



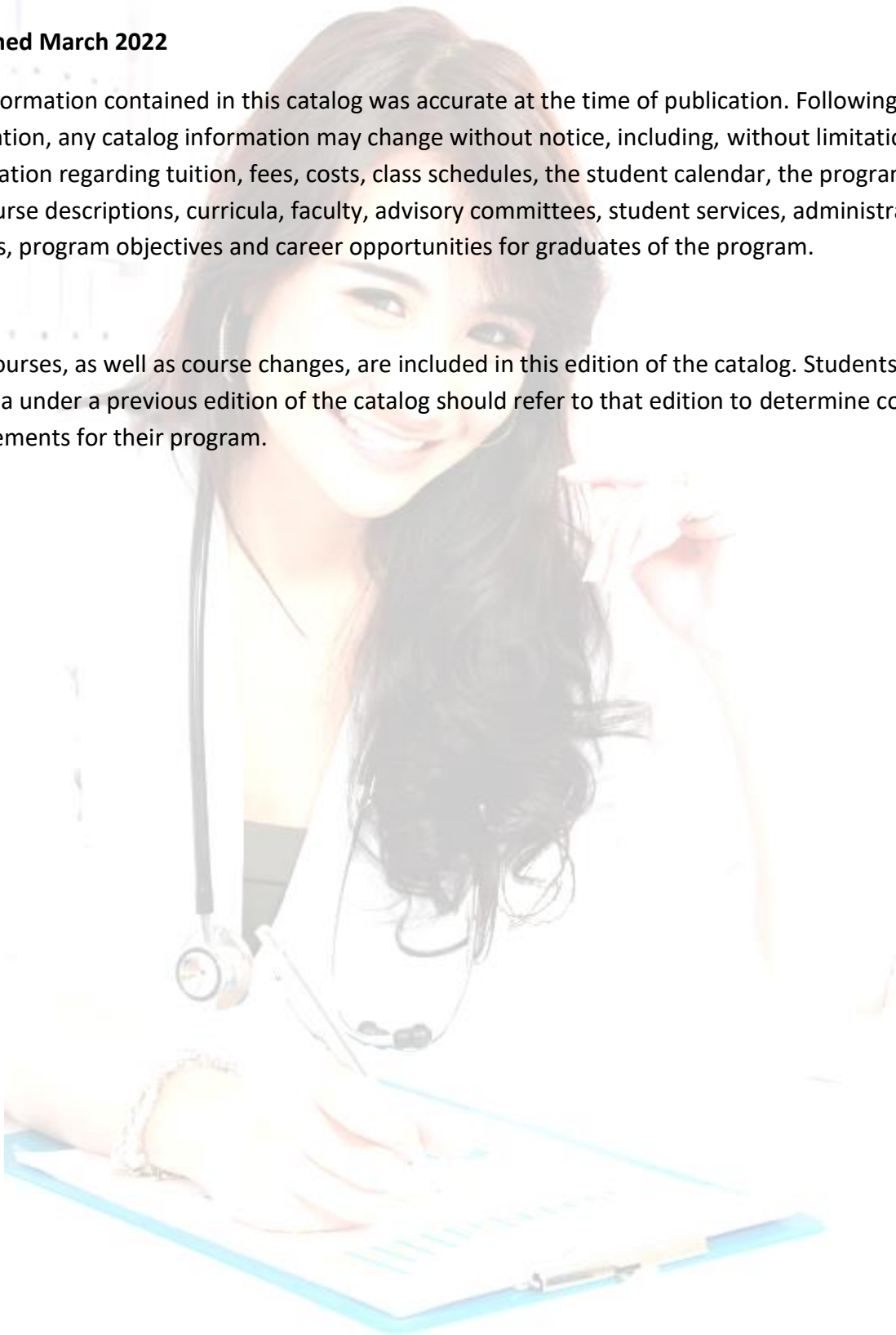
**2021-2022  
College Catalog**

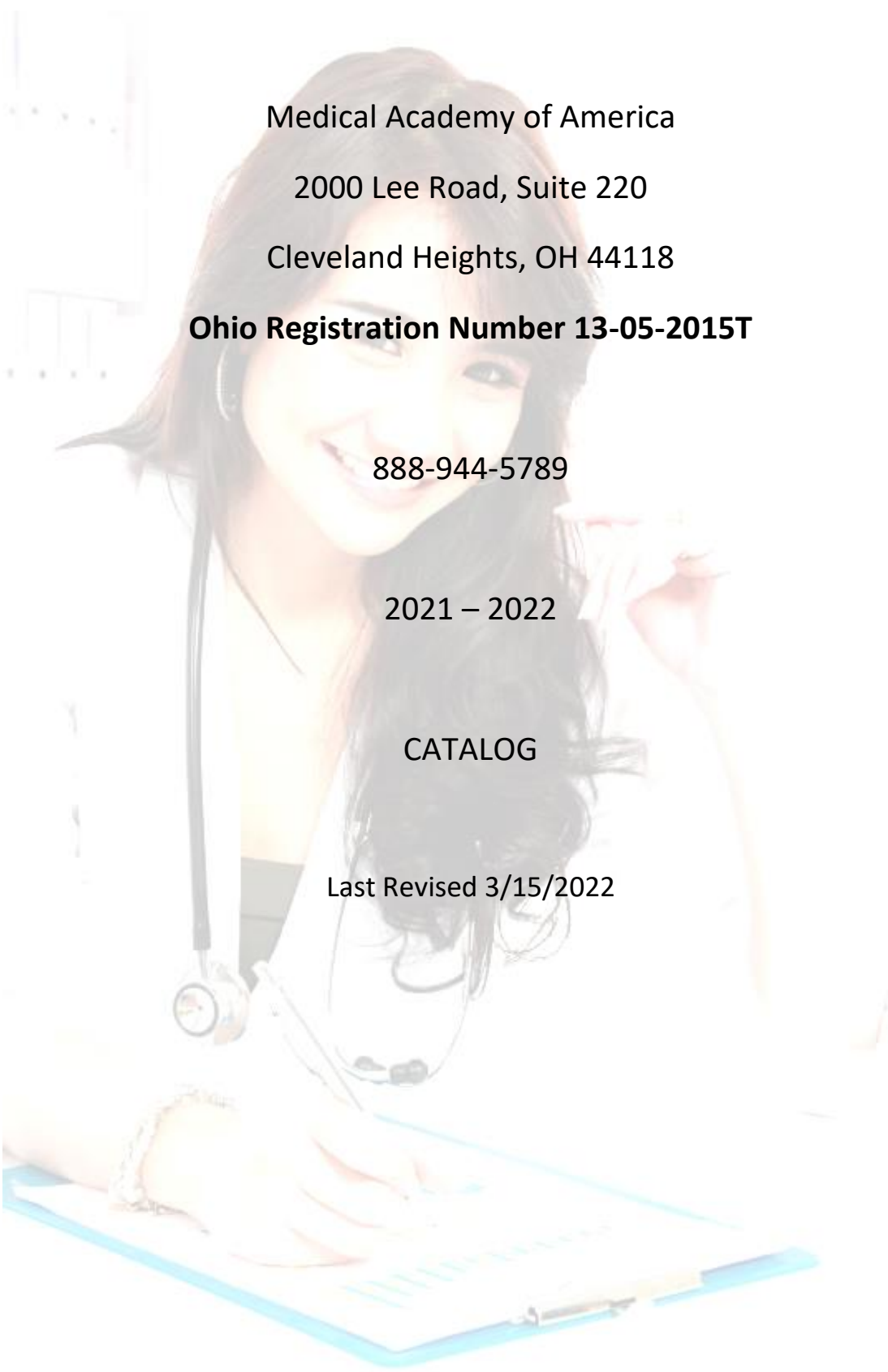


**Published March 2022**

The information contained in this catalog was accurate at the time of publication. Following publication, any catalog information may change without notice, including, without limitation, the information regarding tuition, fees, costs, class schedules, the student calendar, the program outline, the course descriptions, curricula, faculty, advisory committees, student services, administrative policies, program objectives and career opportunities for graduates of the program.

New courses, as well as course changes, are included in this edition of the catalog. Students pursuing a diploma under a previous edition of the catalog should refer to that edition to determine course requirements for their program.





Medical Academy of America

2000 Lee Road, Suite 220

Cleveland Heights, OH 44118

**Ohio Registration Number 13-05-2015T**

888-944-5789

2021 – 2022

CATALOG

Last Revised 3/15/2022

# 2021-2022 College Catalog

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## 1. About the Medical Academy of America

### History

Medical Academy of America was founded on April 1, 2013. We offer distance learning certificate and diploma programs.

The people at Medical Academy of America care about you, your families and your future.

### Faculty

#### Faculty Credentials

Instructor/Faculty Name	Formal Education (institution & earned degrees)
Isaac Haggins, III Part-time	Walgreens Pharmacy Technician Training Program B.A. in Chemistry CPhT
Gina Hobert Part-time	A.S., Central Maine Technical College B.S., Thomas College M.B.A., Thomas College
Summer Haggins Part-time	BSN in Nursing, Ursuline College M.B.A., Cleveland State University
LaShawn C. Hicks, MSN, RN Part-time	Doctorate in Nursing Practice-Executive Leadership Track (expected graduation 12/2016) Kaplan University, Fort Lauderdale, FL Master of Science in Nursing Education (5/2013) Kaplan University, Fort Lauderdale, FL Bachelor of Science in Nursing (12/2009) Kaplan University, Fort Lauderdale, FL Diploma in Nursing (5/2006) Huron School of Nursing, East Cleveland, OH Registered Nurse

