MARTINSBURG COLLEGE

CATALOG

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

January 2024 – June 2024 v3

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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:

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

The institutional objectives are:

- o Maintain high levels of student satisfaction
- o Maintain high completion rates
- o 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
Alyssa Bueno, Vice-President, Operations
Lacey Casey, Vice-President of Enrollment Management
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 Accrediting Commission (DEAC). The Distance Education Accrediting Commission is listed by the U.S. Department of Education as a recognized accrediting agency.

The Distance Education Accrediting Commission is recognized by the Council for Higher Education Accreditation (CHEA).

Distance Education Accreditation Commission
1101 17th Street, N.W., Suite 808
Washington, D.C. 20036   (202) 234-5100   www.deac.org

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

Admissions

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

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

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

Admissions Requirements

Certificate Programs

Students are required to complete an interview with an admissions representative and have earned a minimum of a high school diploma or equivalent.

Associate Degree Programs

Students complete an admissions interview and must have earned a high school diploma or equivalent.

Graduate Certificate in Applied Behavior Analysis

Students must have earned a minimum of a bachelor's degree.

International Students

A. 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:

1.Undergraduate Degree: A minimum total score of 57 on the paper-delivered Test of English as a Foreign Language (TOEFL PBT), or 61 on the Internet Based Test (iBT); 6.0 on the International English Language Test (IELTS); 44 on the Pearson Test of English Academic Score Report; 95 on the Duolingo English Test; or 53 on the 4-skill Michigan English Test (MET), or 650/LP on the Michigan Examination for the Certificate of Competency in English (ECCE), or 650/LP on the Michigan Examination for the Certificate of Proficiency in English (ECPE).

A high school diploma completed at an accredited/recognized high school (where the medium of instruction is English).

2. Master's Degree: A minimum total score of 60 on the paper-delivered Test of English as a Foreign Language (TOEFL PBT), or 71 on the Internet Based Test (iBT); 6.5 on the International English Language Test (IELTS); 50 on the Pearson Test of English Academic Score Report; 100 on the Duolingo English Test; or 55 on the 4-skill Michigan English Test (MET), or 650/LP on the Michigan Examination for the Certificate of Competency in English (ECCE), or 650/LP on the Michigan Examination for the Certificate of Proficiency in English (ECPE).

3. First Professional Degree or Professional Doctoral Degree: A minimum score of 65 on the paper-delivered Test of English as a Foreign Language (TOEFL PBT), or 80 on the Internet Based Test (iBT); 6.5 on the International English Language Test (IELTS); 58 on the Pearson Test of English Academic Score Report; 105 on the Duolingo English Test; or 55 on the 4-skill Michigan English Test (MET), or 650/LP on the Michigan Examination for the Certificate of Competency in English (ECCE), or 650/LP on the Michigan Examination for the Certificate of Proficiency in English (ECPE).

4. 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 Distance Education Accrediting Commission, 1101 17th Street NW, Suite 808, Washington, DC 20036 Page 145

5. A minimum grade of Pre-1 on the Eiken English Proficiency Exam;

6. 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;

7. 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.

An average grade of B or higher is required for the master's degree, first professional degree, or professional doctoral degree.

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

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)

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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 coursework. 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

PC Requirements:
Operating System: 32-bit and 64-bit Versions of Windows 10, and Windows 11
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: Edge, Chrome, or Firefox current and preceding version

MAC Requirements:
Operating System: Mac OS® X™ v10.13.6 or higher
CPU: Intel processor or Apple 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.
Browser: Safari, Chrome, or Firefox current and preceding version

Android Requirements:
Operating System: Android 10.0+
Screen Resolution must be 1024×768 or higher.
Adobe Reader downloaded from the App Store.
Browser: Mobile Chrome.

iOS Requirements:
Operating System: iOS 14+
Screen Resolution must be 1024×768 or higher.
Adobe Reader downloaded from the App Store.
Browser: Mobile Safari, Chrome.

Academic Calendar

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

2024 Holidays

Date	Holiday Observed
January 1, 2024	New Year's Day
February 19,2024	President's Day
May 27, 2024	Memorial Day
July 4, 2024	Independence Day
September 2, 2024	Labor Day
November 11, 2024	Veteran's Day
November 28, 2024	Thanksgiving Day
December 25, 2024	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, students 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
  Human Resources
  Project Management

Information Technology/Security
  Computer Support Technology
  Principles of Cybersecurity
  Homeland Security

Healthcare Administration
    Medical Office Administration
    Healthcare Administrative Specialist
    Medical Billing
    Medical Coding
    Medical Billing and Coding
    Introduction to Clinical Medical Assisting
    Medical Assisting
    Pharmacy Technician

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

Graduate- Level Programs

Graduate Certificate in Applied Behavior Analysis

Tuition Rates effective May 2024

Associate degrees: $308.12 per credit hour
Certificate Programs:
Business Administration: $308.11 per credit hour
Human Resources: $308.11 per credit hour
Project Management: $308.11 per credit hour
Introduction to Clinical Medical Assisting: $308.10 per credit hour
Medical Assisting: $308.09 per credit hour
Medical Billing: $308.11 per credit hour
Medical Coding: $308.09 per credit hour
Medical Billing and Coding: $308.11 per credit hour
Medical Office Administration: $308.11 per credit hour
Pharmacy Technician: $308.11 per credit hour
Computer Support Technology: $308.11 per credit hour
Principles of Cybersecurity: $308.11 per credit hour
Homeland Security: $308.11 per credit hour
Healthcare Administrative Specialist: $3996 program cost.
Graduate Certificate in Applied Behavior Analysis: $4725 program cost
$900 course cost

Military Students

U.S. active duty servicemembers, National Guard members, and Veterans are eligible for a tuition rate of $250 per credit hour for associate degree programs and certificate programs up to 18 credits in length.

Martinsburg College does not charge an application fee or any fees for transfer credit evaluation, library access, or graduation. The Graduate Certificate in Applied Behavior Analysis program has a $300 technology fee.

Proctored Exam Fee: Martinsburg College has partnered with ProctorU/Meazure Learning 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. For students who wish to purchase or rent a hard copy textbook, please refer to the Textbook Information here: https://martinsburgcollege.edu/consumer-information/textbook-information/

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 Business Administration
  A.S. in Healthcare Administration
  A.S. in in Integrated Technologies

  Certificate Programs:
  Business Administration
  Human Resources
  Project Management
  Computer Support Technology
  Principles of Cybersecurity
  Homeland Security
  Medical Office Administration
  Medical Billing and Coding
  Introduction to Clinical Medical Assisting
  Medical Assisting
  Pharmacy Technician
  Graduate Certificate in Applied Behavior

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.

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, 1747 North Market, Suite 225, Sacramento, CA 95834. Telephone (916) 574-8900 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

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 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
Program Length: 60 Semester Credit Hours

Program Overview:
In this program, students will learn foundational skills essential to any business environment in the areas of business office administration, communications, software applications, and business professionalism. Students then choose elective courses to build on the foundational skills and gain specific knowledge and skills in additional business areas including foundational accounting concepts, marketing, human resources, and project management.

Program Outcomes:

Upon completion of the core courses within the program, students are expected to be able to:
- Utilize industry standard business applications software.
- Demonstrate the ability to communicate effectively.
- Demonstrate ways to conduct oneself professionally in a business environment.
- Describe the importance of business ethics and corporate social responsibility

Additional Program Outcomes based on electives chosen:
- Demonstrate knowledge of employment laws
- Apply industry standard accounting principles
- Understand the principles of the project management framework
- Demonstrate an understanding of the key concepts of marketing

COURSE NUMBER	COURSE TITLE	COURSE TYPE	TOTAL COURSE CREDIT HOURS
CIS103	Introduction to Operating Systems and Software Applications	Core/Required	3
BUS150	Introduction to Business	Core/Required	3
BUS111	Business Office Administration Skills	Core/Required	3
CIS101	Business Software Applications I	Core/Required	3
BUS105	Business Professionalism	Core/Required	3
PSY101	Introduction to Psychology	General Education	3
GOV201	American Government	General Education	3
CIS102	Introduction to Computer Technologies	General Education	3
MATH103	General Math	General Education	3
COM101	Communications	General Education	3
MATH101	Business Mathematics	Elective	3
BUS205	Business Marketing	Elective	3
CIS201	Business Software Applications II	Elective	3
COM102	Professional Communication Skills	Elective	3
BUS204	Business Management	Elective	3
BUS203	Human Resource Management I	Elective	3
BUS210	Human Resource Management II	Elective	3
BUS220	Human Resources Management III	Elective	3
BUS230	Introduction to Business Process Improvement	Elective	3
PM131	Project Management Framework Essentials & Business Domain	Elective	3
PM132	Project Management People Domain	Elective	3
PM133	Project Management Process Domain I	Elective	3
PM134	Project Management Process Domain II	Elective	3
PM135	Project Management Process Domain III	Elective	3
PM136	Project Management Process Domain IV	Elective	3
ACT101	Accounting I	Elective	3
ACT102	Bookkeeping Fundamentals	Elective	3
ACT105	Computerized Bookkeeping	Elective	3

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

Listed below are summaries of each course available within the program.

Core Requirements (5 courses – 15 Semester Credit Hours)

BUS150   Introduction to Business   3 Credits
In this course, students will examine the foundations of business including the various functions, roles, and characteristics of business, in addition to business ownership and entrepreneurship.
The course introduces the business environment including organizational structure, the economic environment, and the use of technology to manage business information. Students will explore the importance of human resources management and teamwork. Students are familiarized with the financial markets and role of accounting and finance in business. Students are also introduced to business marketing, business within the global environment, and business ethics and corporate social responsibility.

CIS103   Introduction to Operating Systems and Software Applications 3 Credits
This course introduces students to the basics of operating systems, including user interfaces, settings, applications, and security features. Students will learn the basics of Microsoft Office business applications including Word, Excel, PowerPoint, and OneDrive as well as 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 software application suites. The course covers essential computer security topics including the use of anti-malware applications, safe web browsing habits, corporate policies regarding computer safety, and password strength.

CIS101   Business Software Applications I   3 Credits
This course is designed to teach students the basic skills necessary to work with common business software applications used in business today. Students will learn to create and edit documents using word processing software, enter and edit data into workbooks and spreadsheets, and create, format, and present information using presentation software.

BUS105   Business Professionalism   3 Credits
This course will focus on the importance of developing a reputation of professionalism both inside and outside of the work setting. This course covers the importance of goal setting and time management as it relates to increasing productivity and achieving a healthy work/life balance, what it means to be an accountable professional and how to build and cultivate relationships among colleagues and peers.

BUS111   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.

General Education Requirements (5 courses – 15 Semester Credit Hours)

CIS102   Introduction to Computer Technologies   3 Credits
This course will provide students with an introduction to information technology. The course is designed to create a foundational knowledge in 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.

COM101   Communications   3 Credits
This course will provide students with the skills necessary to communicate effectively in a professional environment using both oral and written communication channels. The course provides strategies to write and deliver clear, concise messages tailored to a particular audience. Through lessons, practice activities, and simulations, students review strategies to listen effectively, speak clearly and assertively, and use proper grammar in written and verbal communications.

PSY101   Introduction to Psychology   3 Credits
This course provides a general overview of psychology including topics such as perception, communication, learning, memory, decision-making, life-span development, and persuasion. Students will become acquainted with many of the important findings and theoretical approaches in the field.

GOV201   American Government   3 Credits
In this course, students will explore the American government. Students will discover how the system of government was established based upon the ideals of liberty, equality, and justice. The course details how the government is structured and how it operates. Students will delve into the rights and liberties granted by the Constitution for the people.

MATH103   General Math   3 Credits
This course will provide students with the tools necessary to review basic mathematical arithmetic including whole numbers, fractions, decimals, percentages, ratios, rates, proportions, geometry, measurement, basic statistics, and signed numbers. Students will gain knowledge of these mathematical concepts using real-world scenarios.

Elective Option Requirements (students must choose 10 courses – 30 Semester Credit Hours)

PM131   Project Management Framework Essentials & Business Domain 3 Credits
This course provides the student with an understanding of the principles of the project management framework and the project management business environment domain in alignment with standards accepted by the Project Management Institute (PMI®).

The project management framework consists of the processes, tasks, and tools used to take a project from start to finish. It encompasses the key components required for:
- Planning
- Managing

- Governing projects

The project management business environment domain consists of high-level knowledge that is essential to the practice of project management applying to:
- Planning and managing project compliance
- Evaluating and delivering project benefits and value
- Evaluating and addressing external business environmental changes for impact on scope, and supporting organizational change

The course will identify key project management concepts and terms and provide information about the variables that can influence project outcomes, influence of project stakeholders, organizational influences on a project, and how organizations evaluate which projects to pursue and monitor and track project value.

PM132   Project Management People Domain   3 Credits
This course provides the student with an understanding of the principles of the project management people domain in alignment with standards accepted by the Project Management Institute (PMI®).

