	Robert SanLuis	Date: 1/20/2017

Laboratory Approval		
Print Name and Title	Signature	Date
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

TABLE OF CONTENTS

1. PURPOSE..... 1

2. SCOPE..... 1

3. RESPONSIBILITY 1

4. DEFINITIONS 1

5. PROCEDURE..... 2

6. RELATED DOCUMENTS 7

7. REFERENCES 7

8. REVISION HISTORY 7

9. ADDENDA AND APPENDICES..... 9

1. PURPOSE

To provide a guideline for supervisors/managers/directors who are orienting new employees in the laboratory.

2. SCOPE

This procedure outlines the steps that should be taken to orient a new employee to the hospital environment.

3. RESPONSIBILITY

All members of the laboratory leadership team must understand and complete the tasks required to on-board a new employee.

4. DEFINITIONS

Onboarding: Refers to the mechanism through which new employees acquire the necessary knowledge, skills, and behaviors to become effective organizational members and insiders.

5. PROCEDURE**Steps to be taken immediately after a candidate accepts an offer of employment**

Step	Action
1	Obtain the candidate's e-mail address, phone number, and birthdate from the recruiter.
2	<p>Send the following information to the laboratory manager to request pre-employment lab orders.</p> <ul style="list-style-type: none"> • Candidate's full name • Candidate's birthdate • Candidate's gender • Candidate's work location and supervisor <p>The supervisor will receive an e-mail from PWN Health approximately 24 hours after the labs are ordered. The supervisor will need to log in with the new employee's last name and birthdate to obtain the lab requisition. The lab requisition should be e-mailed to the candidate with instructions to get the labwork drawn at any Quest PSC as soon as possible to ensure results are returned before the pre-employment physical exam.</p>
3	<p>Complete the "Workday Request Form" with the new employee's information and e-mail to contractworker@adventisthealthcare.com to obtain an Adventist worker ID.</p> <ul style="list-style-type: none"> A. Answer yes at the "Need a badge?" prompt. B. Division title is Quest Diagnostics. C. Position title is one of the following: <ul style="list-style-type: none"> a. Laboratory Technical Staff b. Laboratory Non-Technical Staff c. Laboratory Administrative Staff d. Location title is the name of the hospital to which the employee is assigned. D. Cost center title is one of the following: <ul style="list-style-type: none"> a. SGMC = 101-4000 b. WOMC = 102-4000 c. FWMC = 110-4000 E. Location ID is always Medical 01 <p>Completion of this form will also generate AHC computer access. The employee may need to call the help desk to obtain a temporary password.</p>
4	<p>Contact the candidate and request that the following be e-mailed to you, if available.</p> <ul style="list-style-type: none"> A. Documentation of COVID vaccine B. Documentation of current seasonal flu shot (October – April only) C. Documentation of TDAP within 10 years

Steps taken when the pre-employment lab results are returned

Step	Action
1	<p>Contact the onboarding coordinator for Quest to obtain a copy of the candidate's electronic consent and drug screen. (If unknown, contact Jennifer Jeffries or Tequilla Taylor via e-mail for guidance).</p> <p>Note: Quest legal has approved sending these directly to the laboratory manager. If unavailable, they will also send to the HRBP.</p>
2	<p>E-mail the following items to the Adventist Lifeworks Strategies Onboarding Clinic contacts (Lori Hartinger lharting@adventisthealthcare.com and Ryan Choe rchoe@adventisthealthcare.com) .</p> <ul style="list-style-type: none"> • Candidate name, AHC worker ID, birthdate, phone number, e-mail address, and tentative start date • Pre-employment lab results • Documentation of COVID, flu, and TDAP vaccines (if available) • Drug screen results with cotinine • Copy of electronic consent form • Indicate whether the employee requires FIT testing for the respirator (patient-facing staff only) <p>The LWS team will schedule the candidate for a pre-employment physical and clear the employee for duty. Documentation from the visit will be uploaded to a shared file. LWS will provide the first dose of all needed vaccines. The supervisor is responsible for ensuring the candidate gets remaining vaccines if more than one dose is required. This is done via the EHS COE.</p> <p>If a candidate needs physician clearance due to a positive TB test, we send them to Occupational Health Consultants, 2301 Research Blvd, Ste 125 in Rockville. The candidate must schedule an appointment in advance by calling 301-738-6420.</p> <p>Note: This step takes 2-3 weeks, so this must be done as soon as possible after an offer is made.</p>
3	<p>Prepare an employee personnel file folder for the new employee.</p> <ol style="list-style-type: none"> A. Select the appropriate color folder. <ol style="list-style-type: none"> a. Technical staff = Blue b. Non-technical staff = Red c. Supervisor staff = Green B. Name gets printed in the following format: LAST NAME (ALL CAPS), First name (upper and lowercase) C. Add the section dividers to the tabs. <p>Place a copy of the new employee's resume and interview paperwork in section 1 of the folder. Add additional information as new hire documents are returned.</p>

