



MARTINSBURG COLLEGE

CATALOG

341 Aikens Center
Martinsburg, WV 25404
(304) 263-6262
www.martinsburgcollege.edu

January 2021 - September 2021

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Institutional Mission, Goals and Objectives

Martinsburg College (MC) seeks to provide high quality, relevant and 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

Rita Claypole, Vice-President, Academic Affairs

Jon McFry, Vice-President, Compliance

Amy DiMaio, Vice-President, Institutional Effectiveness

Alyssa Bueno, Associate Vice-President of Admissions

Nancy Amos, Director of Curriculum Development

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 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 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.

Student centered education was first introduced in our brick and mortar school in 1980. As educational technology improved, Martinsburg College was able to transfer decades of in-school experience to 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). F o u n d e d i n 19 2 6, 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

For certificate-level programs, students complete an admissions interview to determine if the institution has educational programs that will meet their needs. In addition, the following certificate programs require students to have earned a high school diploma or equivalent: Human Resources, Human Resources Management, Project Management, Homeland Security, Medical Office Administration, Pharmacy Technician, Comprehensive Pharmacy Technician, Medical Assisting, Medical Billing and Coding, Computer Support Technology, and Cybersecurity.

Associate Degree Programs

For the associate degree programs, students also complete an admissions interview and must have earned a high school diploma or equivalent.

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.

Prospective students 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:

Undergraduate Degree:

1. 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),
or a 6.0 on the International English Language Test (IELTS),
or 44 on the Pearson Test of English Academic Score Report
or have earned a high school diploma completed at an accredited/recognized high school (where the medium of instruction is English).

2. A minimum score on the College Board Accuplacer ESL Exam Series as follows:

ESL Language Use: Score of 85

ESL Listening: Score of 80

ESL Reading: Score of 85

ESL Sentence Meaning: Score of 90

ESL Writeplacer: Score of 4

Comprehensive Score for all exams of 350

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 credit hours with an average grade of "C" or higher at an institution accredited by an agency recognized by the United States Secretary of Education and/or the Council for Higher Education Accreditation (CHEA), or accepted foreign equivalent that is listed in the International Handbook of Universities where the language of instruction was English.

Prospective students who wish to submit transcripts that are not in English must have their transcripts evaluated by an appropriate third party and translated into English. Once the foreign transcripts have been evaluated, the report must be

sent directly to the institution for review. Based on the information provided, a determination is made as to whether the individual meets the admissions requirements.

Prospective students seeking foreign transcription evaluation may choose to use the services of IERF or a transcript evaluation service that is a member of the National Association of Credential Evaluation Services (NACES).

The following organizations are approved by the institution:

Foreign Transcript Evaluation (<http://www.ierf.org/>)

List of Approved Evaluators (<http://www.naces.org/members.htm>)

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. Some courses include audio-based materials in which students are required to listen to presentations and submit assignments 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.

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.

Technology Requirements

General Requirements:

High speed Internet access
Email address

PC Requirements:

Operating System: 32-bit and 64-bit Versions of Windows 7 SP1, Windows 8, and Windows 10

CPU Processor: 1.86Ghz Intel Core 2 Duo or greater

RAM: highest recommended for the operating system or 2GB

Hard Drive: highest recommended for the operating system or at least 1GB of available space.

Screen Resolution must be 1024×768 or higher.

Adobe Reader (Version 9, 11, or DC) is required for viewing PDF documents.

Browser: Internet Explorer 11, Edge 16+, Chrome v67+, or Firefox v60.x+

MAC Requirements:

Operating System: Mac OS® X™ v10.12 or higher

CPU: Intel processor

RAM: 2GB

Hard Drive: 1GB or higher available space

Screen Resolution must be 1024×768 or higher.

Adobe Reader (Version 9, 11, or DC) is required for viewing PDF documents.

Latest version of Safari v10.1+, Chrome v67+, or Firefox v60.x+

Android Requirements:

Operating System: Android 6.0+

Screen Resolution must be 1024×768 or higher.

Adobe Reader downloaded from the App Store.

Browser: Mobile Chrome.

iOS Requirements:

Operating System: iOS 11+

Screen Resolution must be 1024×768 or higher.

Adobe Reader downloaded from the App Store.

Browser: Mobile Safari, Chrome v67+.

Academic Calendar

Holiday Schedule

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

2021 Holidays

Date	Holiday Observed
January 1, 2021	New Year's Day
February 15, 2021	President's Day
May 31, 2021	Memorial Day
July 4, 2021	Independence Day
September 6, 2021	Labor Day
November 11, 2021	Veteran's Day
November 25, 2021	Thanksgiving Day
December 25, 2021	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.

Graduation Requirements

In order to graduate from a certificate program, students must complete all credits in the program and earn a minimum GPA of 2.0.

In order to graduate from an associate degree program, student must complete all credits in the program, including any required courses, and earn a minimum GPA of 2.0. Please see specific degree program information for specific requirements.

Certificate Programs

Martinsburg College offers certificate programs in the following areas:*

Business & Professional Development

- Business Administration
- Financial Fundamentals and Bookkeeping
- Human Resources
- Human Resources Management
- Project Management

Information/Integration Technology

- Computer Support Technology
- Computer Systems and Network Technologies
- Cybersecurity
- Digital Technology Integration
- Systems Administration
- Systems Design
- Smart Home Technology
- Communications & Support Specialist

Healthcare Administration

- Healthcare Administration Technology
- Medical Office Administration
- Healthcare Administrative Specialist
- Medical Billing and Coding
- Medical Assisting
- Surgical Instrument Processing
- Pharmacy Technician
- Comprehensive Medical Transcription

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 effective January 2021

Associate Degrees: \$250 per credit hour

Comprehensive Pharmacy Technician program \$295 per credit hour.

Medical Assisting program \$264.35 per credit hour.

Medical Billing and Coding program \$264.36 per credit hour.

All other credit-bearing undergraduate certificate programs: \$250 per credit hour/\$222* for Military Spouse students

**This rate is for military spouses (whose service member spouses are E5 and below who enroll in a first undergraduate certificate program at the college).*

Healthcare Administrative Specialist: \$3996 program cost.

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

Proctored Exam Fee: Martinsburg College has partnered with ProctorU to offer online proctoring. There is no proctoring fee for students when the proctored exam is scheduled with at least 72 hours' notice.

There is a \$25.00 fee if the exam is scheduled within 24 - 48 hours' notice.

The college provides access to electronic textbooks and resources to students at no cost.

