

Martinsburg College



CATALOG

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www.martinsburgcollege.edu

October 2018

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Institutional Mission, Goals and Objectives

Martinsburg College (MC) seeks to provide high quality, affordable, distance learning programs to individuals who want to improve their personal and professional development and career growth opportunities.

The institutional goals are:

- Maintain high quality, relevant, educational programs for which there is a demand
- Continuously improve the quality of educational services and student outcomes

The institutional objectives are:

- Maintain high levels of student satisfaction
- Maintain high completion rates
- Achieve budgeted goals and maintain financial growth and stability

Key Administrators

Paul Viboch, President

Stella Garlick, Vice-President, Administration & Compliance

Rita Claypole, Chief Academic Officer & Director of Operations

Nancy Amos, Director of Curriculum Development

Laurie Mauro, Vice-President of Admissions

Legal Control

Martinsburg College is a privately held corporation. Paul Viboch, President, holds the majority of voting shares of the corporation.

INTRODUCTION

Welcome to Martinsburg College

Investing in education is a serious decision. When you explore training options, you are, in effect, investing in yourself. Martinsburg College provides skills-based educational programs to adults seeking to achieve improved levels of proficiency in a broad range of disciplines. At Martinsburg College, we encourage a student population of responsible adults because we know that they are the best learners.

History

Martinsburg College's history of providing quality education to adults dates back to 1980 when the first training center was opened in New York and has been based in Martinsburg, WV since 2006. Martinsburg College and its affiliated companies have been pioneers in competency-based learning, technology-assisted education, and distance training.

Student centered education was first introduced in our brick and mortar schools in 1980. As educational technology improved, Martinsburg College was able to capitalize on decades of in-school experience and introduced high quality distance education programs. Currently, all of Martinsburg College's programs utilize distance education delivery.

Accreditation and Licensure

Martinsburg College is accredited by the Distance Education Accreditation Commission (DEAC). Founded in 1926, DEAC is listed by the United States Department of Education as a nationally recognized accrediting agency. DETC is also a recognized member of the Council for Higher Education Accreditation (CHEA).



Distance Education Accreditation Commission

1101 17th Street, N.W., Suite 808

Washington, D.C. 20036

(202) 234-5100

www.deac.org

The College has received a permit to operate from the West Virginia Council for Community and Technical College Education.

Admissions

Martinsburg College is committed to the success of all its students. Consequently, it is important that students have no limitations that would interfere with the successful completion of training. In order to successfully complete programs, students must be able to physically use a computer, including using the keyboard and mouse. Students must be able to view a computer screen and read information on the screen. Courses include audio-based materials in which students are required to listen to presentations and submit assignments and/or complete quizzes and tests based on the presentations. In these cases, students would need to be able to hear presentations either through headphones or computer speakers. If you believe you have any limitations that may impinge upon your success as a student, please discuss them with an admissions representative prior to enrolling in a course/program.

Students have access to the online classroom and electronic reference library 24/7.

All students are required to complete and submit an Enrollment Agreement which outlines the terms of the enrollment and financial obligations for the course/program.

Admissions Requirements

Certificate Programs:

Students enrolling in a certificate program must complete an admissions interview prior to enrollment. In addition, students enrolling in the Computer Support Technology, Pharmacy Technician and Project Management certificate programs must have earned a high school diploma or equivalent. Factors considered in admission decisions may include, but are not limited to, high school GPA, past academic performance at other post-secondary institutions, excessive course withdrawals, and other indicators of success.

Associate Degree Programs:

A student accepted for enrollment in a degree program must possess a high school diploma or its equivalent at the time of admission. (Equivalent may be: General Education Development (GED), certificate of high school equivalency or documentation of completion of a state approved home school program.)

International or home-schooled students must provide an appropriately authenticated program completion document issued by a governmental authority or school supervisor that attests to the successful completion of a program considered to be equivalent to an accredited high school diploma or GED certificate.

Applicants whose native language is not English and who have not earned a degree from an appropriately accredited institution where English is the principal language of instruction must demonstrate college-level proficiency in English through one of the following for admission:

- A minimum score of 500 on the paper-based Test of English as a Foreign Language (TOEFL PBT), or 61 on the Internet Based Test (iBT), a 6.0 on the International English Language Test (IELTS) or 44 on the PTE** Academic Score Report.
- A minimum grade of Level 3 on the ACT COMPASS's English as a Second Language Placement Test;
- A minimum grade of Pre-1 on the Eiken English Proficiency Exam
- A minimum B-2 English proficiency level identified within the Common European Framework of Reference (CEFR) standards and assessed through various ESOL examinations, including the University of Cambridge;
- A transcript indicating completion of at least 30 semester hours of credit with an average grade of "C" or higher at an appropriately accredited* accredited college or university where the language of instruction was English
- A high school diploma completed at an appropriately accredited/recognized high school (where the medium of instruction is English).

Transcripts not in English must be evaluated by an appropriate third party and translated into English or evaluated by a trained transcript evaluator fluent in the language on the transcript. In this case, the evaluator must have expertise in the educational practices of the country of origin and include an English translation of the review.

*accredited by an agency recognized by the United States Secretary of Education and/or the Council for Higher Education Accreditation (CHEA), or an accepted foreign equivalent that is listed in the International Handbook of Universities.

** Pearson Test of English Academic (PTE Academic). For more information on this test, visit www.pearsonpte.com.

Students who enroll in one of the associate degree programs will be conditionally accepted into the program until they complete 12 credits at Martinsburg College. Matriculation into the degree program occurs after the student has completed 12 credits and has enrolled into subsequent courses within the degree program.

Denial/Conditional Probation Admission Decision and Appeal

Martinsburg College reserves the right to deny admission to applicants who do not meet admissions requirements, do not complete the admissions process, do not submit requested documentation, and/or who display inappropriate behavior during the admissions process. Applicants may be admitted conditionally, in a probationary status and the enrollment may be limited in order to demonstrate their ability to successfully complete college level course work. Factors considered in admission decisions may include, but are not limited to, high school GPA, past academic performance at other post-secondary institutions, excessive course withdrawals, and other indicators of success. Applicants who wish to appeal the admission decision have the right to do so by providing additional information to support their application to:
lcharbonnier@martinsburgcollege.edu

Hours of Operation

Martinsburg College's administrative offices are open from Monday – Thursday 8:30am – 8:30pm and Friday 8:30 am – 5:30pm (EST). If, for any reason, students are unable to speak with administrative staff during these times, other appointment times may be arranged in advance by contacting the Student Services Department at (304) 263-6262 ext. 2. Instructional and student services support is available from 8:30am – 11:00pm (EST) Mondays – Thursdays and from 8:30am – 6:00pm(EST) on Friday and from 11:00am – 6:00pm (EST) on Saturday.

Academic Calendar

Degree Programs

Martinsburg College operates on a weekly enrollment cycle for degree programs.

Certificate Programs

Martinsburg College offers certificate programs on an open – enrollment basis. Students enrolled in certificate programs can start at any time.

Holiday Schedule

The school is open year round with the exception of the following holidays:

2018 Holidays

Date	Holiday Observed
January 1, 2018	New Year's Day
February 19, 2018	President's Day
May 28, 2018	Memorial Day
July 4, 2018	Independence Day
September 3, 2018	Labor Day
November 11, 2018	Veteran's Day
November 22, 2018	Thanksgiving Day
December 25, 2018	Christmas Day

Orientation

Students are required to complete an orientation prior to beginning their program. The orientation covers a detailed review of the program including instructional materials, online resources, learning management system, the requirements for successfully completing the program, the process for submitting coursework, how to contact the student services department and other frequently asked questions.

Certificate Programs

Martinsburg College offers certificate programs in the following areas:*

Business & Professional Development

- Business Administration
- Communications & Support Specialist
- Financial Fundamentals and Bookkeeping
- Human Resources Management
- Project Management

Information/Integration Technology

- Computer Support Technology
- Computer Systems and Network Technologies
- Digital Technology Integration

Systems Administration
Systems Design
Smart Home Technology

Healthcare Administration
Comprehensive Medical Transcription
Healthcare Administration Technology
Medical Office Administration
Surgical Instrument Processing
Pharmacy Technician

Criminal Justice/Security
Certificate in Homeland Security

**Please note not all programs are offered on a continuous basis. Please check with the admissions department to determine if a program is currently being offered.*

Degree Programs

Martinsburg College offers three Associate Degree programs:

Associate of Science in Business Administration
Associate of Science in Integrated Technologies
Associate of Science in Healthcare Administration

Tuition Rates

Semester Credit Hour effective August 2018

	<u>1 Semester Credit</u>	<u>3 Semester Credits</u>	<u>15 Semester Credits</u>
Associate's Degree	\$222	\$666	\$3330
	<u>15 Semester Credits</u>	<u>16 Semester Credits</u>	<u>18 Semester Credits</u>
Certificate Programs	\$3330	\$3552	\$3996

Martinsburg College does not charge an application fee or *any* fees for transfer credit evaluation, library access, official transcripts, or graduation.

Please see the Cancellation and Refund Policy for information on the non-refundable portion of tuition for students who withdraw from the institution.

For funding information, please refer to the website at

www.martinsburgcollege.edu

and the following link: <http://martinsburgcollege.edu/enroll-now/financial-assistance/>

Martinsburg College is eligible to participate in the federal student financial aid programs (Title IV). There are currently two eligible programs for Federal Student Financial Aid: Associate of Science in Integrated Technologies and Computer Support Technology.

The following information applies to California-based students:

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if the following applies:

1. You are not a California resident, or are not enrolled in a residency program.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

GENERAL INFORMATION

Student Services

Martinsburg College provides a variety of support services to students. Instructional and technical support is available six days a week via telephone or electronically. Administrative support is available via our administrative offices from 8:30am to 8:00pm (EST) Monday – Thursday and 8:30am – 5:30pm on Friday (EST) via telephone, email, or online chat. Student Services' staff monitors each student's progress and proactively communicates with students both through e-mail and telephone contact. They will provide additional support and/or referrals when appropriate. Students should contact the Student Services department with any change in their contact information as soon as possible.

Library Services

Martinsburg College's students have access to an extensive electronic Reference library. This resource provides access digitally to a wide range of reference material provided by established publishers and authors. Navigation and searches within this resource are user-friendly allowing students to access information quickly and easily. This resource is available to students at any time. You may access required texts for your courses via the e-Reference Library. Please see the individual syllabus/Training Plan for your course for information. Detailed information on how to access the e-Reference Library is covered in the Orientation and the Study Instructions Guide.

Martinsburg College's Program Outlines

Degree Programs

Associate of Science in Business Administration

In this program, students will learn fundamental skills essential to any business in the areas of: Accounting, Communications, Human Resources, Marketing, and Management. In addition, the program includes courses on current issues facing organizations including Globalization and Business Ethics. The degree is awarded to students after earning 60 credits.

The overall program goal of the Associate of Science in Business Administration is to provide students with skills to enable them to be successful in today's business environment. This includes demonstrating a foundation of business knowledge in areas including business communications, basic accounting concepts, human resources, business software applications, basics of marketing, and relevant general education.

Program Learning Outcomes:

Upon completion of the program, students are expected to be able to:

- Apply industry standard accounting principles
- Utilize industry standard business applications software
- Demonstrate the ability to communicate effectively
- Plan an effective presentation
- Demonstrate knowledge of employment laws

- Demonstrate the ability to define and articulate marketing practices, human resources policies, and other issues that impact business operations
- Demonstrate ways to conduct themselves professionally in a business environment

In order to graduate from the program, students must have earned 60 credits. Please see the Transfer of Credit policies located in the Institutional Policies section of the catalog for information regarding transfer of credit.

Course Codes	Course Title	Credits
ACC101	Accounting I	3
BUS105	Business Professionalism	3
BUS201	Business Management I	3
BUS111	Business Office Administrative Skills	3
BUS203	Human Resource Management I	3
BUS205	Business Marketing	3
CIS101	Business Software Applications I	3
CIS201	Business Software Applications II	3
COM101	Business Communications I	3
GOV201	American Government	3
MATH101	Business Mathematics	3
PSY101	Introduction to Psychology	3
CIS102	Introduction to Computer Technologies	3
ACC201	Accounting II	3
BUS204	Business Management II	3
BUS210	Human Resource Management II	3
BUS212	Global Marketing	3
FIN101	Business Finance	3
MKT102	Sales and Marketing	3
CIS301	Business Software Applications III	3
CIS103	Introduction to Operating Systems and Software Applications	3
Total		60

Students must earn a minimum of 15 credits in General Education subjects up to 21 credits. Students may transfer credit earned at prior institutions in the areas of English, human communications (including, but not limited to foreign languages and speech), the arts and humanities, natural sciences, mathematics, social sciences, and physical education to meet the General Education requirement. Students may also submit CLEP test or other General Education test results to be reviewed in order to meet the General Education requirement.