The project management people domain consists of the soft skills required to successfully manage projects. These skills include processes, tasks, and tools embedded in the project communications management, project stakeholder management, and project resource management knowledge areas that are employed to:
- Lead project teams
- Create and develop teams
- Lead project teams in an Agile/Adaptive project life cycle
- Manage project resources
- Communicate effectively as a project manager in Traditional/Predictive project life cycles
- Effectively engage with team members and other project stakeholders as a project manager in Traditional/Predictive project life cycles
- Effectively engage and communicate with team members and other project stakeholders as a project manager in Adaptive/Agile project life cycles

PM133   Project Management Process Domain I   3 Credits
The project management process domain consists of the technical skills required to successfully manage projects. This course addresses the processes, tasks, and tools embedded in the project integration management, and project scope management knowledge areas that are employed to:
- Understand the ongoing interactions between project management knowledge area processes during project Initiation, Planning, Execution, Monitoring and Controlling, and Closing
- Integrate accepted change requests into the project management plan
- Document project activities
- Manage the project through its phases
- Communicate project deliverables to project stakeholders effectively as a Project Manager in Traditional/Predictive and Agile/Adaptive project life cycles
- Maintain project artifacts
- Determine major project stakeholders

- Gather project requirements in Traditional/Predictive and Agile/Adaptive project life cycles
- Define the project scope in Traditional/Predictive and Agile/Adaptive project life cycles
- Manage project Scope requirements in Traditional/Predictive and Agile/Adaptive project life cycles

PM134   Project Management Process Domain II   3 Credits

The project management process domain consists of the technical skills required to successfully manage projects. This course addresses the processes, tasks, and tools embedded in the project schedule management knowledge area that are employed to:
- Plan a schedule in Traditional/Predictive life cycles
- Define activities in Traditional/Predictive life cycles
- Create project schedules in Traditional/Predictive life cycles
- Optimize schedule networks in Traditional/Predictive project life cycles
- Monitor and control the project schedule during the project in Traditional/Predictive project life cycles
- Plan and track work in Agile/Adaptive project life cycles

PM135   Project Management Process Domain III   3 Credits

The project management process domain consists of the technical skills required to successfully manage projects. This course addresses the processes, tasks, and tools embedded in the project cost management and project quality management knowledge areas that are employed to:
- Plan a budget in Traditional/Predictive life cycles
- Estimate activity costs in Traditional/Predictive life cycles
- Create project budgets in Traditional/Predictive life cycles
- Optimize schedule networks in Traditional/Predictive project life cycles
- Monitor and control the project budget during the project in Traditional/Predictive project life cycles
- Control the project budget using earned value management (EVM) calculations
- Plan and track work costs in Agile/Adaptive project life cycles
- Create a project quality plan
- Establish project quality standards
- Implement project quality assurance
- Implement project quality control
- Delivery project products, services, and results per the project quality standards
- Delivering project quality in Agile/Adaptive project life cycles

PM136   Project Management Process Domain IV   3 Credits

The project management process domain consists of the technical skills required to successfully manage projects. This course addresses the processes, tasks, and tools embedded in the project risk management and project procurement management knowledge areas that are employed to:
- Define and identify potential project risk events
- Perform project risk analysis
- Manage and control project risk
- Implement project procurement strategies
- Perform vendor selection
- Manage and control selected vendors

MATH101   Business Math   **3 Credits**
This course will provide students with the tools necessary to review basic mathematical arithmetic including whole numbers, fractions, decimals, percentages, ratios, rates, proportions, geometry, measurement, basic statistics, and signed numbers. Students will gain knowledge of these mathematical concepts through business workplace scenarios.

ACT102   Bookkeeping Fundamentals   **3 Credits**
This course provides a basic introduction to accounting terms and concepts and why they are important to understand. Students will learn how these concepts are applied in everyday business situations through completion of related accounting exercises and problems. Students will also learn how to create financial statements and develop an understanding of the importance of the information they give about a company.

ACT105   Computerized Bookkeeping   **3 Credits**
This course is an introduction to computerized bookkeeping. Using QuickBooks Online, students will learn how to navigate and use this software application. This course covers setting up a new company, customizing the chart of accounts, and working with the products and services lists. Sales and invoicing customers, purchases, entering bills, and expenses from vendors, and staying on top of the accounts receivable and accounts payable balances are covered in detail. Giving other users, such as accountants, access to data is also covered.

BUS205   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. Students will learn that in today's highly competitive business environment, organizations need to use a multichannel approach to marketing.

COM102   Professional Communication Skills   **3 Credits**
This course reviews the skills necessary to communicate effectively in a professional environment using both oral and written communication channels. The course provides strategies to write and deliver clear, concise messages tailored to a particular audience. Through lessons, practice activities, and simulations, students will review strategies to listen effectively, speak clearly and assertively, and use proper grammar in written and verbal communications.

ACT101   Accounting I   **3 Credits**
This course will 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 and problems. The course will cover financial statements and the information they give about a company.

CIS201   Business Software Applications II   **3 Credits**
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.

BUS203   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.

BUS210   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.

Associate of Science in Integrated Technologies
Program Length: 60 Semester Credit Hours

Program Overview:
This program is designed to prepare students with the technical skills and knowledge required to work in the field of Information Technology and provide technical support and services for a range of technologies including networking, computer support and maintenance, information security, and cloud-based technologies.

Program Learning Outcomes:
Upon completion of the program, 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
- Identify and mitigate information system security threats
- Communicate professionally and provide quality customer service and support
- Identify and troubleshoot common hardware, software, and operating system problems

Course Code	Course Title	Credits
Core Courses:		
CIS100	Computing Fundamentals	3
CIS103	Introduction to Operating Systems and Software Applications	3
CIS105	Computer Repair and Maintenance I	3
CIS204	Network Management I	3
CIS207	Computer Repair and Maintenance II	3
CIS212	Network Management II	3
CIS254	IT Fundamentals - Security	3
DTI115	Customer Support and Service Management	3
General Education*: Students must earn a minimum of 15 credits		
COM101	Communications	3
GOV201	American Government	3
CIS102	Introduction to Computer Technologies	3
PSY101	Introduction to Psychology	3
MATH103	General Math	3
Elective Courses:		
MATH101	Business Math	3
MATH102	Technical Mathematics	3
COM102	Professional Communication Skills	3
CIS101	Business Software Applications I	3
CIS209	Cloud Computing	3
CIS250	Network Security	3
CIS140	Security Fundamentals I	3
CIS106	Cloud Computing Fundamentals	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.

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

CIS100　　Computing Fundamentals　　　　　　　　　3 credits
This course will introduce students to basic computer principles. It covers basic IT literacy and ensures one understands the different terminology and the various concepts involved in the IT industry. It serves as a great starting point for those getting started in information technology by providing foundational concepts.

CIS103   Introduction to Operating Systems and Software Applications   3 credits
This course introduces students to the basics of operating systems, including user interfaces, settings, applications, and security features. Students will learn the basics of Microsoft Office business applications including Word, Excel, PowerPoint, and OneDrive as well as 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 software application suites. The course covers essential computer security topics including the use of anti-malware applications, safe web browsing habits, corporate policies regarding computer safety, and password strength.

CIS105   Computer Repair and Maintenance I   3 credits
In this course, students will review the various features, types, and components of mobile devices and how to install and setup some of these features and components. The course will introduce students to various networking concepts including how to setup certain networks. The various hardware components and peripherals in computer systems will be covered in detail. Students will also review print technologies, virtualization, cloud computing, and how to apply troubleshooting skills to hardware and networking issues.

CIS207   Computer Repair and Maintenance II   3 credits
This course will enable students to understand the features of mobile and workstation operating systems. Students will also explore how to use physical and logical security controls to secure mobile devices, workstations, and networks. This course will cover how to troubleshoot and resolve common software issues. Finally, it will review operational procedures such as professionalism, safety procedures, and disaster recovery methods.

CIS204   Network Management I   3 credits
The Network Management I course will provide learners with the basic concepts of networking, including network models, such as the OSI model and the TCP/IP model and the protocols and applications that function within these models. Students will learn the basics of routing and switching operations and the protocols used on most networks today. Students will learn about virtual networking and how to work with wireless technologies in order to create a functional wireless network.

CIS212   Network Management II   3 credits
The Network Management II course will provide learners with a view of securing networks using physical (e.g. badges), logical (e.g. policies), and technical controls (e.g. port security). Students will also learn about network troubleshooting methodologies and how these can be applied to resolving connectivity, performance, and service issues on networks.

CIS254   IT Fundamentals – Security   3 credits
This course provides a foundation in information security. Participants will explore foundational concepts, roles, and strategic planning in the field. The course covers cybersecurity, risk identification, assessment, and mitigation. Topics include network and infrastructure security, physical security, cyber threats, social engineering, and business continuity. Students will learn best practices, tools, and methodologies to protect against security risks. By course completion, students will have gained a strong understanding of information security fundamentals and the ability to mitigate risks effectively.

DTI115   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 discusses various strategies for customer relationship management. Students will learn business communication skills as well as strategies to manage conflicts and stressful situations.

CIS102   Introduction to Computer Technologies   3 credits

This course will provide students with an introduction to information technology. The course is designed to create a foundational knowledge in 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.

MATH103   General Math   3 credits

This course will provide students with the tools necessary to review basic mathematical arithmetic including whole numbers, fractions, decimals, percentages, ratios, rates, proportions, geometry, measurement, basic statistics, and signed numbers. Students will gain knowledge of these mathematical concepts using real-world scenarios.

PSY101   Introduction to Psychology 3 credits

This course provides a general overview of psychology including topics such as perception, communication, learning, memory, decision-making, life-span development, and persuasion. Students will become acquainted with many of the important findings and theoretical approaches in the field.

GOV201   American Government   3 credits

In this course, students will explore the American government. Students will discover how the system of government was established based upon the ideals of liberty, equality, and justice. The course details how the government is structured and how it operates. Students will delve into the rights and liberties granted by the Constitution for the people.

COM101   Communications   3 credits

This course will provide students with the skills necessary to communicate effectively in a professional environment using both oral and written communication channels. The course provides strategies to write and deliver clear, concise messages tailored to a particular audience. Through lessons, practice activities, and simulations, students review strategies to listen effectively, speak clearly and assertively, and use proper grammar in written and verbal communications.

MATH101   Business Math   3 credits

This course will review basic mathematical concepts and provide students with the tools necessary to apply these concepts to the business environment. Students will focus on applying mathematical concepts to real-world business scenarios.

MATH102   Technical Mathematics   3 credits

The Technical Mathematics course provides students with mathematical skills they will require in their day-to-day functions as 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.

COM102   Professional Communication Skills   3 credits

This course reviews the skills necessary to communicate effectively in a professional environment using both oral and written communication channels. The course provides strategies to write and deliver clear, concise messages tailored to a particular audience. Through lessons, practice activities, and simulations, students will review strategies to listen effectively, speak clearly and assertively, and use proper grammar in written and verbal communications.

CIS101   Business Software Applications I   3 credits

This course is designed to teach students the basic skills necessary to work with common business software applications used in business today. Students will learn to create and edit documents using word processing software, enter and edit data into workbooks and spreadsheets, and create, format, and present information using presentation software.

CIS209   Cloud Computing   3 credits

This course explores the evolution and definition of cloud computing and cloud services. It provides a look at the key characteristics that make cloud services unique and very valuable to some business scenarios. The course provides a review of, and builds upon, the concepts and strategies emerging from the cloud and aims to provide the background needed to determine if and how cloud products and services can improve traditional business processes.

CIS250   Network Security   3 credits

This course will equip students with knowledge in cyber security concepts necessary for securing network infrastructure across cloud-based and other services. Topics in this course include Microsoft services such as Azure and 365; important compliance considerations; network analysis and monitoring; and the use of predictive analytics for maintaining cyber security and identifying network attacks.

CIS140   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 attack and defense strategies, access control and identity management, cryptography, policies, procedures and awareness, and physical security.

CIS106   Cloud Computing Fundamentals   3 credits

In this course, students will gain a solid foundation in cloud computing fundamentals, including understanding use cases, types, characteristics, deployment models, benefits, challenges, and risks. The course compares major cloud providers, analyzes trends, explores monitoring tools, and identifies key factors for selecting a cloud platform. Students will evaluate essential aspects of cloud networking, security, load balancing, storage, high availability, transformation planning, and apply effective cloud security practices.

ELEC101   Electrical and Electronic Fundamentals   3 credits

The Electrical and Electronic Fundamentals course focuses on the basic concepts and skills that students will require when they work with electrical equipment in a residential location. The course discusses 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. Students will use electrical test equipment and diagnostic tools. Students will learn to apply safety measures, codes, rules, and regulations that must be followed for preventing mishaps.

Associate of Science in Healthcare Administration
Program Length: 60 Semester Credit Hours

Program Overview:
This program is designed to provide students with the administrative skills needed to function in today's modern health care environment. This includes understanding associated terminology, health records management, communication, privacy, law and ethics. The program has a common core and then offers students electives and professional concentration options. The professional concentrations allow students to choose from medical records, billing and coding, clinical medical assisting, or pharmacy practice. The degree is awarded to students after earning 60 semester credits.