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

Due to the amount of information available for students interested in tuition funding options, the following information is available on the college's website:

Please refer to the website at www.martinsburgcollege.edu and the following link for detailed information on funding available and the process to apply for funding:
<http://martinsburgcollege.edu/enroll-now/financial-assistance/>

Martinsburg College is eligible to participate in the federal student financial aid programs (Title IV). The following programs are eligible for Federal Student Financial Aid:

A.S. in Integrated Technologies

A.S. in Healthcare Administration
Computer Support Technology
Cybersecurity
Medical Office Administration
Medical Billing and Coding
Medical Assisting
Human Resources
Human Resources Management
Pharmacy Technician and
Comprehensive Pharmacy
Technician
Project Management
Homeland Security

For the Financial Student Assistance Title IV programs disclosures, please click this link <http://martinsburgcollege.edu/consumer-information/>

The following information applies to California-based students:

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if 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.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.”

(b) In addition to the statement required under subdivision (a) of this section, a qualifying institution shall include the following statement in its school catalog:

“It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau

determined there was a significant decline in the quality or value of the program more than 120 days before closure.

4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

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 PROGRAMS

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 to develop skills to competently using business software applications. The degree is awarded to students after earning 60 credits.

Martinsburg College is a transfer partner with Western Governors University (WGU). Graduates of the Associate of Science in Business Administration can transfer credits from this program into a bachelor's degree program at WGU. For more information on the WGU transfer program, please click here

<https://partners.wgu.edu/Pages/Transfer.aspx?iid=397>

Overall Program Objective:

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.

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 organizational behavior, marketing practices, human resources policies, and other issues that impact business operations
- Demonstrate ways to conduct themselves professionally in a business environment
- Demonstrate an understanding of social responsibility and ethical behavior
- Recognize behaviors that demonstrate proficiency in global and cultural effectiveness and promote workplace diversity

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
BUS220	Human Resources Management III	3
BUS230	Introduction to Business Process Improvement	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 credits)

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 credits)

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.

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.

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 Software Applications I (3 credits)

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.

Business Professionalism (3 credits)

The course examines several areas that fall under the category of Business Professionalism. Students will review the importance of goal setting and time management, the principles of business etiquette, and strategies for conducting themselves professionally. The course covers personal accountability and developing a personal accountability framework, developing emotional intelligence, professional networking and cultivating peer relationships, and dealing with conflict situations.

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 focuses on the development of leadership skills and building effective and functional teams. The course covers strategies for motivating employees, communicating vision, and leading through positive influence. The course will review concepts for leveraging leadership techniques such as building innovation cultures, leading teams through change, building a leadership development plan, and aligning unit goals and imperatives. The course explores strategies for creating a positive atmosphere and becoming an inspirational leader. The course also covers women in leadership, leading virtual teams, developing business acumen, and gaining insight through organizational awareness. Strategies for optimizing performance on a team and leveraging team leadership skills will also be reviewed.

Human Resources Management I (3 credits)

In this course, students will define human resources, understand the structure of the HR function within an organization, explore the key competency requirements of HR, including leadership and ethical practice, business acumen and relationship management, consultation and critical evaluation, global and cultural effectiveness and communication. The course covers the steps in corporate social responsibility and HR's role and responsibilities in the implementation of a corporate code of conduct as well as employment laws and regulations.

Human Resources Management II (3 credits)

In this course, the fundamentals of communicating effectively as an HR practitioner are explored. The course covers strategies for conducting a job analysis, ensuring an equitable compensation structure and implementing a total rewards program. Students will analyze the broad impact of employee engagement on the bottom line and the business value of measuring and implementing strategies that focus on fostering a culture of engagement. Employee relations, employment regulations, and behavioral and disciplinary issues and resolutions are explored. Finally, the importance of HR's role in labor relations, working with unions, and the collective bargaining process is reviewed.

Human Resources Management III (3 credits)

This course will provide a broad overview of HR functional core responsibilities. Students will begin with a study of workforce management coupled with

identifying HR's role in leveraging technology and data management. They will learn to recognize potential risks and the response process associated with HR activities. Through discussions, activities and online exploration students will also identify key HR responsibilities related to organizational effectiveness and development as well as key business and HR strategies. The course will conclude with a study of global HR and provide students with an understanding of the importance of diversity and inclusion in the workplace.

Introduction to Business Process Improvement (3 credits)

In this course, concepts of process improvement are explored. The course covers the foundations and principles of process improvement, team basics, roles, and responsibilities, as well as quality tools and metrics used. In addition, an introduction to each stage of the DMAIC method is covered.

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.

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.

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 credits)

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 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.

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 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.

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, wiring installation, systems administration, and telecommunications.

Martinsburg College is dedicated to serving all branches of the military, including the Army, Navy, Marines, and Air Force. We are equally dedicated to serving the broader military community including veterans and military spouses. Our associate of science degree in integrated technologies is an ideal choice for students seeking to improve their technical skills and pursue opportunities in a wide range of technology fields.

Martinsburg College is a transfer partner with Western Governors University (WGU). Graduates of the Associate of Science in Integrated Technologies can transfer credits from this program into a degree program at WGU.

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 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 - <i>Students must complete a minimum of 9 credits from the courses listed below but may take up to 21 credits</i>		
CIS100	Computing Fundamentals	3
CIS103	Introduction to Operating Systems and Software	3

	Applications	
CIS105	Computer Repair and Maintenance I	3
CIS149	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*: <i>Students must earn a minimum of 15 credits</i>		
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 - <i>Students must complete between 24 - 36 credits from the courses listed below:</i>		
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
ELEC101	Electrical and Electronic Fundamentals	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.

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 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.

Computing Fundamentals (3 credits)

The Computing Fundamentals course will provide you with an introduction to the skills required for entry into the Information Technology (IT) field. The course is designed to help you learn more about the world of information technology. It is ideal for those considering a career in IT or for those who work

in an allied field that requires a broad understanding of IT. Computing Fundamentals is also a stepping stone to more advanced courses in the IT field.

IT Fundamentals – Server Administration (1 credit)

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)

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.

IT Fundamentals – Security (1 credit)

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.

Cloud Computing Technology Fundamentals (3 credits)

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.

Customer Support & Service Management (3 credits)

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.

Network Management I (3 credits)

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.

Network Management II (3 credits)

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.*

Computer Repair and Maintenance I (3 credits)

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.

Computer Repair and Maintenance II (3 credits)

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.

Business Communications I (3 credits)

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 Software Applications I (3 credits)

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.*

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 credits)

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.

