



MEDICAL ASSISTING Student Handbook



2023 – 2024

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INTRODUCTION

Welcome

West Georgia Technical College
Medical Assisting Program

Dear Student,

Welcome to the Medical Assisting program at West Georgia Technical College. We are pleased you have chosen to pursue your education with us. Medical Assisting is one of the fastest growing occupations. Our Medical Assisting program has a strong reputation for preparing graduates who are ready to “hit the ground running” and who exemplify professional characteristics. Therefore, our graduates are highly sought for positions in physicians’ offices, healthcare clinics, and other healthcare settings. Your graduation from our Medical Assistant program will prepare you to become a valuable member of the healthcare profession.

This is an exciting beginning for you! We know the path during your time with us will be both challenging and rewarding and we are committed to your success. It has been shown that students who are most likely to succeed are the ones that connect with their course faculty and classmates so we encourage you to reach out to us and your classmates. We can provide a strong support system and encourage you along the way. Our faculty members bring a wealth of knowledge and experience to the classroom and are eager to help you develop into a top-notch Medical Assistant. We also encourage you to set a goal of completing the Certification, CMA (AAMA) or Registration, RMA (AMT) upon graduation. These certifications will set you apart from others and acknowledge your expertise.

This program is approved by The Technical College System of Georgia (TCSG). Moreover, the program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon recommendation of the Medical Assisting Education Review Board (www.maerb.org). The accreditation process ensures that our program maintains its high standards.

This Medical Assisting Handbook supplements the policies and procedures adopted by WGTC. Some components of the policies outlined in this Handbook may impose greater obligations, expectations, or responsibilities on students in the Medical Assisting Program that are generally applicable to other students. If you have any questions regarding anything in this Handbook, they should be directed to the program director.

All statements in the Medical Assisting Student Handbook are announcements of the present Medical Assisting program’s policies and are subject to change at any time. While every effort

will be made to give advance notice of any change in the Medical Assisting program's policies, such notice is not guaranteed nor required.

Sincerely,

Robyn Knott, CMA (AAMA), BM Melanie Strain, CMA (AAMA)

Robyn Knott, CMA (AAMA), BM
Program Director/Practicum Coordinator

Melanie Strain, CMA (AAMA)
Adjunct Instructor

History and Purpose of Medical Assisting

The need for medical assistants began when doctors found demands on their time multiplying. As demands increased, specialized health professionals needed to help meet these demands. In 1924, Mr. M. Mandl founded the first school training individuals to work specifically in doctors' offices.

By 1955, the American Association of Medical Assistants (AAMA) was founded. In 1966 a committee was appointed to develop curriculum standards for the training of medical assistants. Three years later, in 1969, the Essentials of an approved Educational Program for Medical Assistants was approved by the American Association Council on Medical Education and the AMA House of Delegates, resulting in five educational programs being accredited.

In 1978, the United States Department of Health Education and Welfare formally recognized the Medical Assistant as a Health Sciences profession. The AAMA Board of Trustees adopted the following definition: "Medical assistants are multi-skilled members of the health care team who perform administrative and clinical procedures under the supervision of licensed health care providers." The practitioner assists with patient care management execute administrative and clinical procedures and often performs managerial and supervisory functions. Competence in the field also requires that a Medical Assistant communicate effectively, adhere to ethical and legal standards of medical practice, recognize and respond to emergencies, and demonstrate professional characteristics.

Today, Medical Assisting is one of the nation's fastest-growing careers. It is listed as one of the ten fastest-growing jobs in the United States. Labor projections for 2019 through 2029 from the United States Bureau of Labor Statistics indicate that while average job growth is 3.7%, Medical Assisting job growth is 19%. Medical assistants are expected to have good job prospects; however, those who earn certification and have familiarity with electronic health records (EHRs) may have better job prospects. The following factors can attribute to this job growth:

- A predicted surge in the number of physicians' offices and outpatient care facilities
- Technological advancements
- The growth of the aging baby-boomers population will continue to increase demand for preventative medical services.

Description of the Medical Assisting Profession by AAMA

Medical assistants work alongside physicians, mainly in outpatient or ambulatory care facilities, such as medical offices and clinics. They are instrumental in helping patients feel at ease in the physician's office, and they often explain the physician's instructions. According to a survey by Healthcare Intelligence Network, medical assistants are ranked as one of the top five professions.

Job Responsibilities

Medical Assistants are cross-trained to perform administrative and clinical duties. Here is a quick overview of what Medical Assistants can do (duties may vary from medical practice to medical practice depending on location, size, specialty, and state laws):

CLINICAL DUTIES (MAY INCLUDE, BUT ARE NOT LIMITED TO):

- Obtaining patient vital signs
- Taking medical histories
- Explaining treatment procedures to patients
- Preparing patients for examinations
- Assisting the physician during examinations
- Collecting and preparing laboratory specimens
- Performing basic laboratory tests
- Instructing patients about medication and special diets
- Preparing and administering medications, including intramuscular, intradermal, and subcutaneous injections – including vaccinations/immunizations, as directed by a physician or other licensed provider (e.g., a nurse practitioner or physician assistant)
- Transmitting prescription refills as directed
- Phlebotomy
- Taking electrocardiograms
- Wound care and changing dressings
- Phlebotomy
- Removing sutures and staples
- Patient Liaison

ADMINISTRATIVE DUTIES (MAY INCLUDE, BUT ARE NOT LIMITED TO):

- Using computer applications
- Answering telephones
- Taking phone messages
- Welcoming patients
- Updating and filing patient medical records
- Coding and filling out insurance forms
- Scheduling appoints
- Arranging for hospital admissions and laboratory services
- Handling correspondence, billing, and bookkeeping

Credentialing of Medical Assistants

Students of the Medical Assisting Program at West Georgia Technical College are eligible to sit for National Certification Exam offered by either the American Association of Medical Assistants (AAMA) or American Medical Technologists (AMT). Students that wish to review information about the Certified Medical Assistant (AAMA) exam and the credentialing process can visit www.aama-ntl.org. The American Medical Technologist (AMT) administers the Registered Medical Assisting exam or RMA (AMT). Information about this exam can be found at www.americanmedtech.org.

PROGRAM OVERVIEW

Medical Assisting Program Description

The Medical Assisting diploma program prepares students for employment in a variety of positions in today's medical offices. The program provides learning opportunities which introduce, develop, and reinforce academic and occupational knowledge, skills, and attitudes required for job acquisition, retention, and advancement. Additionally, the program provides opportunities to upgrade present knowledge and skills or to retrain in the area of medical assisting.

Medical Assisting Program Mission

The mission of the West Georgia Technical College Medical Assisting Program is to provide students with didactic and clinical learning experiences in the administrative and clinical skills necessary to succeed as inter-disciplinary medical assistants. Through hands on education, students are prepared for employment in various medical settings, including specialty offices, public health, and hospitals. Graduates of this Commission on Accreditation of Allied Health Education Programs (CAAHEP) accredited program will receive a diploma in medical assisting and are eligible to sit for the National Certification Exam offered by either the American Association of Medical Assistants (AAMA) or American Medical Technologists (AMT).

Medical Assisting Program Goals and Outcomes

The program goal of the Medical Assisting Program at West Georgia Technical College is to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

The following program outcomes are met by the Medical Assisting curriculum which utilizes all the aforementioned learning domains and ultimately fulfills the primary goal.

As well as:

- Provide appropriate learning opportunities to facilitate the acquisition of the knowledge and technical skills necessary to function as a competent entry-level medical assistant.

- Endeavor to instill a sense of medical ethics.
- Encourage a sense of commitment to continuous professional development.
- Provide each student with the minimum required necessary for eligibility for CMA (AAMA) National Examination or RMA (AMT) National Examination.

Students will incorporate the cognitive knowledge in the performance of the psychomotor and affective domains in their practice as medical assistants in professional development.

- Apply critical thinking skills in performing patient assessment and care.
- Use language/verbal skills that enable patients to understand.
- Demonstrate respect for diversity in approaching patients and families.
- Verify ordered doses/dosages before administration.
- Distinguish normal and abnormal test results
- Display sensitivity to patient rights and feelings in collecting specimens.
- Explain the rationale for the performance of a procedure to a patient.
- Show awareness of a patient's concern regarding their perceptions related to the procedure being performed.

Students will incorporate cognitive knowledge in the performance of psychomotor and affective domains in their practice as medical assistants in communicating effectively, both oral and in writing and:

- Demonstrate empathy in communicating with patients, family, and staff.
- Apply appropriate body language and other nonverbal skills in communicating with patients, family, and staff.
- Demonstrate awareness of the territorial boundaries of the person with whom communicating.
- Demonstrate recognition of the patient's level of understanding in communications.
- Demonstrate sensitivity appropriate to the message being delivered.
- Demonstrate awareness of how an individual's appearance affects anticipated response.
- Analyze communications in providing appropriate responses/feedback.
- Recognize and protect personal boundaries in communicating with others.
- Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age, and economic status.

Students will incorporate cognitive knowledge in the performance of psychomotor and affective domains in their practice as medical assistants in the performance of the medical business practice and:

- Consider staff needs and limitations in the establishment of a filing system.
- Implement time management principles to maintain effective office function.
- Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients.
- Demonstrate assertive communication with managed care and/or insurance providers.
- Demonstrate sensitivity in communicating with both providers and patients.
- Communicate in language the patient can understand regarding managed care and insurance plans.

- Work with physicians to achieve maximum reimbursement.

Students will incorporate cognitive knowledge in the performance of psychomotor and affective domains in their practice as medical assistants in providing patient care by regulations, policies, laws, and patient rights and:

- Demonstrate sensitivity to patient rights.
- Demonstrate awareness of the consequences of not working within the legal scope of practice.
- Recognize the importance of local, state, and federal legislation and regulations in the practice setting.
- Apply ethical behaviors, including honesty/integrity in the performance of the medical assisting practice.
- Examine the impact personal ethics and morals may have on the individual's practice.
- Demonstrate awareness of diversity in providing patient care.

Students will incorporate cognitive knowledge in the performance of psychomotor and affective domains in their practice as medical assistants, and apply quality control measures in following health and safety policies and procedures to prevent illness and injury:

- Recognize the effects of stress on all persons involved in emergencies.
- Demonstrate self-awareness in responding to emergencies.

Accreditation Status

The Medical Assisting program at West Georgia Technical College is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), 25400 US Highway 19 North, Suite 158, Clearwater, FL 33763; phone 727.210.2350 (www.caahep.org), upon the recommendation of the Medical Assisting Education Review Board (MAERB), 2020 N. California Ave. #213 Suite 7 Chicago, IL 60647, 800.228.2262. <https://www.maerb.org/>

Technical Standards/Essential Functions

The following essential, non-academic functions are required to participate in the medical assisting program.

ESSENTIAL BEHAVIORAL ATTITUDES: Students in the MA program must have the:

1. Ability to engage in activities consistent with safe clinical practice without demonstrated behaviors of addiction to, abuse of, or dependence on alcohol, other drugs, or other non-medically prescribed controlled substances or misuse of prescription drugs, and/or over-the-counter medications or herbs that may alter or impair behavior or judgment.
2. Capacity to demonstrate responsibility and accountability for action as a student in a Health Science program and as a developing Health Care professional, including demonstrating integrity, respect for self and for others, and projecting an image of professionalism.

3. Ability to work under mental and physical stress frequently is required, including ability to concentrate in situations which include multiple distractions and interruptions.
4. Ability to think critically—essential to perform, evaluate, interpret, record and report patient status and diagnostic results.
5. Ability to adapt to changing environment and be able to prioritize tasks.

PHYSICAL AND EMOTIONAL STANDARDS:

Medical Assisting students should possess and be able to demonstrate the following:

Interpersonal Skills – Interpersonal abilities sufficient to interact with faculty, patients, families, health care professionals and other individuals from a variety of emotional, cultural, and intellectual backgrounds.

Communication Skills – Communication abilities sufficient to listen actively and for interaction with others in verbal, non-verbal and written form.

Cognitive Abilities: - Ability to recognize emergency situations and respond appropriately, problem solve and think critically for effective patient care and adhere to policies and procedures.

Mobility – Physical abilities sufficient to move from room to room and maneuver in small spaces, stand and walk for extensive periods of time, perform CPR without assistance, bend, twist, pull, push, stand, sit, walk, and reach.

Motor Skills - Gross and fine motor abilities sufficient to provide and assist with procedures, medication administration, perform basic secretarial skills and manipulate equipment safely.

Hearing – Auditory ability sufficient to monitor health needs of patients and procedures with auditory signals.

Visual - Visual ability sufficient to read documentation in written and computerized formats, perform medical procedures and for observation skills necessary in Medical Assisting duties.

Tactile - Tactile ability sufficient to manipulate medical tools and equipment, to provide patient intervention, and carry out medical procedures.

Environmental Safety – Ability to use germicides and adhering to PPE precautions.

WGTC complies with all provisions of the Americans with Disabilities Act (ADA) and makes reasonable accommodations upon request for qualified individuals. Please contact Accessibility Services at accessibilityservices@westgatech.edu if you feel that you may need accommodation to assist you in performing the functions listed above.

Competencies & Functional Abilities

Each MAST course is competency-based. This means there will be exams and also skills competencies that are graded by the instructor directly observing the student performing the assigned skill. Competencies guarantee that a student is competent in the entry-level administrative and clinical skills required of a Medical Assistant. Each competency required must be passed with a grade of 75 or better. The student will have three attempts to pass each MAST competency. If a student fails a competency in his/her first attempt, the skill will be practiced and reassessed at the next class meeting, or as determined by the instructor.