Students may also be awarded credit for courses in general business, leadership/management, and other business-related subjects.

Please see below for summaries of each course within the Associate of Science in Business Administration program.

Accounting I (3 credit hours)

The objective of this course is to provide a basic introduction to accounting terms and concepts and why they are important for students to understand. Students will see how these concepts are applied in everyday business situations through completion of related accounting exercises/problems. Students will also learn about financial statements and the information they give about a company.

Accounting II (3 credit hours)

Prerequisite: Completion of Accounting I or equivalent skills/experience.

The objective of the course is to build on student's knowledge of accounting terms and concepts. Students will learn how to determine profitability, analyze cash flow, establish and maintain budgetary control, and calculate return on investment as it pertains to capital budgeting. In addition, students will learn the basic principles of auditing, including the differences between internal and external auditing and the benefits of the audit process.

American Government (3 credits)

In this course, students will discover how the founders of the United States created a democracy based upon the ideals of liberty, equality, and self-government. Students will explore how the government is structured and how it operates, and will examine the three branches of government – legislative, executive, and judicial – that make up the system of checks and balances. The course examines how the system of checks and balances keeps the American democracy running. The people's involvement is an integral part of this system – through the vote, social groups, and the voice of the people.

Business Communications I (3 credit hours)

This course will provide students with the skills necessary to communicate effectively in a professional environment using both oral and written communications. Students will focus in the following areas: Business Writing, Interpersonal Communication, Effective Interpersonal Communications, Business Grammar, and Listening Skills.

Business Finance (3 credits)

The course begins with a review of the principles of accounting and cash flow management essentials. Students will learn about the time value of money and budgeting essentials. The course covers the areas of financial statements, gross

profit margin and how it affects businesses, the value of intangible assets and attracting new investors.

Business Management I (3 credits)

The course focuses on first time manager's obstacles and challenges. These include difficult employee behavior, treating employees fairly, employee hiring and dismissal, and delegating effectively. Each week the course will examine different aspects of management and how to excel at them.

Business Management II (3 credits)

This course analyzes the different manager responsibilities with an emphasis on managing employees and managers. This course shows the students the link between effective management processes and successful management. Today more than ever managers need the proper skills and training to be successful. This course also explores value of performance reviews, employee engagement, managing managers, global business, and understanding different management styles. Each week, the course will examine different aspects of management and how to excel at each aspect.

Business Marketing (3 credits)

This course is an introduction to marketing and its key concepts. The course examines the different marketing strategies organizations use to interact with their customers and prospective customers. In today's highly competitive business environment, organizations need to use a multichannel approach to marketing. This course explores the benefits of doing business online, and strategies to successfully use social media, branding, viral marketing, and blogs to connect with customers. Each week, the course will examine different aspects of marketing and how to excel at each aspect.

Business Mathematics (3 credits)

The objective of this course is to provide students with the tools necessary to review basic mathematical concepts and how to apply these concepts to the business environment. Students will focus on applying mathematical concepts to business scenarios.

Business Office Administration Skills (3 credits)

The study of office procedures is no longer solely for the student who seeks employment as office support staff after graduation. With the extensive introduction of technological innovations, many workers now perform office tasks. Regardless of your job and career aspirations, you need basic office competencies if you are to carry through your responsibilities with effectiveness and efficiency.

Business Professionalism (3 credits)

The course examines several areas that fall under the category of Business Professionalism. Students will learn the importance of goal setting, review the principles of business etiquette when preparing for and attending business meetings, and the importance of conducting themselves professionally. The course includes personal accountability, business etiquette, lifelong learning, and professional networking.

Business Software Applications I (3 credit hours)

This course is designed to teach students the basic skills necessary to work with computers and the fundamental features of the Windows operating system. In addition, students will learn how to create and edit documents using word processing software and enter and edit data into workbooks and spreadsheets.

Business Software Applications II (3 credits)

The course is designed to give students the skills to function effectively and efficiently using a several software applications. Students will create and edit documents using advanced formatting features, create hyperlinks and add bookmarks, and review and repair documents. In addition, students will create effective presentations utilizing multimedia clips, sound clips, customize themes, add charts and tables, and animate objects.

Business Software Applications III (3 credits)

In this course, students will study the Microsoft applications Access, OneNote, and Project, learning database, and work collaboration skills. In addition, students will learn Skype for Windows, Google Slides, the presentation application and Google Sheets, the spreadsheet application.

Global Marketing (3 credits)

The objective of this course is to help students build and hone the analytical skills they will need to develop a successful market-entry marketing plan, while also highlighting some of the unique challenges involved in global marketing planning. Through a series of informative, engaging video presentations, students will receive an overview of global marketing strategy, introducing some of the key concepts and best practices related to global marketing. Students will further their understanding by completing investigative activities based on real-world business case studies, such as Wal-Mart's expansion into Germany and the worldwide marketing phenomenon that is the Harry Potter brand.

Human Resources Management I (3 credits)

This course is an introduction to Human Resource Management and its key concepts. The course focuses on the different elements of human resource management and how to apply them in the real world. In today's fast paced

business environment, organizations need to ensure they are utilizing their employee to their fullest potential. This course examines the benefits of using the HR department as a strategic resource to ensure the organization's goals are aligned with the employee's responsibilities and objectives. Each week, the course will examine different aspects of human resource management and how to excel at each aspect.

Human Resources Management II (3 credits)

This course focuses on specific areas that are critical to the field of human resources including employee benefit plans, employment rights, sexual harassment, non-union and unionized workplaces, and health and safety in the workplace. The course covers the theories and applications associated with effective compensation plans and the legislation governing employee benefits. This course will help students understand the federal legislation that mandates multiple employee benefits. They will also learn methods for designing voluntary benefits plans for the particular needs of employees. In the area of employment rights, students will learn about employee rights legislation, employer and labor regulations, and the process for filing EEO complaints. The course will also help students understand methods for creating positive employee relations and techniques for assessing and analyzing employee relations. The course covers the many aspects of sexual harassment, the key types of sexual harassment claims, the recent legal history of sexual harassment, and important elements of an effective sexual harassment prevention program. In addition, students will learn about the particular standards and requirements for safety and health, most notably those established by the Occupational Safety and Health Administration (OSHA). Course content includes OSHA's purpose, coverage, standards, and inspection authority, as well as the Drug-Free Workplace Act and the Mine Safety and Health Act.

Introduction to Computer Technologies (3 credits)

This course will provide you with an introduction to information technology. The course is designed to help you learn more about the world of information technology (IT). It is ideal for those considering a career in IT, technology support, or for those who wish to work in allied health fields that require a broad understanding of IT.

Introduction to Operating Systems and Software Applications (3 credits)

This course introduces students to the basics of Windows 10 and Mac OS, including user interfaces, settings, applications, and security features. Students will gain knowledge of Microsoft Office 365 as well as Office Online and learn how to access Word, Excel, PowerPoint, OneNote, OneDrive, and other online applications. This course also covers the basics of Google Apps including Google

Docs, Google Sheets, Google Slides, Google Sites, Gmail, and Google+. Collaboration, sharing, and security options are covered for both sets of software applications. Students will also gain knowledge of fundamental computer security including the use of anti-malware applications, safe web browsing habits, corporate policies regarding computer safety, and password strength.

Introduction to Psychology (3 credits)

This course provides a general survey of psychology including the relationship between biology and behavior, such as how stress impacts personal health. Other topics introduced in the course include intelligence and reasoning, personality, gender and sex, memory, ethics, and research methods.

Sales and Marketing (3 credits)

This course will provide students with a fundamental understanding of the elements of the sales process. This course begins with an introduction to the basics of customer service and will show students how to build rapport with customers by paying close attention to their needs, connecting with them, and remaining positive. The course then delves into the key elements of the sales process and details how to identify and resolve conflict, negotiate with customers, develop strategies to better manage time and stress, and explore how a positive approach and attitude can benefit customer interactions, aid in overcoming challenges and bring a sale to a satisfactory close.

Associate of Science in Integrated Technologies

This program is designed to provide students with the technical skills and knowledge required to work in a broad range of fields providing technical support, services and products for a range of technologies utilized in modern homes and businesses. This includes networking, computer support and maintenance, information technology, wiring installation, systems administration and telecommunications.

The Associate of Science in Integrated Technologies program has a common core and then offers students elective options. The elective choices include courses in networking and systems administration as well as installation, configuration, and implementation of integrated digital technologies.

Overall Program Goal

Upon completion of the program, students are expected to be able to install, configure, upgrade, troubleshoot, repair, monitor, manage, and administer integrated systems and other computer-related technologies

Program Learning Outcomes

Core Courses:

Students take a minimum of nine credits from the core courses. Depending upon the courses taken, students are expected to be able to:

- Use web browsers and cloud-based software applications
- Identify the functions of hardware devices, operating systems, and network components
- Practice safe computing in the workplace
- Provide good customer service and support
- Identify the components of a basic network

Depending on electives chosen, students will demonstrate application of knowledge in the following areas:

Networking:

- Demonstrate knowledge of how to plan, design, and configure a network
- Demonstrate knowledge of how to troubleshoot and repair computer hardware and software issues
- Plan, configure, deploy, troubleshoot, manage, and maintain Windows Operating Systems
- Using a Virtual Machine, plan, install, configure, troubleshoot, manage, and maintain a Windows Server environment
- Demonstrate knowledge of assessing the security of computer systems by identifying weaknesses and vulnerabilities

Integrated Technologies:

- Apply electronic concepts to build an electronic device
- Plan, design, and install a structured wiring installation using lab simulations
- Plan, design, and setup a home entertainment system using lab simulations
- Install and configure a VoIP telecommunications system using lab simulations
- Install an automated lighting control system using lab simulations
- Install an automated temperature control system using lab simulations
- Plan and design a water control system using lab simulations
- Plan, design, install, and configure a home security system using lab simulations
- Interconnect and configure automated subsystems into a centrally controlled integrated system using lab simulations

Upon completion of the program, students are expected to be able to install, upgrade, troubleshoot, repair, and administer integrated systems and other computer-related technologies.

Course Code	Course Title	Credits
Required Courses - Students must complete a minimum of 9 credits from the courses listed below but may take up to 21 credits		
CIS100	Computing Fundamentals	3
CIS103	Introduction to Operating Systems and Software Applications	3
CIS105	Computer Repair and Maintenance I	3
CIS141	IT Fundamentals - Server Administration	1
CIS142	IT Fundamentals - Networking Fundamentals	1
CIS204	Network Management I	3
CIS207	Computer Repair and Maintenance II	3
CIS209	Cloud Computing	3
CIS212	Network Management II	3
CIS254	IT Fundamentals - Security	1
DTI115	Customer Support and Service Management	3
General Education*: Students must earn a minimum of 15 credits		
BUS101	Business Software Applications I	3
CIS201	Business Software Applications II	3
COM101	Business Communications I	3
GOV201	American Government	3
CIS102	Introduction to Computer Technologies	3
MATH101	Business Mathematics	3
MATH102	Technical Mathematics	3
PSY101	Introduction to Psychology	3
Elective Courses - Students must complete between 24 - 36 credits from the courses listed below:		
CIS107	Operating Systems Technologies I	3
CIS109	Systems Administration I	3
CIS112	Server Technologies I	3
CIS140	Security Fundamentals I	3
CIS202	Systems Administration II	3
CIS280	Server Installation	3
CIS211	Systems Administration III	3
CIS221	Operating Systems Technologies II	3
CIS250	Network Security	3

CIS252	Server Technologies	3
CIS255	Network Routing and Switching I	3
CIS256	Network Routing and Switching II	3
CIS262	Ethical Hacker	3
CIS272	Mobile Security	3
DTI105	Digital Technology Industry: Tools, Products and Services	3
DTI109	Telecommunications Systems	3
DTI118	Wiring Installation	3
DTI202	Security, Surveillance, and Access Control Systems	3
DTI203	Lighting, Temperature and Water Control Systems	3
DTI204	System Automation and Integration	3
DTI205	Home Entertainment Systems	3
Total		60

** List denotes current General Education courses offered by the institution. Students must earn a minimum of 15 credits in General Education subjects up to 21 credits. Students may transfer credit earned at prior institutions in the areas of English, human communications (including, but not limited to foreign languages and speech), the arts and humanities, natural sciences, mathematics, social sciences, and physical education to meet the General Education requirement. Students may also submit CLEP test or other General Education test results to be reviewed in order to meet the General Education requirement.*

*** Denotes prerequisite is required. Please see individual course description below for information regarding prerequisite.*

Please see below for summaries of each course within the Associate of Science in Integrated Technologies Program.