Electrical and Electronic Fundamentals (3 credits)

This course focuses on the basic concepts and skills that students will require when they work with electrical equipment in a residential location. The course explores the fundamental principles of electricity and electronics and the function of various devices, such as resistors, capacitors, amplifiers, and oscillators. Different types of circuits and their applications are also discussed as well as the use of electrical test equipment and diagnostic tools. It also covers safety measures, codes, rules, and regulations that must be followed for preventing mishaps.

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

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.

Wiring Installation (3 credits)

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.

Home Entertainment Systems (3 credits)

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.

Telecommunications Systems (3 credits)

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.

Lighting, Temperature, & Water Control Systems (3 credits)

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.

Security, Surveillance, and Access Control Systems (3 credits)

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.

System Automation and Integration (3 credits)

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.

Server Technologies (3 credits)

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.

Operating Systems Technologies I (3 credits)

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.

Operating Systems Technologies II (3 credits)

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.

Systems Administration I (3 credits)

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.

Systems Administration II (3 credits)

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.

Systems Administration III (3 credits)

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.

Server Technologies I (3 credits)

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.

Server Installation (3 credits)

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.

Security Fundamentals I (3 credits)

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.

Network Routing and Switching I (3 credits)

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 credits)

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.

Mobile Security (3 credits)

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

Network Security (3 credits)

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.

Certified Ethical Hacker (3 credits)

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.

Associate of Science in Healthcare Administration

The Associate of Science in Healthcare Administration degree program provides students with the foundational skills required for healthcare administration using up-to-date information and technology. Students will gain experience using the practice management software, Medisoft, to learn how to manage patient billing, apply ICD-10, CPT, and HCPCS codes, and use an electronic health records software to learn how to manage patient health records.

After students complete the core courses, they can focus on professional tracks in the fields of billing and coding, pharmacy technician, and surgical instrument processing to further develop their skills.

According to the Bureau of Labor Statistics, Occupational Outlook Handbook, employment in several healthcare occupations is projected to grow between 7 – 23% between 2018 to 2028. There is expected to be an increase of 23% in the need for Medical Office Assistants which is much faster than the average for other occupations. The demand for Pharmacy Technicians and Medical Records and Health Information Technicians is expected to be faster than the average for other occupations. This growth is expected due to an aging population and because federal health insurance reform should increase the number of individuals who have access to health insurance.

Program Outcomes:

Core Courses:

Students must complete 15 credits in core courses. 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

Professional Concentration: Pharmacy Practice

- Identify the knowledge, skills, and job responsibilities of a pharmacy technician
- List the uses and side effects of medications
- Use standard pharmacy reference sources
- Identify the top 200 drugs
- Carry out dosage calculations

- Identify the information contained on medication orders, prescriptions, and drug labels

Professional Concentration: Central Service/Surgical Instrument Processing

- List the steps to clean, disinfect, sterilize, and package surgical instruments and equipment to prepare for use
- Identify how instruments, equipment, and utensils are transported to prepare for cleaning and reprocessing
- List systems used to track inventory of reusable and disposable supplies, equipment, and instruments for distribution

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
MED116	Business Software Applications for the Medical Office	3
ADM101	Administrative Support	3
General Education*		
COM101	Business Communications I	3
CIS102	Introduction to Computer Technologies	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
MED150	Electronic Health Records II	3
MED115	Introduction to Medical Billing and Coding	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/Surgical Instrument Processing		

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
BUS105	Business Professionalism	3
MED112	Medical Transcription I	3
MED113	Medical Transcription II	3
MED114	Medical Transcription Lab	1

**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 credits)

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 credits)

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 credits)

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 credits)

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 credits)

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 Software Applications for the Medical Office (3 credits)

In this course, the basic functions of common business applications are taught. This includes the utilization of Word, Excel, and Outlook, the navigation of the Windows and Mac operating systems and their associated web-browsers, and the uses and benefits of social media in a business context.

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.

Business Communications I (3 credits)

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.

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 credits)

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)

This course covers more advanced and less widely used business applications such as Access, OneNote, Project, Visio, and Skype for Windows. The use of Access to create and manage databases and tables is covered and students will review how to create relationships, queries, forms, and reports. OneNote is used create, organize and share notes. The course reviews how to use OneNote, personalize the interface, configure the OneNote settings, format notes, apply tags, insert pictures, files, links, and record audio and video, and add other elements. Students will be introduced to MS Project and will review how to use project to setup projects, add tasks, create relationships and constraints, assign milestones, manage resources, track, manage, and share projects. The course will review how to setup and work with Skype and use the tools available in Skype for Windows. Students will also be introduced to Visio, how to use Visio to create, manage, and enhance diagrams, and how to use the collaboration tool to evaluate and share diagrams, and link to other shapes, pages, and MS applications. *Prerequisite: Completion of Business Software Applications II or equivalent knowledge.*

Business Professionalism (3 credits)

The course examines several areas that fall under the category of Business Professionalism. Students will review the importance of goal setting and time management, the principles of business etiquette, and strategies for conducting themselves professionally. The course covers personal accountability and developing a personal accountability framework, developing emotional intelligence, professional networking and cultivating peer relationships, and dealing with conflict situations.

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 (1 credit)

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.

Introduction to Medical Billing and Coding (3 credits)

This course introduces the basics of medical billing and coding, as well as provides a general understanding of medical insurance and the various payers. It offers a broad overview of the medical billing cycle and discusses how to

successfully utilize the medical insurance claim process. This course also introduces the major code sets used in the health care industry.

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.

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.

Inventory Management, QA, and Safety (3 credit hours)

This course discusses the importance of inventory management, managing patient equipment and the different procurement options, tracking methods, quality assurance, safety hazards, and accident and injury prevention in the central service department.

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 (18 credits)

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.

Program Outcomes:

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

- Apply industry standard accounting principles
- Utilize industry standard business software applications
- Demonstrate the ability to communicate effectively
- Demonstrate the ability to define and articulate marketing practices that impact business operations
- Demonstrate ways to conduct oneself professionally in a business environment

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.

Program Outcomes:

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 (18 credits)

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.

The overall program goal is to provide students with the basic skills to perform entry-level bookkeeping/accounting functions

Program 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

Certificate in Human Resources (18 credits)

The Human Resources program provides students with the knowledge, strategies, and competency requirements of a human resources professional. Students will develop skills in professionalism, communication, workforce management, and ethics. Concepts and strategies for leadership, relationship management, critical evaluation, team building, and working with virtual teams will also be explored. In addition, students will gain insight into the world of lean thinking and practice, Six Sigma and the DMAIC (Define, Measure, Analyze, Improve, Control) method. Understanding Six Sigma is essential for HR professionals in working as part of the team in building an effective workforce and improving internal processes. In addition, the program focuses on developing skills in professionalism, communication, and ethics. Concepts and strategies for leadership, team building, and working with virtual teams will also be explored.