SELF-ASSESSMENT SURVEY OF ESSENTIAL FUNCTIONS

Essential functional abilities relate to the behavioral and physical components of student competence. They are abilities essential for safe patient care. Students should evaluate themselves to determine if they can meet the requirements of the profession. The findings of your self-assessment are for your consideration only and have no impact on your grades in this program.

I. Visual

- Observe and discern subtle changes in physical conditions and the environment.
- Visualize different color spectrums and color changes.
- Read the fine print.
- Read data displayed on monitors/equipment.
- Detect non-verbal communication.

II. Auditory

- Distinguish muffled sounds heard through a stethoscope.
- Hear and discriminate high and low-frequency sounds produced by the body and the environment.
- Effectively hear to communicate with others.

III. Tactile and Olfactory

- Discern tremors, vibrations, pulse, textures, temperature, shape, sizes, location, and other physical characteristics.
- Detect body odors and odors in the environment.

IV. Communication

- Verbally and in writing engage in two-way communication in English.
- Use qualified interpreters when appropriate to communicate with non-English speaking patients.
- Interact effectively with others from a variety of social, emotional, cultural, and intellectual backgrounds.

V. Interpersonal Relationships

- Work effectively in groups/teams.
- Interpret non-verbal communication.
- Express ideas and feelings clearly. Demonstrate behaviors that are age-appropriate for the patient.
- Convey caring, respect, tact, compassion, diplomacy, and empathy to patients and others.

VI. Cognitive Ability

- Operate a computer to obtain, enter, and transmit data.
- Effectively read, write, and comprehend the English language.
- Consistently and dependably engage in the process of critical thinking to formulate and implement safe and ethical decisions in a variety of situations and settings.
- Demonstrate satisfactory performance on written examinations, including mathematical calculations and medical terminology.
- Function effectively in situations of uncertainty or stress.
- Motor Function
- Handle small objects and delicate equipment/objects without extraneous movement, contamination, or destruction.
- Move, position, transfer, and assist with lifting and ambulation without injury to patients, self, or others.
- Maintain balance.
- Coordinate hand/eye movements.
- Lift and/or carry objects weighing up to 50 pounds with assistance without injury to patient, self, or others.
- Stand, bend and walk for prolonged periods while performing physical activities requiring energy without jeopardizing the safety of patients, self, or others.

MA Program Course Outline Program Length - 3 Semesters

(EXCLUDING LEARNING SUPPORT COURSES & PRE-REQUISITE COURSES)

Course #	Course Title	Credit Hrs.
Basic Skills Courses		
ENGL 1010	Fundamentals of English I	3
MATH 1012	Foundations of Mathematics	3
PSYC 1010	Basic Psychology	3
		9
Occupational Courses		
ALHS 1011	Structure and Function of the Human Body	5
ALHS 1090	Medical Terminology for Allied Health Sciences	2
COMP 1000	Introduction to Computer Literacy	3
MAST 1010	Legal and Ethical Concerns in the Medical Office	2
MAST 1030	Pharmacology in the Medical Office	4
MAST 1060	Medical Office Procedures	4
MAST 1080	Medical Assisting Skills I	4
MAST 1090	Medical Assisting Skills II	4
MAST 1100	Medical Insurance Management	2
MAST 1110	Administrative Practice Management	3
MAST 1120	Human Diseases	3
MAST 1170	Medical Assisting Externship	4
MAST 1180	Medical Assisting Seminar	4
	Total Hours	53

Course Progression

All School of Health Sciences programs require a minimum grade of C for progression from specified courses to more advanced courses. Students unable to meet these academic progression requirements in any Health Science cohort program cannot complete the program and will be withdrawn from their cohort program. For consideration for readmission the student must submit a written petition to the Dean of Health Sciences petitioning for readmission consideration or to enter the selection process a second time.

Work Ethics

The Technical College System of Georgia and West Georgia Technical College instructs and evaluates students on work ethics in all programs of study. Ten work ethics traits have been identified and defined as essential for student success: appearance, attendance, attitude, character, communication, cooperation, organizational skills, productivity, respect, and teamwork.

The definitions for these traits have been integrated into the program standards of each program curriculum thereby allowing each program to make work ethics a relevant and meaningful part of

the program curriculum. The traits are assessed before the student graduates from the program in MAST 1010 and MAST 1080 and MAST 1180.

Work Ethic Trait	Definition
Appearance	Displays appropriate dress, grooming, and hygiene
Attendance	Attends class; arrives/leaves on time; notifies instructor in advance of planned absences.
Attitude	Demonstrates a positive outlook; demonstrates mannerly behavior; follows chain of command.
Character	Displays loyalty, honesty, trustworthiness, dependability, reliability, initiative, self-discipline & self-responsibility.
Communication	Displays appropriate nonverbal, verbal, and written skills
Cooperation	Handles criticism, conflicts, and complaints appropriately; works well with others.
Organizational Skills	Prioritizes and manages time and resources effectively; demonstrates flexibility in handling change; follows directions and procedures for the work environment.
Productivity	Completes task assigned efficiently, effectively, and timely, demonstrates problem-solving capabilities
Respect	Tolerates other points of view; acknowledges and appreciates rights of others; has regard for diversity
Teamwork	Works collaboratively with others toward a common goal in a respectful and cooperative manner; participates appropriately as a team member.

Advisory Committee

West Georgia Technical College Medical Assisting Program strives to successfully serve its communities of interest. To do so, an Advisory Committee meets biannually to discuss important points of the program, review the curriculum, and get feedback from local employers, graduates, current students, and associated professionals. One current student will be selected to serve on the Advisory Committee.

Equipment, Books & Supplies

Students are required to purchase required textbooks, writing equipment, notebooks, and other assigned equipment (uniforms, stethoscope, supply bag, etc.) for the class. A book list is provided to the student at the beginning of each term. Books may be purchased through the WGTC campus bookstores or online.

Uniforms

Uniforms will be ordered from Uniform Boutiques. Each student is required to purchase these uniforms from the Uniform Boutique. **NO EXCEPTIONS.** This must be done so there are no variations in the uniforms. There will be time set aside for the Boutique staff to come on campus and fit each student. This expense will be approximately **between \$95.00 to \$125.00** depending on the number of uniforms ordered and the shoes you choose. You are not required to purchase shoes from Uniform Boutique. Please remember to make plans in your budget for this expense.

National Certification & Registration Exam

During the last semester of your education, you are eligible to take the national certification or registration for medical assisting. As a graduate of a medical assisting, you are eligible to take the Certified Medical Assistant exam through the American Association of Medical Assistants also known as the CMA (AAMA) or the Registered Medical Assisting exam through American Medical Technology or RMA (AMT). The CMA (AAMA) exam is \$125.00 and the RMA (AMT) for \$135.00. Both exams are given online as multiple-choice questions. Both credentials are accepted nationally.

Pinning Ceremony

Historically, there is a pinning ceremony held near the end of your final semester. The event may be held on-campus or off-campus. This pinning is a very special and memorable event. This gives you and your family a chance to celebrate completing the Medical Assisting Program. This ceremony is hosted by the class and certain regulations must be met that are set by the Division and College. You may wear your pins on your graduation robes.

Graduation

We encourage you to participate in the West Georgia Technical Colleges Graduation ceremony. There are three ceremonies per year, one in May, one in August, and one in December. Deadlines for Graduation Application are below. The Medical Assisting Program normally graduates during summer.

- Summer Graduation: Application due by March 1
- Fall Graduation: Application due by July 1
- Spring Graduation: Application due by October 1

Prior to graduation, each degree, diploma, or certificate student must:

- Achieve regular program admission status for the program.
- Complete all program curriculum requirements.
- Be in good academic standing with West Georgia Technical College.
- Submit a Graduation Application (for a degree, diploma, or certificate) with the adviser's signature to the Registrar's Office.
- Settle all financial obligations with West Georgia Technical College, including the \$40 graduation fee. There will be a separate fee for cap and gown.

A separate application and fee of \$40 is required for each degree, diploma, or certificate. The graduation fee is nonrefundable and payable to the Business Office at the time a student applies for graduation. This fee will cover the cost of graduation activities and the processing of the diploma or certificate. All questions concerning the graduation process should be directed to the Registrar's Office.

ADMISSIONS PROCESS AND REQUIREMENTS

Overview of Admissions Process

The MA program will admit once each year at the Murphy Campus through a competitive selection process. Non-Georgia residents will be considered in the competitive selection process on a space-available basis. Students accepted into the program must be in Good Academic Standing and Regular Status. Students selected for the cohort who decline will not automatically be admitted to another MA cohort. The student must reapply through the competitive selection process.

Student Liability Insurance

Each student is required to pay a fee for liability insurance as part of your student fees. This is insurance that the college buys that covers you for any errors or harm you might cause to property or a patient while in the externship. You will not be able to go to a clinical setting without this insurance. It is generally approximately \$17.00, but depends on the total number of health science students requiring a policy at that time. You have been paying for this insurance a little every semester in your payments to the school.

Criminal Background Check and Drug Screen

In order to begin your externship, you will be required to complete a background check and 11-panel drug screen. This **must** be completed by **all** students prior to externship. There are two companies used for this process. All students will use Advantage Students, at an estimated cost of \$75-\$100 or more. If a WellStar or Piedmont is used for your externship you will also use ACEMAPP at an estimated cost of \$50-100.

Advantage Student

www.advantagestudents.com

1-888-85-8990

Estimated \$75-100

ACEMAPP

www.acemapp.org

1-844-223-4292

Estimated \$50-100

All criminal background/drug screens, must be done within six (6) months of externship. Students who are convicted or, plead guilty to, or have a judicial finding of guilty for any crime such action will negatively impact their ability to complete the program, and take the national exams.

Immunizations

If the student lives in Georgia their shot record may be found at www.grits.state.ga.us. If the student resides in Alabama contact your local county health department.

The student must present in writing proof of:

- Two MMRs (Mumps, Measles, Rubella). Given when you were born.
- Hep B series of shots was started when you were born.
- Varicella vaccination is given as a child.
- DTap (Diphtheria, Tetanus, Pertussis) must be within 10 years of when externship.
- Covid vaccine or exemption may need to be provided depending on site

These shots are given at Urgent Care centers in Carroll, Douglas, Haralson, Coweta, and Troup Counties, as well as health departments in Alabama.

The proof of these immunizations will be due by the end of the first semester in the Medical Assisting program.

If you cannot show proof of all immunizations you may repeat the immunizations or have titers drawn to show immunity. The results must be presented to the instructor by the end of the first semester.

PPD (Tuberculosis) Testing

All externship sites require a two-step PPD test to be performed. This can be a skin test or a blood test. The student will receive one PPD then 72 hours later have that test read, then they will set a schedule for the student to return at a later date and have another test performed. If you have had a PPD within one year of August 2022 that can count as your first test, and you will only need the second test.

Hepatitis B Vaccine

The Hepatitis B vaccine series was started when you were born, then three months after that you received your second shot in the series, and one year after the first you were to receive your last shot. There are times when the second or third shot in the series was not completed. We strongly encourage you to complete the series at this time. You will come in contact with blood and body fluids on a regular basis. If you choose to not have the series or complete the series you must let your instructor know and you may sign a waiver stating that you understand the risks and choose not to get the series at this time.

FLU Vaccine

Influenza (Flu) is a contagious respiratory illness caused by influenza virus that infects the nose, throat, and lungs. Most flu vaccines are available starting in August or September. Since the MA Program has externship from May to July, no proof of this vaccine is needed.

COVID Vaccine

Coronavirus disease (COVID-19) is an infectious disease caused by the SARS-CoV-2 virus. The virus can be spread from an infected person's mouth or nose in small liquid particles when they cough, sneeze, speak, sing or breath. At this time, all extern sites used by the MA program require proof of vaccination. Thus, students will need to supply the program with a copy of their COVID-19 vaccination card.

STUDENT RESOURCES

Accessibility Services

It is the responsibility of the student to contact the Accessibility Services Coordinator to inform WGTC of conditions that could affect your performance. The college will make every effort to make reasonable and appropriate accommodations. If you have reason to believe that you will have difficulty in this course or the clinical internship and require any modifications or special accommodations due to academic or physical disabilities, please contact the Accessibility Services Office by calling: (770) 824-5241 or E-mail: accessibilityservices@westgatech.edu.

KnightCARE Counseling

WGTC seeks to provide a safe and supportive learning environment for our students and staff. To ensure the ongoing safety of our campuses, WGTC has designated a team of specially trained staff to respond to concerns about mental health or dangerous behaviors. This team, called KnightCARE, coordinates a variety of resources for students and staff in need of assistance, including those with mental health issues, dangerous or distressing behaviors, relationship problems, substance use and addiction, and other concerns.

Anyone in the WGTC community who observes an emergency or behavior that is dangerous or severe should contact WGTC Police at **855-579-4357**, or call **911** immediately.

Dangerous or severe behavior includes any incident where a person is demonstrating an imminent or direct threat to self or others, for example, a suicide threat or plans for a suicide attempt, or a direct threat to others including actions or remarks about actual or planned physical violence or harm, sexual assault, or property vandalism.

Faculty, staff, and students who are concerned about behavior that is disturbing, disruptive, or distressed, but does not pose an imminent danger should complete a KnightCARE Concern Form. The form is located on the WGTC website under Current Students. Once the report is received, the KnightCARE team will develop an appropriate response plan. The response will be based on the nature of the behavior, the severity of the risk, and the needs of the student.