Computing Fundamentals (3 credit hours)

The Computing Fundamentals course provides students with an understanding of the concepts and terminology of PCs and networks. It provides a working knowledge of computer components and operating systems. Students will learn the basic components and workings of the personal computer and about the language, tools, and concepts of PCs. Students will learn about the basic hardware and software and how everything works together. They will explore the maintenance and upgrade of computers with topics as diverse as cleaning supplies that work best to how to upgrade the programs on the computer. Students will also investigate more complex topics like wireless keyboards and mice, printers, including how to set them up and keep them working, and portable computers. Students will learn about networks and the associated terminology. They will learn how networks work, both wired and wireless, from a simple network to the Internet. Finally, students will be introduced to basic

computer security and the process of making sure their system and data are safe, and how to protect against viruses, hackers, and thieves.

Introduction to Operating Systems and Software Applications (3 credits)

This course introduces students to the basics of Windows 10 and Mac OS, including user interfaces, settings, applications, and security features. Students will gain knowledge of Microsoft Office 365 as well as Office Online and learn how to access Word, Excel, PowerPoint, OneNote, OneDrive, and other online applications. This course also covers the basics of Google Apps including Google Docs, Google Sheets, Google Slides, Google Sites, Gmail, and Google+.

Collaboration, sharing, and security options are covered for both sets of software applications. Students will also gain knowledge of fundamental computer security including the use of anti-malware applications, safe web browsing habits, corporate policies regarding computer safety, and password strength.

Computer Repair and Maintenance I (3 credit hours)

This course introduces students to the skills required to install, configure, support, and troubleshoot PC operating systems, networks, and mobile devices. Students will learn how to install, configure, upgrade and maintain PC workstations, the Windows OS, how to use administrative and optimization tools, and how to manage hard disks. The student will be able to utilize troubleshooting techniques and tools to effectively and efficiently resolve PC, OS and network connectivity issues and implement security practices. Finally, students will learn how to configure, manage, secure, and troubleshoot mobile devices.

IT Fundamentals – Server Administration (1 credit hour)

This course is designed for current or aspiring professionals to provide a grounding in the fundamentals of administration in a Microsoft Windows Server environment. The course provides focused coverage of fundamental skills as well as how to improve many of the day-to-day tasks of server administration, and provide guidance for many common server tasks, such as setting up Group Policy and backing up and recovering. Students will explore many of the features built into Windows Server operating systems to help you improve server administration and management.

IT Fundamentals – Networking Fundamentals (1 credit hour)

This course will assist learners to build an understanding of Network Infrastructures, Network Hardware, and Protocols and Services. Students will gain knowledge about local area and wide area networks and will be able to define networks with the OSI model. Students will gain an understanding of Wired and Wireless networks and Internet protocols. The course covers

implementing TCP/IP in the Command Line, working with networking services, and defining network infrastructures and network security.

Network Management I (3 credit hours)

This course will introduce students to the concepts associated with computer networks. The course covers the foundation concepts of networking. It will provide students with the knowledge and skills required for a foundation in current networking technology for local area networks (LAN's), wide area networks (WAN's), and the Internet. Students will also learn to set up and configure a network environment along with the knowledge of media and topologies, protocols and standards as well as devices used within the network.

Computer Repair and Maintenance II (3 credit hours)

This course introduces students to the essentials of computer repair and maintenance. The course begins by providing the basic fundamentals of computer technology and support. Topics include the different types of motherboards, power supplies, storage devices, central processing units, and memory that are needed by computers and how they work in unison to ensure that computers perform as required. The course covers the types of display devices, peripherals, adapter card technologies, laptop trends and the different types of printers used today, and how to install, configure, manage, and troubleshoot them. This course covers both safety and environmental procedures to be established and used along with the appropriate use of communication skills and professionalism in the workplace.

Cloud Computing (3 credit hours)

In this course, students will learn about the evolution and definition of cloud computing and cloud services and how cloud service offering affect service-orientated architecture, traditional IT services, and how aspects of cloud services can present new opportunities to business. Students will learn about the benefits and drawbacks of cloud computing and the core components that allow clouds to function. Students will learn about cloud storage solutions, the importance of classifying the type of data to be stored, and the security regulations or restrictions that apply to it. Students will learn the steps that should be taken in determining if the infrastructure has components that are suitable for a cloud solution. Students will learn about identity and access management in a cloud based solution and the common industry protocols used to extend identity to the cloud. Finally, students will learn about some of the key risk areas when it comes to security and cloud computing, and how to assess risk in moving to the cloud.

Network Management II (3 credit hours)

This course introduces students to the concepts associated with managing and

supporting computer networks. It provides students with the knowledge and skills required to manage and maintain current networking technology for local area networks (LAN's), wide area networks (WAN's), and the Internet. Students will learn to monitor, troubleshoot, and support a network environment. The course also provides students with the knowledge of network addressing, routing, security, and network implementation and support. *Prerequisite: Completion of Network Management I or equivalent knowledge.*

IT Fundamentals - Security (1 credit hour)

The IT Fundamentals - Security course gives students a general overview of IT Security topics including Physical Security, Client and Server Security, and Network Security. The course covers Microsoft-focused technologies as well as vendor-neutral topics and provides a good introduction to the world of IT Security.

Customer Support & Service Management (3 credit hours)

The Customer Support and Service Management course aims to equip students with skills essential for building customer relationships and providing service and support. The course caters to the unique needs of digital technology integration customer support services because it uses examples specific to the industry. It also discusses various strategies for customer relationship management. Students acquire business etiquette skills and are trained in managing conflicts and stressful situations.

Business Software Applications I (3 credit hours)

This course is designed to teach students the basic skills necessary to work with computers and the fundamental features of the Windows operating system. In addition, students will learn how to create and edit documents using word processing software and enter and edit data into workbooks and spreadsheets.

Business Software Applications II (3 credits) Prerequisite Required see below

The course is designed to give students the skills to function effectively and efficiently using a several software applications. Students will create and edit documents using advanced formatting features, create hyperlinks and add bookmarks, and review and repair documents. In addition, students will create effective presentations utilizing multimedia clips, sound clips, customize themes, add charts and tables, and animate objects. *Prerequisite: Completion of Business Software Applications I or equivalent knowledge.*

Business Communications I (3 credit hours)

This course will provide students with the skills necessary to communicate effectively in a professional environment using both oral and written

communications. Students will focus in the following areas: Business Writing, Interpersonal Communication, Effective Interpersonal Communications, Business Grammar, and Listening Skills.

American Government (3 credits)

The course is designed to provide students with information about how the American government developed into a democracy. The course examines how the system of checks and balances keeps the American democracy running. The people's involvement is an integral part of this system – through the vote, social groups, and the voice of the people.

Introduction to Psychology (3 credits)

The course objective is to provide students with a general survey of psychology including the relationship between biology and behavior, such as how stress impacts personal health. Other topics introduced in the course include intelligence and reasoning, personality, gender and sex, memory, ethics, and research methods.

Technical Mathematics (3 credit hours)

The Technical Mathematics course provides students with mathematical skills they will require in their day-to-day functions as home technology professionals. The course includes topics on number systems, algebra, analytic geometry, and fundamental trigonometry. The course uses examples and problems that students will encounter and will be expected to solve on the job.

Business Mathematics (3 credits)

The objective of this course is to provide students with the tools necessary to review basic mathematical concepts and how to apply these concepts to the business environment. Students will focus on applying mathematical concepts to business scenarios.

Operating Systems Technologies I (3 credit hours)

In this course, students will gain the skills to plan, implement and support Windows 10 desktop and device deployment across an enterprise, including networking and storage configuration. The course covers how to manage data access and protection, remote access, apps, updates and system or file recovery.

Systems Administration I (3 credit hours)

This course will provide students with the knowledge and skills required to plan and manage Windows desktop environments. Students will be able to plan and manage a client life-cycle strategy, design a standard image and client configuration, plan Windows client deployment, manage application compatibility, and identify and resolve issues with deployment and configuration.

Server Technologies I (3 credit hours)

This course focuses on Windows Server networking. Students will be able to configure remote access, Network Access Protection (NAP), network authentication, IPv4 and IPv6 addressing, and Domain Name System (DNS) replication; capture performance data and monitoring event logs; and manage file and print services.

Security Fundamentals I (3 credit hours)

The Security Fundamentals I course introduces the fundamentals of network security. The course covers how to secure networks and mitigate security threats. Students will learn how to perform risk assessments and security audits on a network. Students will learn about attack and defense strategies, access control and identity management, cryptography, policies, procedures, and awareness, and physical security.

Systems Administration II (3 credit hours)

This course focuses on Windows Server administration. Students will be able to plan server roles; maintain server security; plan data storage, network load balancing, and server backups. Students will learn how to manage software deployment and versions; how to monitor IPv6, manage server performance and capacity, and Active Directory replication. Finally, students will learn to schedule server deployments, and design a rollback contingency plan.

Server Installation (3 credit hours)

This course focuses on Windows Server Installation and Configuration. Students will learn how to install Windows Server and configure storage management, shares and permissions, storage and printing, and Hyper-V. Students will learn about Virtualization, IPv4, CIDR, and IPv6. Students will learn how to configure DHCP, DNS, Active Directory, and Active Directory accounts and groups.

Systems Administration III (3 credit hours)

This course focuses on Windows Server Administration. Students will learn about WDS and monitoring, Windows Server Update Services (WSUS), distributed file system (DFS), file server resource manager (FSRM), BitLocker, EFS, and Auditing. The course also covers DNS, RADIUS, Network Policy Server (NPS), Network Access Protection (NAP), and Service Accounts. Students will learn about writable domain controllers (WDC), flexible single master operations (FSMO), and virtualized domain controller cloning, Read-Only Domain Controllers (RODC), and password policies. Finally, students will learn about Backup and Recovery in Windows Server, policies and templates, and group policy objects (GPO) manipulation and processing.

Operating Systems Technologies II (3 credit hours)

This course provides students with the knowledge and skills required to install and configure Windows 10 desktops in a Windows Server small to medium-sized AD DS domain environment. The course covers how to install and customize Windows 10 operating systems and apps, configure local and remote network connectivity, and configure local and online storage. The course also covers how to configure security in addition to how to maintain, update, and recover Windows 10.

Network Security (3 credit hours)

This course will provide students with knowledge of securing a network infrastructure. Students will gain an understanding of core security concepts, managing secure access, VPN encryption, firewalls, intrusion prevention, web and email content security.

Server Technologies (3 credit hours)

Server Technologies will provide a basic introduction to build, maintain, troubleshoot, secure and support server hardware and software technologies, including virtualization. Students will be able to identify environmental issues, understand and comply with disaster recovery and general security procedures, be familiar with industry terminology and concepts and understand server roles and their interaction in a dynamic computing environment.

Network Routing and Switching I (3 credit hours)

This course will enable students to understand QoS, virtualization and cloud services, and network programmability related to WAN, access and core segments. It will provide the foundational understanding of network layers 1-3 that are applicable to core routing and switching plus other advanced technologies. Students will gain an understanding of the interactions and network functions of firewalls, wireless controllers and access points, along with additional focus on IPv6 and basic network security.

Network Routing and Switching II (3 credit hours)

This course will provide students with the knowledge and skills needed to install, configure, operate, and troubleshoot a small enterprise network. Students will gain an understanding of QoS elements and their applicability. The course also covers how virtualized and cloud services will interact and impact enterprise networks.

Ethical Hacker (3 credit hours)

This course will provide students with the knowledge and skills to assess the security of computer systems by looking for weaknesses and vulnerabilities in

target systems using the same knowledge and tools as malicious hackers but in a lawful and legitimate manner to assess the security posture of target systems.

Mobile Security (3 credit hours)

In this course, students will build an understanding of device configurations, data access and management, device security, cloud services, and enterprise mobility.

Digital Technology Industry: Tools, Products, and Services (3 credit hours)

The Digital Technology Industry: Tools, Products, and Services course presents the major commercial participants, common practices, and prevalent consumer perception of digital technology integration benefits. The course discusses the concept of an Integrated Home Network (IHN) and the tools, equipment, and expertise required to build it. The course also describes the historical events that have led the industry to its current state as well as the working principles, design approach, and technical and marketing concepts. Students learn how to use industry information to better qualify sales prospects for HTI products, systems, and services and to better support customers. They develop a broad understanding of the various products and systems for meeting customer requirements.

Telecommunications Systems (3 credit hours)

The Telecommunication Systems course introduces students to the fundamentals of the telecommunication system. Students are instructed on the design, installation, and configuration of home telecommunication systems, including advanced wired and wireless systems. They learn to install in-house services, such as voice mail, intercom, and call conferencing. Students also learn about testing and troubleshooting procedures.