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

- Define the structure and function of the HR department in supporting corporate strategy
- Summarize effective employee recruitment, engagement, and retention strategies
- Describe key employment laws and regulations that affect HR
- Define the principles of business process improvement, its methodology, and the relationship to HR
- Discuss the importance of professional communication and interpersonal skills for HR professionals

- Compare and contrast management styles
- Discuss the value of performance reviews and employee engagement

Project Management (18 credits)

Projects are temporary undertakings designed to produce a service, product, or particular result. Projects can vary from home improvement to a company's new product roll-out. No matter the focus or specialization, there always needs to be a project manager. A project manager provides guidance, organization, motivation, and control to ensure that forward progress is made. The Project Management Certificate program provides students with the knowledge and skills to effectively manage projects. Students will learn how to identify and work with various stakeholders and understand project phases and lifecycles. They will learn how to plan, develop, monitor, and close a project while implementing a quality control process to ensure a high quality deliverable.

In order to be an effective project manager, students will need to learn how to manage the scope of a project; how to complete projects on time and within budget; and how to consider and manage risks.

Program Outcomes:

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

- Plan the scope of a project
- Manage time, scope, and cost constraints
- Create a Work Breakdown Structure (WBS)
- Develop a project management plan
- Monitor & control project work
- Develop a project schedule
- Develop a project budget
- Perform quality assurance & quality control
- Communicate with project stakeholders
- Plan and conduct project procurements
- Identify, analyze, and strategize responses for project risks
- Manage project resources and develop project teams

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 (18 credits)

The world of technology is constantly changing. Consumers have become accustomed to having unlimited information at their fingertips. As technology continues to advance into all facets of society, the working knowledge required to operate and maintain computer hardware and software is also steadily increasing. The Computer Support Technology Certificate program teaches students how to repair and upgrade hardware, install software and operating systems, and perform network administration duties. Students will learn to diagnose and troubleshoot common hardware and network issues while developing strong customer support and service management skills. The broad goal of this program is for graduates to be able to support, troubleshoot, repair, and upgrade hardware and 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)

The advances in technology have allowed for increased convenience in everyday life. Homeowners can now take advantage of connecting appliances, lighting, entertainment systems, and security to one central controller making efficient use of resources. The Digital Technology Integration Certificate Program will provide students with the core competencies required to install, integrate, and troubleshoot interconnected home systems. Additionally, the program explores the design approach, working principles, processes, and standards which apply to the home technology industry.

In order to provide effective digital technology integration support, students need to develop logical and critical thinking skills while paying close attention to detail. Students will be required to apply creativity when designing home integration plan and provide effective communication. Additionally, successful students will demonstrate patience in listening and gathering information necessary to meet technology needs and provide solutions.

Program Outcomes:

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

- 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

Topics include:

- Home Network Design and Configuration
- Digital Home Technologies: Tools, Products, and Services

- Home Entertainment Systems
- Telecommunication Systems
- Electrical and Electronic Fundamentals
- Lighting, Temperature, and Water Control Systems
- Security, Surveillance, and Access Control Systems
- Home System Automation and Integration

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 (18 credits)

This program is designed for individuals who wish to acquire skills in information technology systems administration. Systems administrators install, configure, and maintain computer components and software and related infrastructure. By effectively performing these functions, a systems administrator contributes to the overall efficiency of users. In this technology-driven world, it is important for systems administrators to be able to proactively anticipate users' needs and forecast upgrades and utilize innovation effectively. In the Systems Administration program, students will acquire skills relating to the management and support of client side operating systems, network management, and workstation management. Students will also learn about system security issues.

Program Outcomes:

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

- Differentiate between and work with versions of Office applications as well as Google Apps
- Demonstrate the knowledge to install and upgrade Server operating systems
- List ways to implement simple security features
- List the considerations to setup a basic wired and wireless network
- Demonstrate the knowledge to install and configure Windows 10 desktops
- Outline the considerations to deploy and support Windows 10 across a network

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 (18 credits)

Systems Design incorporates the planning and design of computer systems that integrate computer hardware, software, and communication technologies. This program covers systems design, management, and administration. Students are taught 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 overall program goal 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 (18 credits)

Smart home technology is a way for homeowners to utilize innovative technology to provide control and on-demand access to various systems such as telephone, security, lighting, entertainment systems, and climate. Effective smart home technology can assist homeowners in efficiently running the household in comfort whether they are home or away. The Smart Home Technology Certificate Program provides students with an understanding of the methods common across home technology industry products and solutions. This includes structured wiring and centralized control/distributed access architectures for home computing, home theater, lighting, security, HVAC, and water management.

In order to provide effective smart home technology support, students need to develop logical and critical thinking skills while paying close attention to detail. Students will be required to apply creativity when designing smart home technology plans and provide effective communication. Additionally, successful students will demonstrate patience in listening and gathering information necessary to meet technology needs and provide solutions.

The overall program goal is to provide students with core knowledge in the area of digital home technologies and skills in business communications, customer support and service, and sales.

Program Outcomes:

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

- List strategies to identify the needs of prospective customers for digital technology products, systems, and services
- Demonstrate the ability to communicate effectively

- List strategies to build customer relationships
- Demonstrate the knowledge to provide effective customer support

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 (18 credits)

The Certificate in Computer Systems and Network Technologies provides the education and skills required to configure, install, manage, and administer computer systems and basic network infrastructures. The broad goal of this program is for graduates to be able to support, troubleshoot, repair, and upgrade hardware and 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

Topics Include:

- Computer technology, installation and configuration
- Virtualization, desktop imaging, and hardware systems and architectures
- Computer hardware systems and architectures
- Local Area Networking (LAN), Internet connectivity, and security
- Wired networks, wireless networking, and network configuration
- Security Fundamentals

Certificate in Cybersecurity (18 Credits)

Cybersecurity protects systems, networks, programs, and data from digital attacks. Implementing effective cybersecurity measures is critical given the expanding number of devices open to attack and the increasing sophistication and innovation of the attackers. The Certificate in Cybersecurity program provides students with the principles of methods and technology that frame and define cybersecurity. Students will gain insight into the importance of cybersecurity and the integral role of cybersecurity professionals. Students will explore foundational cybersecurity principles, security architecture, risk management, attacks, incidents, and emerging IT and IS technologies. The goal of this program is to equip students with the knowledge and skills to identify potential security vulnerabilities, assist in the architecture of network design to ensure appropriate security measures are implemented, prevent information technology systems security breaches, and mitigate the damage from security breaches that are used against a computer system. Learners will gain insight into the importance of cybersecurity and the integral role of cybersecurity professionals. Students will explore foundational cybersecurity principles, security architecture, risk management, attacks, incidents, and emerging IT and IS technologies.