Academic Resources

Bookstore

West Georgia Technical College bookstores are conveniently located on the Murphy, Douglas, Carroll, Coweta and LaGrange campuses to provide students with a place to shop for all their educational needs including textbooks, rental books, e-books (jumpbooks), calculators, notebooks, bookbags etc. The bookstore also carries a wide range of non-educational items such as shirts, snacks, cards and Golden Knights Athletics logo items. Additionally, if you are

having trouble making it to one of our campus bookstores, West Georgia Technical College also provides its students with the capability of purchasing their books online.

Library

WGTC has libraries at our Carroll, Douglas, LaGrange, Murphy and Coweta campuses. Each library functions as a research center for students, faculty, staff and community users. The collection of each site consists of books, periodicals, newspaper, videos, audio cassettes, software and other types of multimedia and electronic reference resources such as virtual assistance and GALILEO (Georgia Library Learning Online).

Tutoring

WGTC offers face-to-face tutoring on every campus for some subjects and Free Online Tutoring through Upswing. See the Student Success Services webpage on college's website for more information.

Online Learning

WGTC provides a webpage with links to common online resources such as:

- Blackboard login and orientation
- Online proctoring
- Online help
- Forms and procedures
- Student Advising

See the Online Learning Center webpage under Online Learning on the college's website for more information.

Student Support Resources

WGTC Police Department

The West Georgia Technical College Police Department is on duty whenever classes are in session.

When to contact the College Police:

- If you witness a crime
- If you are a victim of a crime
- If you feel that your safety or the safety of others is being threatened by someone's behavior
- If you witness any violation of the student code of conduct
- If you see someone acting suspiciously or who does not belong in your area

How to reach the College Police: **Phone: 855-579-4357**

Community Support Resources

Resources by county can be found on the College's website under Student Support Resources.

Career Services

The mission of the West Georgia Technical College Career Services Department is to provide support to students, graduates, and employers while creating a viable link between students and potential career sources.

Career Services is designed to assist students in preparing for the job search process and locating major-related employment upon graduation. Career Services maintains contact with the instructional staff and acts as a conduit for referrals. Students may access services such as individual career counseling, career workshops, assessments, and online career resources at any time during their enrollment or after graduating.

The Career Services Jobweb is the primary resource for advertising available employment opportunities to students and alumni of West Georgia Technical College.

COLLEGE REQUIREMENTS AND POLICIES

Academic Integrity

West Georgia Technical College encourages an academic culture of honesty and personal integrity among its faculty, staff, and student body. Academic integrity is defined by the Center for Academic Integrity as “a commitment, even in the face of adversity, to five fundamental values: honesty, trust, fairness, respect, and responsibility.” In this context, academic honesty means performing all academic work without plagiarizing, cheating, lying, tampering, stealing, receiving assistance from any other person, or using any source of information that is not common knowledge (unless authorized by the instructor). The work of another person represented as one’s own is dishonest and does not fairly measure the competence, knowledge, and achievement of the individual. Academic dishonesty is contrary to the standards, ethics, and goals of higher education and is unacceptable in the technical college community. West Georgia Technical College promotes and expects each member of the College to conduct himself or herself with professional behavior and intellectual integrity.

Prohibited behaviors include, but are not limited to, the following:

- Plagiarizing any assignment. “Plagiarism” means using someone else’s ideas or words without using quotation marks and/or giving credit by citation of the source(s).
- Copying/submitting another person’s work.
- Unauthorized taking of someone else’s work.
- Using unauthorized notes or equipment (including programmable calculators or smart phones) during an examination.
- Stealing an examination or using a stolen examination.
- Allowing another student to have access to your work, thereby enabling that student to represent the work as his or her own.
- Having someone else take an assessment in your place.
- Fabricating information such as data for a lab report.
- Falsifying a patient’s medical record or a student’s clinical record.

- Using another person’s electronic file or copying another student’s computer program.

Depending on the severity of the situation, any student found to violate any of the above prohibitions will be subject to a range of disciplinary actions, which may include the following:

- A zero for the assignment
- An F for the course
- Dismissal from the program
- Dismissal from the College

In addition, copyrighted material may not be knowingly copied or included in student-submitted material or for personal benefit in violation of copyright laws or regulations without the written consent of the copyright owner(s) or a duly authorized agent(s). Academic Integrity policies including violations and permitted usage of copyrighted materials are outlined in the Student Code of Conduct available to students in the Student Handbook.

The Student Code of Conduct (see the Student Handbook on the College’s website) is enforced for traditional, hybrid, web-enhanced, and online classes regardless of whether courses are taught on campus, virtually, or at an offsite location.

Student Code of Conduct

It is the policy of the Technical College System of Georgia (TCSG) to provide technical and adult education programs for the people of Georgia. Technical Colleges must provide opportunities for intellectual, emotional, social, and physical growth. West Georgia Technical College students assume an obligation to act in a manner compatible with the fulfillment of the mission. The Technical College community recognizes its responsibility to provide an atmosphere conducive to growth. With these principles in mind, the Technical College System of Georgia establishes this Student Code of Conduct.

Academic Misconduct

Academic Misconduct includes, but is not limited to, the following:

- I. **Aiding and Abetting Academic Misconduct**
 - a. Knowingly helping, procuring, or encouraging another person to engage in academic misconduct.
- II. **Cheating**
 - a. Use and/or possession of unauthorized material or technology during an examination any other written or oral work submitted for evaluation and/or a grade such as tape cassettes, notes, tests, calculators, computer programs, cell phones, and/or smart phones, or other electronic devices.
 - b. Obtaining assistance with or answers to an examination or any other written or oral work submitted for evaluation and/or a grade from another person with or without that person’s knowledge.
 - c. Furnishing assistance with or answers to an examination or any other written or oral work submitted for evaluation and/or a grade to another person.
 - d. Possessing, using, distributing, or selling unauthorized copies of an examination, computer program, or any other written or oral work submitted for evaluation and/or a grade.

- e. Representing as one's examination or any other written or oral work submitted for evaluation and/or a grade created by another person.
 - f. Taking an examination or any other written or oral work submitted for evaluation and/or a grade in place of another person.
 - g. Obtaining unauthorized access to the computer files of another person or agency and/or altering or destroying those files.
 - h. Obtaining teacher edition textbooks, test banks, or other instructional materials that are only intended to be accessed by technical college officials, college administrators, or Faculty members.
- III. **Fabrication**
- a. The falsification of any information or citation in an examination or any other written or oral work submitted for evaluation and/or a grade.
- IV. **Plagiarism**
- a. Submitting another's published or unpublished work in whole, in part, or paraphrasing one's own without fully and properly crediting the author with footnotes, quotation marks, citations, or bibliographic references.
 - b. Submitting as one's original work, material obtained from an individual or agency without reference to the person or agency as the source of the material.
 - c. Submitting as one's own original work material that has been produced through unacknowledged collaboration with others without release in writing from collaborators.

Non-Academic Misconduct

Non-Academic Misconduct includes, but is not limited to, the following:

I. Behavior

- a. Indecent Conduct: lewd or indecent conduct; or distribution of obscene or libelous written or electronic material.
- b. Violence: physical abuse of any person (including dating violence, domestic violence, or sexual violence) on West Georgia Technical College premises or at technical college-sponsored or technical college-supervised functions, including physical actions which threaten or endanger the health or safety of any such persons. This includes fighting and/or other disruptive behavior, which includes any action or threat of violence which endangers the peace, safety, or orderly function of the technical college, its facilities, or persons engaged in the business of the technical college. Note: certain physical abuse may also be considered unlawful harassment.
- c. Harassment: The technical college prohibits unlawful conduct based on race, color, creed, national or ethnic origin, gender, religion, disability, age, genetic information, political affirmation or belief, disabled veteran, a veteran of the Vietnam Era, or citizenship status addressed directly to any individual or group that has the purpose or effect of unreasonably and objectively interfering with that individual or group's: (1) performance, (2) work or educational environment or (3) ability to participate in an educational program or activity. The technical college also prohibits stalking, or other behavior which objectively and unreasonably interferes with another's legal rights or creates an objectively intimidating, hostile, or offensive environment. (This also includes the display of or navigation to pornography and other inappropriate websites and materials and inappropriate behavior on social media and/or networking applications.)

Impermissible harassment may include verbal, non-verbal, and/or physical conduct.

- d. **Disruption:** prohibits activities not otherwise protected by law including the First Amendment to the Constitution of the United States of America, which intentionally obstructs or interrupts teaching, research, administration, disciplinary proceedings, or other technical college activities, including public service functions and other duly authorized activities on West Georgia Technical College premises or at the college-sponsored activity sites.
- e. **Failure to Comply:** Failure to comply with lawful directions of technical college officials and/or failure to identify oneself to these persons when requested to do so.

II. Professionalism

- a. **Personal Appearance:** Students are expected to maintain a proper personal appearance at all times. Attire and grooming should be appropriate for the occupational area in which the student is training. Appropriate is what one normally would wear on a job in a specific area of training. Any attire considered unsafe or disruptive to the class will not be allowed. Students inappropriately dressed or dressed in a manner that could present a safety hazard will not be allowed to attend class. Students are expected to practice good personal hygiene. These requirements are designed to instill in each student a sense of order and respect for himself/herself, other students, and the faculty.
- b. The wearing of work-related headgear is restricted to the department area in which the student is enrolled. An exception to this policy is if the headgear is part of a College recognized uniform such as the nurse cap. It is inappropriate for headgear (baseball caps, stocking caps, etc.) except religious headgear, to be worn indoors by either male or female students. A primary mission of the West Georgia Technical College is to prepare students for workplace success; appearance is a major concern, employer identify employer's identity needed emphasis.

III. Use of Technical College Property

- a. **Theft and Damage:** prohibits theft of, misuse of, or harm to technical college property, or theft of or damage to property of a member of the technical college community or a campus visitor on technical college Premises or at a technical college function.
- b. **Occupation or Seizure:** illegal occupation or seizure in any manner of technical college property, a technical college Premises, or any portion thereof for a use inconsistent with prescribed, customary, or authorized use.
- c. **Presence on technical college Premises:** prohibits unauthorized entry upon technical college Premises; unauthorized entry into technical college Premises or a portion thereof which has been restricted in use; unauthorized presence in technical college Premises after closing hours; or furnishing false information to gain entry upon technical college Premises.
- d. **Assembly:** prohibits participation in or conducting an unauthorized gathering that objectively threatens or causes injury to person or property or that interferes with free access to technical college facilities or that is unprotected by the First Amendment to the Constitution of the United States of America and objectively harmful, obstructive, or disruptive to the educational process or functions of the technical college.
- e. **Fire Alarms:** prohibits setting off a fire alarm or using or tampering with any fire safety equipment on technical college Premises or at technical college-

sponsored activity sites, except with reasonable belief in the need for such alarm or equipment. In the event of a fire alarm sounding, students must evacuate the building unless otherwise directed by a technical college official.

- f. **Obstruction:** prohibits obstruction of the free flow of pedestrian or vehicular traffic on technical college Premises or at technical college-sponsored or supervised functions. Refer to College Parking Policy and Regulations.
- g. **Drugs, Alcohol, and Other Substances:** Substances referred to under this policy include all illegal drugs, alcoholic beverages, and misused legal drugs (both prescription and over-the-counter).
- h. **Alcohol:** Students must comply with all state and federal laws regulating alcohol as well as TCSG Policy II.C.6, Alcohol on Campus. Alcoholic beverages may not be served or sold at any student-sponsored function. Students being in a state of intoxication on technical college Premises or at college-sponsored or supervised functions (including off-campus functions), internships, externships, practicum, clinical sites, co-operative or academic sponsored programs or activities, or in a college-owned vehicle is prohibited.
- i. **Controlled substances, illegal drugs, and drug paraphernalia:** The technical college prohibits the possession, use, sale, or distribution of any controlled substance, illegal drugs, or drug paraphernalia except as expressly permitted by law. Any influence which may be attributed to the use of drugs shall not in any way limit the responsibility of the individual for the conduct or consequences of his/her actions.
- j. **Food:** The technical college prohibits eating and/or drinking in classrooms, shops, labs, or other unauthorized areas on technical college Premises unless otherwise permitted by technical college officials.
- k. **Tobacco:** The technical college prohibits smoking or using other forms of electronic, alternative smoking devices, and other forms of tobacco products in buildings, classrooms, shops, labs, or other unauthorized areas on West Georgia Technical College Premises.

IV. Use of Technology

- a. **Damage and Destruction:** Destruction of or harm to equipment, software, or data belonging to the technical college or others is considered unacceptable usage. This may include altering, downloading, or installing software on technical college computers, tampering with computer hardware or software configuration, improper access to the technical college's network, and disconnection of technical college computers or devices.
- b. **Electronic Devices:** Unless otherwise permitted by technical college officials, the College prohibits the use of electronic devices in classrooms, labs, and other instructional, event, or affiliated facilities on technical college Premises. Such devices include, but are not limited to cell phones, beepers, walkie-talkies, cameras, gaming devices, and other electronic devices, which may cause unnecessary disruption to the teaching/learning process on campus. The College also prohibits attaching personal electronic devices to college computers under any circumstances.
- c. **Harassment:** The College prohibits the use of computer technology to objectively interfere with another's legal right to be free from harassment (obscene messages, jokes, communications, or other materials) based on that individual's race, color, creed, genetic information, national or ethnic origin, gender, religion, disability, age, political affirmation or belief, disabled veteran, a veteran of the Vietnam Era or citizenship status.