Core:
Students must complete 21 credits in core studies. After completing the core courses, students are expected to be able to:
*   Name and describe the structure and function of the various body systems and identify the pathophysiologic conditions and disorders, diagnostic procedures, and treatment options for 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 elective courses chosen, students are expected to be able to:

Medical Office Administration
*   Compile and maintain patient's electronic medical records, and ensure completeness, accuracy, security, confidentiality, and compliance with regulations.
*   Describe the processes, procedures, and terms related to the medical billing cycle.
*   Communicate effectively and professionally both verbally and in writing.
*   Perform administrative functions relating to the medical environment.
*   Demonstrate professionalism in every aspect of their role as a medical office professional.
*   Protect the security of patient records to ensure that confidentiality is maintained.

Medical Assisting
- List and discuss best practices for preparing, administering, and documenting medications and immunizations following the six rights of medication administration.
- 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.

Medical Records, Billing and Coding
- 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.

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

COURSE CODE	COURSE TITLE	COURSE TYPE	CR
MED101	Medical Terminology	Core/Required	3
MED135	Medical Office Procedures	Core/Required	3
MED103	Medical Office Communications	Core/Required	3
MED104	Medical Office Administrative Skills	Core/Required	3
MED111	Business Practices for the Medical Office	Core/Required	3
MED140	Anatomy & Physiology I	Core/Required	3
MED141	Anatomy & Physiology II	Core/Required	3
CIS102	Introduction to Computer Technologies	General Education	3
COM101	Communications	General Education	3
PSY101	Introduction to Psychology	General Education	3
GOV201	American Government	General Education	3
MATH103	General Math	General Education	3
MED105	Medical Terminology II	Elective	3
MED119	Medical Office Workplace Readiness	Elective	3
MED116	Business Software Applications for the Medical Office	Elective	3
MED115	Introduction to Medical Billing and Coding	Elective	3
MED110	Electronic Health Records	Elective	3
MED142	Clinical Procedures I	Elective	4
MED143	Clinical Procedures II	Elective	4
MED144	Lab Procedures	Elective	3
MED145	Medication Administration	Elective	3
MED146	Career Development	Elective	1
MED106	Medical Billing	Elective	3
MED107	Medical Coding I	Elective	3
MED108	Health Insurance Processing	Elective	3
MED117	Medical Coding II	Elective	3
MED127	Medical Coding III	Elective	3
MED118	Medical Coding Lab	Elective	3
MED151	Introduction to Pharmacy	Elective	3
MED152	Pharmacology	Elective	3
MED153	The Dispensing Process	Elective	3
MED154	Medication Safety and Quality Assurance	Elective	3
MED155	Pharmacy Practice Areas and Employment	Elective	3
MED157	Pharmacy Technician Practical Lab	Elective	3
MED156	Pharmacy Technician Certification Preparation	Elective	3
MATH101	Business Mathematics	Elective	3
BUS111	Business Office Administration Skills	Elective	3
CIS101	Business Software Applications I	Elective	3
CIS201	Business Software Applications II	Elective	3
BUS105	Business Professionalism	Elective	3
COM102	Professional Communication Skills	Elective	3

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

MED101   Medical Terminology   3 credits
This course introduces students to the language of medicine. Students will gain an understanding of the way medical terms are formed and how to build medical terms using combining forms, prefixes, and suffixes. Students will learn the structure and function of various body systems and about the diagnostic, procedural, laboratory, pathological, surgical, and pharmacological terms and abbreviations associated with each body system.

MED135   Medical Office Procedures   3 credits
Throughout this course, students will gain an understanding of the duties and responsibilities of the medical assistant with a focus on the administrative function. This includes learning about their role as part of a healthcare team and the various environments in which they may seek employment, the importance of professionalism and ways to build and improve their professional skills, the various law and legal aspects that govern the healthcare environment as well as the many ethical issues that play into their interactions and patient care.

MED103   Medical Office Communications   3 credits
In this course, students are taught the skills necessary to communicate effectively in a professional medical environment using both oral and written communication channels. Students will learn the strategies to write and deliver clear, concise messages and documents typical of the medical office that comply with HIPAA requirements. Through lessons, practice activities, and simulations, students are taught proper communication techniques including best practices for verbal and non-verbal communication, managing the telephone, and creating written correspondence.

MED104   Medical Office Administrative Skills   3 credits
In this course, students will learn the administrative duties and responsibilities typical in the medical office. These include front office procedures, appointment scheduling, office supply inventory, medical record preparation, and patient confidentiality and privacy. In addition, students will learn computer applications and software used in the medical office, the medical record and will perform electronic health record (E.H.R.) simulation activities. The course also covers the procedures for opening and closing the medical office each day and care of facilities and medical equipment.

MED111   Business Practices for the Medical Office   3 credits
In this course, students will learn how to perform business practices typical of the medical office. These include preparing insurance claims, compliance, Medicare assignment, types of healthcare reimbursement, and billing secondary insurance. Students will also learn the billing cycle, processing patient payments and posting, credit and balances, refunds, and collection procedures. The course also includes accounts payable and accounts receivable, credit card processing procedures, general financial transactions, and common banking procedures.

MED140   Anatomy and Physiology I   3 credits
This is the first of a two-course series that provides a comprehensive study of the anatomy and physiology of the human body. In this course, students will review the overall organization of the human body and will identify the anatomical locations of the various organs and systems. The course will discuss genetic and congenital disorders, and the structure and function of cells and cell division. The nervous, sensory, integumentary, muscular, and skeletal systems will be covered including the structure, function, common pathology, diagnostic procedures, and treatments. The course is designed for students who have little formal knowledge of the human body who wish to pursue a career in health-related professions.

MED141   Anatomy and Physiology II   3 credits
This course is a continuation of Anatomy and Physiology I. This course covers the respiratory, circulatory, immune, digestive, urinary, endocrine, and reproductive systems in detail including the structure and function of each system, diseases and disorders, diagnostic procedures, and treatment options.

MED105   Medical Terminology II   3 credits
This course is part 2 of a 2-part course which introduces students to the language of medicine. Students will continue to learn about the structure, function, and basic anatomy of various body systems and about the diagnostic, procedural, laboratory, pathological, surgical, and pharmacological terms and abbreviations associated with each body system.

MED119   Medical Office Workplace Readiness   3 credits
In this course, students will learn the skills required to function in the medical office environment. Students will learn how to ensure compliance with Occupational Safety and Health Administration (OSHA) requirements including evacuation plans and emergency procedures. In addition, students will learn proper infection control procedures. The course includes technologies used in the healthcare environment including telehealth virtual appointments and meetings and social media literacy. In addition, the course provides students with the skills to implement a strategic career plan including networking, resume writing, interview skills, and follow up.

MED116   Business Software Applications for the Medical Office   3 credits
In this course, students learn the basic functions of MS Word to create and manage documents, such as Return to Work and Referral to Provider letters, use MS Excel for financial information and reporting as they relate to the Medical Office, and the fundamental elements of using MS Outlook to send, receive, and manage e-mail communication. The course also reviews the various mediums for communicating via social media, and the use of Internet browsers to research information.

MED115   Introduction to Medical Billing and Coding   3 credits
This course introduces the basics of medical billing and coding, as well as providing a general understanding of medical insurance and the various payers. It offers a broad overview of the revenue cycle and introduces how to successfully utilize the medical insurance claim process. This course also introduces the major code sets used in the health care industry.

MED110   Electronic Health Records   3 credits
Medical professionals who work with important patient data are required to abide by federal and state laws, as well as accreditation and regulatory agency requirements that govern the handling of patient information. As such, it is extremely important for medical professionals to remain up to date on the emerging technological trends as well as regulatory requirements. This course focuses on the health IT ecosystem with a specific focus on the role of electronic health records (EHRs).

MED142   Clinical Procedures I   4 credits
The responsibility of preparing patients for examinations and procedures performed by the providers is mainly the medical assistant. In this course, the medical assistant's role in the patient examination process will be stressed. Ensuring patient safety by minimizing disease transmission will be discussed as well as preparing a patient for specific examinations and procedures. The assistant's role of educating the patient in healthful activities and disease or disorder management is covered. The process to conduct accurate screening and the procedures to document accurately in the medical record are also reviewed.

MED143   Clinical Procedures II   4 credits
Medical assistants may be required to assist the provider in minor office surgeries and various treatment modalities, as well as provide patients with education on their treatment plan. Throughout this course students will be shown how to maintain surgical asepsis, which is vital to the prevention of disease transmission, before, during, and following any of the invasive procedures performed in the medical office or clinic. Students will also develop a good working knowledge of the care and function of basic instruments used in minor surgical procedures as well as how to assist the provider and properly prepare the patient. This course also covers several rehabilitation methods, such as body mechanics, mobility devices, and range-of-motion exercises, as well as healthy living techniques that include nutritional guidelines and the significance of diet, exercise, weight control, sleep, and the way personal behaviors influence health. Finally, this course will review what to do if confronted with an emergency or accidental situation including basic first aid skills and CPR.

MED144   Lab Procedures   3 credits
This course will provide students with an understanding of the lab procedures typical of a physician's office laboratory. Students will study various laboratory tests and procedures with a focus on safety. They will review how to recognize safety, security, and operation hazards in the medical and laboratory environment and identify best practices for eliminating and/or minimizing them. Students will also review the purpose for common diagnostic tests and identify how to differentiate between normal and abnormal results.

MED145   Medication Administration   3 credits

In this course, students will be introduced to the different classifications of medications, including indications for use, desired effects, side effects, contraindications, and adverse reactions. Students will study the common drug forms and routes of administration in addition to the required elements and purpose of a prescription and medication order. The course covers the Seven Rights of medication administration and how to apply them, how to avoid and handle medication errors, and how to calculate medication dosages.

MED146   Career Development   1 credits

This course provides students with the skills required to implement a strategic career plan. Topics include self-assessment, employability skills, career decision-making, roles and responsibilities, organizational culture, launching an employment campaign, networking, lifelong learning, and professional development. Students will practice entering various types of patient data into a simulated electronic health record (E.H.R.) system similar to those typically used in a healthcare facility. In addition, the course will provide students with the opportunity to go through practice questions in preparing for various certifications.

MED106   Medical Billing   3 credits

This course focuses on the medical billing processes providing information on medical insurance and the various payers, revenue cycle management, reimbursement methodologies, claim follow-up and payment processing, as well as the legal aspects pertaining to health insurance and claims processing. Online simulation exercises will provide the opportunity to practically apply what is covered throughout the course.

MED107   Medical Coding I   3 credits

This course is designed to impart an understanding of coding and classification systems to assign valid diagnostic and procedural codes. The course provides the comprehensive coverage needed to understand and work with medical insurance related to the application of ICD, CPT, and HCPCS codes and teaches how insurance reimbursement is directly related to proper code assignment. Online simulation exercises will provide the opportunity to practically apply what is covered throughout the course. This first course will specifically focus on ICD-10 and HCPCS codes.

MED117   Medical Coding II   3 credits

This course is designed to impart an understanding of coding and classification systems to assign valid diagnostic and procedural codes. The course provides the comprehensive coverage needed to understand and work with medical insurance related to the application of ICD, CPT, and HCPCS codes and teaches how insurance reimbursement is directly related to proper code assignment. Online simulation exercises will provide the opportunity to practically apply what is covered throughout the course. This second course will specifically focus on CPT codes.

MED127   Medical Coding III   3 credits

The Medical Coding III course is designed to provide students with an understanding of coding and classification systems to assign valid diagnostic and procedural codes. The course provides students with the content needed to understand and work with medical insurance related to the application of ICD, CPT, and HCPCS codes and how insurance reimbursement is directly related to proper code assignment. Online simulation exercises will provide students with the opportunity to practically apply the concepts covered throughout the course.

MED108   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 compliance. Online simulation exercises will provide the opportunity to practically apply what is covered throughout the course.

MED118   Medical Coding Lab   3 credits
This course will provide students with the opportunity to practically apply all the concepts covered throughout the program. Students will be completing online simulation exercises and assignments given various scenarios to build skills in medical billing, medical coding, and processing insurance claims in both inpatient and outpatient settings.

MED151   Introduction to Pharmacy   3 credits
This course is designed to familiarize the student with the specific knowledge and skills needed to pursue a career as a pharmacy technician. This course introduces the responsibilities of a pharmacy technician and common pharmacy practices and settings. In addition, the course will cover effective communication skills, interpersonal and time management skills, and the laws, regulations, and standards that apply to the field of pharmacy.

MED152   Pharmacology   3 credits
This course introduces the science of pharmacology, pharmacodynamics, and pharmacokinetics and will expand the students' knowledge base on a variety of drugs and interactions. Topics covered in this course include methods of drug classification, over-the-counter and prescription medications, medication dosage routes and formulations.

MED153   The Dispensing Process   3 credits
This course discusses the specific roles and responsibilities of the pharmacy technician in the prescription dispensing process. Throughout this course, students will be introduced to the various calculations, techniques, equipment, and tools used to perform sterile and non-sterile compounding as well as the operational roles in the pharmacy setting, including inventory management and business-related calculations.