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

Identify and describe network security threats, attacks, and vulnerabilities.

List network technologies and software tools that can be used to increase network security.

Assess and prepare mobile systems for use and identify effective strategies to protect data.

Describe Layer 2 and Layer 3 security attacks, mitigation techniques, intrusion prevention technologies, and deployment considerations.

List and describe how to implement various firewall technologies and features (such as VPN and NAT) on routers and firewalls.

Describe how to conduct vulnerability analysis, penetration testing, and approved ethical hacking activities and develop mitigation strategies in order to better defend Information Systems.

Describe and troubleshoot switching concepts such as switch ports, VLANs, and interswitch connectivity on switches.

Program Pre-Requisites

Students should have a basic understanding of computer hardware, software, operating systems, networking, and the OSI model in preparation to understand how different types of networks communicate to identify potential vulnerabilities and risk factors. Students should also have an understanding of basic physical and computer security methods and techniques, including various threat actors within a computer network.

Healthcare Administration

Healthcare Administration Technology (18 credits)

The field of healthcare is constantly changing as new technologies become more accessible and integrated into mainstream culture. As a result of some of these technological advances, the American Recovery and Reinvestment Act mandated that all healthcare facilities and doctors' offices transition from paper medical records to electronic medical records. The use of electronic records will reduce the amount of prescription errors, decrease manual errors, and improve overall quality care for patients. The Healthcare Administration Technology Certificate program provides students with the knowledge and skills to function in most healthcare settings. Students will learn medical terminology, medical office procedures, electronic health records procedures and systems, software applications for the medical office and computer technologies.

The overall program goal is to provide students with the entry-level skills needed to work with electronic health records systems and provide administrative support in a healthcare facility.

Students must complete all courses within the program in order to earn the certificate. The courses are:

Business Software Applications for the Medical Office
Medical Office Procedures
Medical Terminology I
Medical Terminology II
Electronic Health Records II
Intro to Computer Technologies

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 and 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 (RHIO)
 - Health Insurance Portability and Accountability Act (HIPAA)
 - Demographics and Clinical Health Information
 - Physician Order Entry
 - Quality Assurance of Health Information
 - Managing Security in the Electronic Health Record (EHR) Environment

Medical Office Administration (24 credits)

Generally, medical offices are not managed by doctors and nurses directly. They hire medical office administrators who manage a variety of tasks such as greeting patients, providing customer service, managing general business processes of the office, and managing health records. A big part of this role is helping patients to feel at ease, answering administrative questions, and ensuring the accuracy of health records. In the Medical Office Administration program, students develop skills in medical office procedures, anatomy and related terminology, medical billing, professional communication, business software applications for the medical office, electronic health records, and general business office administration.

Program Outcomes:

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

- Use business software applications to create and manage documents, spreadsheets, and email communications for the medical office
- Answer phones, schedule appointments, and take messages
- Identify the meaning of medical terms
- Protect the security of patient records to ensure that confidentiality is maintained
- Compile and maintain patient's electronic medical records, and ensure completeness, accuracy, and compliance with regulations
- Describe the importance of HIPAA as it relates to patient privacy and identify steps taken to ensure that these privacy laws are maintained
- List and describe the steps in the medical billing cycle
- Identify active listening techniques to better serve patients

Topics include:

- Medical Terminology and Definitions
- Regulations, Legislation, Ethics, and Compliance

- HIPAA
- OSHA Compliance and Infection Control
- Electronic Health Records
- Entering and Managing Patient Data
- Charting and Reporting
- Communication, Empathy, and Customer Service
- Patient Processing
- Daily Operations in the Medical Office
- Time Management
- Information Management & Efficiency

Medical Billing and Coding (30 credits)

Medical coding and billing skills are essential to the economic viability of the healthcare industry. Medical coding is the process of translating the results of a patient's healthcare visit into a code that is then used to create a bill or claim that gets submitted to the insurance company for evaluation to determine the amount of payment from each the insurance company and the patient, ensuring the healthcare provider is properly compensated for their services. 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 and these skills. This program will assist individuals to develop skills in office procedures typically required in any healthcare setting. Students will develop the skills to look up and assign appropriate codes and follow a systematic billing process to create claims for the various payers. The program also provides students with knowledge on medical terminology, anatomy, and physiology which is essential to work in any healthcare environment. In order to be an effective Medical Biller and Coder, students need a strong understanding of medical terminology and anatomy, as well as the ability to read documents and determine accurate codes. Strong organizational skills, attention to detail, excellent customer service, and effective communication are also very important in this occupation.

Program Outcomes:

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

- Use business software applications to create and manage documents, spreadsheets, presentations, and email communications
- Describe the structure and function of the various body systems
- Use and understand medical terminology applicable to each body system
- Protect the security of patient records to ensure that confidentiality is maintained
- Compile and maintain patient's electronic medical records, and ensure completeness, accuracy, and compliance with regulations

- Accurately translate reports from healthcare providers into appropriate medical codes using ICD-10, CPT, and HCPCS code sets and enter the codes into a form and/or software
- Create and submit accurate claims, create patient bills, and apply industry-standard payment methodologies
- Demonstrate professionalism in a medical environment

Topics Include:

- Medical terminology
- Medical insurance and the various payers
- Medical billing cycle and the medical insurance claim process
- Major code sets used in the healthcare industry
- Comprehensive study of the anatomy and physiology of the human body
- Health information technology, including practice management programs and HIPAA legislation
- Medical records and documentation guidelines relating to HIPAA and HITECH regulations
- ICD-10-CM, coding steps, and official coding guidelines
- CPT and HCPCS codes
- Compliant billing and billing rules, errors, audits, fee schedules, and payment methods
- Health care claim preparation and processing

Medical Assisting (42 credits)

The Medical Assisting program prepares students to function as professionals in a variety of healthcare settings. Students will gain skills to perform administrative tasks including patient reception, health records management, billing, and payment processing. Additionally, students will gain skills to perform clinical tasks such as assisting with minor surgery, taking vital signs, preparing patients for examinations, performing EKG, obtaining health history, specimen collection, administering first aid, and other related tasks commonly performed in a physician's office or other outpatient healthcare setting. A typical healthcare environment, whether it be a clinic, a doctor's office, or hospital, employs individuals to perform administrative duties, including greeting and checking in patients, scheduling, answering phones, and managing patient records. In the Medical Assisting Certificate Program, students develop skills in office applications and procedures related to the healthcare environment, learn medical terminology, and develop skills related to the billing and coding process.