- d. **Unacceptable Use:** Use of computing facilities to interfere with the work of another student, faculty member, or technical college official. This includes the unauthorized use of another individual's identification and password. West Georgia Technical College prohibits any additional violation the Department's Acceptable Computer and Internet Use Policy.
- e. **Weapons:** The Technical College System of Georgia is committed to providing all employees, students, volunteers, visitors, vendors, and contractors a safe and secure workplace and/or academic setting. The possession, carrying, or transportation of a firearm, weapon, or explosive compound/material in or on college buildings or property shall be governed by Georgia state law. All individuals are expected to comply with the related laws. Failure to follow laws about weapons is considered a violation of the Student Code of Conduct. Relevant Georgia laws to be aware of and compliant with include but may not be limited to:

O.C.G.A. § 16-8-12(a)(6)(A)(iii), O.C.G.A. § 16-7-80, O.C.G.A. § 16-7-81, O.C.G.A. § 16-7-85, O.C.G.A. § 16-11-121, O.C.G.A. § 16-11-125.1, O.C.G.A. § 16-11-126, O.C.G.A. § 16-11-127, O.C.G.A. § 16-11-127.1, O.C.G.A. § 16-11-129, O.C.G.A. § 16-11-130, O.C.G.A. § 16-11-133, O.C.G.A. § 16-11-135, O.C.G.A. § 16-11-137, O.C.G.A. § 43-38-10

- f. **Gambling:** The Technical College System of Georgia prohibits the violation of federal, state, or local gambling laws on technical college Premises or at technical college-sponsored or supervised activities.
- g. **Financial Irresponsibility:** The technical college prohibits the theft or misappropriation of any technical college, student organization, or other assets.
- h. **Violation of Technical College Policy:** Violation of published System or West Georgia Technical College Policies, rules or regulations including, but not limited to, rules imposed upon students who enroll in a particular class or program, internships, externships, practicum, clinical sites, co-operative, or any academic sponsored programs or activities, student organizations or students who reside in on-campus housing.
- i. **Aiding and Abetting:** Aiding, abetting, or procuring another person to do an activity that otherwise violates this Code of Conduct is prohibited.
- j. **Falsification of Documentation:** Disciplinary proceedings may be instituted against a student who falsifies any documentation related to the technical college either to the technical college or to others in the community, including, but not limited to falsification of technical college transcripts; transcripts or other documentation from other institutions to obtain credit from or admission to the technical college; technical college report cards or other grade reports; documentation related to a student's citizenship status; tests, homework, attendance records; signature of any technical college employee in his or her official capacity; signatures of any employee of a clinical or internship site where the student is participating in an educational program associated with the technical college or records related to any clinical, internship or other academic activity associated with the technical college.

V. Violation of Law:

- a. If a student is convicted or pleads Nolo Contendere to an on-campus or off-campus violation of federal, state, or local law, but has not been charged with any other violation of the Student Code of Conduct, disciplinary action may

nevertheless be taken and sanctions imposed if the violation of federal, state or local law is detrimental to the technical college's vital interests and stated mission and purpose.

- b. Disciplinary proceedings may be instituted against a student charged with a violation of a law that is also a violation of the Student Code of Conduct if both violations result from the same factual situation, without regard to criminal arrest and/or prosecution. Proceedings under this Student Code of Conduct may be carried before, simultaneously with, or following criminal proceedings.
- c. When a student is charged by federal, state, or local authorities with a violation of law, the technical college will not request or agree to special consideration for that individual because of his/her status as a student. The technical college will cooperate fully with law enforcement and other agencies in the enforcement of criminal law on campus and the conditions imposed by criminal courts for the rehabilitation of student violators. Individual students, acting in their precarities, remain free to interact with governmental representatives as they deem appropriate.

VI. Abuse of the Student Judicial Process, including, but not limited to:

- a. Failure to obey the notification of the Vice President for Student Affairs or the technical college president's designee, Hearing Body, Appellate Board, or Technical College Official.
- b. Falsification, distortion, or misrepresentation of information in a judicial proceeding.
- c. Disruption or interference with the orderly conduct of a disciplinary proceeding.
- d. Initiating a disciplinary proceeding knowingly without cause.
- e. Attempting to discourage an individual's proper participation in, or use of, the disciplinary process.
- f. Attempting to influence the impartiality of a member of a Hearing Body, or Appellate Board before, and/or during the course of, the disciplinary proceeding.
- g. Harassment (verbal or physical) and/or intimidation of a member of a Hearing Body, or Appellate Board before, during, and/or after a disciplinary proceeding.
- h. Failure to comply with the sanction(s) imposed under the Student Code.

- I. **Records Retention:** Documents shall be held for no less than three (3) years after the graduation of the student or the date of the student's last attendance.

Disciplinary Policy and Procedure

The administration reserves the right to maintain a safe and orderly educational environment for students and staff. Therefore, in the judgment of college officials, when a student's conduct disrupts or threatens to disrupt the Technical College Community, appropriate disciplinary action will be taken to restore and protect the atmosphere of collegiality and mutual respect on campus. This procedure is intended to provide an orderly protocol for handling student disciplinary cases by the principles of due process and justice.

Definitions:

- a. Academic Misconduct: includes, but is not limited to, the definition found in the Student Code of Conduct section of this Student Handbook.
- b. Business days: weekdays when the technical college administrative offices are open.
- c. Hearing Body: any person or persons authorized by the president of a technical college to provide a hearing as provided in this procedure.
- d. Member of the technical college community: any person who is a student, faculty member, technical college official, or any other person/s involved with the technical college community or employed by the technical college.
- e. Policy: the written regulations of the technical college as found in, but not limited to, the Student Code of Conduct, Students Handbook(s), Technical College Catalog(s), the Technical College Policy Manual, and the Policy Manual approved by the State Board for the Technical College System of Georgia.
- f. Student: all persons taking courses at the technical college full-time, part-time, dual enrollment, joint enrollment, non-credit, and credit. Persons who are not officially enrolled for a particular term but who have a continuing relationship with the technical college are considered “students”.
- g. Student Organization: any number of persons who have complied with the formal requirements for technical college recognition.
- h. Technical college: any college within the Technical College System of Georgia.
- i. Technical college official: any person employed by the technical college, performing assigned administrative responsibilities on a part-time, full-time, or adjunct basis.
- j. Premises: all land, buildings, facilities, and other property in the possession of or owned, used, or controlled by the technical college (including adjacent streets and sidewalks).

Procedures:

A. Filing a Complaint

- I. Any person may file a complaint with the Vice President for Student Affairs or the technical college president’s designee against any student for an alleged violation of the Student Code of Conduct. The individual(s) initiating the action should complete a Student Code of Conduct Complaint Form, and provide it to the Vice President for Student Affairs or the technical college president’s designee.
- II. Academic Misconduct may be handled using this procedure or a separate Academic Misconduct Procedure at the discretion of the technical college president.
- III. Investigation and Decision
 - a. Within five business days after the Student Code of Conduct Complaint Form (the “complaint”) is filed, the Vice President for Student Affairs or the technical college president’s designee shall complete a preliminary investigation of the incident, and schedule a meeting with the student against whom the complaint was filed to discuss the incident and the allegations. If additional time is necessary, the student will be notified. After discussing the complaint with the student, the Vice President for Student Affairs or the technical college president’s designee shall determine whether the student committed the alleged conduct and whether the alleged conduct constitutes a violation of the Student Code of Conduct.
 - b. The student shall have 5 business days from the date contacted by the Vice President for Student Affairs or the technical college president’s designee to schedule the meeting. This initial meeting may only be rescheduled one time. If the student fails to respond to the Vice President for Student Affairs or the

technical college president's designee within 5 business days to schedule the meeting, reschedules the meeting more than once, or fails to appear at the meeting, the Vice President for Student Affairs or the technical college president's designee will consider the available evidence without student input and decide.

- c. If a complaint alleges violations of the Student Code of Conduct by more than one student, each student's disciplinary proceeding, as well as any appeals relating to that proceeding, shall be conducted individually.
- d. If the Vice President for Student Affairs or the technical college president's designee determines that the student has violated the Student Code of Conduct, he/she shall impose one or more disciplinary sanctions consistent with those described below. If the Vice President for Student Affairs or the technical college president's designee determines that the alleged conduct did not occur, or that the conduct was not a violation of the Student Code of Conduct, he/she shall not impose any disciplinary sanctions on the student and the investigation shall be closed.

B. Disciplinary Sanctions

Based on the severity of the incident, the Vice President for Student Affairs may take one of the two actions:

- I. After a determination that a student has violated the Student Code of conduct, the Vice President for Student Affairs or the technical college president's designee may impose, without referral to the Hearing Body, one or more of the following sanctions. The notification shall be sent to the student and the person(s) who initially filed the complaint.
 - a. **Restitution** – A student who has committed an offense against property may be required to reimburse the technical college or another owner for damage to or misappropriation of such property. Any such payment in restitution shall be limited to the actual cost of repair or replacement.
 - b. **Reprimand** – A written reprimand may be given to any student. Such a reprimand does not restrict the student in any way, but it signifies to the student that he/she is in effect being given another chance to conduct himself/herself as a proper member of the technical college community and that any further violation may result in more serious sanctions.
 - c. **Restriction** – A restriction upon a student's privileges for a period of time may be imposed. This restriction may include but is not limited to denial of the right to represent the technical college in any way, denial of use of facilities, alteration or revocation of parking privileges, or restrictions from participating in extracurricular activities.
 - d. **Disciplinary Probation** – Continued enrollment of a student on probation may be conditioned upon adherence to specified terms. Any student placed on probation will be notified of the terms and length of probation in writing. Any conduct determined after due process to violate these terms while on probation may result in the imposition of more serious disciplinary sanctions, as specified by the terms of probation.
 - e. **Failing or lowered grade** – In cases of academic misconduct, the Vice President for Student Affairs or the technical college president's designee will make a recommendation to the Vice President for Academic Affairs or his/her

designee who may authorize the instructor to award a failing or lowered grade in the course, a loss of credit on the assignment or examination.

- f. **Other related sanctions** - Sanctions that are deemed appropriate by the Vice President for Student Affairs or the technical college president's designee.
- II. After a determination that a student has violated the Student Code of Conduct, the Vice President for Student Affairs or the technical college president's designee may recommend the imposition of one of the following sanctions if appropriate. The Vice President for Student Affairs' recommendation will be forwarded to the Hearing Body, which may impose one or more of the following sanctions, as well as those described above, following a hearing. A copy of the written recommendation shall be provided to the student and the person filing the complaint:
- a. **Disciplinary Suspension** – If a student is suspended, he/she is separated from the technical college for a stated period. Conditions of reinstatement, if any, must be stated in the notice of suspension.
 - b. **Disciplinary Expulsion** –Removal and exclusion from the technical college, Technical College controlled facilities, programs, events, and activities. A record of the reason for the student's dismissal is maintained by the Vice President for Student Affairs or the technical college president's designee. Students who have been dismissed from the technical college for any reason may apply in writing to the Vice President for Student Affairs for reinstatement twelve (12) months following the expulsion. If approval for reinstatement is granted, the student will be placed on disciplinary probation for a specified term. The probationary status may be removed at the end of the specified term at the discretion of the Vice President for Student Affairs or the technical college president's designee.
 - c. **System-Wide Expulsion** – Where a student has been expelled or suspended three times from the same or different colleges in the Technical College System of Georgia in the past seven years, the student will not be permitted to register at any college in the Technical College System of Georgia for a period of ten years after the most recent expulsion/suspension.
- III. **Violation of Federal, State, or Local Law**
- a. If a student is convicted or pleads nolo contendere to an off-campus violation of federal, state, or local law, but not with any other violation of the Student Code of Conduct, disciplinary action may be taken and sanctions imposed for misconduct that is detrimental to the technical college's vital interests and stated mission and purpose.
 - b. Disciplinary proceedings may be instituted against a student charged with a violation of a law that is also a violation of the Student Code of Conduct if both violations result from the same factual situation, without regard to criminal arrest and/or prosecution. Proceedings under this Student Code of Conduct may be carried out before to, simultaneously with, or following criminal proceedings.
 - c. When a student is charged by federal, state, or local authorities with a violation of law, the technical college will not request or agree to special consideration for that individual because of his/her status as a student. The technical college will cooperate fully with law enforcement and other agencies in the enforcement of criminal law on campus and the conditions imposed by criminal courts for the rehabilitation of student violators. Individual students, acting in their precarities, remain free to interact with governmental representatives as they deem appropriate.

IV. **Interim Disciplinary Suspension**

As a general rule, the status of a student accused of violations of the Student Code of Conduct should not be altered until a final determination is made regarding the charges against him/her. However, an interim suspension may be imposed upon a finding by the Vice President for Student Affairs or the technical college president's designee that the continued presence of the accused student on campus constitutes a potential or immediate threat to the safety and well-being of the accused student or any other member of the technical college community or its guests, or that the continued presence of the student on campus creates a risk of substantial disruption of classroom or other technical college-related activities. If an interim disciplinary suspension is imposed, the matter must be referred as soon as possible to the Hearing Body. The student need not request an appeal.

V. **Conditions of Disciplinary Suspension and Expulsion**

- a. A student who has been suspended or expelled from the technical college shall be denied all privileges afforded a student and shall be required to vacate technical college Premises at a time determined by the Vice President for Student Affairs or the technical college president's designee.
- b. In addition, after vacating the technical college Premises, a suspended or expelled student may not enter the technical college Premises at any time, for any purpose, in the absence of written permission from the Vice President for Student Affairs or the technical college president's designee. A suspended or expelled student must contact the Vice President for Student Affairs or the technical college president's designee for permission to enter the technical college Premises for a limited, specified purpose.
- c. If the student seeks to submit a signed Disciplinary Sanction Appeal Form, the Vice President for Student Affairs or the technical college president's designee must accept the form by mail or fax if he/she refuses the student's request to enter the technical college Premises for that specified purpose.
- d. A scheduled appeal hearing before the Hearing Body shall be understood as expressed permission from the Vice President for Student Affairs or the technical college president's designee for a student to enter the technical college Premises for the duration of that hearing.