MED154   Medication Safety and Quality Assurance   3 credits
This course discusses how the safety and quality of medications are ensured in the pharmacy setting as well as best practices for maintaining patient compliance. Students will develop an understanding of how and why medication errors happen, what strategies can be employed to help prevent them, and which organizations directly support medication error prevention. Additional topics covered in this course include preventing the spread of infections in the healthcare setting, safe handling of hazardous drugs, and improving patients' medication adherence.

MED155   Pharmacy Practice Areas and Employment   3 credits
This course describes various pharmacy settings and the role of the pharmacy technician within each, including the business and technical skills required and the importance of career preparation and development. This course also introduces students to the basics of medical billing and provides a general understanding of medical insurance and the various payers.

MED56   Pharmacy Technician Certification Preparation   3 credits
Professional certification is a way to measure a person's competency to complete a specific job and can set you apart from others in your field when it comes to employment opportunities. If you wish to become a certified pharmacy technician, you will need to take and pass one of two exams: the National Healthcareer Association's (NHA) ExCPT exam or the Pharmacy Technician Certification Board's (PTCB) exam, known as the PTCE. This course is a comprehensive review of the concepts you will need to know to successfully complete and pass these certifications.

MED157   Pharmacy Technician Practical Lab   3 credits
This course will provide you with hands-on lab-based learning activities which will allow you to apply the concepts you have learned throughout the Pharmacy Technician program. The activities included in this course will allow you to practice using common pharmacy lab equipment to perform procedures such as measuring liquids, using alligation calculations, counting pills, and compounding a suspension. You will also practice packaging/repackaging solid and liquid medications and documenting the process appropriately. Lastly, you will gain hands-on experience with preparing, distributing, and storing investigational drugs.

BUS105   Business Professionalism   3 credits
This course will focus on the importance of developing a reputation of professionalism both inside and outside of the work setting. This course covers the importance of goal setting and time management as it relates to increasing productivity and achieving a healthy work/life balance, what it means to be an accountable professional and how to build and cultivate relationships among colleagues and peers.

BUS111   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 out your responsibilities with effectiveness and efficiency. In this course, students will gain skills to efficiently navigate the office environment and the technology used. The financial aspects of the office setting, including banking and payroll, the production of reports, and management of processes are covered. Student will study strategies for effective time management, participating in meetings, maintaining records, and processing mail. Strategies for career planning and ongoing professional development are also discussed.

MATH101   Business Math   3 credits
This course will review basic mathematical concepts and provide students with the tools necessary to apply these concepts to the business environment. Students will focus on applying mathematical concepts to real-world business scenarios.

CIS101   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.

CIS201   Business Software Applications II   3 credits
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.*

COM102   Professional Communication Skills   3 credits
This course reviews the skills necessary to communicate effectively in a professional environment using both oral and written communication channels. The course provides strategies to write and deliver clear, concise messages tailored to a particular audience. Through lessons, practice activities, and simulations, students will review strategies to listen effectively, speak clearly and assertively, and use proper grammar in written and verbal communications.

CIS102   Introduction to Computer Technologies   3 credits
This course will provide students with an introduction to information technology. The course is designed to create a foundational knowledge in 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.

COM101   Communications   3 credits
This course will provide students with the skills necessary to communicate effectively in a professional environment using both oral and written communication channels. The course provides strategies to write and deliver clear, concise messages tailored to a particular audience. Through lessons, practice activities, and simulations, students review strategies to listen effectively, speak clearly and assertively, and use proper grammar in written and verbal communications.

PSY101   Introduction to Psychology   3 credits
This course provides a general overview of psychology including topics such as perception, communication, learning, memory, decision-making, life-span development, and persuasion. Students will become acquainted with many of the important findings and theoretical approaches in the field.

GOV201   American Government   3 credits
In this course, students will explore the American government. Students will discover how the system of government was established based upon the ideals of liberty, equality, and justice. The course details how the government is structured and how it operates. Students will delve into the rights and liberties granted by the Constitution for the people.

MATH103   General Mathematics   3 credits
This course will provide students with the tools necessary to review basic mathematical arithmetic including whole numbers, fractions, decimals, percentages, ratios, rates, proportions, geometry, measurement, basic statistics, and signed numbers. Students will gain knowledge of these mathematical concepts using real-world scenarios.

Certificate Programs

Certificate programs range in length from 18 – 42 credits, unless otherwise noted. The timeframe for completion of certificate programs ranges from eight months to twenty months.

Business and Professional Development

Certificate in Business Administration
Program Length: 24 Semester Credit Hours

Program Overview:
In this program, students will learn foundational skills essential to any business environment in the areas of communication, professionalism, and business applications. Students can then choose elective options to build on the foundational skills in the areas of marketing and bookkeeping/accounting fundamentals.

Program Outcomes:
Upon completion of the program, students are expected to be able to:
- Utilize industry standard business applications software.
- Demonstrate the ability to communicate effectively.
- Demonstrate ways to conduct oneself professionally in a business environment.

In addition to the outcomes listed above, depending upon elective options, students are expected to be able to:
- Apply industry standard accounting principles
- Utilize online and emerging technologies to enhance marketing strategy

Listed below are summaries of each course within the program.

Core Requirements (5 courses – 15 Semester Credit Hours)

BUS150   Introduction to Business   3 Credits
In this course, students will examine the foundations of business including the various functions, roles, and characteristics of business, in addition to business ownership and entrepreneurship.
The course introduces the business environment including organizational structure, the economic environment, and the use of technology to manage business information. Students will explore the importance of human resources management and teamwork. Students are familiarized with the financial markets and role of accounting and finance in business. Students are also introduced to business marketing, business within the global environment, and business ethics and corporate social responsibility.

CIS103　　　Introduction to Operating Systems and Software Applications　3 Credits

This course introduces students to the basics of operating systems, including user interfaces, settings, applications, and security features. Students will learn the basics of Microsoft Office business applications including Word, Excel, PowerPoint, and OneDrive as well as 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 software application suites. The course covers essential computer security topics including the use of anti-malware applications, safe web browsing habits, corporate policies regarding computer safety, and password strength.

CIS101　　　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.

BUS105　　　Business Professionalism　　　　　　　　　　3 Credits

This course will focus on the importance of developing a reputation of professionalism both inside and outside of the work setting. This course covers the importance of goal setting and time management as it relates to increasing productivity and achieving a healthy work/life balance, what it means to be an accountable professional and how to build and cultivate relationships among colleagues and peers.

COM102　　　Professional Communication Skills　　　　　　3 Credits

This course reviews the skills necessary to communicate effectively in a professional environment using both oral and written communication channels. The course provides strategies to write and deliver clear, concise messages tailored to a particular audience. Through lessons, practice activities, and simulations, students will review strategies to listen effectively, speak clearly and assertively, and use proper grammar in written and verbal communications.

Elective Options (students must choose 3 elective courses – 9 Semester Credit Hours)

MATH101　　Business Math　　　　　　　　　　　　　　3 Credits

This course will provide students with the tools necessary to review basic mathematical arithmetic including whole numbers, fractions, decimals, percentages, ratios, rates, proportions, geometry, measurement, basic statistics, and signed numbers. Students will gain knowledge of these mathematical concepts through business workplace scenarios.

ACT102　　　Bookkeeping Fundamentals　　　　　　　　　3 Credits

This course provides a basic introduction to accounting terms and concepts and why they are important to understand. Students will learn how these concepts are applied in everyday business situations through completion of related accounting exercises and problems. Students will also learn how to create financial statements and develop an understanding of the importance of the information they give about a company.

ACT105   Computerized Bookkeeping   3 Credits

This course is an introduction to computerized bookkeeping. Using QuickBooks Online, students will learn how to navigate and use this software application. This course covers setting up a new company, customizing the chart of accounts, and working with the products and services lists. Sales and invoicing customers, purchases, entering bills, and expenses from vendors, and staying on top of the accounts receivable and accounts payable balances are covered in detail. Giving other users, such as accountants, access to data is also covered.

BUS205   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.

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.

Certificate in Human Resources
Program Length: 18 Semester Credit Hours

Program Overview:
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.

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

- List 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

Listed below are summaries of each course within the program.

BUS203   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.

BUS210   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.

BUS220   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.

BUS230   Introduction to Business Process Improvement   3 Credits
In this course, concepts of process management 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.

BUS105   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.

BUS204   Business Management   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.

Project Management
Program Length: 18 Semester Credit Hours

Program Overview:
The Project Management program provides students with the knowledge and skills to manage projects effectively. Students will examine project phases and life cycles and develop communication skills for engaging key project stakeholders. They will learn how to initiate, plan, execute, monitor, and close a project. Furthermore, students will explore key project constraints, such as scope, time, and cost, and develop work breakdown structures, schedules, budgets, and risk registers to plan and execute projects successfully. Upon completion of the program, students will be able to manage risks, procurements, and resources, in combination with quality assurance and quality control processes to ensure a high-quality project deliverable.

Program Outcomes:
Upon completion of this program, students are expected to be able to:
- Plan and manage the scope of a project
- Create a work breakdown structure (WBS)
- Develop a project management plan
- Monitor and control project work
- Develop and manage a project schedule
- Develop and manage a project budget
- Perform quality assurance and 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

Listed below are summaries of each course within the program.

PM131   Project Management Framework Essentials & Business Domain 3 Credits
This course provides the student with an understanding of the principles of the project management framework and the project management business environment domain in alignment with standards accepted by the Project Management Institute (PMI®).

The project management framework consists of the processes, tasks, and tools used to take a project from start to finish. It encompasses the key components required for:
- Planning
- Managing
- Governing projects

The project management business environment domain consists of high-level knowledge that is essential to the practice of project management applying to:

- Planning and managing project compliance
- Evaluating and delivering project benefits and value
- Evaluating and addressing external business environmental changes for impact on scope, and
- Supporting organizational change

The course will identify key project management concepts and terms and provide information about the variables that can influence project outcomes, influence of project stakeholders, organizational influences on a project, and how organizations evaluate which projects to pursue and monitor and track project value.

PM132   Project Management People Domain   3 Credits

This course provides the student with an understanding of the principles of the project management people domain in alignment with standards accepted by the Project Management Institute (PMI®).

The project management people domain consists of the soft skills required to successfully manage projects. These skills include processes, tasks, and tools embedded in the project communications management, project stakeholder management, and project resource management knowledge areas that are employed to:

- Lead project teams
- Create and develop teams
- Lead project teams in an Agile/Adaptive project life cycle
- Manage project resources
- Communicate effectively as a project manager in Traditional/Predictive project life cycles
- Effectively engage with team members and other project stakeholders as a project manager in Traditional/Predictive project life cycles
- Effectively engage and communicate with team members and other project stakeholders as a project manager in Adaptive/Agile project life cycles

PM133   Project Management Process Domain I   3 Credits

The project management process domain consists of the technical skills required to successfully manage projects. This course addresses the processes, tasks, and tools embedded in the project integration management, and project scope management knowledge areas that are employed to:

- Understand the ongoing interactions between project management knowledge area processes during project Initiation, Planning, Execution, Monitoring and Controlling, and Closing
- Integrate accepted change requests into the project management plan
- Document project activities
- Manage the project through its phases
- Communicate project deliverables to project stakeholders effectively as a Project Manager in Traditional/Predictive and Agile/Adaptive project life cycles
- Maintain project artifacts
- Determine major project stakeholders
- Gather project requirements in Traditional/Predictive and Agile/Adaptive project life cycles

- Define the project scope in Traditional/Predictive and Agile/Adaptive project life cycles
- Manage project Scope requirements in Traditional/Predictive and Agile/Adaptive project life cycles

PM134   Project Management Process Domain II   3 Credits

The project management process domain consists of the technical skills required to successfully manage projects. This course addresses the processes, tasks, and tools embedded in the project schedule management knowledge area that are employed to:

- Plan a schedule in Traditional/Predictive life cycles
- Define activities in Traditional/Predictive life cycles
- Create project schedules in Traditional/Predictive life cycles
- Optimize schedule networks in Traditional/Predictive project life cycles
- Monitor and control the project schedule during the project in Traditional/Predictive project life cycles
- Plan and track work in Agile/Adaptive project life cycles

PM135   Project Management Process Domain III   3 Credits

The project management process domain consists of the technical skills required to successfully manage projects. This course addresses the processes, tasks, and tools embedded in the project cost management and project quality management knowledge areas that are employed to:

- Plan a budget in Traditional/Predictive life cycles
- Estimate activity costs in Traditional/Predictive life cycles
- Create project budgets in Traditional/Predictive life cycles
- Optimize schedule networks in Traditional/Predictive project life cycles
- Monitor and control the project budget during the project in Traditional/Predictive project life cycles
- Control the project budget using earned value management (EVM) calculations
- Plan and track work costs in Agile/Adaptive project life cycles
- Create a project quality plan
- Establish project quality standards
- Implement project quality assurance
- Implement project quality control
- Delivery project products, services, and results per the project quality standards
- Delivering project quality in Agile/Adaptive project life cycles

PM136   Project Management Process Domain IV   3 Credits

The project management process domain consists of the technical skills required to successfully manage projects. This course addresses the processes, tasks, and tools embedded in the project risk management and project procurement management knowledge areas that are employed to:

- Define and identify potential project risk events
- Perform project risk analysis
- Manage and control project risk
- Implement project procurement strategies
- Perform vendor selection
- Manage and control selected vendors

Computer Information /Integration Technology

Computer Support Technology
Program Length: 18 Semester Credit Hours

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

Program Outcomes:
Upon completion of this program, students are expected to be able to:
- Create and manage files and folders on a PC
- Provide technical support to customers
- Install, configure, optimize, secure, and manage Windows
- Apply effective troubleshooting processes to identify and remedy problems with hardware and networks
- Install and configure various hardware, peripherals, expansion cards, RAM, and devices
- Setup, configure, troubleshoot, and maintain a wired and wireless network
- Setup security and intrusion detection systems and mitigate against various threats and attacks in a network environment

Listed below are summaries of each course within the program.