Step	Action
4	<p>Prepare a training folder of new hire documents for the employee. The folder should include the following:</p> <ul style="list-style-type: none"> A. Employee Information Form (AG.F238) B. New Employee Overview Training (AG.F275) C. Safety Review List (AG.F276) D. Authorization to Perform High Complexity Testing (AG.F468) for technical staff or Authorization for Non-Testing Personnel (AG.F469) for non-technical staff. E. AIDET training document (AG.F380) F. Initial training documents <p>Write the following headers inside the cover of the folder and add the information as it becomes available to assist the employee.</p> <ul style="list-style-type: none"> A. Quest username (first name.middle initial.last name) B. Quest employee ID C. Adventist worker ID D. Sunquest username E. Sunquest code F. MTS login G. MTS password H. MTS website: www.medtraining.org
5	Add the employee to the Humanity Shift Planning system and populate the employee's orientation and initial training schedule.
6	<p>The supervisor will receive an e-mail once the new employee's start date is confirmed. The supervisor should reach out to the new employee with instructions for the first day of work. Things that should be covered include:</p> <ul style="list-style-type: none"> A. Date and time the new employee should report for the first day. B. Location to which the new employee should report (including parking information). C. Items the new employee should bring on the first day. <ul style="list-style-type: none"> a. Documents used to complete the I-9 form online. b. Degree or transcript from the new employee's highest level of education. c. Head phones or earbuds for online training.
7	The supervisor will receive an e-mail from SAM when the new employee's Quest access is created. Print the e-mail that contains the temporary password along with the new employee's remote access card (RAC). Place copies in the folder that contains the new hire documents, so everything is ready for the employee's first day.

Steps taken on the employee's first day

Step	Action
1	<p>Complete the electronic I-9 verification form online. Access the form via Empower by clicking the following:</p> <ul style="list-style-type: none"> ➤ Recruit ➤ Onboarding Dashboard ➤ View I-9 E-verify Dashboard <p>Completion will require that you scan the employee identification documents and attach them to the I-9 verification.</p>
2	<p>Obtain a Kronos proximity card to be used for staff to clock in and out.</p> <p>Activate the prox card by e-mailing the following information to corporatipayrollserv@questdiagnostics.com</p> <ol style="list-style-type: none"> 1. Employee's full name including middle initial 2. Employee ID 3. Badge # is 7300 + the card ID (6 digits) 4. Pay group is always AMA (do not request for salaried employees) 5. Location <ul style="list-style-type: none"> • MD00000507 is SGMC • MD00002014 is WOMC • MD00002110 is FWMC • MD00000177 is GEC
3	<p>Take a picture of the employee against a white or light-colored background. It is best if the employee is not wearing a labcoat when the picture is taken.</p>
4	<p>Complete the Computer Password Request Form (AG.F167). Include the new employee's birthdate and AHC worker ID on the form.</p>
5	<p>E-mail the employee picture and the completed Computer Password Request Form to the QA and LIS departments. Indicate the employee's work location, shift, and position in the e-mail.</p> <ol style="list-style-type: none"> A. LIS will e-mail you the new employees Sunquest login information. Note the username will serve as the password for the first logon. <ol style="list-style-type: none"> a. Have the employee sign the LIS Security Agreement form. b. Place the signed agreement in the employee's personnel file. B. QA will e-mail the new employees MTS username and password.
6	<p>Make copies of the employee's degrees, transcripts, and certifications. If the major is not listed on the degree a transcript must be submitted. Employees with international/foreign degree include the educational equivalence evaluation, see ASCP approved evaluation agencies (See appendix B). Place one copy of each document in section 1 of the employee's personnel file. For technical staff, copies must be scanned and e-mailed to the QA department for regulatory tracking.</p>