VI. **Mediation**

At the discretion of the technical college president, the technical college may adopt a mediation procedure to be utilized before the appeals set forth herein. Mediation may never be used in cases of alleged sexual misconduct.

VII. **Hearing/Appeals Procedure**

- a. A student who wishes to appeal a disciplinary decision by the Vice President for Student Affairs or the technical college president's designee regarding an assigned sanction of restitution, reprimand, restriction, disciplinary probation, or failing or lowered grade must file a written notice of appeal through the technical college

- president's office for review by the Hearing Body within five business days of notification of the decision. The person filing the initial complaint against the student must be notified of the hearing date.
- b. If the Vice President for Student Affairs or technical college president's designee recommended a sanction of disciplinary suspension, disciplinary expulsion, interim disciplinary suspension, or system-wide expulsion, the matter will be referred to the Hearing Body by the Vice President for Student Affairs. The student need not file a written notice of his or her desire to appear before the Hearing Body. The person filing the initial complaint shall also be given notification of the hearing.
 - c. The student will then have the right to appear in a hearing before a Hearing Body assigned by the technical college president or his/her designee within 10 business days to present evidence and/or testimony. If the student has been placed on an interim disciplinary suspension, the hearing must be held as soon as possible, preferably within 5 days. The student has the right to be assisted by any single advisor he/she chooses, at his/her own expense. The student is responsible for presenting his/her case and, therefore, advisors are not permitted to speak or to participate directly in any hearing before a Hearing Body. The Hearing Body may consist of a single person or a group of people drawn from the technical college community. There shall be a single official record, such as a tape recording, of all hearings before the Hearing Body. The official record shall be the property of the technical college. The standard of proof in all hearings shall be a preponderance of the evidence. The chairperson of the Hearing Body shall notify the technical college president and the Vice President for Student Affairs in writing of the Hearing Body's decision. The technical college president or his/her designee will notify the student in writing of the Hearing Body's decision
 - d. If the student appeared before the Hearing Body to appeal the Vice President for Student Affairs or the technical college president's designee's sanction of restitution, reprimand, restriction, disciplinary probation, or failing or lower grade, the Hearing Body's decision regarding the appeal is final. A copy of the Hearing Body's written decision will be provided to both the student and the person who filed the original complaint.
 - e. If the student appeared before the Hearing Body after the Vice President for Student Affairs or the technical college president's designee recommended disciplinary suspension, disciplinary expulsion, interim disciplinary suspension, or system-wide expulsion, the student shall have the opportunity to appeal directly to the technical college president.
 - f. If entitled to an appeal to the technical college president, the student shall have 5 business days after receiving written notification of the Hearing Body's decision to request in writing an appeal. The student shall ensure that all relevant information is included with the request. The person who filed the original complaint shall be notified of the student's appeal.
 - g. The president of the technical college or his/her designee's review shall be in writing and shall only consider evidence currently in the record, new facts not brought up in earlier stages of the appeal shall not be considered. The technical college president or his/her designee shall deliver the decision to the student and the person who filed the original complaint within 10 business days. The decision of the technical college president or his/her designee shall be final and binding.

Online Learning Student Privacy

WGTC uses Blackboard Learn, a learning management system (LMS) that allows students to access distance education classes. Students use their Single-Sign-On credentials which are automatically generated in the Banner system. All users of the college's learning management system are responsible for maintaining the security of usernames, passwords, and any other access credentials assigned. The credentials may not be shared or given to anyone, for any reason, other than to the user to whom they were assigned. Users are responsible for any and all uses of their account. Students and faculty may change their password at any time if they feel their credentials have been compromised.

Visitors on Campus

West Georgia Technical College does not allow visitors to stay with employees for an extended period of time. The Faculty or Staff of WGTC who have children need to ensure they have made prior arrangements for their children based on their approved work schedules. Children, other family, or visitors are not allowed to stay at the work place; this is forbidden under any circumstances. This policy also applies to students. Students are not allowed to bring children or visitors to their classrooms of instruction for any purpose.

Inclement Weather

Should inclement weather require the school to be closed, such decisions will be made by the college president and will affect all campuses. Any such notices will be announced on local radio and television stations and the college website.

Students, faculty, and staff should tune in to local radio and Atlanta area television stations for the most prompt, accurate closings/class cancellations (these include but are not limited to Channels 2, 5 and 11, WCKS 102.7, WBTR B92.1, WGMI 1330, The Bull 94.9, The Bear 92.5, Eagle 102.2, Magic 98.1, South 106, WCIM 100.9, TV 33 (LaGrange) and TV 3 (Columbus).

Campus Safety and Emergency Preparedness

The president or designee may decide to close the school if severe weather conditions exist. Emergency closing announcements will be made as early in the day as is feasible. Local radio and television stations will be called. One of the following announcements will be made:

1. School closed – school is closed to all personnel.
2. School closed/faculty and staff report – school is closed to students; adjunct faculty need not report.
3. School will be open at a certain time – any class meeting at the designated opening hour or later will meet as scheduled.

Building and Grounds Security

Security personnel are located at all campuses. Damage of any nature to school property, whether willful or otherwise, will be reported upon detection to the Campus Police Department. The name(s) of the person(s) responsible will be submitted, if known. Any break-ins will be reported without delay, whether damage is noted or not. Care will be taken to avoid disturbing prints and other evidence.

If there is a serious accident or disaster, a case of vandalism, break-in, or unusual damage to buildings and equipment, the administrative office will first contact the local police and then prepare a written report, giving a brief statement of the circumstances of the incident and listing equipment and supplies damaged or stolen.

Fire Evacuation Plan

- a. In the event of a fire; faculty, staff, and students will follow the established evacuation procedure.
- b. Fire Alarm Emergency Signal sounded (check with your instructor for specific signals on each campus).
- c. Students and instructors will proceed to their designated assembly area when the alarm is sounded. Disabled students who are limited in mobility will be assigned a partner by the instructor and/or the person in charge.
- d. Classroom and lab doors/windows will be closed by the instructor and/or persons designated.
- e. All equipment will be turned off at the time the alarm sounds.
- f. No one will return to the building until the return signal is given.
- g. After students are assembled at a designated area outside the building, roll call will be conducted. Instructors will report the status of roll call to the administrator in charge of the area.
- h. The "ALL CLEAR" will be indicated.
- i. Word to dismiss (or close the college) will be passed personally by the president or his/her designee.

Tornado Evacuation Plan

In the event of severe weather; faculty, staff, and students will follow the established evacuation procedure.

- a. Tornado Emergency Signal will be sounded (check with your instructor for specific signals on each campus).
- b. Students and instructors will proceed to the designated posted areas.
- c. Leave area immediately. Do not take time to close windows and doors.
- d. Instructors will ensure that all students proceed to the designated area.
- e. Sit down against interior wall and cover head, if possible.
- f. No one will return to the area until the return signal is given.

Bomb Threat Procedures

Personal announcement to evacuate will be made by staff. Students and staff will evacuate using institutional fire evacuation routes. Students and other individuals should be assembled by

class and/or group at a distance of 500 feet from the buildings. "All clear" signal will be indicated when it is safe to re-enter the building.

Health Services/Emergencies

First aid kits, safety equipment, and staff trained in first aid are available on campus. In the event of injury or other medical emergency, the nearest instructor or first aid monitor should be notified. Professional emergency care, if needed, will be secured by an administrator. In case of serious accident or illness, the college will refer the student to the nearest hospital for emergency care and will notify the person specified by the student as their emergency contact. It is to be understood that the student or his/her family will be responsible for the cost of emergency care, including ambulance services. An incident report must be filed with the office of the Vice President of Administrative Services. Students should always follow the emergency procedures posted in each classroom, lab and office.

Traffic and Parking Regulations

Regulations are designed to make traffic and parking on campus as safe and convenient as possible. Regulations apply to all students and College employees.

The following are violations of school policy as well as county and state laws:

- a. exceeding speed limit posted;
- b. parking in illegal, restricted, or reserved zones;
- c. parking on lawns or walks;
- d. driving on sidewalks, walkways, shrubs, or lawn;
- e. backing into parking space (front parking only);
- f. running a stop sign; and
- g. any other violation of county and state laws.

These regulations are in effect 24 hours a day.

Violations can be enforced and are subject to penalties and fines as imposed by county and state laws. Hazardous and improperly parked vehicles may be towed at the owner's expense.

Active Shooter

What to do in an active shooter situation:

- **Evacuate** if there is an accessible escape path, attempt to evacuate the premises:
 - a. Have an escape route and plan in mind
 - b. Evacuate regardless if others agree to follow
 - c. Leave your belongings behind
 - d. Help others escape if possible
 - e. Prevent others from entering an area where the active shooter may be
 - f. Keep your hands visible
 - g. Follow the instructions of any police officers
 - h. Do not attempt to move wounded people

- **Hide Out** if evacuation is not possible, find a place to hide where the active shooter is less likely to find you:
 - a. Hide in an area out of the shooter's view
 - b. Provide protection if shots are fired in your direction
 - c. Lock the doors
 - d. Block entry to your hiding place with heavy objects
 - e. Do not trap yourself or restrict your options for movement
 - f. Silence your cell phone and stay quiet

- **Take Action** as a last resort and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the shooter by:
 - a. Acting as aggressively as possible against him/her
 - b. Yelling
 - c. Throwing items and improvising weapons
 - d. Committing to your actions

Accident, Injury or Serious Illness

- a. Generally, it is best not to move sick or injured persons who are non-ambulatory unless their location presents some imminent peril, i.e., fire, collapsing building, etc.
 - b. Determine the basic nature of the sickness or injury.
 - c. Report it immediately to campus administration or college police - call 911 directly first, if the person is seriously injured.
 - d. Comfort the person and render first aid, if necessary and you know what to do.
- Stay with the patient until campus administration or police arrive.

If Notified to Evacuate

- a. Leave by your normal building evacuation route
- b. As time permits, close doors and windows, and be observant for suspicious packages and persons in the area
- c. If you see suspicious packages or persons. do not approach them - report them to authorities as soon as you are safe
- d. Do not re-enter the building until the all clear has been given.
- e. If You Smell Gas ... Act Quickly
- f. A rotten egg odor is added to natural gas so that you can smell a leak if it occurs. The gas itself is actually odorless, but a substance called "mercaptan" is added as a precaution.

Gas Leak

If you smell a natural gas odor:

- a. Do not use any devices that might create a spark, such as fire alarms, elevators, telephones, light switches, cell phones, computers or other electrical devices which might ignite the gas.
- b. Immediately have everyone leave the area.
- c. Once you are well away from the area, call maintenance personnel or the college police to report the odor.
- d. Keep everyone away from the building until given the "all clear" from a gas company employee or appropriate college official.
- e. Once outside, get away from the building. Do not smoke, use cell phones, or other electrical devices in the area of the affected building.

Hostage or Terrorist Situation

If you are taken hostage:

- a. Be patient. Time is on your side. Avoid drastic action.
- b. The first 45 minutes are the most dangerous. Be alert and follow instructions.
- c. Don't speak unless spoken to and then only when necessary.
- d. Avoid arguments or appearing hostile. Treat the captor with respect. If you can, establish rapport with the captor. It is probable that the captors do not want to hurt anyone. If medications, first aid, or restroom privileges are needed by anyone, say so.
- e. Try to rest. Avoid speculating. Expect the unexpected.
- f. Be observant. You may be released or escape. You can help others with your observations.
- g. Be prepared to speak with law enforcement personnel on the phone.

Earthquake

- If Indoors:
 - a. Seek refuge under a desk or table.
 - b. Stay away from glass, shelves, heavy equipment, windows and outside walls.

The United States Geological society provides the following statement about standing in doorways during an earthquake, "In modern homes doorways are no stronger than any other parts of the house and usually have doors that will swing and can injure you. YOU ARE SAFER PRACTICING THE DUCK, COVER, AND HOLD under a sturdy piece of furniture."
- After the initial shock:
 - a. Evaluate the situation to determine the extent of any destruction.
 - b. Contact the college police to report the occurrence and any damage.
 - c. Also, report any specific hazards, including gas leaks or power failures.
 - d. Evacuate the building if you feel it may be unsafe or when directed to do so.
 - e. Be prepared to take protective measures for your safety during potential aftershocks.

- f. If an emergency exists with an on-campus building, activate the building alarm. The alarm will activate locally inside the building only. Report the emergency to the college police.
- If outdoors, quickly move away from building structures and utility poles.
 - If in an automobile, stop in the safest area available as soon as possible. Stay in your vehicle for shelter.

Extreme Weather Conditions

- a. Students should not leave the building during a watch or warning (high school students visiting college only).
- b. Take cover and instruct others to do the same when a warning notification is given. Find an interior wall of a building away from windows and exterior doors or proceed as directed by competent authority.
- c. Curl up in a "ball" or fetal position near the wall and place hands ^{over} the head. Remain in this position until the severe weather passes.
- d. Do not initiate a building evacuation during these circumstances. If fire is not present and a clear exit is maintained, everyone should remain indoors until the severe weather passes.
- e. Instructors are to close windows and doors before leaving with students.
- f. Instructors should keep their class rosters with them during the alert, and ensure that all the students are following the alert procedure. Instructors should verify student classroom count.
- g. Students in mobile classrooms will move to safe areas when directed by the Campus Administrator or designee.
- h. The all-clear signal will indicate an end to the alert.