Wiring Installation (3 credit hours)

The Wiring Installation course introduces the basics of wires, cables, and connectors used in residential wiring. It discusses low and high voltage wiring and their application in households. The course delves into details of structured wiring. Students learn to perform pre-wiring, rough-in, and trim-out operations. They examine the nuances of wiring in both new and retrofit constructions. Students also learn about wiring standards, safety standards, and rules and regulations that govern wiring installation and implementation.

Security, Surveillance, and Access Control Systems (3 credit hours)

The Security, Surveillance, and Access Control Systems course discusses the working principles, design, and installation of home security and access control

systems. It describes wired and wireless security systems and explains gadgets, such as sensors, security panels, zone commanders, and CCTV's that are a part of security systems. It also discusses various access-restriction systems such as card readers and biometric access control systems. The course delves into different types of alarms and detectors.

Lighting, Temperature, & Water Control Systems (3 credit hours)

The Lighting, Temperature, and Water Control Systems course discusses effective management of three energy and utility-based systems – lighting, heating, ventilation, and air-conditioning (HVAC), and water – through implementation of home technology. It introduces the basic concepts of the three systems and discusses the devices and components used to automate and manage lighting, HVAC, and water systems. The course also discusses the current industry standards, rules, and regulations pertaining to the three systems.

System Automation and Integration (3 credit hours)

The Home System Automation and Integration course discusses how to bring all the home subsystems together and create a fully integrated home. The course describes the process of setting up and programming automation controllers for complete home automation. Students learn to troubleshoot and identify technical problems with system user interfaces or control processors. They also identify integration standards and learn about the organizations responsible for defining these standards.

Home Entertainment Systems (3 credit hours)

The Home Entertainment Systems course discusses the implementation of distributed audio and video systems in a residential location. The course introduces basic concepts of audio and video signals and discusses the devices and components that constitute home entertainment systems. It also discusses the current industry standards, rules, and regulations that govern home audio-video system installation and implementation. Students learn how to plan, design, install, and troubleshoot entertainment systems installed in a household, based on client requirements and other technical considerations. The installation of entertainment systems is discussed for both new and retrofit constructions.

Associate of Science in Health Care Administration

This program is designed to provide students with the administrative skills needed to function in today's modern health care environment. This includes understanding associated terminology, health records management,

communication, privacy, law, and ethics. The program has a common core and then offers students electives and professional concentration options. The professional concentrations allow students to choose from medical records, billing and coding, pharmacy practice, or central service. The degree is awarded to students after earning 60 semester credits.

Core:

Students must complete 15 credits in core studies. After completing the core courses, students are expected to be able to:

- Name the parts of the various body systems and discuss the function of each
- Accurately and professionally perform the duties of a medical office professional
- Explain federal and state laws and regulations that affect the health care industry

Depending on the professional concentration and elective courses chosen, students are expected to be able to:

Professional Concentration: Medical Records, Billing and Coding

- Look up and apply ICD-10, CPT, and HCPCS codes
- Use MediSoft for patient billing
- Process insurance claims
- Use an Electronic Health Record (EHR) program to manage patient health records
- Technically support the implementation and management of EHR programs

Professional Concentration: Pharmacy Practice

- Describe the knowledge, skills, and job responsibilities of a pharmacy technician
- Describe the uses and side effects of medications
- Use standard pharmacy reference sources
- Identify the top 200 drugs
- Carry out dosage calculations
- Describe the information contained on medication orders, prescriptions, and drug labels

Professional Concentration: Central Service

- Discuss the knowledge, skills, and job responsibilities of a Central Service Technician

- Define microbiology and describe how microorganisms are transmitted, controlled, and killed
- Explain the cleaning and decontamination processes, and procedures to manage infectious waste
- Identify multiple surgical instruments, and solutions that can damage stainless steel instruments
- Explain the sterile packaging process, and storage and transport considerations
- Explain basic inventory management concepts and the importance for tracking equipment, instruments, and supplies

Code	Course	Credits
Required Courses		
MED102	Medical Terminology I	3
MED105	Medical Terminology II	3
MED135	Medical Office Procedures	3
MED137	Medical Law and Ethics	3
ADM101	Administrative Support	3
General Education*		
COM101	Business Communications I	3
COM201	Business Communications II	3
PSY101	Introduction to Psychology	3
GOV201	American Government	3
MATH101	Business Mathematics	3
Professional Concentrations		
Medical Records, Billing & Coding		
MED106	Computerized Medical Billing	3
MED107	Medical Coding	3
MED108	Health Insurance Processing	3
MED109	Electronic Health Records I	3
MED110	Electronic Health Records II	3
CIS100	Computing Fundamentals	3
MED136	Healthcare IT	3
Pharmacy Practice		
MED126	Introduction to Pharmacy Practices	3
MED127	Pharmacology I	3
MED128	Pharmacology II	3
MED129	Pharmacy Math and Dosage Calculations	3
MED130	Pharmacy Practices and Employment	3
Central Service		

MED120	Introduction to Central Service	3
MED121	Microbiology and Infection Prevention	3
MED122	Cleaning, Decontamination, Disinfection	3
MED123	Surgical Instruments	3
MED124	Packaging, Processing, Sterilization	3
MED125	Inventory Management, QA, and Safety	3
<i>Electives – students must choose from the following list of electives the required number of courses to earn 60 credits and complete the degree</i>		
CIS101	Business Software Applications I	3
CIS201	Business Software Applications II	3
CIS301	Business Software Applications III	3
BUS104	Business Ethics	3
BUS105	Business Professionalism	3
BUS206	Organizational Behavior	3
MED112	Medical Transcription I	3
MED113	Medical Transcription II	3
MED114	Medical Transcription Lab	3

**List denotes current General Education courses offered by the institution. Students must earn a minimum of 15 credits in General Education subjects up to 21 credits. Students may transfer credit earned at prior institutions in the areas of English, human communications (including, but not limited to foreign languages and speech), the arts and humanities, natural sciences, mathematics, social sciences, and physical education to meet the General Education requirement. Students may also submit CLEP test or other General Education test results to be reviewed in order to meet the General Education requirement.*

Please see below for summaries of each course within the Associate of Science in Health Care Administration.

Medical Terminology I (3 credit hours)

This course introduces students to the language of medicine. Students will gain an understanding of the way medical terms are formed. Students will be taught how to build medical terms using combining forms, prefixes and suffixes. Students will learn the structure and function of the different body systems. They will also listen and learn about diagnostic, procedural, laboratory, pathological, surgical and pharmacological terms and abbreviations associated with each body system.

Medical Terminology II (3 credit hours)

This course builds upon the language of medicine presented in Medical Terminology I. Students will gain a further understanding of the way medical terms are formed. Students will be taught how to build medical terms using combining forms, prefixes and suffixes. Students will learn the structure and function of the different body systems. They will also listen and learn about

diagnostic, procedural, laboratory, pathological, surgical and pharmacological terms and abbreviations associated with body systems and medical specialties.
Prerequisite: Completion of Medical Terminology I or equivalent knowledge.

Medical Office Procedures (3 credit hours)

This course provides students with a basic understanding of their duties and responsibilities in the administrative front office. It develops skills in communication, instruction, filing, financial administration, duties as a receptionist, and processing of mail. It also includes developing a professional image, good interpersonal relationships with other office personnel and the right attitude for the professional medical office.

Medical Law and Ethics (3 credit hours)

This course starts by explaining why it's important that health care practitioners understand medical law and ethics. We then cover the basics: civil and criminal law, lawsuits and malpractice, negligence, and contracts. Other topics include patient confidentiality, employer/employee issues, structure of medical practices, the role of the physician in death and dying issues, bioethical issues, and the impact of the Health Insurance Portability and Accountability Act (HIPAA) on medical practices.

Administrative Support (3 credit hours)

This course covers the skills you need to be successful as an administrative support professional, including communication skills, organizing and managing skills, problem-solving skills, and basic office skills. You will learn about common administrative support tasks, including the steps for planning and scheduling meetings, as well as the key techniques for recording meetings. This course explores ways to build a partnership with your boss and teaches approaches for dealing effectively with different management styles. You will also learn how to interact effectively with others and how to deal with criticism.

Business Communications I (3 credit hours)

This course will provide students with the skills necessary to communicate effectively in a professional environment using both oral and written communications. Students will focus in the following areas: Business Writing, Interpersonal Communication, Effective Interpersonal Communications, Business Grammar, and Listening Skills.

Business Communications II (3 credit hours)

In this course, students will develop skills for effective business communications, both oral and written. In addition, students will focus on developing skills in the

area of business presentations. The course is comprised of three content areas:
Advanced Interpersonal Communication
Advanced Business Communication
Giving Successful Presentations

Intro to Psychology (3 credits)

The course objective is to provide students with a general survey of psychology including the relationship between biology and behavior, such as how stress impacts personal health. Other topics introduced in the course include intelligence and reasoning, personality, gender and sex, memory, ethics, and research methods.

American Government (3 credits)

The course is designed to provide students with information about how the American government developed into a democracy. The course examines how the system of checks and balances keeps the American democracy running. The people's involvement is an integral part of this system – through the vote, social groups, and the voice of the people.

Business Mathematics (3 credits)

The objective of this course is to provide students with the tools necessary to review basic mathematical concepts and how to apply these concepts to the business environment. Students will focus on applying mathematical concepts to business scenarios.

Business Software Applications I (3 credit hours)

This course is designed to teach students the basic skills necessary to work with computers and the fundamental features of the Windows operating system. In addition, students will learn how to create and edit documents using word processing software and enter and edit data into workbooks and spreadsheets.

Business Software Applications II (3 credits) Prerequisite Required see below

The course is designed to give students the skills to function effectively and efficiently using several software applications. Students will create and edit documents using advanced formatting features, create hyperlinks and add bookmarks, and review and repair documents. In addition, students will create effective presentations utilizing multimedia clips, sound clips, customize themes, add charts and tables, and animate objects. *Prerequisite: Completion of Business Software Applications I or equivalent knowledge.*

Business Software Applications III (3 credits)

The course is designed to broaden students' ability to use advanced functions of software applications. Students will customize tables in Word, use reference tools and mail merge. Student will learn how to adjust document views, customize the appearance of Word, and use Word to share documents and collaborate with colleagues. Students will learn about using functions in Excel to perform calculations, present data in tables and charts, and format data using conditional formatting and Sparklines. Creating and customizing the visual elements in Excel will also be covered. Finally students will learn about creating databases using Access, and will learn to populate the database and modify tables. *Prerequisite: Completion of Business Software Applications I and II or equivalent knowledge.*

Business Ethics (3 credits)

The objective of this course is to introduce students to ethics in the workplace. They will learn the thinking behind ethical behavior and be able to recognize some of the common myths about business ethics. The course provides the conceptual framework for discussing business ethics and the tool kit for making ethical decisions. The course examines how organizations develop a self-sustaining and durable system of ethics that exerts a powerful influence on the actions, decisions, and behaviors of all employees.

Business Professionalism (3 credits)

The course examines several areas that fall under the category of Business Professionalism. Students will learn the importance of goal setting, review the principles of business etiquette when preparing for and attending business meetings, and the importance of conducting themselves professionally. The course includes personal accountability, business etiquette, lifelong learning, and professional networking.

Organizational Behavior (3 credits)

Globalization, diversity, outsourcing, virtual teams, downsizing, and changing forms of work are just some of the challenges facing companies today. Managers must be prepared to deal with the organizational issues that such challenges give rise to. This course includes an examination of the fundamentals of organizational behavior for both the individual and for groups, organizational structure and employee behavior, workplace diversity, and organizational change.

Medical Transcription I (3 credits)

This course will provide students with the knowledge and skills needed to form the basis to become a medical transcriptionist. You will learn to apply written communication skills, use designated references, review and apply medical terminology, maintain a medical word list, follow dictation

instructions, apply basic medical transcription guidelines, develop transcribing speed and accuracy, transcribe and create appropriate medical documents and gain skill in editing and proofing documents.

Medical Transcription II (3 credits)

This course is a continuation of Medical Transcription I. The combination of these courses will provide students with the knowledge and skills needed to form the basis to become a medical transcriptionist. You will learn to apply written communication skills, use designated references, review and apply medical terminology, maintain a medical word list, follow dictation instructions, apply basic medical transcription guidelines, develop transcribing speed and accuracy, transcribe and create appropriate medical documents and gain skill in editing and proofing documents. *Prerequisite: Completion of Medical Transcription I or equivalent knowledge.*

Medical Transcription Lab (3 credits)

This course is a continuation of Medical Transcription II. The combination of these courses will provide you with the knowledge and skills needed to form the basis to become a medical transcriptionist. You will learn to apply written communication skills, use designated references, review and apply medical terminology, maintain a medical word list, follow dictation instructions, apply basic medical transcription guidelines, develop transcribing speed and accuracy, transcribe and create appropriate medical documents and gain skill in editing and proofing documents. *Prerequisite: Completion of Medical Transcription I and II or equivalent knowledge.*

Computerized Medical Billing (3 credits)

This course introduces the student to common administrative procedures performed in both small and large medical practices. Students will learn to input patient information, bill insurance companies, and schedule appointments. The student will be able to run common reports associated with the medical practice such as day sheets, patient ledgers, and other financial reports that are important to the day-by-day financial operations of the medical practice.