Step	Action
7	<p>Have the employee access the Quest network using the username and temporary password received via e-mail. The employee will be required to reset his/her password the first time he/she logs in.</p> <p>Provide the employee a copy of his/her RAC card and explain how the RAC card is used.</p>
8	<p>WOMC Only:</p> <p>Have the employee complete the forms from the Contractor Packet and e-mail the following documents to Adventist HR to obtain approval for the employee's badge.</p> <ul style="list-style-type: none"> A. Copy of the employee's background check B. Copy of a photo identification for the employee C. Contractor information sheet D. Photo identification badge agreement E. Peer recommendation form F. Current resume G. Signed job description
9	<p>FWMC Only:</p> <p>FWMC staff are required to wear the Adventist uniform scrubs. To obtain scrubs, e-mail the following information to the FWMC HR department.</p> <ul style="list-style-type: none"> A. Employee name B. Department/position C. Employee address D. Employee e-mail E. Employee phone number <p>The scrub contractor will contact the employee directly for the scrubs order, and they will be shipped to the employee's home.</p>
10	<p>Walk the employee to the security department to request a hospital identification badge.</p> <ul style="list-style-type: none"> • Technical staff requires access to the laboratory perimeter and phlebotomy door (SGMC only). • Non-technical staff requires access to all clinical areas including behavioral health, L&D, and mother-baby. • WOMC staff all requires access to the pneumatic tube station.
11	<p>E-mail the AHC badge number and labcoat size to the supervisor and request that the employee be added to the ScrubEx machines at both sites.</p>
12	<p>SGMC and WOMC only: Submit an IT system access request form to have the employee added to the vocera system. The employee needs to be added to the laboratory department in the global system which includes both WOMC and SGMC.</p>

Step	Action
13	<p>Complete the on-boarding paperwork and file completed paperwork appropriately. Note: The employee overview training and safety review list must be completed for each site in which the employee will work or train.</p> <p>Personnel file:</p> <ul style="list-style-type: none"> A. Employee Information Form (AG.F238) B. Authorization to Perform High Complexity Testing (AG.F468) for technical staff or Authorization for Non-Testing Personnel (AG.F469) for non-technical staff. <p>Training file (located in QA office):</p> <ul style="list-style-type: none"> C. New Employee Overview Training (AG.F275) D. Safety Review List (AG.F276) E. AIDET training document (AG.F380)
14	If the individual hospital has additional requirements, those must be met too.

6. RELATED DOCUMENTS

1. Policy: CLIA Personnel Qualification Requirements and Documentation
2. Workday Request Form
3. Form: Employee Information Form (AG.F238)
4. Form: New Employee Overview Training (AG.F275)
5. Form: Safety Review List (AG.F276)
6. Form: Authorization to Perform High Complexity Testing (AG.F468)
7. Form: Authorization for Non-Testing Personnel (AG.F469)
8. Form: AIDET Training (AG.F380)
9. EHS Testing and Immunization Order Forms
10. Form: New Employee Vision Assessment (AG.F560)
11. Form: New Employee Occupational Health Checklist (AG.F561)
12. Adventist Healthcare Human Resources Contactor Packet

7. REFERENCES

None

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes GEC.L32,SGAH.L35,WAH.L34 v002		
000	9.24.2014	Section 5: Updated process for notifying the employee of the training schedule. Deleted process for in-person NEOP and replaced with online instructions. Added instructions for I-9 verification, ID badge request, and prox card request. Updated NEOP compliance requirements. Section 6: add forms Section 9: form moved to section 6	S Codina	L Loffredo, R SanLuis