CIS100   Computing Fundamentals   3 Credits
This course will introduce students to basic computer principles. It covers basic IT literacy and ensures one understands the different terminology and the various concepts involved in the IT industry. It serves as a great starting point for those getting started in information technology by providing foundational concepts.

DTI115   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.

CIS105   Computer Repair and Maintenance I   3 Credits
In this course, students will review the various features, types, and components of mobile devices and how to install and setup some of these features and components. The course will introduce students to various networking concepts including how to set up certain networks. The various hardware components and peripherals in computer systems will be covered in detail. Students will also review print technologies, virtualization, cloud computing, and will learn how to apply troubleshooting skills to hardware and networking issues.

CIS207   Computer Repair and Maintenance II   3 Credits
This course will enable students to understand the features of mobile and workstation operating systems. Students will explore how to use physical and logical security controls to secure mobile devices, workstations, and networks. This course will cover how to troubleshoot and resolve common software issues. Finally, it will explore operational procedures such as professionalism, safety procedures, and disaster recovery methods.

CIS204   Network Management I   3 Credits
This course will provide learners with the basic concepts of networking, including network models, such as the OSI model and the TCP/IP model and the protocols and applications that function within these models. Students will learn the basics of routing and switching operations and the protocols used on most networks today. The course explores virtual networking and how to work with wireless technologies to create a functional wireless network.

CIS212   Network Management II   3 Credits
This course will provide learners with a view of securing networks using physical (e.g. badges), logical (e.g. policies), and technical controls (e.g. port security). Students will learn network troubleshooting methodologies and how these can be applied to resolving connectivity, performance, and service issues on networks.

Principles of Cybersecurity
Program Length: 18 Semester Credit Hours

Program Overview:
The Principles of Cybersecurity program will provide students with a foundation of 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.

Program Outcomes:
Upon completion of the program, students are expected to be able to:
- Demonstrate knowledge of basic IT terminology, concepts, and principles integral to the field of information technology.
- Explain fundamental concepts of information security, including roles, strategic planning, cybersecurity, risk identification, assessment, mitigation, and business continuity.
- Identify essential aspects of cloud computing, including types, characteristics, benefits, challenges, and risks.
- Explain the evolution of cloud computing and services and identify scenarios where cloud products and services can be valuable in enhancing business processes.
- Exhibit comprehension of the basic principles of network security, risk assessments and security audits, and the strategies for attack defense, access control, identity management, and physical security.
- Demonstrate knowledge of advanced cybersecurity concepts necessary for securing network infrastructure across cloud-based and other services, including compliance considerations, network analysis and monitoring, and the use of predictive analytics for maintaining cybersecurity.

Listed below are summaries of each course within the program.

CIS100   Computing Fundamentals   3 Credits
This course will introduce students to basic computer principles. It covers basic IT literacy and ensures one understands the different terminology and the various concepts involved in the IT industry. It serves as a great starting point for those getting started in information technology by providing foundational concepts.

CIS254   IT Fundamentals – Security   3 Credits
This course provides a foundation in information security. Participants will explore foundational concepts, roles, and strategic planning in the field. The course covers cybersecurity, risk identification, assessment, and mitigation. Topics include network and infrastructure security, physical security, cyber threats, social engineering, and business continuity. Students will learn best practices, tools, and methodologies to protect against security risks. By course completion, students will have gained a strong understanding of information security fundamentals and the ability to mitigate risks effectively.

CIS106   Cloud Computing Fundamentals   3 Credits
In this course, students will gain a solid foundation in cloud computing fundamentals, including understanding use cases, types, characteristics, deployment models, benefits, challenges, and risks. The course compares major cloud providers, analyzes trends, explores monitoring tools, and identifies key factors for selecting a cloud platform. Students will evaluate essential aspects of cloud networking, security, load balancing, storage, high availability, and transformation planning.

CIS209   Cloud Computing   3 Credits
This course explores the evolution and definition of cloud computing and cloud services. It provides a look at the key characteristics that make cloud services unique and very valuable to some business scenarios. The course provides a review of, and builds upon, the concepts and strategies emerging from the cloud and aims to provide the background needed to determine if and how cloud products and services can improve traditional business processes.

CIS140   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 attack and defense strategies, access control and identity management, cryptography, policies, procedures, and awareness, and physical security.

CIS250   Network Security   3 Credits
This course will equip students with knowledge in cyber security concepts necessary for securing network infrastructure across cloud-based and other services. Topics in this course include Microsoft services such as Azure and 365; important compliance considerations; network analysis and monitoring; and the use of predictive analytics for maintaining cyber security and identifying network attacks.

Homeland Security

Certificate in Homeland Security
Program Length: 18 Semester Credit Hours

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

Program Outcomes:
Upon completion of the 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 the 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.

Listed below are summaries of each course within the program.

HSM101   Introduction to Homeland Security   3 Credits
The student will be introduced to the history of the Department of Homeland Security, the key positions within the department, and the critical plans, positions, and processes the department has established. The course will address the critical areas of infrastructure protection, border security, and counter- terrorism efforts.

CRJ101   Introduction to Criminal Justice   3 Credits
This course examines the roles and responsibilities of the elements of the comprehensive criminal justice system including police/security, courts, corrections, and social services. The course addresses the systems involved in the criminal justice system and evaluates the interaction between criminal justice system components. The course examines key concerns in drugs and the relationship to crime trends.

CRJ201   Investigations   3 Credits

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

HSM201   Security Principles   3 Credits

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

CRJ102   Tactical Communications   3 Credits

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

CRJ104   Patrol Procedures   3 Credits

This course addresses the elements of patrol and first response consistent with standards established by law enforcement. It will prepare the student to handle a wide variety of situations encountered in the field including bomb and explosive device incidents, crowd control, and emergency incidents. The student will be introduced to the theory of procedures and practices in operating an emergency vehicle.

Healthcare/Medical Administration

Medical Office Administration
Program Length: 24 Semester Credit Hours

Program Overview:
Medical Office Administration skills are crucial to anyone who wants to work in a healthcare administrative capacity including front office positions such as a Medical Office Administrative Assistant or Receptionist. The healthcare industry, which includes hospitals, physicians' offices, clinics, nursing homes, home health agencies, HMOs, 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 typical in a medical office environment. The program also provides students with knowledge on medical anatomy and terminology essential to work in any healthcare environment.

Overall 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 how to professionally greet patients, answer phones, schedule appointments, and take messages
- Identify the meaning of, use, and understand 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
- List and describe the steps in the medical billing cycle
- Demonstrate professionalism in every aspect of their role as a medical office professional

Listed below are summaries of each course within the program.

MED135   Medical Office Procedures   3 Credits
Throughout this course, students will understand the duties and responsibilities of the medical assistant, focusing on the administrative function. This includes learning about their role as part of a healthcare team and the various environments in which they may seek employment, the importance of professionalism and ways to build and improve their professional skills, the various law and legal aspects that govern the healthcare environment as well as the many ethical issues that play into their interactions and patient care.

MED101   Medical Terminology   3 Credits
This course introduces students to the language of medicine. Students will understand how medical terms are formed and how to build them using combining forms, prefixes, and suffixes. Students will learn the structure and function of various body systems and about the diagnostic, procedural, laboratory, pathological, surgical, and pharmacological terms and abbreviations associated with each body system.

MED103   Medical Office Communications   3 Credits
In this course, students are taught the skills necessary to communicate effectively in a professional medical environment using both oral and written communication channels. Students will learn the strategies to write and deliver clear, concise messages and documents typical of the medical office that comply with HIPAA requirements. Through lessons, practice activities, and simulations, students are taught proper communication techniques including best practices for verbal and non-verbal communication, managing the telephone, and creating written correspondence.

MED104   Medical Office Administrative Skills   3 Credits
In this course, students will learn the administrative duties and responsibilities typical in the medical office. These include front office procedures, appointment scheduling, office supply inventory, medical record preparation, and patient confidentiality and privacy. In addition, students will learn computer applications and software used in the medical office, the medical record and will perform electronic health record (E.H.R.) simulation activities. The course also covers the procedures for opening and closing the medical office each day and care of facilities and medical equipment.

MED110   Electronic Health Records   3 Credits
Medical professionals who work with important patient data are required to abide by federal and state laws, as well as accreditation and regulatory agency requirements that govern the handling of patient information. As such, it is extremely important for medical professionals to remain up to date on the emerging technological trends as well as regulatory requirements. This course focuses on the health IT ecosystem with a specific focus on the role of electronic health records (EHRs).

MED115   Introduction to Medical Billing and Coding   3 Credits
This course introduces the basics of medical billing and coding, as well as providing a general understanding of medical insurance and the various payers. It offers a broad overview of the revenue cycle and introduces how to successfully utilize the medical insurance claim process. This course also introduces the major code sets used in the health care industry.

MED111   Business Practices for the Medical Office   3 Credits
In this course, students will learn how to perform business practices typical of the medical office. These include preparing insurance claims, compliance, Medicare assignment, types of healthcare reimbursement, and billing secondary insurance. Students will also learn the billing cycle, processing patient payments and posting, credit and balances, refunds, and collection procedures. The course also includes accounts payable and accounts receivable, credit card processing procedures, general financial transactions, and common banking procedures.

MED119   Medical Office Workplace Readiness   3 Credits
In this course, students will learn the skills required to function in the medical office environment. Students will learn how to ensure compliance with Occupational Safety and Health Administration (OSHA) requirements including evacuation plans and emergency procedures. In addition, students will learn proper infection control procedures. The course includes technologies used in the healthcare environment including telehealth virtual appointments and meetings and social media literacy. In addition, the course provides students with the skills to implement a strategic career plan including networking, resume writing, interview skills, and follow up.

Medical Billing
Program Length: 18 Semester Credit Hours

Program Overview:

Medical billing skills are essential to the economic viability of the healthcare industry. Medical billing involves the process of creating 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 prepare students with the skills to 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.

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

· Interpret basic ICD-10, CPT, and HCPCS codes.
· Identify and define common medical terms.

· Describe the structure and function of the various body systems and identify the pathophysiologic conditions and disorders, diagnostic procedures, and treatment options for each.

· Create and submit accurate claims, create patient bills, and apply industry-standard payment methodologies.

Listed below are summaries of each course within the program.

MED115 Introduction to Medical Billing and Coding   **3 Credits**

This course introduces the basics of medical billing and coding, as well as providing a general understanding of medical insurance and the various payers. It offers a broad overview of the revenue cycle and introduces how to successfully utilize the medical insurance claim process. This course also introduces the major code sets used in the health care industry.

MED101 Medical Terminology   **3 Credits**

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

MED140 Anatomy and Physiology I   **3 Credits**

This is the first of a two-course series that provides a comprehensive study of the anatomy and physiology of the human body. In this course, students will review the overall organization of the human body and will identify the anatomical locations of the various organs and systems. The course will discuss genetic and congenital disorders, and the structure and function of cells and cell division. The nervous, sensory, integumentary, muscular, and skeletal systems will be covered including the structure, function, common pathology, diagnostic procedures, and treatments. The course is designed for students who have little formal knowledge of the human body who wish to pursue a career in health-related professions.

MED141 Anatomy and Physiology II   **3 Credits**

This course is a continuation of Anatomy and Physiology I. This course covers the respiratory, circulatory, immune, digestive, urinary, endocrine, and reproductive systems in detail including the structure and function of each system, diseases and disorders, diagnostic procedures, and treatment options.

MED106 Medical Billing   **3 Credits**
This course focuses on the medical billing processes providing information on medical insurance and the various payers, revenue cycle management, reimbursement methodologies, claim follow-up and payment processing, as well as the legal aspects pertaining to health insurance and claims processing. Online simulation exercises will provide the opportunity to practically apply what is covered throughout the course.

MED108 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 compliance. Online simulation exercises will provide the opportunity to practically apply what is covered throughout the course.

Medical Coding
Program Length: 21 Semester Credit Hours

Program Overview:

Medical coding 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 to look up and assign appropriate ICD-10, CPT, and HCPCS codes. The program also provides students with knowledge on medical terminology, anatomy, and physiology which is essential to work in any healthcare environment.