Medical Coding (3 credits)

This course provides the comprehensive coverage needed to understand and work with medical insurance related to the application of ICD-10-CM, CPT and HCPCS codes. The course teaches students how insurance reimbursement is directly related to proper code assignment. This course provides a strong background in the coding process and teaches students how to assign ICD-10-CM codes as well as CPT and HCPCS codes.

Health Insurance Processing (3 credits)

This course focuses on claim preparation and transmission, working with payers (private payers/Blue Cross and Blue Shield, Medicare, Medicaid, TRICARE and CHAMPVA, and Workers' Compensation and Disability), and claim follow-up and payment processing.

Computing Fundamentals (3 credit hours)

The Computing Fundamentals course provides students with an understanding of the concepts and terminology of PCs and networks. It provides a working knowledge of computer components and operating systems. Students will learn the basic components and workings of the personal computer and about the language, tools, and concepts of PCs. Students will learn about the basic hardware and software and how everything works together. They will explore the maintenance and upgrade of computers with topics as diverse as cleaning supplies that work best to how to upgrade the programs on the computer. Students will also investigate more complex topics like wireless keyboards and mice, printers, including how to set them up and keep them working, and portable computers. Students will learn about networks and the associated terminology. They will learn how networks work, both wired and wireless, from a simple network to the Internet. Finally, students will be introduced to basic computer security and the process of making sure their system and data are safe, and how to protect against viruses, hackers, and thieves.

Electronic Health Records I (3 credits)

Electronic Health Records I introduces the changing technology in the health care environment. The course will introduce the basic functions of the Electronic Health Record, its' benefit to us as healthcare workers and the benefit to physicians and patients. The course will explore the technological requirement for an Electronic Health Record system and discuss some of the available options. The course will also introduce the best practices for transitioning from a paper based record to an Electronic Health Record. It also discusses the current Health Information technology standards as well as the rules and regulations that govern the Electronic Health Record software.

Electronic Health Records II (3 credits)

This course will provide students with the knowledge and skills required to work with electronic health records in today's rapidly changing health care environment. This course provides the student with an in-depth and practical training on a widely used Electronic Health Record software program. Students will be able to apply theoretical knowledge to equip them to successfully enter the medical community with a comprehensive working experience and understanding of an EHR. *Prerequisite: Completion of Electronic Health Records I or equivalent knowledge.*

Healthcare IT (3 credits)

The Healthcare IT course will provide essential concepts, terminology, and skills specific to the medical industry that will be required of a healthcare IT technician. As the deployment and utilization of electronic record keeping systems becomes standard in healthcare organizations, there is a growing need for IT professionals who can support these complex and integral systems. Students will gain a better understanding about the healthcare environment and the requirements to support the technology within that environment.

Introduction to Pharmacy Practices (3 credits)

This course provides a brief history of medicine and pharmacy and introduces common pharmacy practices. It also explains effective communication and human relation skills, pharmacy law and ethics, regulations and standards, and DEA registration.

Pharmacology I (3 credits)

This course discusses the uses and side effects of medications, provides an overview of several useful reference sources, provides an overview of chemistry and physiology as they apply to pharmacy practices, and explains the causes and prevention of medication errors.

Pharmacology II (3 credits)

This course introduces various systems of drug classification, provides information about over-the-counter and alternative choices, discusses medication dosage routes and forms, and ends with an explanation of compounding medications. *Prerequisite: Completion of Pharmacology I or equivalent knowledge.*

Pharmacy Math and Dosage Calculations (3 credits)

This course discusses numbering and measuring systems, conversion factors, dosage calculations and the mathematical concepts needed to perform them. It also includes information on medication orders and prescriptions, drug labels, and insurance billing.

Pharmacy Practices and Employment (3 credits)

This course describes various pharmacy settings and discusses the business and technical skills a pharmacy technician needs, including inventory, data entry, prescription processing, and packaging or repackaging medications. It also discusses certification, career preparation, and career development.

Introduction to Central Service (3 credits)

This course introduces the profession of Central Service Technician, effective communication and human relation skills, Central Service regulations and standards, medical terminology, and anatomy and physiology.

Microbiology and Infection Prevention (3 credits)

This course discusses microbiology, the transmission and control of microorganisms, standard precautions, infection control and prevention, and the use and testing of purified water.

Cleaning, Decontamination, Disinfection (3 credits)

This course discusses the proper procedures, and risks and safety measures required in the cleaning, decontamination, and disinfection of surgical instruments, infectious waste management, and the difference between disinfection and sterilization.

Surgical Instruments (3 credits)

This course identifies multiple surgical instruments, solutions that can damage instruments, procedures to care for powered surgical instruments, and processing endoscopic instruments.

Packaging, Processing, and Sterilization (3 credits)

This course discusses the sterile packaging process, storage and transport, flash sterilization and quality control procedures, high temperature sterilization, low temperature sterilization, and sterile processing differences between hospitals and other healthcare facilities.

Certificate Courses

All certificate courses are 18 credits unless otherwise noted. The typical timeframe for completion is six months on a full-time schedule and between 8 – 12 months on a part-time schedule.

Business and Professional Development

Business Administration

To meet the demands of the modern business environment, this program prepares students to utilize essential business concepts and software tools to accomplish business objectives. The program is designed for individuals who are seeking to enter the field of business in an administrative or first-line leadership capacity. Students are taught how to conduct themselves professionally and communicate effectively in business including interpersonal communication and conducting effective presentations. Additionally, students are taught the skills to utilize the most essential technology tools in the modern

office through courses in the Microsoft Windows operating system and Microsoft Office software. Courses in marketing and accounting build students' knowledge base and practical skills in business administration. All credits from this program transfer into the Associate of Science in Business Administration degree program.

Upon completion of the program, students should be able to:

- Plan and create an effective presentation
- Create audience-centered messages
- Conduct professional networking activities
- Use business software applications to create and edit documents, spreadsheets and presentations
- Conduct basic accounting analysis
- Developing a marketing plan

Topics include:

- Business Etiquette and Professionalism
- Communicating with Clients and Vendors
- Marketing Strategies
- Basic Accounting Principles
- Targeting your Message
- Effective Business Writing
- Developing Effective Presentations
- Customizing the Windows O.S.
- Formulas and Functions using Excel
- Manipulating and Formatting Data
- Adding Multimedia, Graphics, and Animations to Presentations

Students may transfer credits from the Business Administration program into the Associate of Science in Business Administration program. Students should be aware that while the transfer credit option is available, the Business Administration program is a certificate program and not a degree program.

Communications and Support Specialist (250 hours)

In this program, students are taught the skills needed to effectively communicate with customers in the capacity of sales, service, and support. Students will learn the importance of, and gain valuable skills for, conducting themselves professionally. Students will learn techniques for effective sales by identifying how to assess customer needs and offer solutions to address those needs. Students will also learn techniques for providing excellent customer service and for handling difficult customers and/or situations. Finally, students will learn basic technical skills for providing technical support to customers.

Upon completion of this program, students will be expected to be able to:

- Apply excellent customer service practices
- List the five key elements in a sales process
- Identify five skill categories for improved communication
- List the steps to effectively handle an upset customer
- Identify the common tools used for troubleshooting computer hardware, operating systems, and network problems

Financial Fundamentals & Bookkeeping

Maintaining accounting and financial records is one of the most basic yet critical functions of a good business. This program provides students with an introduction to accounting and bookkeeping. The program is designed for individuals who are seeking to enter the bookkeeping and accounting field. Students are taught basic accounting concepts and terms. They learn how to understand universal accounting tools, including the general journal, general ledger, and trial balance to ensure an organization follows sound accounting practices. The program includes training in Microsoft Excel and QuickBooks, by Intuit, the most prevalent software accounting program used by small businesses.

Overall Program Goal

To provide students with the basic skills to perform entry-level bookkeeping/accounting functions

Program Learning Outcomes:

Upon completion of this program, students are expected to be able to:

- Perform routine bookkeeping functions
- Apply basic mathematical concepts to business scenarios
- Describe how to set up a new company in QuickBooks
- Describe the procedures for preparing and using common financial reports
- Create and organize workbooks and worksheets

Topics include:

- Key Accounting Concepts and Terms
- Recording, Posting, and Balancing the Books
- The Accounting Cycle
- Posting Transactions to Ledgers
- Preparing a Balance Sheet
- Creating and Editing Workbooks using Excel
- Formulas and Functions

- Charts and Tables in Excel
- Set up a company in QuickBooks
- Process payments using QuickBooks
- Financial Statements
- IT Security Fundamentals
- Inventory and Depreciation
- Liquidity, Activity, and Leverage Ratios
- Budgeting
- Cash Flow and Performance

Human Resources Management

This program is designed to provide students with the knowledge of the key components of a human resources department and the associated key skills required in that capacity. The program content includes HR fundamentals, recruitment, development, employee relations, employment laws, and health and safety in the workplace. Students participate in simulation exercises to validate knowledge and skills.

Upon completion of the program, students should be able to:

- Identify the importance of understanding the Principles of Equal Employment Opportunity
- Review the importance of understanding Employee Rights Legislation
- Screen, Interview, and Evaluate candidates
- Match Federal laws to the details of their record-keeping requirements
- Select examples of the steps for designing an effective employee training program
- Use performance management techniques in human resource development
- Demonstrate the benefits of implementing fair and practical compensation systems
- Identify the provisions of benefits under Government Regulation including Social Security, Medicare, Unemployment and Workers' Compensation, COBRA, and FMLA.
- Match the EEOC guidelines for defining "sexual harassment" with examples
- Sequence examples of the steps of a disciplinary process
- Match each kind of OSHA violation with the appropriate example
- Recognize the benefits of understanding risk prevention programs
- Give examples of work-life balance strategies

Topics Include:

- Human Resources Fundamentals
- Outsourcing

- Organizational Change
- Strategic Planning
- Affirmative Action and the EEO
- Employee Rights Legislation
- Privacy and Consumer Protection
- Job Analysis
- Recruiting Techniques & Selection Methods
- Offers, Contracts & Records
- Organizational Metrics and Exit
- Performance Management
- Compensation
- Benefits under Government Regulation
- Employee Relations
- Sexual Harassment
- Unionized & Non-Unionized Workplaces
- Health & Safety in the Workplace
- Strategic HR Development
- Workforce Planning & Employment Strategies
- Risk Assessment and Prevention
- Training and Human Resources

Project Management

The Project Management program provides students with the knowledge and skills to manage projects effectively. Students will learn how to identify and work with various stakeholders and understand project phases and life cycles. They will learn how to initial, plan, execute, monitor and close a project. The program covers how to manage the scope of a project and create a work breakdown structure; how to assign resources to projects; how to complete projects on time and within budget, and risk management considerations. The program also includes the quality control process to ensure a high-quality deliverable.

Upon completion of the program, students should be able to:

- Plan the scope of a project
- Manage time constraints
- Create a Work Breakdown Structure
- Develop a Project Management Plan
- Monitor & Control project work
- Develop a Project Schedule
- Estimate Activity Costs
- Establish a Total Cost Baseline
- Perform Quality Assurance & Control

Topics include:

- Project Stakeholders
- Project Life Cycle
- Project Management Book of Knowledge
- Project Integration Management
- The Project Management Plan
- Project Scope Management
- Work Breakdown Structure
- Project Time Management
- Project Costs
- Project Quality Planning

Computer Information /Integration Technology

Computer Support Technology

Computers have become an integral part of everyday life at home, work, school, and nearly everywhere else! Learn the skills required to provide day-to-day administration, maintenance, and support of computer systems and networks.

The broad goal of this program is for graduates to be able to support, troubleshoot, repair, and upgrade hardware, install software, implement network security, and perform network administrative duties.

Program Outcomes:

Upon completion of the program, students are expected to be able to:

- Create and manage files and folders on a computer
- Demonstrate the knowledge to install, configure, optimize, secure, and manage Windows
- Apply effective troubleshooting processes to identify and remedy problems with hardware, operating systems software, and networks
- Demonstrate the knowledge to install and configure various hardware, peripherals, expansion cards, RAM, and devices

Identify how to setup, configure, troubleshoot, and maintain a wired and wireless network

Topics include:

- Devices & System Components
- Preventative Maintenance Techniques
- Operating System Technologies
- Security and Data Disposal

- Networking Technologies & Implementation
- DNS, Troubleshooting, and Virtual Networking
- Resolving Installation Issues
- Network Security

Students may transfer credits from the Computer Support Technology program into the Associate of Science in Integrated Technologies program. Students should be aware that while the transfer credit option is available, the Computer Support Technology program is a certificate program and not a degree program.