Version	Date	Reason for Revision	Revised By	Approved By
		Footer: version # leading zeros dropped due to new EDCS in use as of 10/7/13.		
1	2.12.2016	Section 5: remove ES and NEOP compliance, add processes for testing via COE and requesting attestations via HRSC, update badge process Section 9: add appendices	S Codina	L Loffredo, R SanLuis
2	1.20.2017	Update owner Header: add other sites Section 5: update badge request process, replace IntelliQuest with EMPower, add authorization form, AIDET training, & 12 month competency, remove 6 month eval Section 6: add NQA forms Section 9: remove App C (color blind key)	L Barrett	R SanLuis
3	2.16.2018	Section 5: add detail for positive TB test; remove Quest badge and Prox card, add ADV badge process; add process for Vocera; remove Care Excellence Provider training in Learning Suite; update BB background check process Section 6: remove forms for Quest badge, Prox card	L Barrett	R SanLuis
4	5.8.2017	Section 5: Update vaccine process; re-instate Prox card process for time clock; update ADV badge process	L Barrett S Codina	R SanLuis
5	10.2.2020	Header: Changed to WAH to WOMC Section 5: Updated format; added new I-9 process; added new process for obtaining drug screen, background check, and pre-employment labs, added process for workday and removed reference to Learning Suite Section 6: Updated policy title and form numbers Section 9: Deleted Learning Suite registration	L Barrett S Codina	R SanLuis
6	11.13.20	Section 5: Added requirement for completing Occupational Health Checklist and instructions for new employee vision assessment. Added new workday request form. Section 6: Added vision and occ. health forms	S Codina	R SanLuis
7	12.23.21	Header: Deleted site names, added All Labs Section 5: Updated occupational health process. Added FWMC process. Section 6: Added AHC HR Contractor Packet Section 9: Updated Checklist. Footer: Updated prefix to AHC	S Codina	R SanLuis
8	8/16/22	Section 5: added education equivalence requirements Added Appendix B: ASCP Evaluation Agencies Added Appendix C: MT/MLT Educational Requirements	R SanLuis	R SanLuis

9. ADDENDA AND APPENDICES

Appendix A: New Employee Onboarding Checklist

Appendix B: ASCP Acceptable Evaluation Agencies for Foreign Transcripts

Appendix C: MT/MLT Education Requirements

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Appendix A**New Employee Onboarding Checklist**

***Optional: This checklist may be used by the supervisor as a guide for the onboarding process. This checklist should be discarded and does not become part of the employee file.


Tasks to be completed immediately after hire

Completed √	Task to be Completed
	Obtain the employee's birthdate, phone number, and e-mail address.
	Send employee information to the manager to order occupational health screening labwork.
	Request a worker ID from contractworker@adventisthealthcare.com .
	Download lab orders and ask employee to have them drawn as soon as possible.
	Request copies of the employee's vaccines.
	Obtain copies of the employee's drug screen and consent form.
	Schedule the employee for the pre-employment physical (once labwork results are returned, drug screen/consent form have been obtained, and vaccines have been obtained)
	Prepare the employee personnel file.
	Prepare a folder of training documents for the employee.
	Add the employee to Humanity/Shift Planning and populate an orientation/training schedule. Send the employee an activation e-mail.

Tasks to be completed on the employee's first few days of work

Completed √	Task to be Completed
	Complete the I-9 verification.
	Provide the employee a Kronos prox card. Register the card with corporate payroll.
	Take a picture of the employee.
	Submit a computer password request form to obtain Sunquest access for the employee.
	Make copies of the employee degrees/transcripts and place in personnel folder. Submit electronic copies to QA.
	Assist the employee in accessing the Quest network using e-mails received from SAM.
	WOMC Only: Submit contractor packed to HR
	FWMC Only: Request scrubs for the employee
	Obtain an AHC employee ID badge.
	Add the employee to the ScrubEx machines at both sites.
	SGMC and WOMC Only: Notify the LIS team to add the employee to Vocera.
	Complete on-boarding paperwork and file appropriately. <ul style="list-style-type: none"> • Employee information form • Authorization form <ul style="list-style-type: none"> ○ Technical staff = Authorization to perform high complexity testing ○ Non-technical staff = Authorization for non-testing personnel • New employee overview training • Safety review list • AIDET training document