In order to be an effective medical assistant, students need to be detail-oriented, accurate, empathetic, and adaptable. Additionally, they need to possess excellent customer service and interpersonal skills. Strong organizational skills, as well as the ability to prioritize, multi-task, and collaborate are also very important in this occupation.

The overall program goal is to provide students with the entry level skills needed for a front office administrative position in a healthcare facility.

Program Outcomes:

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

- Communicate effectively and professionally both verbally and in writing
- Perform administrative functions relating to the medical environment
- Compile and maintain patient's electronic medical records, and ensure completeness, accuracy, security, confidentiality, and compliance with regulations
- List and describe the steps in the medical billing cycle
- Describe the structure and function of the various body systems and identify the pathophysiologic conditions and disorders, diagnostic procedures, and treatment options for each
- Distinguish among the five drug schedules of controlled substances
- Identify best practices for safety and infection control in a medical office
- Describe the role of the medical assistant in preparing the patient for and assisting with patient examinations, surgical, and lab procedures commonly performed in a physician's office.

Topics Include:

- Human anatomy, physiology, and pathology
- Medical terminology
- Keyboarding and computer applications
- Recordkeeping and accounting
- Coding and insurance processing
- Laboratory techniques
- Clinical and diagnostic procedures
- Pharmacology
- Medication administration
- First aid
- Office practices
- Patient relations
- Medical law and ethics

Surgical Instrument Processing (18 credits)

All medical or surgical procedures are developed with the patient's health and safety in mind. An essential component is ensuring all surgical instruments are properly prepared for use. Surgical instrument processing technicians work in hospital's central service department and serve two primary roles. First, the technicians are responsible for cleaning and sterilizing reusable surgical equipment and ensure there is an adequate supply of instruments and disposable items to meet the hospital's needs. Technicians need to be familiar with the appropriate procedures for handling surgical instruments to ensure the safety of

themselves and the patient. Reusable instruments must be disassembled, properly cleaned, reassembled, and sterilized for future use. It is also important that technicians properly gauge the levels of disposable items needed and be able to meet the surgical requests for doctors who may require specialized items. In the Surgical Instrument Processing Certificate Program, students learn how to prepare, clean, and sterilize surgical instruments and maintain inventory, perform laboratory tasks, operate and inspect medical equipment. Upon successful completion of the program students will have sufficient knowledge to take the Central Service Technician national certification examination offered by IAHCMM.

In order to be an effective surgical instrument processing technician, students need to be detail oriented and possess good organizational skills. Students will benefit from developing good communication skills and possess effective time management skills.

Program Outcomes:

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

- List the steps to clean, disinfect, sterilize, and package surgical instruments and equipment to prepare for use
- Identify how instruments, equipment, and utensils are transported to prepare for cleaning and reprocessing
- List systems used to track 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 (18 credits)

Pharmacy technicians perform a variety of roles including ensuring patients' medical needs are met and prescriptions are accurate. Pharmacy technicians also perform other functions such as filling prescription requests, prepacking bulk medicines, responding to patient questions, maintaining proper storage and security conditions for drugs, establishing and maintaining patient profiles, and maintaining adequate supplies of medications. In the Pharmacy Technician Certificate program, students will learn pharmacology, medical terminology and abbreviations, pharmacy law and ethics, pharmacy mathematics and dosage calculations, medication preparation, prescription processing, inventory, insurance billing, communication, and customer service skills.

The overall program goal is 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:

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

Topics include:

- Introduction to Pharmacy Practices
- Medical Terminology
- Communication and Customer Service
- Pharmacy Law and Ethics
- Regulations and Standards
- Pharmacology
- Medication Errors
- Drug Classifications
- Over-the-Counter Medications
- Dosage Routes and Forms
- Pharmacy Math and Dosage Calculations
- Numbering and Measuring Systems
- Medication Orders and Prescriptions

- Mathematical Concepts
- Pharmacy Practices and Employment
- Retail Practice Settings
- Hospital Practice Settings
- Other Practice Settings
- Inventory Management
- Safety
- Credentialing and Employment

Healthcare Administrative Specialist (360 Clock Hours)

A typical healthcare environment, whether it be a clinic, a doctor's office, or hospital, will employ individuals to perform administrative duties, including greeting and checking in patients, scheduling, answering phones, and managing patient records. In the Healthcare Administrative Specialist Certificate Program students develop skills in office applications and procedures related to the healthcare environment, learn medical terminology, and develop skills related to the billing and coding process.

In order to be an effective healthcare administrator, students need to possess empathy and excellent customer service and communication skills. Strong organizational skills and attention to detail are also very important in this occupation.

The overall program goal is to provide students with the entry level skills needed for a front office administrative position 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
- Compile and maintain patient's electronic medical records, and ensure completeness, accuracy and compliance with regulations
- Identify the meaning of medical terms
- Protect the security of medical records to ensure that confidentiality is maintained
- List and describe the steps in the medical billing cycle
- Use business software applications to create and manage documents, spreadsheets, and email communications

Topics Include:

- Office procedures
- Medical Terms and Definitions
- Medical billing cycle
- Insurance claim processing
- Medical codes

- Input and management of patient information in Electronic Health Records (EHR)
- Scheduling appointments
- Written and email correspondence
- Use of social media

Comprehensive Pharmacy Technician (21 credits)

Due to the increase in retail pharmacy services across the country, a growing ageing population, and expanded healthcare due to the Affordable Care Act, the need for pharmacy technicians is increasing. 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. Additionally, this program will prepare students to take a national certification examination to become a Certified Pharmacy Technician either through Pharmacy Technician Certification Board (PTCB) or National Healthcareer Association (NHA). The program has candidate status with the Association for Health System Pharmacists (ASHP).

Overall Program Goal

To provide students with the knowledge of pharmacy practices and pharmacological concepts and processes in order for them to assist the pharmacist including performing pharmacy calculations when preparing prescriptions.