Digital Technology Integration (36 credits)

This program is designed to fulfill the growing requirement for trained professionals in the area of home technology. The program addresses the core competencies required to install, integrate, and troubleshoot interconnected home subsystems, including entertainment, telecommunications, lighting, HVAC, water management, security, and access control systems. The curriculum explores the design approach, working principles, processes, and standards that apply to the home technology industry. The program is offered in two parts.

Upon completion of the program, students should be able to:

- Install, integrate, and troubleshoot interconnected home systems
- Design and configure a home network
- List the history and evolution of the digital home technology industry
- Set up a home entertainment system
- Install a telecommunications system
- Install a security system
- Automate the lighting system, HVAC, and water control systems in a home
- Set up a centrally controlled home automation system

Topics include:

- HTI Products, Systems, & Services
- Audio-Video Systems
- Telecommunications & Security Systems
- HVAC Systems, Standards, & Regulations
- Ohm's Law and its Applications
- NFPA and OSHA Regulations

Students may transfer credits from the Digital Technology Integration program into the Associate of Science in Integrated Technologies program. Students should be aware that while

the transfer credit option is available, the Digital Technology Integration program is a certificate program and not a degree program.

Systems Administration

This program is designed for individuals who wish to acquire skills in information technology systems administration. Students will learn about management and support of client side operating systems, network management, and workstation management. Students will also learn about system security issues.

Overall Program Objective:

Upon completion of the program, students are expected to be able to:

- Support the Deployment of Microsoft Windows
- Configure Mobile Computing
- Monitor, Backup, and Restore Windows
- Troubleshoot Windows Issues
- Protect Windows Against Malware and Vulnerabilities
- Secure User Data in Windows

Topics include:

- Server Administration
- Remote Assistance
- IP Configurations
- Network Settings
- Active Directory Domain Environment
- Remote Management
- Client Life Cycle Strategy
- Resolve Operating Systems Issues
- Deploy, Manage & Troubleshoot User Applications
- Configure and Secure User Data
- Installation and Migration Strategies
- IP Addressing and Network Connectivity
- Firewall Configurations

Students may transfer credits from the Systems Administration program into the Associate of Science in Integrated Technologies program. Students should be aware that while the transfer credit option is available, the Systems Administration program is a certificate program and not a degree program.

Systems Design

This program covers systems design, management, and administration. Students will learn about planning networking systems, system security, planning directory structures, installation and configuration of operating systems on

servers and workstations, and support of the entire structure. The program is offered in two parts.

The goal of this program is to provide students with the skills to be able to install, configure, upgrade, troubleshoot, manage, and administer computer networks.

Program Outcomes:

Upon completion of the program, students are expected to be able to:

- Demonstrate the use of network management and monitoring tools
- Identify how to troubleshoot hardware, storage, networking, and software issues
- Plan a Windows backup and disaster recovery solution
- Create and manage Active Directory
- Apply concepts related to virtualization and management of virtualized machines as used in Windows Hyper-V
- Differentiate between the versions of Windows Server
- Understand concepts and the implementation of redundancy and high availability through the use of various native Windows services
- Implement IPv4 and IPv6 addressing on a Windows Server

Topics include:

- Server Administration
- Networking Operations
- Software Deployment
- Network Load Balancing
- Installation and Configuration
- Windows Server Update Services (WSUS)
- Data Storage and Security Management
- Cloud Storage Solutions
- Network Access Protection (NAP)
- Virtualization

Students may transfer credits from the Systems Design program into the Associate of Science in Integrated Technologies program. Students should be aware that while the transfer credit option is available, the Systems Design program is a certificate program and not a degree program.

Smart Home Technology

This program is designed to for trained professionals in the area of home technology solutions. The program explores the design approach, working principals, processes, and standards that apply to the home technology industry.

The program equips students with skills essential for building long-term customer relationships, creating better sales opportunities, and providing efficient customer service.

Overall Program Objective:

To provide students with core knowledge in the area of digital home technologies and skills in business communications, customer support and service, and sales.

Upon completion of this program, students are expected to be able to:

- Match industry information to the needs of prospective customers for digital technology products, systems, and services
- Demonstrate effective communication skills
- List strategies to build customer relationships
- Given a scenario, recommend customized solutions

Topics include:

- HTI Industry Products, Systems, and Services
- Centralized control/distributed Access architectures
- IHN & Subsystems of an IHN
- Industry Participants
- HTI Terms and Acronyms
- Industrial Automation Solutions
- Wireless Protocol Specifications
- Advanced and Emerging Technologies
- M2M Concept and wireless telemetry
- Zigbee IEEE 802.15 Protocol

Certificate in Computer Systems and Network Technologies

Computers are an integral part of everyday life at home, work, school, and nearly everywhere else! This program will provide students with the skills required to provide day-to-day administration, maintenance, and support of computer systems and networks.

The broad goal of this program is for graduates to be able to support, troubleshoot, repair, and upgrade hardware, install software, implement network security, and perform network administrative duties.

Program Outcomes:

Upon completion of this program, students are expected to be able to:

- Create and manage files and folders on a computer

- Demonstrate the knowledge to install, configure, optimize, secure, and manage Windows
- Apply effective troubleshooting processes to identify and remedy problems with hardware, operating systems software, and networks
- Demonstrate the knowledge to install and configure various hardware, peripherals, expansion cards, RAM, and devices
- Identify how to setup, configure, troubleshoot, and maintain a wired and wireless network

Healthcare Administration

Comprehensive Medical Transcription (16 credits)

Medical transcriptionists listen to dictated recordings made by physicians and other healthcare professionals and transcribe them into medical reports, correspondence, and other administrative material. They generally listen to recordings on a headset, using a foot pedal to pause the recording when necessary, and key the text into a computer. To understand and accurately transcribe dictated reports, medical transcriptionists must understand medical terminology, anatomy and physiology, diagnostic procedures, pharmaceutical terms, and related medical terms. The course is designed for beginning medical transcription students. Students will work on dictating medical documents including chart notes, history and physical reports, consultations, office procedure notes, x-ray reports, progress notes, and letters.

The goal of the program is for the student to gain a basic understanding of medical terminology, develop transcribing skill, speed and accuracy, and gain skill in editing and proofing documents.

Program Learning Outcomes:

Upon completion of the program, the student is expected to be able to:

- Understand common medical terms
- Follow dictation instructions to transcribe and create appropriate medical documents
- Develop speed during medical transcription
- Develop accuracy during medical transcription
- Proof and edit medical documents

Topics include:

- Medical Terminology
- Medical Records
- Transcription Process and Guidelines

- Types of Medical Documents
- Medical Office Procedures
- Case Studies and Laboratory Tests

Healthcare Administration Technology (18 credits)

In 2009, the President announced his plan for the federal government to invest in electronic health records so that all medical records can be digitized within five years. The goal was for each person in the U.S. to have an Electronic Health Record (EHR) by 2014. This program is a great opportunity to learn the skills required to create, update, administer, and manage Electronic Health Records and to be a part of the future of Health Information Technology.

Overall program goal: To provide students with the entry level skills needed to work with electronic health records systems and provide administrative support in a healthcare facility.

Program Outcomes:

Upon completion of this program, students are expected to be able to:

- List best practices for transitioning from a paper-based record to an electronic health record
- Enter and update demographic and clinical health information into an electronic health record (EHR)
- Enter and update physician order entry screens and electronic prescribing
- List considerations for exchanging and accepting electronic health information from downstream systems
- Understand the importance of HIPAA

Topics include:

- Purpose & Use of Health Records
- Health Records in the Physician's Office and Hospitals
- E-Prescribing and Health Records
- Clinical Information Standards
- Regional Health Information Organizations
- HIPAA
- Demographics & Clinical Health Information
- Physician Order Entry
- Quality Assurance of Health Information
- Managing Security in the EHR Environment

Medical Office Administration

Medical Office Administration skills are important to individuals interested in the area of medical records and health information management. The healthcare industry which includes hospitals, physicians' offices, clinics, nursing homes, home health agencies, HMO's and government agencies, all utilize individuals who perform functions that require this knowledge. This program develops skills in medical office procedures, anatomy and terminology, health insurance processing, medical billing and coding.

Upon completion of the program, students are expected to be able to:

- Define and discuss medical ethics, law, compliance, and HIPAA
- Schedule appointments
- Maintain accurate patient records
- Name the parts of various body systems and discuss their function
- Identify common diagnoses, laboratory tests, clinical treatments, pathological conditions, surgical terms, and pharmacological agents used in treating disorders of the various body systems
- Use Medisoft software to enter and maintain patient information required for billing and insurance claims processing
- Look up and apply diagnostic and procedural codes
- Process insurance claims for the various payers, e.g. Blue Cross/Blue Shield, Medicare, and private, third-party plans.

Topics include:

- Medicare & Medicaid Policies
- Effective Time Management
- Medical Terminology & Definitions
- Medical Billing
- Medical Coding
- Universal Claim Forms
- Healthcare Industry Overview
- Electronic Remittance Advice (ERA)
- Claim Monitoring & Follow-up
- Medicare, Medigap & Supplementary Insurance

Surgical Instrument Processing

With the increase in awareness of the potential risk of infection to patients after undergoing a surgical procedure, there is a heightened demand for employees working in the Central Service Department of hospitals, clinics, and ambulatory care facilities to undergo training and certification to ensure surgical instruments and equipment are properly prepared for use.

Upon completion of the program, students should be able to:

- Clean, disinfect, sterilize, and package surgical instruments and equipment to prepare for use
- Transport instruments, equipment, and utensils to prepare for cleaning and reprocessing
- Maintain inventory of reusable and disposable supplies, equipment, and instruments for distribution

Topics include:

- Communications and human relations skills
- Regulations and Standards
- Medical Terminology, Anatomy, and Physiology
- Microbiology for Central Service
- Infection Prevention and Control
- Tools for Cleaning
- Point of Use Preparation and Transport
- Cleaning and Decontamination
- Disinfection
- Surgical Instrumentation
- Sterile Packaging and Storage
- High and Low Temperature Sterilization
- Inventory Management
- Management of Patient Care Equipment
- Tracking Systems
- Quality Assurance
- Safety
- Sterile Processing for Ambulatory Surgery and other practices
- Point of Use Processing
- Complex Surgical Instruments

Pharmacy Technician

This program prepares students for a career as a pharmacy technician, providing support to the pharmacist. Students learn pharmacology, medical terminology and abbreviations, pharmacy law and ethics, pharmacy math and dosage calculations, medication preparation, prescription processing, inventory, insurance billing, communication, and customer service skills. After successful completion of the program, students be able to take the national Pharmacy Technician Certification Examination (PTCE) offered by the Pharmacy Technician Certification Board (PTCB) or the ExCPT exam offered by the

National Healthcareer Association (NHA) to earn the Certified Pharmacy Technician (CPhT) certification.

To provide students with the knowledge of pharmacy practices and familiarize them with pharmacological concepts and processes including using math to perform pharmacy calculations when preparing prescriptions.

Program Outcomes:

Upon completion of this program, students are expected to be able to:

- Discuss the knowledge, skills, and job responsibilities of a Pharmacy Technician.
- Discuss the different components of medications and how that affects their bioavailability and pharmacology.
- Identify therapeutic, side, and adverse effects, dosages, and common abbreviations for drugs used in the treatment of disorders.
- List the different routes of administration, drug forms, and drug classifications and uses.
- Explain the effect of laws, regulations, ethics, and professional standards on pharmacy practices.
- Perform pharmacy math and dosage calculations.
- Describe how to fill prescriptions, package and repackage medications.

Topics include:

Introduction to Pharmacy Practices

- Medical Terminology
- Introduction to Pharmacy
- Communication and Customer Service
- Pharmacy Law and Ethics
- Regulations and Standards

Pharmacy Math and Dosage Calculations

- Numbering and Measuring Systems
- Medication Orders and Prescriptions
- Mathematical Concepts
- Introduction to Dosage Calculations
- Oral and Parenteral Dosage Calculations
- Intravenous Dosage Calculations
- Operational Calculations

Pharmacology I

- Introduction to Pharmacology
- Referencing Resources
- Pharmacokinetics
- Medication Errors

Pharmacology II

- Drug Classifications
- Over-The-Counter Medications
- Alternative Modalities
- Dosage Routes and Forms
- Compounding

Pharmacy Practices and Employment

- Retail Practice Settings
- Hospital Practice Settings
- Other Practice Settings
- Inventory Management
- Safety
- Credentialing and Employment

Managing Electronic Health Records

The Managing Electronic Health Records Certificate program provides students with the knowledge and skills to function in most healthcare settings, from both large hospital-based systems to small local practices. Students in this program will gain an understanding of the duties and responsibilities in the medical administrative office. This includes the proper use of communication techniques, appointment scheduling, financial administration, care of facilities and medical equipment as well the importance of maintaining patient confidentiality and privacy. Students will also focus on the common practices and procedures performed by medical office professionals using Electronic Health Records such as setting up an Electronic Health Record (EHR) system, inputting and modifying patient information, uploading external documents, and creating and printing reports. To complement these skills and practices, students will also gain a general understanding of the medical billing cycle and how to successfully utilize the medical insurance claim process along with major code sets used in the healthcare industry. The overall program goal is to provide students with the entry-level skills needed to perform front office administrative duties in a healthcare facility.