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

· Identify and define common medical terms.
· Describe the structure and function of the various body systems and identify the pathophysiologic conditions and disorders, diagnostic procedures, and treatment options for each.
· 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.

Listed below are summaries of each course within the program.

MED101 Medical Terminology   **3 Credits**
This course introduces students to the language of medicine. Students will gain an understanding of the way medical terms are formed and how to build medical terms using combining forms, prefixes, and suffixes. Students will learn the structure and function of various body systems and about the diagnostic, procedural, laboratory, pathological, surgical, and pharmacological terms and abbreviations associated with each body system.

MED140 Anatomy and Physiology I   **3 Credits**

This is the first of a two-course series that provides a comprehensive study of the anatomy and physiology of the human body. In this course, students will review the overall organization of the human body and will identify the anatomical locations of the various organs and systems. The course will discuss genetic and congenital disorders, and the structure and function of cells and cell division. The nervous, sensory, integumentary, muscular, and skeletal systems will be covered including the structure, function, common pathology, diagnostic procedures, and treatments. The course is designed for students who have little formal knowledge of the human body who wish to pursue a career in health-related professions.

MED141 Anatomy and Physiology II   **3 Credits**

This course is a continuation of Anatomy and Physiology I. This course covers the respiratory, circulatory, immune, digestive, urinary, endocrine, and reproductive systems in detail including the structure and function of each system, diseases and disorders, diagnostic procedures, and treatment options.

MED107 Medical Coding I   **3 Credits**

The Medical Coding courses are designed to provide students with an understanding of coding and classification systems to assign valid diagnostic and procedural codes. The courses provide the comprehensive coverage needed to understand and work with medical insurance related to the application of ICD, CPT, and HCPCS codes and how insurance reimbursement is directly related to proper code assignment. Online simulation exercises will provide students with the opportunity to practically apply the concepts covered throughout the course. Medical Coding I is the first of three courses and will focus specifically on ICD-10 and HCPCS codes.

MED117 Medical Coding II   **3 Credits**

The Medical Coding courses are designed to provide students with an understanding of coding and classification systems to assign valid diagnostic and procedural codes. The courses provide the comprehensive coverage needed to understand and work with medical insurance related to the application of ICD, CPT, and HCPCS codes and how insurance reimbursement is directly related to proper code assignment. Online simulation exercises will provide students with the opportunity to practically apply the concepts covered throughout the course. Medical Coding II is a continuation of Medical Coding I and will focus specifically on HCPCS and CPT codes.

MED217 Medical Coding III   **3 Credits**

The Medical Coding courses are designed to provide students with an understanding of coding and classification systems to assign valid diagnostic and procedural codes. The courses provide the comprehensive coverage needed to understand and work with medical insurance related to the application of ICD, CPT, and HCPCS codes and how insurance reimbursement is directly related to proper code assignment. Online simulation exercises will provide students with the opportunity to practically apply the concepts covered throughout the course. Medical Coding III is a continuation of Medical Coding I and Medical Coding II and will focus specifically on CPT codes and insurance and reimbursement.

MED118 Medical Coding Lab   **3 Credits**

This course will provide students with the opportunity to practically apply all the concepts covered throughout the program. Students will be completing online simulation exercises and assignments given various scenarios to build skills in medical billing, medical coding, and processing insurance claims in both inpatient and outpatient settings

Medical Billing and Coding

Program Length: 36 Semester Credit Hours

Program Overview:

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, HMOs, 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.

Program Outcomes:

Upon completion of this program, students are expected to be able to:
- Perform administrative functions relating to the medical environment.
- Describe the structure and function of the various body systems and identify the pathophysiologic conditions and disorders, diagnostic procedures, and treatment options for each.
- Compile and maintain patient's electronic medical records, and ensure completeness, accuracy, security, confidentiality, 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.

Listed below are summaries of each course within the program.

MED135   **Medical Office Procedures**   **3 Credits**

Throughout this course, students will understand the duties and responsibilities of the medical assistant, focusing on the administrative function. This includes learning about their role as part of a healthcare team and the various environments in which they may seek employment, the importance of professionalism and ways to build and improve their professional skills, the various law and legal aspects that govern the healthcare environment as well as the many ethical issues that play into their interactions and patient care.

MED101   Medical Terminology   3 Credits
This course introduces students to the language of medicine. Students will understand how medical terms are formed and how to build them using combining forms, prefixes, and suffixes. Students will learn the structure and function of various body systems and about the diagnostic, procedural, laboratory, pathological, surgical, and pharmacological terms and abbreviations associated with each body system.

MED103   Medical Office Communications   3 Credits
In this course, students are taught the skills necessary to communicate effectively in a professional medical environment using both oral and written communication channels. Students will learn the strategies to write and deliver clear, concise messages and documents typical of the medical office that comply with HIPAA requirements. Through lessons, practice activities, and simulations, students are taught proper communication techniques including best practices for verbal and non-verbal communication, managing the telephone, and creating written correspondence.

MED104   Medical Office Administrative Skills   3 Credits
In this course, students will learn the administrative duties and responsibilities typical in the medical office. These include front office procedures, appointment scheduling, office supply inventory, medical record preparation, and patient confidentiality and privacy. In addition, students will learn computer applications and software used in the medical office, the medical record and will perform electronic health record (E.H.R.) simulation activities. The course also covers the procedures for opening and closing the medical office each day and care of facilities and medical equipment.

MED140   Anatomy and Physiology I   3 Credits
This is the first of a two-course series that provides a comprehensive study of the anatomy and physiology of the human body. In this course, students will review the overall organization of the human body and will identify the anatomical locations of the various organs and systems. The course will discuss genetic and congenital disorders, and the structure and function of cells and cell division. The nervous, sensory, integumentary, muscular, and skeletal systems will be covered including the structure, function, common pathology, diagnostic procedures, and treatments. The course is designed for students who have little formal knowledge of the human body who wish to pursue a career in health-related professions.

MED141   Anatomy and Physiology II   3 Credits
This course is a continuation of Anatomy and Physiology I. This course covers the respiratory, circulatory, immune, digestive, urinary, endocrine, and reproductive systems in detail including the structure and function of each system, diseases and disorders, diagnostic procedures, and treatment options.

MED106   Medical Billing   3 Credits
This course focuses on the medical billing processes providing information on medical insurance and the various payers, revenue cycle management, reimbursement methodologies, claim follow-up and payment processing, as well as the legal aspects pertaining to health insurance and claims processing. Online simulation exercises will provide the opportunity to practically apply what is covered throughout the course.

MED107   Medical Coding I   3 Credits
This course is designed to impart an understanding of coding and classification systems to assign valid diagnostic and procedural codes. The course provides the comprehensive coverage needed to understand and work with medical insurance related to the application of ICD, CPT, and HCPCS codes and teaches how insurance reimbursement is directly related to proper code assignment. Online simulation exercises will provide the opportunity to practically apply what is covered throughout the course. This first course will specifically focus on ICD-10 and HCPCS codes.

MED117   Medical Coding II   3 Credits
This course is designed to impart an understanding of coding and classification systems to assign valid diagnostic and procedural codes. The course provides the comprehensive coverage needed to understand and work with medical insurance related to the application of ICD, CPT, and HCPCS codes and teaches how insurance reimbursement is directly related to proper code assignment. Online simulation exercises will provide the opportunity to practically apply what is covered throughout the course. This second course will specifically focus on CPT codes.

MED127   Medical Coding III   3 credits
The Medical Coding III course is designed to provide students with an understanding of coding and classification systems to assign valid diagnostic and procedural codes. The course provides students with the content needed to understand and work with medical insurance related to the application of ICD, CPT, and HCPCS codes and how insurance reimbursement is directly related to proper code assignment. Online simulation exercises will provide students with the opportunity to practically apply the concepts covered throughout the course.

MED108   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 compliance. Online simulation exercises will provide the opportunity to practically apply what is covered throughout the course.

MED118   Medical Coding Lab   3 Credits
This course will provide students with the opportunity to practically apply all the concepts covered throughout the program. Students will be completing online simulation exercises and assignments given various scenarios to build skills in medical billing, medical coding, and processing insurance claims in both inpatient and outpatient settings.

MED119   Medical Office Workplace Readiness   3 Credits
In this course, students will learn the skills required to function in the medical office environment. Students will learn how to ensure compliance with Occupational Safety and Health Administration (OSHA) requirements including evacuation plans and emergency procedures. In addition, students will learn proper infection control procedures. The course includes technologies used in the healthcare environment including telehealth virtual appointments and meetings and social media literacy. In addition, the course provides students with the skills to implement a strategic career plan including networking, resume writing, interview skills, and follow up.

Medical Assisting
Program Length: 42 Semester Credit Hours

Program Overview:
The Medical Assisting program is designed to prepare students to function as professionals in a variety of healthcare settings. The student 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.

Overall 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.
- Describe the processes, procedures, and terms related to 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.
- List and discuss best practices for preparing, administering, and documenting medications and immunizations following the six rights of medication administration.
- 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.

Listed below are summaries of each course within the program.

MED135   Medical Office Procedures   3 Credits
Throughout this course, students will understand the duties and responsibilities of the medical assistant, focusing on the administrative function. This includes learning about their role as part of a healthcare team and the various environments in which they may seek employment, the importance of professionalism and ways to build and improve their professional skills, the various law and legal aspects that govern the healthcare environment as well as the many ethical issues that play into their interactions and patient care.

MED101   Medical Terminology   3 Credits
This course introduces students to the language of medicine. Students will understand how medical terms are formed and how to build them using combining forms, prefixes, and suffixes. Students will learn the structure and function of various body systems and about the diagnostic, procedural, laboratory, pathological, surgical, and pharmacological terms and abbreviations associated with each body system.

MED103   Medical Office Communications   3 Credits

In this course, students are taught the skills necessary to communicate effectively in a professional medical environment using both oral and written communication channels. Students will learn the strategies to write and deliver clear, concise messages and documents typical of the medical office that comply with HIPAA requirements. Through lessons, practice activities, and simulations, students are taught proper communication techniques including best practices for verbal and non-verbal communication, managing the telephone, and creating written correspondence.

MED104   Medical Office Administrative Skills   3 Credits

In this course, students will learn the administrative duties and responsibilities typical in the medical office. These include front office procedures, appointment scheduling, office supply inventory, medical record preparation, and patient confidentiality and privacy. In addition, students will learn computer applications and software used in the medical office, the medical record and will perform electronic health record (E.H.R.) simulation activities. The course also covers the procedures for opening and closing the medical office each day and care of facilities and medical equipment.

MED115   Introduction to Medical Billing and Coding   3 Credits

This course introduces the basics of medical billing and coding, as well as providing a general understanding of medical insurance and the various payers. It offers a broad overview of the revenue cycle and introduces how to successfully utilize the medical insurance claim process. This course also introduces the major code sets used in the health care industry.

MED111   Business Practices for the Medical Office   3 Credits

In this course, students will learn how to perform business practices typical of the medical office. These include preparing insurance claims, compliance, Medicare assignment, types of healthcare reimbursement, and billing secondary insurance. Students will also learn the billing cycle, processing patient payments and posting, credit and balances, refunds, and collection procedures. The course also includes accounts payable and accounts receivable, credit card processing procedures, general financial transactions, and common banking procedures.

MED110   Electronic Health Records   3 Credits

Medical professionals who work with important patient data are required to abide by federal and state laws, as well as accreditation and regulatory agency requirements that govern the handling of patient information. As such, it is extremely important for medical professionals to remain up to date on the emerging technological trends as well as regulatory requirements. This course focuses on the health IT ecosystem with a specific focus on the role of electronic health records (EHRs).

MED140   Anatomy and Physiology I   3 Credits
This is the first of a two-course series that provides a comprehensive study of the anatomy and physiology of the human body. In this course, students will review the overall organization of the human body and will identify the anatomical locations of the various organs and systems. The course will discuss genetic and congenital disorders, and the structure and function of cells and cell division. The nervous, sensory, integumentary, muscular, and skeletal systems will be covered including the structure, function, common pathology, diagnostic procedures, and treatments. The course is designed for students who have little formal knowledge of the human body who wish to pursue a career in health-related professions.

MED141   Anatomy and Physiology II   3 Credits
This course is a continuation of Anatomy and Physiology I. This course covers the respiratory, circulatory, immune, digestive, urinary, endocrine, and reproductive systems in detail including the structure and function of each system, diseases and disorders, diagnostic procedures, and treatment options.

MED142   Clinical Procedures I   4 Credits
The responsibility of preparing patients for examinations and procedures performed by the providers is mainly the medical assistant. In this course, the medical assistant's role in the patient examination process will be stressed. Ensuring patient safety by minimizing disease transmission will be discussed as well as preparing a patient for specific examinations and procedures. The assistant's role of educating the patient in healthful activities and disease or disorder management is covered. The process to conduct accurate screening and the procedures to document accurately in the medical record are also reviewed.