Coursework includes:

Pharmacy Practices
Pharmacology
Dosage & Calculations
The Dispensing Process
Medication Safety & Quality Assurance
Pharmacy Technician Practical Lab
Credentialing

Topics include:

Pharmacodynamics
Drug Classifications
Pharmacy Law & Ethics
Career Preparation
Sterile and Non-Sterile Compounding
Alternative Modalities
Medication Dosage Routes and Formulations
Preparing for a Career as a Pharmacy Technician
Safe Handling of Hazardous Drugs

Program Outcomes:

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

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

Criminal Justice/Security

Certificate in Homeland Security (18 Credits)

Eleven days after the September 11, 2001 terrorist attacks, Pennsylvania Governor Tom Ridge was appointed the first Director of the Office of Homeland Security in the White House. This office oversaw and coordinated comprehensive national strategies to protect the United States against terrorism and effectively respond to future attacks. In November 2002, the Department of Homeland Security became a formal department with the passage of the Homeland Security Act. Since September 11, 2001, there has been a cultural shift in the United States for individuals to take ownership of ever-present security issues by being aware of the history, theoretical, and practical applications of homeland security. This includes studying ways to minimize attacks and the damage they cause. The Homeland Security Certificate program offers students an introduction to the security environment from a skills-based perspective. This program introduces the history and mission of the Department of Homeland Security at the federal level and provides a local perspective of the role of the criminal justice system including courts, corrections, security, police, and social services. Students will also study tactical communication, technology, patrol procedures, security operations, and investigations. This program will give students an overview of the intelligence and counter-intelligence functions in homeland security.

Program Outcomes:

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
- Describe standard investigative procedures
- Examine the roles and responsibilities in the criminal justice system

Topics Include:

- Infrastructure Protection

- Border Security
- Interpersonal Communications in a Security Environment
- Risk Assessment and Vulnerability Assessment
- Physical Security Principles
- Criminal Justice System
- Principles of Investigation
- Intelligence and Counter-Intelligence
- Fundamentals of Interpersonal Communication
- Emergency Response

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. For more information on services for students with disabilities, please see the information on the website at <http://martinsburgcollege.edu/consumer-information/services-students-disabilities/> or contact the Disability Coordinator, Ms. Rita Claypole at (304) 944-0296 or rclaypole@martinsburgcollege.edu

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.

Despite any policy to the contrary, for any students using U.S. Department of Veterans Affairs (VA) Post 9/11 G.I. Bill® (Ch. 33) or Vocational Rehabilitation and Employment (Ch. 31) benefits, while payment to the institution is pending from the VA, the institution will not:

- Prevent their enrollment;
- Assess a late penalty fee to;
- Require they secure alternative or additional funding;
- Deny their access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

However, to qualify for this provision, such students may be required to:

- Produce the VA's Certificate of Eligibility by the first day of class;
- Provide written request to be certified;
- Provide additional information needed to properly certify the enrollment as described in other institutional policies (see our VA School Certifying Official for all requirements).

If you have any questions, please contact Rita Claypole at 304-944-0296 or rclaypole@martinsburgcollege.edu

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.*

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

**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 programs:

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, an Associate of Science in Healthcare 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 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.

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, a progress evaluation is conducted. If students are making SAP, they may continue in their program and enroll in the next two courses. If the student is not making SAP, the student is placed on academic probation for a period of one month and the VA is informed. Students must meet the academic probationary requirements and meet SAP before they can continue in their program. Students will only be certified for a maximum of two courses over an 8-week 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 and reported to the VA.

Satisfactory Academic Progress Policy for Students utilizing Federal Student Aid (FSA)

To be eligible for FSA funds, a student must make satisfactory academic progress and proceed through the program at an acceptable pace in order to maintain eligibility. Martinsburg College’s Satisfactory Academic Progress (SAP) policy measures progress on a qualitative and quantitative basis. The institution will evaluate a Title IV financial aid recipient’s academic progress at the end of each payment period. Any student who is failing to achieve SAP standards will be notified in writing. The chart below provides the minimum quantitative and qualitative requirements:

Satisfactory Academic Progress Level	Total Credits Attempted (inc. transfer credits*) in the payment period	Minimum Cumulative Credits Completed	Minimum CGPA Required for Financial Aid
Certificate Programs	0 - 12	67%	2.0
Associate Degree Programs	0 - 12	67%	2.0

*Credits transferred in from another institution are included in the above calculation but transfer credits do not affect the student’s GPA calculation.

A grade of Incomplete (I) is not included in the GPA but is considered towards a

student’s non-completion of attempted coursework until the grade is replaced with a permanent grade and the progress can be re-evaluated. It is the responsibility of the student to submit the required coursework within forty-five (45) days of being issued a grade of Incomplete. Failure to meet this requirement will result in the Incomplete grade being changed to a grade of F.

A course withdrawal (W) is not included in the GPA but is considered towards a student’s non-completion of attempted course work.

A failing (F) grade is treated as attempted credits that were not earned and are included in both the qualitative and quantitative calculations.

Maximum Timeframe for Completion

All students who receive federal financial aid are required to complete their programs of study within 150% of the published length of the program. The following maximum timeframes apply to each program offered by Martinsburg College:

✚ Certificate programs

Published length in Credits	Maximum Period must not exceed:
18	27
21	31.5
24	36
30	45
42	63

✚ Associate degrees – the published length is 60 credits. The maximum period must not exceed 90 total semester credits attempted.

Course Repeat Policy

Students receiving Title IV federal financial aid may repeat a course. Credits from both course attempts will be counted in total semester credits attempted and in minimum cumulative credits completed at Martinsburg College, but only the highest grade received will be included in the calculation of minimum cumulative GPA. Credits from both course attempts will also count toward the maximum timeframe for completion.

All periods of a student’s enrollment count when assessing progress, even periods in which a student did not receive FSA funds.

Academic Progress & Financial Aid Warning and Probation

The first occurrence of a student not meeting SAP requirements will result in the

student being placed on an academic progress and financial aid warning. This warning will be emailed to the student. The student will have one additional evaluation period to correct the deficiency and meet the minimum requirements at the next evaluation point. Students placed on Academic Progress and Financial Aid Warning will be required to have a counseling session with an instructor and/or student advisor to develop a plan in order for the student to improve his/her performance. The warning period lasts for one payment period only during which time students may continue to receive FSA funds. Students who fail to make satisfactory progress after the warning period will lose their aid eligibility unless they successfully appeal and are placed on probation. Appeals may be submitted on the basis of injury or illness, the death of a relative, or other special circumstances. The student's appeal must explain why s/he failed to make satisfactory progress and what has changed in his/her situation that will allow him/her to make satisfactory academic progress at the next evaluation. The appeal will be submitted to the Appeals Committee who will make a determination within 10 days. If the Appeals Committee determines that the student should be able to meet the SAP standards by the end of the subsequent payment period, the student may be placed on academic probation for one additional payment period. The probation period lasts for one payment period only. If at the end of this time, the student is not making SAP, the student will be dismissed from the program.