Program Emergency Management Plan

In the event of unanticipated interruptions which may include, but are not limited to, the unexpected departure of key personnel, natural disaster public health crisis, fire, flood, power failure, failure of information technology services, or other events that may lead to inaccessibility of educational services, the Medical Assisting program will utilize the following preparedness plan to assure continuity of education services. Continuity of education is the main focus for each adaptation to the plan.

- Unexpected departures of key personnel that cannot be immediately replaced will warrant schedule changes for students and current faculty. As necessary, with instructor departures, the Program Director/Practicum Coordinator and/or other Medical Assisting instructors will substitute until a qualified replacement is onboard and appropriately trained.
- In the event of an unexpected departure of the Program Director/Program Coordinator:

- a. The Dean of Health Sciences and the program instructors have continuous access to all curriculum delivery.
- b. If access to the KMS is unavailable, Instructors have alternate electronic access via their personal accounts with the publishers and/or hard copies of the program textbook, study guide, course exams, answer keys, resources, and content assessment forms.
- c. In the event of an extended internet outage, course content in the KMS can be downloaded and viewed offline.
- d. The Dean of Health Sciences and all program instructors will be provided with the most recent electronic and hard copies of the program Handbook, schedule, Course Syllabus, and Curriculum Guide at the start of every cohort.
- e. All instructors and center directors will receive copies of clinical schedules and contacts prior to students starting their practicum to ensure awareness and continuity of schedules.
- f. Upon completion and submission of each Annual Report Form, an electronic copy will be shared with the Dean of Health Sciences to assure programmatic continuity, along with all the raw data.

For any event that leads to the inability to access educational services on campus, the following guidelines are to be utilized.

- a. Communication of all program status changes will be through email notifications and Blackboard announcements. All efforts will be made to execute communication of program status changes within 48 hours of the event. All communication and correspondence should be maintained in a file. Communication should be with the institution, faculty, students, and clinical affiliates when necessary or when changes occur.
- b. Provide updated information to students on how to access Student wellness, Security, and Student Success within the college community.
- c. Virtual instruction methods will take place synchronously to deliver the theory portion of the core curriculum. Skills will be scheduled when in-person instruction will be scheduled with the institution. If other options are available such as using another facility with sufficient resources to demonstrate and evaluate skills this method will be utilized to provide continuity of the educational experience. Skills will continue to be documented on paper with signatures.
- d. Virtual instruction methods will be monitored for effectiveness by evaluating student progress and providing additional e-learning resources to assist students with adapting to this modality.
- e. Classrooms and labs are equipped to hold virtual instruction via, Microsoft Teams. The college utilizes the Blackboard Learning Management System for assignments, discussions, and quizzes. Respondus Lockdown Browser will be utilized for all quizzes. The college will support the technology required.
- f. Program information sessions will be conducted virtually utilizing the same documentation until the program faculty can return to on-ground sessions.

- g. Clinical assignments affected may delay graduation time due to the clinic hour requirements. In the event clinical is delayed, the Practicum Coordinator will work with each individual clinical site to determine current availability and/or changes to schedules that may be necessary. If a site is no longer able to accommodate a student, efforts will be made to find an alternative site in a timely manner. There will be no change in clinical assessments or meeting clinical graduation requirements.
- h. In the event graduation will be delayed, the Program Director/Practicum Coordinator will provide each student with an action plan to complete their education. All documents will be maintained.
- i. Provide any information that may help document how outcomes were affected by the interruption.
- j. Document any overlap of clinical slots due to the circumstances.
- k. Notify the Program Advisory Committee of the change. If necessary, plan an emergency meeting to assist with emergency plans. (For long-term interruptions).
- l. Notify MAERB as appropriate. Maintain all records of action plans and course of strategy for the emergency duration.

PROGRAM REQUIREMENTS AND POLICIES

Advanced Placement, Experiential Learning, and Transfer Credit

Admission to West Georgia Technical College's Medical Assisting diploma program is based on a competitive selection process. There are minimum requirements for admission, and meeting minimum requirements does not guarantee admission to the program.

Advanced Placement and Experiential Learning

The Medical Assisting program does not award advanced placement or accept credit via experiential learning.

Transfer Students

Students with credits from another medical assistant program may apply to the program. Medical Assisting course credits attained will be evaluated on a course by course basis. Non-medical assisting course credits are subject to West Georgia Technical College's transfer credit policy. Transfer students will be admitted as space permits, after regular admission and re-entry students.

Students requesting transfer of credit must submit the following information.

- West Georgia Technical College application for admission. Included official transcripts to all colleges attended.
- Medical Assisting Program Competitive Selection application for admission.
- Letter to Medical Assisting Program Director requesting transfer into the WGTC MA program.

- Include the syllabus and detailed course standard and/or description of each MA course completed with a grade of “C” or higher.

General Program Rules

Below are several items that will make your time in this program more successful and enjoyable.

Do everything possible to be in class. Excused absences according to the college are at the instructor’s discretion. **It is the student’s responsibility to communicate with the instructor to see what the student missed during his/her absence.**

You are considered tardy when you are not in the class at the scheduled time for class to begin. This applies to breaks as well. Being habitually late is not looked upon favorably by instructors, your fellow students, or any potential employer. If you are tardy on a day when a pop quiz is given, you will not be allowed to take the quiz. You will receive a zero “0” for the pop quiz.

1. If you are going to be absent or tardy, it is your responsibility to inform your instructor. You are not to send word by way of a classmate or have a family member/friend call for you (unless you are physically unable).
2. You will be required to submit any work that is due the day you are absent on the next class day.
3. Talking with other students during lectures will not be tolerated. If you are sleepy, you may stand and stretch. It is very rude and disrespectful to talk or sleep during lectures. You may be asked to leave the classroom.
4. There will be scheduled breaks in class if it runs longer than 50 minutes. Please refrain from leaving the classroom at other times except for breaks. In the case of emergencies this will be tolerated, but not other times.
5. Cell phones are absolutely not to be used in class unless the instructor has told you that they can be used.
6. Attitude is very important in class, as well as all medical professions. There must be mutual respect in order for learning to take place. If problems arise, you are encouraged to communicate appropriately with the instructor. A negative attitude will reflect on your work ethics grade and could adversely affect your grade. If attitude problems are such that they interfere with instructions, you will be asked to leave the class and/or possibly dismissed from the program.
7. You are **not** permitted to work on other class assignments or study for other exams during class/lab time.
8. All work must be in **black** ink. You may take notes in whatever color you chose, but if it is to be turned in, it must be in black ink. A pencil may be used when appropriate. **White-out is not allowed in class or on anything to be turned in for class.**
9. During the MA program, every attempt should be made to not make appointments during class times. You will have Thursday and Friday of each week to make these appointments.
10. If a student is caught receiving or giving unauthorized assistance on any exam the student who gave the assistance, as well as the student who received the assistance, will receive a grade of zero “0” for the exam and disciplinary action will be made.
11. Assignments are to be submitted on their due dates. Two points will be taken off the grade for every day the assignment is late if it is to be turned in during class. If a student

is absent on the day work is due they must submit it on the returning day to class. No points will be deducted.

12. If any unit, chapter test, or exam is missed by the student, it is the student's responsibility to let the instructor know when they can make up the material. If the student does not show up to take the exam a grade of zero "0" will be given for the grade.

Communication

The student should regularly check Blackboard and their West Georgia Technical College email. The program director and instructor may choose to post important information on their individual courses, or other important information about the program or class. It is the student's responsibility to stay in contact with program director and instructor. Communication is the key to the instructor and student respect.

Class Schedule

Class and clinical schedules (when applicable) are provided to students on the first day of class. Clinical learning experiences are only scheduled during the day. Transportation to and from clinical sites is the responsibility of the student. Any changes in the schedule will be reviewed with students prior to making the changes.

Cell Phone & Mobile Use Policy

Cell phones and mobile devices are not to be used during class or laboratory sessions. Cell phones should be switched to "silent" or "off" during class, lab, and clinic. Only in emergency situations should the student receive phone calls. Prior to class and/or clinic, students should notify the instructor of urgent or emergency situations that may result in the need to accept a call. Students abusing the use of cell phones or electronic devices during class (texting, talking, web browsing) can be asked to leave the classroom, lab and clinic session and would be considered absent for the class or clinical day.

Dress Code

Medical Assistants are seen as professionals. The student must maintain a high standard of personal hygiene and grooming. Practicing good personal hygiene helps one look and feel one's best. It also affects how one feels about one's self and how peers and patients feel about the student. Personal hygiene involves daily bathing and grooming, eating a balanced diet, and getting enough rest and exercise. The MA Dress Code includes, but is not limited to:

- The length of clothing shall be no shorter than the bottom of the fingertips when arms are extended to the side (includes dresses, shorts, skirts, etc.).
- No tank tops or very short shirts. Midriffs must be covered.
- Clothing should not cause an undue distraction to others, such as t-shirts with offensive slogans, or anything with vulgar or obscene pictures or text.
- You will be required to have a minimum of:
 - 2 sets of scrubs (color has been chosen)
 - White or black leather or faux leather shoes (liquid cannot penetrate)
 - Watch with a second hand

- Stethoscope

Uniforms will be worn daily during the Externship. There are NO EXCEPTIONS to this rule. A current West Georgia Technical College ID will be used as your name badge in all clinical settings. The student's name and picture must be clearly visible at all times.

Hair past the shoulders must be pulled away from the face. No elaborate style, color, large bows, or ribbons are allowed. If hair is not long enough to pull back but is short enough to fall forward, some type of clip or band should be used to keep hair out of the face and eyes. Wet hair on arrival to clinics is not allowed. Men's beards and mustaches should be kept clean, short, and neatly trimmed.

Fingernails should be short, clean, and well-manicured and should not extend past the fingertips. Polish should be clear or light pastel color only and not have any noticeable chipped polish or nails. **In accordance with CDC standards, false/acrylic fingernails are not permitted.**

Jewelry is kept to a minimum to prevent the spread of bacteria. Wedding bands acceptable. Rings with prongs and/or large stones are not acceptable. A watch with a second hand must be worn. No bracelets. Necklaces, if worn, should be kept beneath the uniform neck. Plain stud earrings are acceptable. **NO earrings that dangle will be accepted. No jewelry from piercing in the eyebrows, nose, or tongue is allowed in clinical areas. Tattoos will be covered when in clinical areas.**

Good hygiene habits are required. This includes bathing, applying an effective amount of deodorant to prevent body odor, and performing mouth care to prevent halitosis. No perfume or colognes should be worn in any clinical setting. Make-up should be worn in moderation.

Smoking at clinical sites in uniform is not allowed. If a student smokes in his/her vehicle in route to the clinical facility, he/she must take every precaution to avoid smelling of smoke. If a student's uniform smells of smoke, he/she will be sent home and will be required to make up lost hours in clinical. No chewing gum is allowed at any time in clinical.

Attendance

It is the student's decision to take this class. Therefore, once the student makes this decision, he/she has responsibilities to everyone else in the community of learners. Excellent attendance and punctuality are key behaviors which demonstrate responsibility and commitment to a successful learning experience. It is this commitment to learning that will enable the student to progress satisfactorily towards completion of course goals and objectives. Additionally, we want the student to set a pattern of professional behavior which mirrors the attendance expectations in the true clinical environment.

Attendance demonstrates professionalism and regular and punctual attendance is the expectation in the professional workplace setting. Due to the nature of our courses, each class serves as a building block of knowledge for the next class session. Each student is responsible for making up all assignments, materials, examinations etc. when absent from class. All missed lecture/ lab exercises must be completed to verify completion of the course objectives. Make-up exercises or alternative learning experiences will be planned according to the limits set by the

instructor. It is the responsibility of the student to arrive in class on time. Habits developed during this time of education and training are important when the student enters the job market. When a student is ill or has an acceptable reason for absence, he or she must call or email WGTC faculty the morning of the absence, preferably prior to the time the student should have reported. During the clinical phase of the program students must notify the Clinical Coordinator if they are absent as well as contact the clinical site supervisor and let them know the student is sick and will be out for the day.

Students are expected to be present in Medical Assisting classes and clinical labs and to be prepared to actively participate in their learning. Each student is responsible for meeting course objectives in a satisfactory manner. Attendance in Medical Assisting classes is necessary to achieve the objectives for learning.

- The student is expected to attend all lecture/lab/clinical/simulated learning experiences. If, for any reason, a student must be absent, it is the student's responsibility to notify the instructor within a reasonable time before the beginning of the class.
- In the event of absence arrangements need to be made to make up any lab, or test missed with the instructor. This is the student's responsibility. If the lab or test is not made up it will become a zero in your grade book.
- For MAST 1080 and 1090 after the third absence, excused or not, 0.5 points will be taken off the student's final grade for each absents.
- For MAST 1060 and 1100 after the second absence, excused or not, 0.5 points will be taken off the student's final grade.
- For MAST 1010, 1030, 1110, and 1170 after the first assent, excused or not, 05. points will be taken of the student's final grade.
- **Being tardy to class is not acceptable.** Each class has a designated starting time and the student is expected to be seated and ready to start class.
- In the event a student is tardy to any class the student will again lose points from their final grade. Two tarries will be equal to one absents.
- A student who misses any time during 1170 (externship) will be required to make the time up before the end of the semester. If time must be made up between semesters, a student will receive a grade of "I" for Incomplete status, until the time made up is documented.

