

Student Communication and Chain of Authority

The University of Texas at El Paso (UTEP) Clinical Laboratory Science (CLS) Program maintains a clearly defined administrative structure to ensure that students receive appropriate guidance, academic support, and timely resolution of program-related concerns. Students are encouraged to communicate directly with the appropriate individual based on the nature of their question or concern. Issues that cannot be resolved at one level may be elevated through the administrative chain of authority.

Students are encouraged to address questions and concerns at the lowest appropriate administrative level. Routine academic, advising, and clinical issues should first be directed to the faculty member or Clinical Coordinator, as appropriate. Programmatic concerns should be discussed with the Program Director. Matters that cannot be satisfactorily resolved may be elevated to the director of the student support center and subsequently to the Associate Dean of the College of Health Sciences for Undergraduate Education and Student Support in accordance with University policies.

Position	Roles and Responsibilities Related to Students	Contact Information
Program Director	Provides overall leadership and administration of the CLS Program; oversees curriculum, admissions, student progression, accreditation compliance, student appeals, program policies, and faculty supervision; serves as the primary contact for academic and programmatic concerns.	Dr. M. Lorraine Torres, Ed.D., MLS(ASCP) Clinical Associate Professor & Program Director Email: lorit@utep.edu Phone: (915) 747-7282
Clinical Coordinator	Coordinates all clinical preceptorship experiences; assigns clinical rotations; monitors student clinical progress and competencies; communicates with clinical affiliates; addresses clinical placement and performance issues.	Elizabeth Camacho, MLS(ASCP) Clinical Coordinator Email: ecamacho@utep.edu Phone: (915) 747-8596
CLS Administrative Associate	Assists students with program forms, scheduling, purchasing, departmental paperwork, announcements, and general administrative questions; serves as the first point of contact for many routine inquiries.	April Estrada Administrative Assistant Email: ajestrada6@utep.edu Phone: (915) 747-8396
Academic Advisor (College of Health Sciences, Student Support Center)	Advises prospective and current students regarding degree plans, university requirements, registration, graduation requirements, and	Student Support Center Email: studentsupportcenter@utep.edu Phone: (915) 747-7234

Position	Roles and Responsibilities Related to Students	Contact Information
	academic policies outside of the CLS curriculum.	
Assistant Dean for Undergraduate Education and Student support, College of Health Sciences	Provides the highest level of college administration for student appeals and issues that cannot be resolved through the department or program.	Ms. Erika Villegas Assistant Dean, College of Health Sciences Email: evillegas3@utep.edu Phone: (915) 747-6893

This clearly defined chain of authority ensures that students have timely access to appropriate personnel, promotes effective communication, and provides an established process for resolving academic, clinical, and administrative concerns.