Reinstatement

Students who are disqualified and/or denied Financial Aid from a prior probation period, who at the recommendation of the Financial Aid Office attended the institution without financial aid for one academic year (completing at least 12 credits total per semester) may be eligible for reinstatement and regain eligibility for financial aid. Upon completing such units, students are required to submit a Satisfactory Academic Progress Appeal to the Financial Aid Office and provide in-depth details as to when the student completed the reinstatement requirements. All students who have been academically disqualified are ineligible for Financial Aid and can only regain financial aid eligibility through the appeal process. Students who are reinstated are also required to participate in a Satisfactory Academic Progress Counseling Session with the Director of Student Services as part of the SAP Policy.

Student Identity Verification Policy

Upon registration, students are assigned a unique username and password to use to access the online courses. Students can only enter Martinsburg College's classrooms and submit work through this login. In addition, students enrolled in degree programs are required to take a series of proctored exams throughout the duration of the degree program.

These measures are designed to ensure that the student who earned the credit is the same student who completed the course assignments and assessments.

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 to a third-party after appropriate written permission has been obtained from the student. There are exceptions to this requirement that are detailed in the FERPA information found in the Consumer Information section of the website. Please click here for further information <http://martinsburgcollege.edu/consumer-information/privacy-student-records-family-educational-rights-privacy-act-ferpa/>

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

A student has five (5) calendar days after signing an enrollment agreement to cancel enrollment in any manner and receive a full refund of all monies paid to the institution.

A student requesting cancellation more than five calendar days after signing an enrollment agreement, but prior to beginning a course or program, is entitled to a refund of all monies paid minus a one-time administrative fee per program of no more than 20 percent of the tuition and not to exceed more than \$200.

Refund Policy

The refund policy is based on a course by course basis for students enrolled in a degree program. When a student cancels after completing at least one assignment but less than 50 percent of the graded assignments, the institution may retain the administrative fee of no more than 20 percent of the tuition, not to exceed \$200, plus a percentage of tuition paid by the student in accordance with the following schedule:

Percentage Completed by the Student	Percentage of Tuition Returned to the Student (or Third-Party Funding Agency) Minus the Administrative Fee	Percentage of Tuition Retained by the Institution
Up to 10 %	90%	10%
>10% - 25%	75%	25%
>25% - 50%	50%	50%
>50% - 100%	0%	100%

Sample Refund Calculation:

Total Number of Graded Assignments = 10

For students who complete 1 out of the 10 graded assignments: $1/10 = 10\%$

Tuition = \$3996 - \$200 administrative fee = \$3796 x 10% = \$379.60 + \$200 = administrative fee = \$579.60. Total retained by the institution = \$579.60. Total returned = \$3416.40.

For students who complete 2 out of the 10 graded assignments: $2/10 = 20\%$
Tuition = $\$3996 - \200 administrative fee = $\$3796 \times 25\% = \$949 + \$200$
administrative fee = $\$1149$. Total retained by the institution = $\$1149$. Total
returned = $\$2847$

For students who complete 5 out of the 10 graded assignments: $5/10 = 50\%$
Tuition = $\$3996 - \200 administrative fee = $\$3796 \times 50\% = \$1898 + \$200$
administrative fee = $\$2098$. Total retained by the institution = $\$2098$. Total
returned = $\$1898$.

For students who complete 8 out of the 10 graded assignments: $8/10 = 80\%$
Tuition = $\$3996 - \200 administrative fee = $\$3796 \times 100\% = \$3796 + \$200$
administrative fee = $\$3996$. Total retained by the institution = $\$3996$. Total
returned = $\$0$

Refunds will be made within 20 days after receipt of a written notification of withdrawal or within 30 days of a cancellation or withdrawal request made in any manner. If no notification of termination is received by the school, refunds will be made within thirty (30) days of the date of determination that the student has withdrawn from the program.

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 1.5 times the scheduled enrollment period. 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.

Military Tuition Assistance (TA) Return of TA Funds Policy

The following policy applies for students using funding from the Department of Defense Military Tuition Assistance (TA) program:

Any TA Program funds will be returned directly to the Military Service and not the Service member.

Up to the start date of the program all (100%) of the TA Funds will be returned to the Military Service if the Service member does not begin attendance at the institution or start a course regardless of whether the student starts other courses. In the event that a course is canceled by the institution, any TA funds received by the institution for students enrolled in the course, will be returned to the Military Service.

Any unearned TA funds will be returned to the Military Service on a proportional basis through at least the 60 percent portion of the period for which the funds were provided. In instances when a Military Service member is unable to continue in his/her program due to a military service obligation, the college will work with the affected Service member to ensure that there is not a student debt for the returned portion.

Program Withdrawal

Students wishing to withdraw from their program may contact the institution in any manner. While not required, the institution recommends that students follow the procedures outlined below when withdrawing from their program. Please 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. While students may contact the school in any manner in order to withdraw from a program, it is the students' responsibility to ensure that the school has been properly notified of their intention to withdraw.

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

Although Martinsburg College does not provide direct placement services, each graduate is provided access to a Post-Graduation Career Services Plan upon completion of their program. This plan is available to students online and includes resume templates, interview skills, specific career-related information, job search strategies, and more. In addition, we also provide a virtual Career Center with a career development portal offering a host of resources necessary to guide students through the strategic job search process and achieve their career goals. Users can create a personalized career plan and conduct a focused career search in an easy-to-use, online portal. Students can create resumes, cover letters, and conduct a results-oriented career search in an easy-to-use, interactive platform.

Post-Graduation Plan/Career Services

The plan includes the following information provided to students in an online classroom format:

- Career Development Resources
- Certification Test preparation
- Career Planning and Job Search Preparation (Resume and Cover Letter Templates provided)
- Getting the Job (with Videos, Podcasts, and articles relating to Career Development, Resumes, Cover Letters, Career Portfolios, Job Search, Networking, Career/Job Fairs, Interviewing, Volunteer/Internships and Personal Branding)

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 and file a complaint. Complaints can be made in writing, via email or by telephone to Ms. Charbonnier at:

Lori Charbonnier
Student Services
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 College 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.