Online Course Attendance

Students taking online classes must be sure to log into the class frequently. To receive credit for accessing (attending) the class, students must log into specific course in Blackboard and complete the week's required assignment(s) to be counted present. Logging into Blackboard without entering into each course does not count for attendance.

Students should expect to spend at least the number of contact hours in the online course as would a student attending a traditional face-to-face class. For example, if the class is scheduled for 3 contact hours, this would be the minimum number of hours a student would need to log on to check announcements, complete assignments, etc.

Online students must access each course at least once per academic week. After seven calendar days of inactivity the student will receive an absence.

Assignments

- It is expected that all students will turn in assignments on scheduled dates in class, or in Blackboard.
- Late assignments may be penalized at the instructor's discretion.
- A student requesting a date extension for a written assignment must receive permission from the instructor.

Exams

Students are expected to take an exam at the scheduled time. Some exams will be in class, and some will be in Blackboard. The student will receive a course schedule for every class that will have when exams are scheduled. If this schedule is to change the instructor will inform the class in person and on Blackboard or student e-mail.

- Students who are unable to take an exam at the scheduled time must speak with the instructor for a later date prior to the scheduled exam time. If the student does not report for the makeup exam, the student will receive a zero for the grade.
- The student is reminded of the following rights of the Medical Assisting Faculty:
- Each request for make-up testing will be considered on a case-by-case basis.
- Instructors reserve the right to substitute another exam for the scheduled exam that the student was unable to take.
- Instructors reserve the right to substitute a different format for the missing exam, for example, the instructor may select the format of essay examination instead of the multiple-choice test that was originally scheduled.
- Students will have the opportunity to seek clarification on specific exam items missed by meeting with the faculty member.
- Students who believe that there is an error or possibly more than one correct answer to an item must bring documentation of their contention to the instructor in order for the grade to be changed.

Behavior During and After Exams

- Use the restroom prior to starting an exam; during the exam students may only leave the room for emergencies.
- Put all belongs away. This includes cell phones and smartwatches. Please set phones to vibrate during testing.
- Abide by "no talking" to peers after the exam starts.
- If the exam is in class after completing it and turning it in, return to your seat with no talking to your fellow students or instructor.
- If the exam is on the computer in a computer lab quietly exit the building and do not congregate inside the hallway to wait for fellow students or friends.
- Abide by the testing rule of no test item discussion unless with the instructor.
- Faculty reserves the right to assign seats during any exam.

Make-up Work

It is the student's responsibility to obtain missed class lecture notes and important announcements from classmates. Students must confer with faculty to schedule make-up tests,

graded laboratory assignments, skill check-offs and obtain handouts and other materials as assigned.

Students who are absent on in-class test day will have two weeks from returning to class to take the test (MAST 1080 and 1090). Failure to take the make-up test during the time frame allowed will result in a grade of 0 on the test. Additional information related to make-up work can be found in each course syllabi.

Cheating

Cheating will not be tolerated in the classroom, lab, online and clinic and will result in a Student Code of Conduct Complaint being issued by the instructor.

In the professional judgment of the investigation, any behavior deemed inconsistent with professional responsibility and/or unsafe are addressed as an academic issue and may be subject to a failing grade (F) for the course and/or possible dismissal from the program.

Grades

Didactic course grades are determined by assignments, lab skills & activities and exams. Externship Course grades are based on student skill performance and externship evaluations. If a student is unsuccessful in either the theory or performance component of a course, the course must be successfully repeated before the student is allowed to progress through the program. Grading procedures for each course are outlined in the course syllabi. Course letter grades are assigned using the following scale:

Percentage of Points Earned	Corresponding Letter Grade
90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D
0 – 59	F

A grade of 70 or higher must be maintained in **all classes** (core and program specific) in order to progress through the program.

Grades will be posted and/or assignments will be returned to the student. Students should record grades earned in order to determine academic standing throughout the course.

Student Records

Procedures relating to the establishment of student records are in accordance with the provision of the Family Educational Rights and Privacy Act (FERPA) of 1974 (Buckley Amendment), as amended, with the policies of West Georgia Technical College, and with the regulations of the Department of Health, Education, and Welfare. Integrity is one of our college's core values and it is the responsibility of the college to ensure the integrity and the confidentiality of student records.

Each student at West Georgia Technical College has the right and may request to inspect his or her general education records within 45 days of the day the college receives a request for access. This right of inspection includes academic records maintained by the Office of Student Affairs. All college records are confidential and are not available without the student's written consent. Directory information (full name of student, city of residence, county of residence, major and field(s) of study, degrees and awards including nature and date received, dates of attendance, school or division of enrollment, enrollment status (i.e., full or part-time, undergraduate), name of institution last attended, participation in official sports and activities, height and weight of athletic team members, photograph(s)) will normally be released without student notification or consent unless a student has requested that such information not be released.

Students desiring access to their records should contact the Registrar's Office. The Registrar will make arrangements for access and notify the student of the time and place where the records may be inspected. The student has the right to request the amendment of the student's education records that the student believes in inaccurate or misleading. The student should write the Registrar, clearly identify the records they want changed, and specify why it is inaccurate or misleading. If the school decides not to amend a record as requested by the student, the school will notify the student of his or her right to a hearing regarding the request for an amendment. A student has the right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the school in an administrative, supervisory, and academic or research, or support staff position (including law enforcement personnel and health staff) a person or company with whom the school has contracted; a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her task.

A school official has a legitimate education interest if the official needs to review an education record in order to fulfill his or her professional responsibility. Upon request, the school discloses education records to officials of another school in which a student seeks or intends to enroll. The student has the right to file a complaint with the U.S. Department of Education concerning alleged failures by West Georgia Technical College to comply with requirements of FERPA. The name and address of the office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, S.W.
Washington, DC 20202-4605

Pregnancy

In the event that you become pregnant, you must notify your instructor immediately. Upon declaration of pregnancy by the student to program director or faculty, program requirements will be reviewed in detail in order to provide the student with a complete understanding of their status in the program. The pregnant student must follow the established program policies and meet the same clinical/practicum and educational criteria as all other students before recommendation for the clinical/practicum and graduation. If the student chooses to withdraw from the program during the pregnancy, the student will be eligible for reinstatement into the

program upon completion of their pregnancy leave. Re-entry will be based on the program's readmission policy and seat availability. If the student remains in the MA program during the pregnancy, the student accepts full responsibility for the health and safety of the child and herself, and the program's requirements.

Corrective Action/Academic Counseling

To address conduct and/or performance that interfere with a student's progress in the program, a counseling session will be conducted. The Program Director and Faculty are responsible for setting up corrective action plans and offering academic counseling when a student is not performing satisfactory in their courses or demonstrating unprofessional behavior. The Program Director and Instructor (or Instructional Coordinator) shall meet with the student to discuss the issue. A counseling form is completed by the Program Director. The reason for counseling, any recommendations for improvement, and the student's self-recommendation for improvement shall be documented on the form. Please see the Appendix to review the form.

Program Dismissal

The program reserves the right to maintain a safe and orderly educational environment for students and faculty. Any conduct that threatens to disrupt the college and/or program policies may lead to program suspension or dismissal. Failure to maintain the academic requirements required for course progression will result in program dismissal.

Program Readmission

The MA courses are sequential. Successful completion of each course is a pre-requisite for admission into the next or successive courses. A student that is unable to progress in the program may be eligible to reapply for admission into the next cohort in accordance with the Readmission guidelines below.

- If enrolled in the last three semesters, a student is not required to complete a Returning Student Admission Application unless the student changes their program of study. To change the program of study, complete the form under the Admissions tab on the WGTC website.
- If out more than three semesters, a student must submit a Returning Student Admission Application located on the website.
 - Submit to the Admissions Office official transcripts from all institutions of higher education attended since last enrollment for consideration of transfer credit. Students who request a HOPE Scholarship evaluation must submit official college transcripts from ALL colleges attended. College transcripts may also be required to satisfy financial aid requirements and Veteran Educational benefits.
- Meet the West Georgia Technical College Catalog admissions requirements in effect at the time of readmission. Student being readmitted after a break in enrollment of at least three semesters must reenter under the current catalog, admissions requirements, and program standards.
- Returning students not enrolled in West Georgia Technical College for more than five

years may be required to submit official transcripts and/or new placement examination scores.

- Any student who is admitted to a competitive selection Health Science program, who does not complete the program with their cohort, must submit a written petition to the Dean of Health Sciences for approval to be readmitted or to enter the selection process a second time. This can be done by submitting the readmission/reentry form to the Program Director. This form must be received by the program director at least one month prior to the expected readmission date. See the Appendix for the form.

Externship Placement and Requirements

The student is given the opportunity to express their choice of affiliates for the externship experience. It is the decision of the Program Director and Practicum Coordinator as to which student is assigned to which clinic or office. Students may not always get their exact choice of clinical sites; however, every attempt will be made to find some arrangement acceptable to all.

The externship includes 200 hours at an affiliated clinic where the students may stay the complete time, or be rotated through the site. It is the opportunity to practice the skills learned in the previous semesters. All course work must be completed with a C or better before entering Externship.

Students must be prepared to travel to externship sites if necessary. Every attempt will be made to place you in the community you live.

The externship is regarded as a portion of the entire MA program. Therefore, tuition is paid as it would be for any other course in the program. Since the clinical experience is considered to be a portion of the education and is not the same as on-the-job training. One person at each affiliated site is appointed as the student's mentor who will supervise. It is this person's responsibility to see to it that students have a truly educational experience and that students accomplish the objectives put before them.

During the externship the student will keep a daily journal of each day's activities and accomplishments. Each student will also keep up with their own hours; naturally, the mentor will sign behind the student to ensure this is reported accurately. The student's journals and the clinical evaluations completed by the mentor and office managers, complete points towards the final externship grade.

The Practicum Coordinator will visit the student at least once at the affiliated clinic. Regular contact is made via phone and e-mail between mentors, office managers, and the Practicum Coordinator.

If a student fails, is asked to leave, or is taken out of an externship site, that student may be removed from the program. The Practicum Coordinator and Program Director will consider placement at a second site on a case-by-case basis. Placement at a second site is not guaranteed. If the student is unable to be placed at a second site, the student may receive a grade of "F" and be removed from the program.

Student Incidents

All on campus incidents will be reported to the Program Director. The program director will complete an incident report for the college. Students must immediately report accidents or injuries that occur during their practicum to the practicum coordinator. The student is expected to adhere to the clinical agency's policy regarding the completion of an incident report. The practicum coordinator will complete the incident or exposure report for the college and provide the student with instructions for the student to seek medical care under the college's liability insurance.

SAFETY AND HEALTH

Classroom Safety

Students are expected to apply all safety precautions learned in each course to situations in the classroom. The following safety precautions are enforced:

- Classroom surfaces are regularly disinfected.
- The classroom contains a variety of equipment that could be dangerous if used incorrectly. Students must not attempt to use any equipment without thorough instruction in safe use.
- All equipment is checked for safety on an annual basis and the program maintains records of maintenance and repair. Students should report any problems or damage to the instructor immediately.

Laboratory Safety

All MA students must practice in the MA lab. Students will have the opportunity to practice their skills taught in lab/lectures/ clinical settings with faculty and independently while supervised and assisted by faculty. As students, you will advance in the program, achieving competency with the psychomotor skills and start to integrate the clinical reasoning with the MA process. WGTC has developed and designed the labs to simulate the clinical setting with the resources for student success. While in the lab, your behavior and attitude should mirror the professional behavior you are required to have in the clinical setting. Students must adhere to the policies in the college catalog and the MA handbook policies and procedures. To have a positive and safe experience in the labs, students and faculty are asked to review and follow these guidelines.

GENERAL:

- All supplies, equipment and technology in the labs are for practice and educational purposes only and are not to be removed from the labs.
- NO food or beverages are allowed in the lab.
- All practice sessions are supervised by lab faculty.
- Lab doors are locked when not in use.
- For safety reasons no children, visitors or pets are permitted in the labs.
- Notify faculty of any Latex Allergy. Equipment may contain latex.
- The labs are closed when the college is closed.

- Students are instructed in the location and use of emergency equipment such as eye wash stations, fire extinguishers, and first aid kits.

ERGONOMICS:

- Adhere to the Principles of Body Mechanics while lifting, moving or positioning mannequins.
- Lock wheels on wheelchairs.

ATTIRE:

- Students are required to wear closed toe shoes and all personal protective equipment (PPE) appropriate to the procedures being performed, including disposable fluid resistant lab coats and disposable gloves. PPE must be removed prior to leaving the classroom.

INFECTION CONTROL:

- There may be blood or bodily fluids used in the labs.
- Some blood products, blood or bodily fluids used in the lab are simulated materials.
- Do not inject, infuse, apply or inhale into yourself, another person or animal any simulated material
- Perform proper hand hygiene before and after practice sessions.
- Maintain standard precaution similar to the clinical settings.
- Dispose of all gowns, gloves, masks properly after use.
- Dispose of open needles and syringes in the SHARPS containers.
- Use needles once and discard.
- While demonstrating the use of the glucometer, finger sticks/lancets may be used. The use of control solution to simulate “drop of blood” may be used.
- All sharps and biohazardous materials are disposed of according to OSHA regulations.

PHYSICAL SPACE:

- All lab resources are intended for educational/ instructional use in the labs.
- Practice supplies are available in the labs and additional supplies can be requested.
- No outside personal medical supplies should be brought to the lab.
- Work spaces, floors and tables will be left clean and orderly and ready for the next student.
- Report any spills.