Program Outcomes:

Upon completion of this program, students are expected to be able to:

- Answer phones, schedule appointments, and take messages
- Review records for completeness, accuracy and compliance with regulations
- Protect the security of medical records to ensure that confidentiality is maintained
- Compile and maintain patient's electronic medical records
- Enter data, such as demographic characteristics, medical history, lab reports, prescriptions, and treatment into electronic health record
- Obtain, update, and ensure the accuracy of patient health insurance information

Topics include:

- Purpose & Use of Health Records
- Health Records in the Physician's Office and Hospitals
- HIPAA
- Demographics & Clinical Health Information
- Quality Assurance of Health Information
- Utilization of Word, Excel, and Outlook
- Navigating Windows and Mac Operating Systems
- Benefits of Social Media in a Business Context

Criminal Justice/Security

Certificate in Homeland Security

This program offers an introduction to the security environment from a skills based perspective. The program introduces the history and overview of the missions of the Department of Homeland Security at the Federal level and a local perspective of the role of the criminal justice system including courts, corrections, security, police, and social services. The program includes tactical communication, technology, patrol procedures, security operations and investigations. The program also provides an overview of the intelligence and counter-intelligence functions in homeland security.

Upon completion of this program, students are expected to be able to:

- Analyze the evolution of the Department of Homeland Security and assess the agencies and responsibilities within the department
- Examine skills and procedures used in communicating via radio in an emergency situation
- Assess communications principles in a public safety environment
- Compare and contrast structures and roles in security, justice, and social support systems

- Evaluate procedures used in responding to emergency situations
- Identify key Homeland Security responsibilities including intelligence, risk assessments, and vulnerability assessments
- Utilize standard investigative procedures
- Examine the roles and responsibilities in the criminal justice system

The program consists of six courses.

Introduction to Homeland Security

The student will be introduced to the history of the Department of Homeland Security, the key positions within the department, and the critical plans, positions, and processes the department has established. The course will address the critical areas of infrastructure protection, border security, and counter- terrorism efforts.

Tactical Communications

This course addresses the procedures and practices of effective communication in a law enforcement or security environment. The course presents the techniques of effective interpersonal verbal and written communication as well as the applied techniques of communications as an investigative tool. The course examines communications at an organizational level in regards to public communication effectiveness.

Introduction to Criminal Justice

This course examines the roles and responsibilities of the elements of the comprehensive criminal justice system including police/security, courts, corrections, and social services. The course addresses the systems involved in the criminal justice system and evaluates the interaction between criminal justice system components. The course examines key concerns in drugs and the relationship to crime trends.

Investigations

This course addresses the principles of investigations from the perspective of law enforcement and the private sector including loss prevention and private investigators. The course addresses standard investigative procedures and practices from crime scenes to preparation for courtroom testimony. The course addresses careers in investigations.

Security Principles

This course addresses the principles of security as they relate to homeland security operations. A focus on the role of intelligence and counter-intelligence in security is discussed. The student will analyze and assess risk in international travel environments.

Patrol Procedures

This course addresses the elements of patrol and first response consistent with standards established by law enforcement and will prepare the student to handle a wide variety of situations encountered in the field including, but not limited to, bomb and explosive device incidents, crowd control, and emergency incidents. The student will be introduced to the theory of procedures and practices in operating an emergency vehicle.

INSTITUTIONAL POLICIES

Non-Discrimination Policy

Martinsburg College does not discriminate in offering access to its educational programs on the basis of race, color, gender, age, national origin, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

Americans with Disabilities Act (ADA) & Veterans' Policies

Martinsburg College does not discriminate against any applicant because of a physical or mental disability or because he or she is a disabled veteran, veteran of the Vietnam Era or other qualified veteran.

Students funded through the Veterans Administration

Students utilizing Veterans benefits typically enroll in no more than two courses consecutively over a period of eight weeks. This is the period that is certified for VA-funded students. At the completion of the eight-week period, students will not be certified for additional VA funding unless the student is in good academic standing. Students will only be certified for a maximum of two courses over an 8-week period.

Transfer of Credit Policy

Martinsburg College accepts transfer credits for enrollment into our programs. A maximum of three-fourths of the credits required may be awarded for transfer credit or a combination of transfer credit or equivalent credit (including challenge/test-out credits). As per accrediting agency requirements, the maximum amount of credit awarded for equivalent learning (including challenge/test out credits) may not exceed one-fourth of the credits required for a degree.

Military/Veterans Students

Martinsburg College provides a comprehensive review to evaluate and award credit for learning acquired through specialized military and civilian training and occupational experiences when applicable to a service member's program of study. We make every effort to provide our students with the maximum amount of credit for their previous education and training while adhering to the standards of good practice set forth by our accrediting agency. Military students

may submit Joint Services Transcripts, Coast Guard College, and/or Community College of the Air Force (CCAF) transcripts for evaluation. Martinsburg College recognizes and awards credit recommended for military experiences in the American Council on Education (ACE) *Guide to the Evaluation of Educational Experiences in the Armed Services* as applicable for the service member's program. In addition to an institutional setting and courses/training offered by the military, other such programs recognized by the American Council on Education's Center for Adult Learning and Education Credentials program will be considered for transfer credit. Credits may also be earned through examinations including the Defense Activity for Non-Traditional Education Support (DANTES) Subject Standardized Testing (DSST), the College-Level Examination Program (CLEP), Assessment and Learning in Knowledge Spaces (ALEKS), and Excelsior College Exams. In addition, Martinsburg College awards credit for widely accepted industry certifications that relate to a student's program of study.

A maximum of three-fourths of the credits required may be awarded for transfer credit or a combination of transfer credit or equivalent credit (including challenge/test-out credits) into an associate's degree program. As per accrediting agency requirements, the maximum amount of credit awarded for equivalent learning (including challenge/test out credits) may not exceed one-fourth of the credits required for a degree.

Martinsburg College provides a no-fee credit evaluation review prior to enrollment. Students may submit unofficial transcripts for the review but actual credit can only be awarded upon receipt of official transcripts. Tuition fees will be adjusted based on the amount of credits transferred into the program.

For more information for transfer of credit for military students, please contact Martinsburg College's admissions department

For credits earned at an institution, students must have earned a minimum of a passing grade for any course to be evaluated for transfer credit. The course must have been taken at a postsecondary institution accredited by an agency recognized by the U.S. Department of Education or the Council for Higher Education Accreditation (CHEA). The courses taken must meet the requirements of the specific program. Students may transfer credit earned at prior institutions in the areas of English, human communications (including, but not limited to foreign languages and speech), the arts and humanities, natural sciences, mathematics, and social sciences to meet the General Education requirement. In addition to an institutional setting, courses offered by the military and other such programs recognized by the American Council on Education's Center for Adult Learning and Education Credentials program will be considered for transfer

credit. Credits may also be earned through examinations such as the College-Level Examination Program (CLEP), the Defense Activity for Non-Traditional Education Support (DANTES) Subject Standardized Testing (DSST), and widely accepted industry certifications. If a student wishes to have prior coursework evaluated, s/he must submit transcripts to the registrar/student services department at Martinsburg College. Transcripts from non-U.S. institutions must be evaluated by an appropriate third party and translated into English. The student will be notified within 10 days of the determination of the amount of credits that can be transferred. Students may appeal transfer of credit determinations by submitting a formal request to the Registrar's office. Appeals will be responded to within 2 weeks of receipt of the appeal. There is currently no fee for the evaluation of transfer credit. After a determination has been made regarding the amount of transfer credit awarded, if the student wishes to enroll in the program, the courses required will be adjusted to reflect the number of credits awarded. Tuition will be reduced based on the number of credits awarded.

Martinsburg College does not currently charge any fees to students for the evaluation of transcripts for transfer of credit. Tuition fees will be adjusted based on the amount of credits transferred into the program.

If an applicant feels that s/he has not received the appropriate transfer credit, s/he may appeal the decision by submitting a written appeal, with supporting documentation, to the Registrar/Director of Student Services within ten business days of the decision. The Registrar will review the appeal and make a final decision within ten business days.

Any graduate student of Martinsburg College may request guidance from the student services department regarding transferring credits earned at Martinsburg College to another institution. The college provides official transcripts at no charge and will provide course descriptions/syllabi to students, if required, to assist in the transfer of credit. It should be noted that the acceptance of credits/coursework earned at Martinsburg College *is determined by the receiving institution.*

Articulation Agreements

Martinsburg College has an articulation agreement with Trident University International (TUI). TUI is accredited by the Western Association of Schools and Colleges (WASC). Graduates of the A.S. in Business Administration can transfer all sixty credits into TUI's Bachelor's in Business Administration program. Graduates of the A.S. in Integrated Technologies program can transfer all sixty

credits into TUI's Bachelor of Science in Information Technology Management program.

Martinsburg College is a transfer partner with Western Governors University (WGU). WGU is accredited by the Western Association of Schools and Colleges (WASC). Graduates of the A.S. in Business Administration can transfer credits into WGU's B.S. in Business Administration and B.S. in Business Management. Graduates of the A.S. in Integrated Technologies can transfer credits into WGU's B.S. in Information Technology and B.S. in Software Development.

Martinsburg College has an articulation agreement with Bellevue University. Bellevue University is accredited by the Higher Learning Commission (HLC). Students who graduate from any associate degree at Martinsburg College may transfer credits into a bachelor's degree program at Bellevue University.

For information regarding the articulation agreements/transfer partnership between Martinsburg College and WGU, Bellevue University or TUI, please contact Lori Charbonnier at lcharbonnier@martinsburgcollege.edu

Grading Policy

Grades are a measure of student achievement of the course learning objectives. Grades are typically based on a combination of percentage of correct answers on quizzes and tests throughout the course, assignments, and practical demonstrations of skills.

Students are expected to maintain at least a minimum grade point average (GPA) as outlined in the Satisfactory Academic Progress section. To earn a certificate or degree, a student must earn a minimum GPA of 2.0

Students can submit their coursework and check their grades and progress at any time via the online classroom environment. Under the menu option in the online classroom, students may select "Grades" to view the item graded, such as test, quiz, assignment, the grade assigned, and the number of test/assignments graded to date.

Grading Scale: Martinsburg College follows the grading scale listed below. Grades with a plus or minus indicate a high or low end grade that has been assigned. These grades may be assigned on individual assignments within a course or as the final course grade.

Grading Scale and Equivalents

Grade	Quality Points	Point Range %	Interpretation
A	4.0	93 – 100	Excellent
A-	3.7	90 – 92	
B+	3.3	87 – 89	
B	3.0	83 – 86	Above average
B-	2.7	80 – 82	
C+	2.3	77 – 79	
C	2.0	73 – 76	Average
C-	1.7	70 – 72	
D+	1.3	66 – 69	
D	1.0	60 – 65	Below Average
F	0.0	59 & below	Failure
W	0.0		Withdrawal
I**	0.0		Incomplete

*See below for explanation regarding Satisfactory (S) grades.

**A grade of “Incomplete” is a temporary grade and may be given to a student to indicate that a student has a satisfactory record in course work, but for a valid reason is unable to complete the course during the regular time period. At the scheduled program completion date, if the student is issued with an Incomplete grade, s/he will have up to six months to replace the “I” grade. Failure to meet this requirement will result in the Incomplete grade being changed to a grade of F. *Please note: Students funded through employers or a funding agency should confirm with their employer/funding agency to see if there is a different requirement regarding the issuance of Incomplete grades as this could affect the student’s eligibility for funding. If students have any questions regarding the effect an Incomplete grade may have on funding, please contact the Student Services department who will be able to assist including contact the employer/funding agency for clarification.*

While a “D” grade is considered satisfactory during a student’s program, the overall GPA must be at least 2.0 in order to graduate from a program.

Evaluation Criteria

Certificate courses:

Depending upon the course in which they are enrolled, students either complete tests after units or modules within each course or at the end of the course. These grades are then combined to give a weighted average for the final grade. The assessments are graded as students complete them throughout their program.