MED143   Clinical Procedures II   4 Credits
Medical assistants may be required to assist the provider in minor office surgeries and various treatment modalities, as well as provide patients with education on their treatment plan. Throughout this course, students will be shown how to maintain surgical asepsis, vital to preventing disease transmission, before, during, and after any of the invasive procedures performed in the medical office or clinic. Students will also develop a good working knowledge of the care and function of basic instruments used in minor surgical procedures and how to assist the provider and properly prepare the patient. This course also covers several rehabilitation methods, such as body mechanics, mobility devices, and range-of-motion exercises, as well as healthy living techniques that include nutritional guidelines and the significance of diet, exercise, weight control, sleep, and the way personal behaviors influence health. Finally, this course will review what to do if confronted with an emergency or accidental situation including basic first aid skills and CPR.

MED144   Lab Procedures   3 Credits
This course will provide students with an understanding of the lab procedures typical of a physician's office laboratory. Students will study various laboratory tests and procedures with a focus on safety. They will review how to recognize safety, security, and operation hazards in the medical and laboratory environment and identify best practices for eliminating and/or minimizing them. Students will also review the purpose for common diagnostic tests and identify how to differentiate between normal and abnormal results.

MED145   Medication Administration   3 Credits
In this course, students will be introduced to the different classifications of medications, including indications for use, desired effects, side effects, contraindications, and adverse reactions. Students will study the common drug forms and routes of administration in addition to the required elements and purpose of a prescription and medication order. The course covers the Seven Rights of medication administration and how to apply them, how to avoid and handle medication errors, and how to calculate medication dosages.

MED146   Career Development   1 Credit
This course provides students with the skills required to implement a strategic career plan. Topics include self-assessment, employability skills, career decision-making, roles and responsibilities, organizational culture, launching an employment campaign, networking, lifelong learning, and professional development. Students will practice entering several types of patient data into a simulated electronic health record (E.H.R.) system similar to those typically used in a healthcare facility. In addition, the course will provide students with the opportunity to go through practice questions in preparing for various certifications.

Introduction to Clinical Medical Assisting
Program Length: 20 Semester Credit Hours

Program Overview:
The Introduction to Clinical Medical Assisting program is designed to prepare students with the clinical skills needed to assist with patient care in a physician's office or other outpatient healthcare setting. The student 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.

Program Outcomes:
Upon completion of this program, students are expected to be able to:
- Demonstrate proficiency in medical terminology by correctly identifying and defining key medical terms and abbreviations commonly used in clinical settings.
- Describe the structure and function of the various body systems and identify the pathophysiologic conditions and disorders, diagnostic procedures, and treatment options for each.
- Identify best practices for safety and infection control in a medical office.
- Prepare patients for healthcare provider examinations and procedures, conduct accurate screening, and document appropriately in the medical record.
- Assist providers in minor office surgeries, including maintaining surgical asepsis, and providing patient education on treatment plans.
- Identify common diagnostic tests and differentiate between normal and abnormal results.

Listed below are summaries of each course within the program.

MED101   Medical Terminology   3 Credits

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

MED140   Anatomy and Physiology I   3 Credits

This is the first of a two-course series that provides a comprehensive study of the anatomy and physiology of the human body. This course focuses on the overall organization of the human body and the anatomical locations of the various organs and systems. The course will discuss genetic and congenital disorders, and the structure and function of cells and cell division. The nervous, sensory, integumentary, muscular, and skeletal systems will be covered including the structure, function, common pathology, diagnostic procedures, and treatments. The course is designed for students who have little formal knowledge of the human body who wish to pursue a career in health-related professions.

MED142   Clinical Procedures I   4 Credits

The responsibility of preparing patients for examinations and procedures performed by the providers is mainly the medical assistant. In this course, the medical assistant's role in the patient examination process will be stressed. Ensuring patient safety by minimizing disease transmission will be discussed as well as preparing a patient for specific examinations and procedures. The assistant's role of educating the patient in healthful activities and disease or disorder management is covered. The process to conduct accurate screening and the procedures to document accurately in the medical record are also reviewed.

MED141   Anatomy and Physiology II   3 Credits

Building on the knowledge gained in Anatomy and Physiology I, this course provides an in-depth study of the respiratory, circulatory, immune, digestive, urinary, endocrine, and reproductive systems. Students will learn about the structure and function of each system, common diseases and disorders, diagnostic procedures, and available treatment options.

MED143   Clinical Procedures II   4 Credits

Medical assistants may be required to assist the provider in minor office surgeries and various treatment modalities, as well as provide patients with education on their treatment plan. Throughout this course students will be shown how to maintain surgical asepsis, which is vital to the prevention of disease transmission, before, during, and following any of the invasive procedures performed in the medical office or clinic. Students will also develop a good working knowledge of the care and function of basic instruments used in minor surgical procedures as well as how to assist the provider and properly prepare the patient. This course also covers several rehabilitation methods, such as body mechanics, mobility devices, and range-of-motion exercises, as well as healthy living techniques that include nutritional guidelines and the significance of diet, exercise, weight control, sleep, and the way personal behaviors influence health. Finally, this course will discuss what to do if confronted with an emergency or accidental situation including basic first aid skills and CPR.

MED144   Lab Procedures   3 Credits

This course will provide students with an understanding of the lab procedures typical of a physician's office laboratory. Students will study various laboratory tests and procedures with a focus on safety. Students will be taught how to recognize safety, security, and operation hazards in the medical and laboratory environment and identify best practices for eliminating and/or minimizing them. In addition, students will gain knowledge of the purpose for common diagnostic tests and identify how to differentiate between normal and abnormal results.

Pharmacy Technician (18 credits)
Program Length: 18 Semester Credit Hours

Program Overview:
The program covers pharmacology, medical terminology and abbreviations as related to pharmacy, pharmacy law and ethics, pharmacy math and dosage calculations, medication preparation, prescription processing, inventory, insurance billing, communication, and customer service skills. Upon successful completion of the program, students will be eligible for employment in a variety of pharmacy settings. 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).

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
- Use standard pharmacy reference sources
- Identify the top 200 drugs and list their uses and side effects
- Carry out dosage calculations
- Identify the information contained on medication orders, prescriptions, and drug labels

Listed below are summaries of each course within the program.

MED151   Introduction to Pharmacy   3 Credits

This course is designed to familiarize the student with the specific knowledge and skills needed to pursue a career as a pharmacy technician. This course introduces the responsibilities of a pharmacy technician and common pharmacy practices and settings. In addition, the course will cover effective communication skills, interpersonal and time management skills, and the laws, regulations, and standards that apply to the field of pharmacy.

MED152   Pharmacology   3 Credits

This course introduces the science of pharmacology, pharmacodynamics, and pharmacokinetics and will expand the students' knowledge base on a variety of drugs and interactions. Topics covered in this course include methods of drug classification, over-the-counter and prescription medications, medication dosage routes and formulations.

MED153   The Dispensing Process   3 Credits
This course discusses the specific roles and responsibilities of the pharmacy technician in the prescription dispensing process. Throughout this course, students will be introduced to the various calculations, techniques, equipment, and tools used to perform sterile and non-sterile compounding as well as the operational roles in the pharmacy setting, including inventory management and business-related calculations.

MED154   Medication Safety and Quality Assurance   3 Credits
This course discusses how the safety and quality of medications are ensured in the pharmacy setting and best practices for maintaining patient compliance. Students will develop an understanding of how and why medication errors happen, what strategies can be employed to help prevent them, and which organizations directly support medication error prevention. Additional topics covered in this course include preventing the spread of infections in the healthcare setting, safe handling of hazardous drugs, and improving patients' medication adherence.

MED155   Pharmacy Practice Areas and Employment   3 Credits
This course describes various pharmacy settings and the role of the pharmacy technician within each, including the business and technical skills required and the importance of career preparation and development. This course also introduces students to the basics of medical billing and provides a general understanding of medical insurance and the various payers.

MED56   Pharmacy Technician Certification Preparation   3 Credits
Professional certification is a way to measure a person's competency to complete a specific job and can set you apart from others in your field when it comes to employment opportunities. If you wish to become a certified pharmacy technician, you will need to take and pass one of two exams: the National Healthcareer Association's (NHA) ExCPT exam or the Pharmacy Technician Certification Board's (PTCB) exam, known as the PTCE. This course is a comprehensive review of the concepts you will need to know to successfully complete and pass these certifications.

Healthcare Administrative Specialist
Program Length: 360 Hours/8 Months

Program Overview:
Medical Office Administration skills are crucial to anyone who wants to work in a healthcare administrative capacity including front office positions such as a Medical Office Administrative Assistant or Receptionist. The healthcare industry, which includes hospitals, physicians' offices, clinics, nursing homes, home health agencies, HMOs, 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 typical in a medical office environment. The program also provides students with knowledge on medical anatomy and terminology essential to work in any healthcare environment.

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 how to professionally greet patients, answer phones, schedule appointments, and take messages.
- Identify the meaning of, use, and understand 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.
- List and describe the steps in the medical billing cycle.

Listed below are summaries of each course within the program.

MED170   Introduction to Electronic Health Records and Medical Office Practices
Throughout this course, students will understand the duties in the administrative front office of a healthcare facility. This includes the use of proper communication techniques, receptionist duties such as filing, appointment scheduling, financial administration, processing mail, care of facilities and medical equipment as well as the importance of maintaining patient confidentiality and privacy.

MED173   Medical Terms
This course introduces students to the language of medicine. Students will understand how medical terms are formed and how to build them using combining forms, prefixes, and suffixes. Students will learn the structure and function of various body systems and about the diagnostic, procedural, laboratory, pathological, surgical, and pharmacological terms and abbreviations associated with each body system.

BUS109   Effective Workplace Communications
In this course, students are taught the skills necessary to communicate effectively in a professional medical environment using both oral and written communication channels. Students will learn the strategies to write and deliver clear, concise messages and documents typical of the medical office that comply with HIPAA requirements. Through lessons, practice activities, and simulations, students are taught proper communication techniques including best practices for verbal and non-verbal communication, managing the telephone, and creating written correspondence.

MED172   Medical Office Software Applications
In this course, students will learn the administrative duties and responsibilities typical in the medical office. These include front office procedures, appointment scheduling, office supply inventory, medical record preparation, and patient confidentiality and privacy. In addition, students will learn computer applications and software used in the medical office, the medical record and will perform electronic health record (E.H.R.) simulation activities. The course also covers the procedures for opening and closing the medical office each day and care of facilities and medical equipment.

MED176   Introduction to Medical Coding, Billing, and Health Insurance
This course introduces the basics of medical billing and coding, as well as providing 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 healthcare industry.

MED177   Medical Office Business Practices

In this course, students will learn how to perform business practices typical of the medical office. These include preparing insurance claims, compliance, Medicare assignment, types of healthcare reimbursement, and billing secondary insurance. Students will also learn the billing cycle, processing patient payments and posting, credit and balances, refunds, and collection procedures. The course also includes accounts payable and accounts receivable, credit card processing procedures, general financial transactions, and common banking procedures.

Graduate Certificate in Applied Behavior Analysis
Program Length: 21 Semester Credit Hours

The program provides students with the fundamental skills and underlying principles and knowledge of Applied Behavior Analysis (ABA) along with practice-oriented skills. The program content is based on the Behavior Analyst Certification Board (BACB) 5th Edition Task List. Students will study the foundations of ABA including philosophical underpinnings, concepts and principles, measurement, data display, and interpretation, and experimental design. In addition to the foundational and theoretical knowledge taught in the program, students will learn practice-oriented skills including the ethics code for behavior analysts, behavior assessment, behavior-change procedures, selecting and implementing interventions, and personnel supervision and management.

Overall Program Outcomes:
Upon completion of this program, students are expected to be able to:
- Identify the goals of behavior analysis as a science.
- Define and provide examples of behavior, response, and response class.
- Demonstrate an understanding of measurement, data display, and interpretation in applied behavior analysis.
- Identify the defining features of single-subject experimental designs.
- Demonstrate knowledge of the ethical responsibilities of behavior analysts to their clients, supervisees, colleagues, and other stakeholders.
- Conduct an appropriate and systematic behavior assessment.
- Demonstrate an understanding of behavior-change procedures.
- Gather and analyze data that will inform the selection of appropriate intervention plans.
- Demonstrate knowledge of performance monitoring, feedback, and reinforcement systems.

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 v e t e r a n , 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 also 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 contacting 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 syllabi 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 students to maintain satisfactory academic progress (SAP) toward completion of their enrolled program.

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 credits. 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%

At the conclusion of an evaluation period, the grade-point average and rate of completion are calculated to determine academic standings.

Please see below for specific SAP policies for students utilizing Federal Student Aid (FSA) and Veterans Administration funding.

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

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 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 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 the number of credits below:
18	27
20	30
21	31.5
24	36
36	54
42	63

🔸 **Associate Degree Programs** – 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 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 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 period, the student may be placed on academic probation for one additional period. The probation period lasts for one 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 Vice President of Academic Affairs as part of the SAP Policy.

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.