Appendix B

ACCEPTABLE EVALUATION AGENCIES FOR FOREIGN TRANSCRIPTS

<p>INTERNATIONAL EVALUATION SERVICE CENTER FOR APPLIED RESEARCH, EVALUATION & EDUCATION, INC. PO Box 18358 Anaheim, CA 92817 714-237-9272 Email: eval_caree@yahoo.com Website: www.iescaree.com</p>	<p>FOUNDATION FOR INTERNATIONAL SERVICES, INC. 505 5th Avenue South, Suite 101 Edmonds, WA 98020 425-248-2255 425-248-2262 FAX Email: info@fis-web.com Website: www.fis-web.com</p>
<p>EDUCATIONAL CREDENTIAL EVALUATORS, INC. PO Box 514070 Milwaukee, WI 53202 414-289-3400 414-289-3400 Email: eval@ece.org Website: www.ece.org</p>	<p>GLOBE LANGUAGE SERVICES 305 Broadway Ste 401 New York, NY 10007 212-227-1994 212-693-1489 FAX Email: info@globelanguage.com Website: www.globelanguage.com</p>
<p>EDUCATIONAL PERSPECTIVES PO Box A3462 Chicago, IL 60690-3462 312-421-9300 Email: info@edperspective.org Website: www.edperspective.org</p>	<p>INTERNATIONAL CONSULTANTS OF DELAWARE, INC. 3600 Market St, Suite 450 Philadelphia, PA 19104-2651 215-243-5858 215-349-0026 FAX Email: icd@icdel.com Website: www.icdeval.com</p>
<p>EDUCATION EVALUATORS INTERNATIONAL, INC. 3000 Marcus Ave, Suite 1E6 Lake Success, NY 11042 401-521-5340 718-425-9929 FAX Email: eval@educei.com Website: www.educei.com</p>	<p>INTERNATIONAL EDUCATION EVALUATORS, INC. 7900 Matthews Mint Hill Rd Suite 300 Charlotte, NC 28227 704-545-2485 Email: info@foreigntranscripts.com Website: www.foreigntranscripts.com</p>
<p>FOREIGN ACADEMIC CREDENTIALS SERVICES, INC. 105 West Vandalia St, Suite 120 Edwardsville, IL 62025 618-656-5291 Email: hello@facusa.com Website: www.facusa.com</p>	<p>INTERNATIONAL EDUCATION RESEARCH FOUNDATION, INC. P O Box 3665 Culver City, CA 90231-3665 310-258-9451 310-342-7086 FAX Email: infor@ierf.org Website: www.ierf.org</p>
<p>JOSEF SILNY & ASSOCIATES, INC. International Education Consultants 7101 SW 102 Avenue Miami, FL 33173 305-273-1616 305-273-1338 FAX Email: info@jsilny.com Website: www.jsilny.com</p>	<p>FOREIGN CREDENTIALS SERVICE OF AMERICA 1910 Justin Lane Austin, TX 78757-2411 512-459-8428 512-459-4565 FAX Email: info@foreigncredentials.org Website: www.foreigncredentials.org</p>

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Appendix C

MT/MLT Qualifications		
	MT (Technologist) as defined in NYSCRR Title: SubPart 58-1.5	MLT (Technician) as defined in CAP:Gen.54750
Degree (Must fall within one of the four categories in column B for MT and Column C for MLT)	1 - BS-MT or	1 - Associate -MLT or
	2 - Three years (90 semester hours): • Completion of a course of training of at least 12 months in a school of medical technology approved by the Council on Medical Education of the American Medical Association or	2 - Associate degree in a laboratory science (chemical or biological science)
	3 - BS in one of the Chemical, physical or biological science • at least one year of pertinent laboratory experience and/or training covering the specialty(ies) or subspecialty(ies) in which he performs tests or	3 - Equivalent laboratory training and experience includes the following: • 60 semester hours or equivalent from an accredited institution that, at a minimum, includes either 24 semester hours of medical laboratory technology courses, OR 24 semester hours of science courses that include six semester hours of chemistry, six semester hours of biology, and 12 semester hours of chemistry, biology or medical laboratory technology in any combination; AND • Laboratory training including either completion of a clinical laboratory training program approved or accredited by the ABHES, NAACLS, or other organization approved by HHS (note that this training may be included in the 60 semester hours listed above), OR at least three months documented laboratory training in each specialty in which the individual performs high complexity testing.

	<p>4 - Three years (90 semester hours (SH) must include):</p> <ul style="list-style-type: none"> • 16 SH in Chemistry (at least 6 SH in inorganic chemistry) • 16 SH in Biology • 3 SH in Mathematics <p style="text-align: center;">PLUS</p> <p>One year successful experience and/or training covering several fields of medical laboratory work</p>	
Transcript	When degree does not include major, transcripts are required and must be reviewed and follow row # 6 above	When degree does not include major, transcripts are required and must be reviewed and follow row # 6 above
International Degrees	US evaluation performed by ASCP acceptable agencies is required for all international degrees	US evaluation performed by ASCP acceptable agencies is required for all international degrees

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