Students may be given course extensions to allow for additional time to complete their training depending upon their individual circumstances. For

military/corporate students or other students funded through particular agencies, the school follows each branch of service/company's/agency's policy regarding course extensions. Students who request extensions should be aware that an extension may have an effect upon their funding based on their employer/funding agency/military branch of service's policies. It is recommended that all students requesting extensions contact their funding source first to determine the effect an extension may have upon their tuition funding.

In order to graduate from a program, a student must have completed the program requirements with a minimum CGPA of 2.0. A Certificate of Completion is awarded to all students who meet the graduation requirements for the certificate programs.

Degree program:

Evaluation criteria vary based upon the course. Students should refer to the course syllabus for evaluation criteria for each course. Sample criteria are:*

Final Exam = 30%	Assignments = 30%
Tests/Quizzes = 30%	Participation in chat/class discussions = 10%

*Students should check course syllabus for exact course grade breakdown as some may vary.

In order to graduate from a degree program, students must have earned the required number of credits with a minimum GPA of 2.0. Graduates of a degree program will receive an Associate of Science in Business Administration or an Associate of Science in Integrated Technologies.

Satisfactory Academic Progress Policy

Martinsburg College expects all students to maintain satisfactory academic progress (SAP) toward completion of their enrolled program. At the end of each enrollment period, the grade-point average and rate of completion are calculated to determine academic standings.

SAP has two components students must meet in order to remain in good academic standing:

- **Grade Point Average** – This **qualitative** standard requires undergraduate students to achieve and maintain a cumulative GPA (CGPA) of 2.0.
- **Completion Rate (or Pace)** – This **quantitative** standard requires students to complete at least 67% (minimum pace) of all attempted programs. Also called “pace”, this is a student’s earned (completed) hours divided by his/her total attempted hours. For example, 14 credits earned/18 attempted credits = 77.7%, 9 credits earned/12 credits attempted = 75%

Students not meeting SAP will be placed on academic probation for a maximum of one enrollment period.

Students receiving funding through the Title IV student financial assistance program, must meet the above minimum satisfactory academic progress standards in order to maintain eligibility for funding. For more information regarding requirements for Title IV funded students, please review the information in the Consumer Information section of the institution’s website at: <https://martinsburgcollege.edu/consumer-information/satisfactory-academic-progress-policy-effect-financial-aid/>

Students may repeat courses if necessary. Upon completion of a course repeat, the most recent course grade will be assigned.

Students enrolled in degree programs must show regular progress toward completion of their degree requirements. Students not showing any academic progress for a period of one year are subject to dismissal from the program.

If a student is dismissed due to his/her inability to meet required GPA or complete all required coursework, or for any other reason, the student may apply for re-admission after a period of three months from the date of dismissal unless the student can demonstrate extenuating circumstances.

Students may access their progress records electronically at any time via the online classroom. Additionally, students may contact the student services department to request a copy of their progress records including transcripts.

Proctored Exam Policy

Degree-seeking students are required to take a minimum of four proctored exams during their course of study. Students may request approval for a proctor by submitting the proctor’s name and contact information before the exam can be conducted. Some examples of proctors are librarians at an academic or public library, a faculty member or administrator at an accredited local college or

university, or a commander of a military unit. Once selected, the proctor must certify that s/he is not related to the student and that there is no relationship between the proctor and the student that will prevent the examination from being properly administered. The proctor must also certify that s/he will check a government-issued photo I.D. to confirm identity of the student prior to starting the examination. Alternatively, Martinsburg College has partnered with ProctorU to facilitate online proctoring. Students may request online proctoring through the student services department. If a student is unable to locate a suitable proctor or utilize the services of ProctorU, s/he may request to have the exam proctored by a school administrator authorized to proctor exams. The student would need to have a webcam and access to Skype software.

All programs at Martinsburg College are offered via distance education and therefore there are no specific attendance requirements. Students, however, must complete coursework on an ongoing basis in order to accomplish course requirements within allowable timeframes.

Student Conduct & Academic Honesty Policy

Students who display unsatisfactory conduct to staff, faculty, or fellow students, will be counseled and risk dismissal from the school.

Academic integrity is a fundamental value upon which educational institutions are built. For learning to thrive, educational institutions cannot tolerate acts of academic dishonesty, such as cheating, misrepresentation, or plagiarism. Plagiarism constitutes the appropriation of another person's exact words or original thoughts or writing without extending proper credit (using in-text citations and a works cited reference list) to the original source. As such, plagiarism exists as an illegal action – a type of theft that, in the business/professional world, for example, could result in severe penalties against you. A grade of zero will be given on any assignment which has been plagiarized or when unauthorized resources were used. In addition, the matter will be referred to the school administration for appropriate action.

Martinsburg College expects honesty from students in presenting all of their work. It is expected that all students will adhere to the college policies and procedures. Students are required to submit only coursework and examinations which they have completed without any assistance from other individuals or aides. While communication with other students is encouraged, receiving or sharing any information regarding previous test questions and/or examination materials is strictly prohibited. Violations of these rules can result in dismissal from the program and notification to the student's Commander in the respective branch of service, if applicable.

Policy on Copyrighted Material and Unauthorized Peer-to-Peer file Sharing

Unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may subject students to civil and criminal liabilities.

Any distribution of copyrighted material without proper licensing or permission from the owner/author/software manufacturer is prohibited by law and may subject students to civil and criminal liabilities. For more information, please review the information on the institution's website at:

<http://martinsburgcollege.edu/wp-content/uploads/2016/03/Copyright-Infringement-and-Peer-to-Peer-File-Sharing.pdf>

Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense.

For more information, please visit the U.S. Copyright Office website, especially the FAQs section at <http://www.copyright.gov/>

Peer-to-Peer (P2P) file sharing programs were developed to allow distribution and/or shared access to digitally stored information, such as computer programs, multimedia (music and video), documents, and/or electronic books. Examples of P2P file sharing programs include, but are not limited to, BitTorrent, Limewire, Kazaa, Gnutella, and Morpheus.

P2P file sharing programs are not necessarily illegal unless they aid in violating copyright laws by sharing copyright-protected files without authorization by the copyright owners. Most commercially produced music and movies are copyrighted and cannot be freely shared. Using P2P file sharing software to distribute copyrighted materials without the permission of the copyright holder is illegal violates U.S. copyright laws. Students who engage in illegal downloading and/or unauthorized distribution of copyrighted materials while logged into the institutional classrooms will be subject to dismissal.

Release of Academic Information

Under the provisions of the federal law known as the Family Education Rights and Privacy Act of 1974 (FERPA), eligible students, or where applicable, the parents of students, are afforded certain rights pertaining to school records and personally identifiable information on file with the institution. An eligible student is defined as any person who is currently enrolled or has been enrolled in the institution's programs. It is the policy of the institution to treat all student information, both personal and academic, as strictly confidential. Student information will only be released after appropriate written permission has been obtained.

Leave of Absence Policy

If a student finds it necessary to interrupt active study in the program, he or she may request a Leave of Absence for a specific period of time, generally limited to one year. Leave of Absence Requests can be obtained through the Student Services Department. A student who discontinues active enrollment without being granted a Leave of Absence or a student who fails to return to active study at the close of the period of approved leave must reapply for admission.

Progress Records

Students may access their progress records at any time via the online classroom. In addition, they may request an unofficial or official transcript by submitting a transcript request via the website.

Cancellation and Refund Policies

Cancellation Policy

Students who elect to cancel within five calendar days of enrolling will receive a refund of all money paid to the institution. The five calendar days begin when the student signs the enrollment agreement.

Tuition Refund Policies

If a student withdraws after five days but before submitting an assignment, the amount retained by the institution will be 20% of the tuition charge per program (not to exceed \$200). This is the non-refundable portion of tuition. For students withdrawing from a degree program or dropping a course, the amount retained by the institution will be 20% of the tuition charge per course (\$150) not to exceed \$200 per degree program.

After the five day cooling off period, where the student cancels after completing at least one assignment but less than 50 percent of course assignments, the institution may retain the non-refundable portion of tuition referenced above plus a percentage of refundable tuition which shall not exceed the following:

- a) Up to and including 10 percent of the course, 10 percent of the refundable tuition (tuition charges remaining after subtracting the non-refundable fee already retained).
- b) Between 10 percent and 25 percent of the course, 25 percent of the refundable tuition.
- c) Between 25 percent and 50 percent of the course, 50 percent of the refundable tuition.
- d) After the student completes more than half the course, the institution shall be entitled to retain the entire total course tuition.

Students have the right to withdraw from the program at any time. However, the refund period ends in conjunction with the initial enrollment termination date which is located on the Enrollment Agreement. If students do not complete their program within the time allotted prior to the termination date of the enrollment agreement, no refund will be issued.

Program Withdrawal

Students wishing to withdraw from their program should contact Lori Charbonnier in the Student Services Department. This can be done in any manner including by telephone at (304) 607-4039, by email at lcharbonnier@martinsburgcollege.edu and put "Program Withdrawal" in the subject line, by fax at 866-475-9533, or in writing to:

Lori Charbonnier
Student Services Dept.
Martinsburg College
341 Aikens Center
Martinsburg, WV 25404

Students must clearly state the effective date of withdrawal, which must be on or after the date of notification, and the reason for withdrawal. Students must

communicate with Ms. Charbonnier directly to confirm their withdrawal. Ms. Charbonnier will confirm your withdrawal request within 72 hours. It is the students' responsibility to ensure that the school has been properly notified of their intention to withdraw. Students who do not receive a communication within 72 hours of their notice to withdraw should send a follow up communication to Ms. Charbonnier.

If a student's company or branch of service participates in a tuition assistance plan, once approved, Martinsburg College will invoice the company/ branch of service for tuition payment. In order for this to occur, the school must have written authorization from the company/branch of service indicating that they will pay the student's tuition costs at the time of enrollment.

Martinsburg College will also invoice other agencies directly for tuition payments that have been approved for students, prior to them starting a program at the school. The student or his/her agency representative will need to provide documentation indicating the agency's responsibility for tuition.

Student Identity Verification Procedures

Martinsburg College verifies the identity of the students who are completing its courses and programs. Students must access their courses through the secure online class portal, where they must enter their unique username and password. Martinsburg College implements the following procedures to ensure student identity:

1. Students who are enrolled in an online course must always be required to enter their user ID and a password to access their online course.
2. Students on degree programs are required to take several proctored examinations throughout the course of their program.

Career Services

While Martinsburg College does not provide direct placement services to graduates, it does direct them to a variety of resources and existing services designed specifically for military service members and military spouses' career needs. These resources include:

Resume Writing

Interview Skills

Translating Military Skills for Civilian Employers

Cover Letters

Job Search Strategies

Succeeding on the Job

Making the Transition from Military to Civilian Life

Resume Writing for Military Spouses
Networking

Student Grievance/Complaint Procedure

Martinsburg College is committed to providing a learning environment that promotes student success and achievement. If students are not satisfied with any aspect of their program or the institution, they may contact the Student Services department at (304) 263-6262 ext. 2 or by email at support@martinsburgcollege.edu

Most issues can be resolved quickly once the institution is aware of the student's concern. Martinsburg College is committed to resolving students' concerns and issues. In the event that the issue is still not resolved after communication with the Student Services department, students may contact Ms. Lori Charbonnier, the Administrative Coordinator and file a complaint. Complaints can be made in writing, via email or by telephone to Ms. Charbonnier at:

Lori Charbonnier
Administrative Coordinator
Martinsburg College
341 Aikens Center
Martinsburg, WV 25404
Telephone (304) 607-4039
lcharbonnier@martinsburgcollege.edu

The complaint should outline the nature of the complaint and the parties involved. The written complaint should include:

1) Student's name 2) Current address 3) Current phone number 4) Current email address 5) A description of the complaint including pertinent details of any previous conversations with school personnel 6) Copy of any documents necessary for full understanding of the complaint 7) Expectation for how the complaint should be resolved.

Ms. Charbonnier will contact the student directly within 72 hours of receipt of a complaint. If the complaint is unable to be resolved by Ms. Charbonnier, the complaint will be forwarded to the Chief Academic Officer & Director of Operations. The Chief Academic Officer & Director of Operations will conduct an investigation into the complaint and will respond in writing within 10 business days of its receipt. If the complaint concerns a faculty member or administrator, the institution will allow the faculty member or administrator 10 business days to respond to the complaint. The student will be informed of this timeframe. The institution will make a final decision after receiving the responses from all involved parties. If, after following these procedures, a

student still feels that his/her complaint has not been addressed satisfactorily, s/he may contact the West Virginia Council for Community and Technical Education, 1018 Kanawha Blvd. East, Suite 700, Charleston, WV 25301 (304) 558-0265 or The Distance Education Accrediting Commission, 1101 17th Street, N.W., Suite 808, Washington, D.C. 20036 (202) 234-5100.