Student Identity Verification Procedures

Martinsburg College verifies the identity of its students during the admissions process when students are required to submit government-issued photo identification. Students are issued with a unique username and password which they use to access their courses through the secure online class portal. Martinsburg College implements the following procedures to ensure student identity:

1. Student identity is verified during the admissions process when students submit their government-issued photo identification.
2. Students are issued with a unique user ID and password which they must use to access the online classroom.
3. Students enrolled in degree programs are required to take several proctored examinations throughout the course of their program. Prior to taking a test, students must provide their government-issued photo ID to the proctor for review and comparison to the government-issued photo ID that is on file with the college.

Proctored Exam Policy

Degree-seeking students are required to take a minimum of four proctored exams during their course of study. Martinsburg College has partnered with Meazure Learning (formerly ProctorU) to facilitate online proctoring. Students may request online proctoring through the student services department. Detailed information regarding proctored exams is available in the online classroom and in the Study Guide which is available in the online classroom. In addition to online proctoring provided by Meazure Learning, students may request approval for a proctor by submitting the proctor's name and contact information to the student services department before the exam can be conducted.

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 Policy

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

Student Integrity & Academic Honesty Policy

Academic integrity is a fundamental value across all institutions of higher education. For students to learn in a meaningful way, educational institutions cannot allow 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 attributing appropriate credit to the original source. Plagiarism is a very serious matter 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
All students have 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. In addition, students enrolled in undergraduate, credit-bearing programs may cancel their enrollment up to the completion of the first course in the program 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.

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 x 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 x 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 x 100% = $3796 + $200 administrative
   fee = $3996. Total retained by the institution = $3996. Total returned = $0
   Any money due to a student 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, any
   money due to a student will be refunded 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.

The refund policy is based on a course-by-course basis for students enrolled in a degree
program.

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 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.

Career Services

Although Martinsburg College does not provide direct placement services, each graduate is provided access to career services upon completion of their program. The college provides a career services portal offered through Career Services Central (CSC) and linked to the College Central Network. CSC is a full-service career development portal designed to provide the resources necessary to guide students through the job search process. In the portal, students have access to videos, podcasts and articles concerning career exploration, career/ job fairs, career portfolios, cover letters, interviewing, job search strategies and advice, networking, professional development, resume writing, workplace etiquette, and more recently, Covid-19 topics for the workplace. In addition, the Career Center houses templates to use for creating resumes and cover letters. The Career Center includes the ability to post resumes on the site for employers to review. The Career Center also provides a job and internship/ externship search portal. In addition, there are videos, podcasts, and articles that provide important information and advice concerning topics such as:

- Resumes Writing and Resume Templates
- Cover Letters
- Career Portfolios
- Career Exploration
- Job Search
- Career/Job Fairs
- Interviews
- Personal Branding
- Workplace Etiquette
- Professional Development

The job search portal in the Career Center also allows students to choose job titles, key words, or company names to find available positions in their area. In addition, the portal will send weekly job opportunities, fitting the student's job preferences, within a mileage radius the student chooses.

Debbi McIntyre, Career Services Manager, manages career services for students. In addition to the online career services portal, the college provides graduates with access to a career services training module in the online classroom which provides additional resources.

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 Vice-President, Academic Affairs. The Vice-President, Academic Affairs 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.

Faculty

Rita Claypole
Pennsylvania State University, State College, PA
Master's Degree of Professional Studies in Human Resources & Employment Relations

West Virginia University, Morgantown, WV
Master's Degree in Public Administration

Saint Francis College, Loretto, PA
Bachelor of Arts, Political Science

Timothy Lawson
King University, Bristol, TN
Master of Business Administration, Specialization in Management

Graduate Certificate, Specialization in Human Resources Management

University of Pennsylvania, Philadelphia, PA
Certificate, Master Resilience Trainer

American Military University, Charles Town, WV
Bachelor of Arts in Marketing

Pamala Musselwhite
King University, Bristol, TN
Bachelor of Science, Healthcare Administration

East Tennessee State University, Johnson City, TN
Associate of Applied Science, Medical Assisting
Certifications:
American Association of Medical Assistants (AAMA)
Certified Medical Assistant (CMA)

Rebecca McHenry
East Tennessee State University, Johnson City, TN
Bachelor of Business Administration
Certifications:
Pharmacy Technician Certification Board (PTCB)
Certified Pharmacy Technician (CPhT) certification

National Healthcareer Association (NHA)
Certified Pharmacy Technician (CPhT)

Holly Johnson
Grand Canyon University, Phoenix, AZ
Bachelor's Degree in Criminal Justice Studies

Savonne Montue
Washington Adventist University, Takoma Park, MD
Master of Business Administration
Bachelor of Science in Health Care Administration
Prince George's Community College Largo, MD
Associate of Applied Science, Health Information
Certificate in Medical Coding/Billing
American Association of Professional Coders (AAPC)
Certified Professional Coder (CPC)
American Health Information Management Association:
Registered Health Information Technician (RHIT)
Certified Coding Specialist (CCS)

Rebecca Parquet
Lane Community College, Eugene, OR
Associate of Arts, Health Records Technology
Certification:

American Association of Professional Coders (AAPC)
Certified Professional Coder (CPC)

Richard Franklin
American Public University System, Charles Town, WV
Bachelor of Science in Information Security Mgt.

Blue Ridge Community & Technical College, Martinsburg, WV
Associate of Applied Science in Information Technology
Associate of Applied Science in CyberSecurity
Associate of Applied Science, Board of Governors
Certificate of Business and Technology
Certification: CompTIA A+ Certified

Michael Weinberg
Temple University, Philadelphia, PA
Doctor of Philosophy in Psychology
Specialization in Experimental & Applied Behavior Analysis

Master of Arts in Psychology
Specialization in Experimental & Applied Behavior Analysis

Northeastern University, Boston, MA
Bachelor of Arts in Liberal Arts, Psychology Major
Applied Behavior Analysis Specialization

Certification/License:
Behavior Analyst Certification Board:
Board Certified Behavior Analyst-Doctoral BCBA-D

Leslie Shier
Georgian College, Barrie, ON
Computer Programmer Diploma

Carleton University, Ottawa, ON
Mechanical Engineering program

Certifications:
CompTIA A+ Certified
CompTIA Network+ Certified

Kellyanne Michael
American Military University, Charles Town, WV
Bachelor of Science in Public Health, Concentration in Health and Wellness
Certification:
National Healthcareer Association (NHA)
Certified Clinical Medical Assistant (CCMA)

Sarah Poore Resor
University of Alabama, Tuscaloosa, AL
Master of Arts, Instructional Technology

University of Toledo, Toledo, OH
Bachelor of Science, Interdisciplinary Studies

Terra State Community College, Fremont, OH
Associate of Science

Sandusky Career Center, Sandusky, OH
Medical Assisting and Phlebotomy Certificate

Certifications:
American Medical Technologists (AMT)
Allied Health Instructor (AHI)
Registered Medical Assistant (RMA)
American Heart Association (AHA)
Basic Life Support Instructor

Paige Annunziato
Eastern Washington University, Cheney, WA
Master of Business Administration

Arizona State University, Tempe, AZ
Master of Integrated Healthcare
Bachelor of Science, Health Services

Certifications:
Project Management Institute:
Project Management Professional (PMP)

Eurania Carter
DeVry University, Addison, IL
Associate of Applied Sciences in Health Information Management

Certifications:
American Academy of Professional Coders (AAPC)
Certified Professional Coder (CPC)

American Health Information Management Association:
Registered Health Information Technician (RHIT)
Certified Coding Associate (CCA)

Rhonda Brewer
Strayer University, Jacksonville, FL
Master of Business Administration, Health Service Administration
Bachelor of Business Administration, Health Service Administration

Martinsburg College

South College, Knoxville, TN
Associate of Science, Medical Assisting

Certifications:
American Medical Technologists:
Registered Medical Assistant

Hannah Murphy
Clemson University, Clemson, SC
Bachelor of Science in Biological Sciences

Certification:
Pharmacy Technician Certification Board (PTCB):
Certified Pharmacy Technician (CPhT)
Tommie Waiters
Charter Oak State College, New Britain, CT
Bachelor of Science in General Studies

Hope College of Arts and Science, Pompano Beach, FL
Associate of Science in Nursing

The County College of Monmouth/Brookdale Community College, Lincroft, NJ
Associate of Arts in Social Science

Allied Healthcare School, Laguna Hills, CA
Medical Assisting, Pharmacology, Medical Administrative Assisting, Electronic Health
Records, Medical Billing Technology

Certifications:
National Healthcareer Association (NHA):
Certified Clinical Medical Assistant (CCMA)

Kerri Wood
Keiser University, Tampa, FL
Bachelor of Science in Interdisciplinary Studies (exp. 2024)

Martinsburg College, Martinsburg, WV
Associate of Science in Healthcare Administration

Blue Ridge Community College, Martinsburg, WV
Associate of Applied Science in Paralegal Studies

Certifications:
National Healthcareer Association (NHA):
Certified Medical Administrative Assistant (CMAA)
Certified Billing and Coding Specialist (CBCS)
Certified Electronic Health Records Specialist (CEHRS)

Christyfaye Jimenez
University of Phoenix, Phoenix, AZ
Master's Degree in Business Administration

Holy Names College, Oakland, CA
Bachelor of Arts in Psychology & Religious Studies

Nicole Morin
Liberty University, Lynchburg, VA
Doctor of Education, Curriculum & Instruction
Master of Arts, Clinical Mental Health Counseling
Bachelor of Science in Psychology

Diana Reyes
University of Maryland, University College, Adelphi, MD
Master of Science, Health Care Administration

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Bachelor of Science, Psychology

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Associate of Science, Nursing
Associate of Arts, General Studies

Darlene Thompson
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Master of Science in Information Technology Management

St. Thomas University, Fredericton, NB
Bachelor of Arts, Criminology

University of New Brunswick, St. John, NB
Information Technology Professional Diploma Program

Information Technology Certifications:
CompTIA:
A+
INET+
Server+
Network+
IT Project+
Microsoft Certified Systems Engineer (MCSE)
Microsoft Certified Database Administrator (MCDBA)
Microsoft Office Specialist Master Instructor

Homeland Security Certification (CHPA-1)

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Liberty University, Lynchburg, VA

Master of Public Health, Nutrition

Capella University, Minneapolis, MN
Graduate Certificate in Public Health

Florida Technical College, Lakeland, FL
Bachelor of Science in Allied Health Management
Medical Billing and Coding Certificate

Hamilton College, Clinton, NY
Associate of Applied Science in Medical Assistant

Certifications:
American Medical Technologists (AMT)
Registered Medical Assistant (RMA)

National Healthcareer Association (NHA):
Certified Clinical Medical Assistant (CCMA)

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Bachelor of Science in Healthcare Administration
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Certifications:
National Center for Competency Testing (NCCT)
National Certified Medical Assistant

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Master of Health Administration

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Certificate in State Testing Nursing Assistant

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Master of Science, Human Resource Management
Bachelor of Arts, Theatre Arts, Minor in Psychology

Southern New Hampshire University, Manchester, NH
Master of Arts, Communications

Sharon Harding
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Master's Degree of Business Administration, Health Care Management
Associate of Science, Medical Assisting

Concord University, Athens, WV
Bachelor's Degree of Science in Elementary Education

American Association of Medical Assistants (AAMA)
Certified Medical Assistant (CMA)

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Master's Degree in Project Management

Certifications:
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Project Management Professional

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Associate of Applied Science

Certification/License:
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Certified Medical Assistant (CMA)

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Associate of Arts in Early Childhood Care and Education

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Associate of General Studies

Certifications:
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Certified Pharmacy Technician (CPhT) certification

Corinne Frad
Upper Iowa University Fayette, IA
Master's Degree in Business, emphasis in Accounting

Panhandle State University, Goodwell, OK
Bachelor of Administration, emphasis in Accounting

Wichita State University, Wichita, KS

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Certified Professional Coder (CPC)

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Certifications:
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Certified Medical Assistant (CMA)

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Business Administration, Human Resources Management Certificate

Pitt Community College, Winterville, NC
Associate of Applied Science in Medical Assisting

Certifications:

American Association of Medical Assistants (AAMA)
Certified Medical Assistant (CMA)

American Medical Technologists (AMT)
Allied Health Instructor (AHI)
Registered Phlebotomy Technician (RPT)

American Heart Association (AHA):
Basic Life Support (CPR & AED) Certification

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Certifications:
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Nationally Registered Certified Medical Assistant (NRCMA)

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Bachelor of Arts, Criminology

Certifications:
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Certified Professional Compliance Officer (CPCO)
Certified Professional Coder (CPC)
Certified Professional Medical Auditor (CPMA)

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Master of Science in Information Technology, w/ Honors
Bachelor of Science IT Management

Certifications:
CompTIA A+ Certified
CompTIA Network+ Certified
CompTIA Security+ Certified

Cisco Certified Entry Networking Technician (CCENT)

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Hawaii Pacific University, Honolulu, HI
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University of North Florida, Jacksonville, FL

Bachelor of Arts in Psychology
Bachelor of Science in Communication

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Certificate in Data Driven Marketing