ELECTRICAL:

- All lab resources are intended for educational/ instructional use in the labs only.
- If you unplug a piece of equipment, plug back in when finished.
- Frayed plugs or cords will be removed from service.
- Report any malfunctioning equipment to the faculty or staff.
- No oxygen or electrical supply in simulated head wall units.

SIMULATED MEDICATIONS, INJECTIONS AND SHARPS:

- All medications and blood products are intended for educational/ instructional use in the labs only.
- Do not inject, infuse, apply or inhale into yourself, another person or animal.
- Students must complete MAST 1080 Parenteral Medication Administration lab before practicing injections in the lab.
- Dispose of all opened and used needles and syringes in the wall mounted SHARPS containers located in the labs, or Red Boxes.
- USE NEEDLES ONCE, DO NOT REUSE. DO NOT RECAP.
- Do not remove any medications, blood products, syringes or needles from the lab.
- Do not bring any medications, blood products, syringes or needles to the lab.
- Report any needle punctures to faculty, wash with soap and water and apply band aid.
- Students must immediately report accidents or injuries that occur to them or to others to the practicum coordinator. The student is expected to adhere to the clinical agency's policy regarding the completion of an incident report. The practicum coordinator will complete the incident or exposure report for the college and provide the student with instructions for the student to seek medical care under the college's liability insurance.
- Follow all safety guidelines for medication administration and use of SHARPS as demonstrated by your instructor.

Occupational Risks

Medical assistants work directly with providers and patients, with the goal of providing health care and ensuring patient safety. They can perform both administrative and clinical services, filling several roles in a variety of healthcare environments.

As with any healthcare position, there are certain occupational risks or hazards while performing their duties, including the following:

- Exposure to infectious diseases
- Sharps injuries
- Blood-borne pathogens and biological hazards
- Chemical and drug exposure
- Ergonomic hazards from lifting, sitting, and repetitive tasks
- Latex allergies
- Stress

Nevertheless, there are protections set up by the Occupational Safety and Health Administration (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

As an accredited program, West Georgia Technical College's Medical Assisting program teaches students about the hazards they face on the job and protocols that can be put into place to ensure a workplace culture that prioritizes safety.

OSHA Safety Protocol

OSHA's authority is to protect workers (employees); students are not directly covered under OSHA regulations. Students are required to follow program procedures or guidelines.

All students and faculty engaged in learning in the MA program must be aware that participation in the program includes the risk of exposure to blood borne pathogens and chemicals. As such, safety policies and procedures are an essential part of the MA program.

Safety will also be incorporated into every course in the program. Students must always use safe and best practices. Any student not following safe practices puts others at risk. Any student who is operating in an unsafe manner and/or not in compliance with safety training will be tutored on the error. If the safety violation is extremely serious, the student may be asked to leave the class and will receive a counseling session.

Supplies in the lab that are expired will be labeled not for human use and used only for simulations.

Students not using proper PPE will be tutored, if appropriate. Students who continually misuse PPE and/or do not adhere to safety protocols will receive a Code of Conduct complaint.

Safety Data Sheets (SDS) and the College's Exposure Control Plan (ECP) are maintained in the lab. These materials should be accessed as required. Students who have questions regarding chemical use, biohazard materials use, waste collection and disposal or other safety questions after training should always ask the instructor before acting. Students are also encouraged to access the MSDS and ECP at any time.

The student laboratory is subject to OSHA inspections and follows OSHA guidelines as well as CDC guidelines for Bloodborne pathogens as they apply to the laboratory. Students will learn to recognize, understand, and use the National Fire Protection Agency (NFPA) labeling. We follow all pertinent guidelines for the storage of chemicals, collection of chemical waste and collection and disposal of all biohazardous materials. To prevent the transmission of bloodborne pathogens, transfer of pathogens from fomites and person to person transfer through needle sticks and aerosols, students are trained to understand Standard Precautions and are provided the correct personal protective equipment for the work required.

Engineering controls are also provided in the lab. These include sharps disposal containers, phlebotomy equipment, bleach or disposable sanitizing wipes, splash shields, goggles, face shields, and equipment to clean up chemical and biohazard spills in the laboratory as necessary. Students are trained to use all safety equipment properly and they expected to use the equipment when needed.

Health and Safety Guidelines for Clinical Externship

To assure adequate safety of visitors, patients and healthcare professionals, MA students are required to:

- Maintain good health practices, including Person Protective Equipment (PPE).
- Utilize preventive care for common illnesses.
- Report any health concern (including pregnancy) to faculty that could affect the health and safety of the student or patient.
- Follow established protocols pertaining to the health and safety of all persons, including infection control, emergency and evacuation procedures, and practice activities within the role of the medical assistant.

Students suffering from a chronic illness or condition must be managed through treatment and be able to provide direct patient contact.

In circumstances of student illness, injury, or other health limitations, health policies of the clinical affiliate and the MA program guidelines and technical standards must be upheld. Faculty may recommend withdrawal from the program for reasons of poor mental or physical health.

If the student has a disability that may limit his/her ability to perform required duties and for which an accommodation is required, please see the Special Needs section for information regarding the process for requesting Accessibility Services.

Safety

Safety is extremely important in any health care environment and all procedures should be accomplished using strict safety precautions. Unsafe activities will not be tolerated and may result in termination from the clinical externship and MA program.

Clinical Responsibilities and Competence

- The student must assume responsibility for all requirements as outlined by the MA program.
- Absences from clinical internship jeopardize a student's ability to complete the number of required clinical hours. The student **MUST** complete a minimum of clinical hours per semester in order to pass the clinical rotation and to graduate. Documentation of these hours may be required using the appropriate clinical attendance sheets.
- Students must secure their own transportation and cover costs of travel to and from assigned clinical sites. Reliable transportation is necessary as "car-pooling" is not always an option.
- Students must have completed all core and appropriate technical courses with a grade of C or better, be in good academic standing and have met the college's requirements of satisfactory progress to participate in the clinical externship course, MAST 1170: Medical Assisting Externship.
- Students are expected to arrive at the clinical site prepared to perform medical assisting skills previously demonstrated in the lab or obtained in previous courses. If a student exhibits lack of preparation by failing to perform necessary laboratory skills in a safe and competent manner, dresses inappropriately or exhibits unprofessional behavior, he/she may be directed to leave the clinical site. The clinical evaluation will reflect the deficiency. (*See Clinical Site Counseling Form*).
- Students must be available and prepared for variations in clinical hours. Changes in the clinical rotation schedule must be discussed and approved by the Practicum Coordinator prior to the schedule change.
- Students are responsible for following the affiliate's employee policies while participating in clinical rotations.
- **MA students cannot receive compensation for clinical externship work and may not be utilized as an employee during clinical hours.**
- Students will not be assigned to a clinical training site in which the student is currently or recently been employed or in which the student has a family member employed by the site due to a conflict of interest. In such cases, the determination of conflict of interest will be made by the clinical facility.

APPENDIX

A participation rubric is included for understanding of participation assessment.

Participation Rubric

Name: _____

Class: _____

	Excellent Participation 20 points	Good Participation 15 Points	Average Participation 10 Points	Below Average Participation 5 Points	Unacceptable Participation 1 Point
Class discussion/ Peer interaction/ Pair or Group work	Consistently, actively supports, engages, listens, and responds to peers. Takes a leading role. Participates in a meaningful way in class discussions. Stays on task.	Make an effort to interact with peers daily but do not take a leading role. Some active participation in class discussions. Sometimes deviates from the task.	Some effort to interact with peers but does not take a leading role. Minimal participation in class discussions. Sometimes deviates from the task.	Limited interaction with peers and rarely participates in class discussions and/or does not stay on task.	Virtually no interaction with peers and does not participate in class discussion.
Preparation	Arrives fully prepared at every class session.	Arrives mostly, if not fully prepared.	Arrives mostly prepared.	Preparation is inconsistent.	Rarely or never prepared.
Contributes in a Meaningful Way	Comments often advance the level and depth of classroom dialogue; elicit the contributions of others.	Relevant comments are based on assigned material; elicit the contributions of others.	When prepared, (which is most of the time) relevant comments are based on assignments.	When prepared, some relevant comments are based on assignments, some comments are not relevant and deviate from the assignment.	Class contributions lack relevance or almost never comments.

Attention	Consistently attends to instruction and does not disrupt others' ability to listen. Always pay attention.	Mostly attends to instruction and does not disrupt others; does not do other work during instruction and/or pays attention most of the time	Sometimes attends to instruction and does not disrupt others; does not do other work during instruction and/or pays attention some of the time.	Sometimes disruptive of others during instruction or sometimes does other work during instruction and/or pays attention sometimes.	Frequently disruptive during instruction or does other work during instruction and/or rarely pays attention.
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You may positively affect your participation grade by:

1. Making effective comments that raise the overall level of discussion and set examples for others (Comments that are off task and disruptive will negatively affect your grade).
2. Assisting and helping other classmates during activities and Skills while staying on task.
3. Asking thoughtful questions that will embrace discussion and engage peers.
4. Asking questions when you don't understand or would like a second explanation. Often there are others that will benefit as well.
5. Listening carefully to, supporting, and engaging your peers in the discussion.
6. Attending class and actively participating in a meaningful way.
7. Take care never to make negative, offensive, and/or disrespectful comments during class or discussion.
8. Preparing for each class. Being on time, and not tardy.
9. Being respectful and kind towards every person in the class.
10. And of course, enjoy and learn something new.



Medical Assisting Program Request for Readmission/Reentry

Request for readmission must be received at least one month prior the start of the semester in which the student would like to reenter. A Readmission Committee will review the request.

Student Name and Student ID: _____

Name of the program you are requesting to reenter: _____

Date/Semester you would like to reenter: _____

Reason for dismissal, withdrawal or disruption in program progression (select all that apply):

- Academic Failure, Classroom
- Academic Failure, Clinical
- Withdrew Passing and Reason _____
- Withdrew Failing and Reason _____
- Other _____

Describe in detail the reason you believe you were unsuccessful in progressing within the program.

Please give at least three strategies or plans you will make to ensure success if allowed to return to the program.

1. _____

2. _____

3. _____

Interruption in program progression places students at a higher risk for certification and/or licensure failure. What actions will you take to prepare yourself for your national certification (NERMT) exam?

The following will be required if you are allowed to return to the program:

1. Overall average for each paramedicine course must be 70 or greater with satisfactory completion of all course requirements.
2. Make an appointment with Student Success Services before the first day of class and provide the visit documentation to the program director.
3. A student suspended for disciplinary reasons may be considered for readmission at the end of the suspension by making an appointment with the Dean of Students. The visit documentation must be provided to the program director.
4. Exhibit professional behavior.
5. _____ If applicable, completion of remediation.
6. _____ If applicable, lab “check off” on skills that should have been satisfactory for any previous courses.
7. _____ If applicable, documentation that assistance was sought related to English as a second language.

Readmission is not guaranteed. A student may only repeat a course one time. A second failure in a course will result in dismissal from the program. This would make the student ineligible for readmission.

I accept the required terms for my readmission/re-entry. I understand that failure to comply with these requirements may result in failure to successfully complete the program.

Student Signature

Date



Medical Assisting Program Laboratory Acknowledgement

In signing below, I attest to the fact that I have read and adhere to the laboratory polices and guidelines discussed in the Medical Assisting Program of West Georgia Technical College. Violation of this policy may result in failure of the course and further disciplinary action.

Student Printed Name

Student Signature

Student ID #

Date

Instructor Signature

Date



MEDICAL ASSISTING PROGRAM CONFIDENTIALITY AGREEMENT

Students in the West Georgia Technical College Medical Assisting program will be working with patient medical records in both the classroom and health care facilities. Student use of medical records and confidential patient/client information in the educational process requires compliance with federal HIPAA regulations and specifically:

- All information about a patient/client, written or verbal, belongs to the patient/client. Any violation of confidential information about a patient is punishable in a court of law. (Refer to the Health Insurance Portability and Accountability Act of 1996)
- The professional Code of Ethics for the Medical Laboratory profession stipulates that confidentiality of patient/client information is a professional responsibility.

Due to these legal and ethical considerations, any student enrolled in the Medical Assisting Program who reveals contents of a medical record or information related to a client's private health status without prior authorization is subject to reprimand and possible immediate dismissal from the clinical/practicum site and the program.

Having understood the above, I _____ do hereby agree to maintain confidentiality of all patient information to which I am exposed as a Medical Assisting student.

Printed Name of Student: _____

Student signature/date: _____

Witness signature/date: _____



MEDICAL ASSISTING PROGRAM AUTHORIZATION TO SHARE/RELEASE STUDENT INFORMATION

I, _____, the undersigned, hereby authorize the West Georgia Technical College Medical Assisting Program to release to clinical/practicum affiliates:

- Contact information
- Health Information, including immunization record and TB skin test results
- Criminal background check
- Drug Screen Results

I acknowledge that I understand the purpose of the request and that authorization is hereby granted voluntarily.

By my signature below, I consent to the release of the above listed information for the purpose of placement in a clinical/practicum affiliate as a requirement of my educational program.

Printed Name of Student: _____

Student signature/date: _____

Witness signature/date: _____



Medical Assisting Handbook Signature

My instructor has reviewed the Medical Assisting Handbook and Medical Assisting Rules with me and has provided me with a copy. I understand that these requirements are for the benefit of giving me the best opportunity to succeed while in the Medical Assisting Program.

I agree to abide by these rules.

Student Printed Name

Student Signature

Student ID Number

Date

Instructor's Signature

Date