## Key Staff Members

### **ADMINISTRATIVE STAFF**

Tanya L. Haggins  
President

Isaac Haggins  
Vice President

Alice Smith  
Success Coach

Tracietta Wilburn  
Admissions Representative

Kathy Haggins  
Admissions Representative





## Mission

The mission of Medical Academy of America is to enhance the quality of life of our students by providing excellent and affordable educational programs.

## Values & Institutional Objectives

Medical Academy of America Statement of Values

- **Integrity:** Value trust and honesty
- **Caring:** Committed to meet the needs of others
- **Responsibility:** Do competently what is supposed to be done, when it is supposed to be done
- **Respect:** Treat people with dignity and fairness
- **Quality:** Take pride in excellence

Medical Academy of America Statement of Objectives:

- To provide programs to prepare students to enter specific occupations.
- To provide courses and programs to improve workers' job performance, to upgrade job skills, to prepare workers for expanding information bases and changing skills requirements, and to assist persons in transition to new occupations.
- To provide guidance to assist students in making decisions that may affect their education, career, cultural advancement and general well-being.
- To provide opportunities for students to become involved in school activities and governance.
- To provide equal educational access for disabled as well as academic and economically disadvantaged individuals. Support services will be offered to meet their special needs.
- To provide activities and special events which encourage alumni involvement in the Medical Academy of America.
- To provide special services designed to improve the quality of life and peaceful relations in the community and to promote life-long learning.
- To provide the best possible instructional and support services – including, but not limited to, adequate supplies, sufficient and appropriate facilities, and technologically current equipment.
- To provide programs and opportunities to develop employees' professional knowledge and abilities.
- The Institute will make efforts to implement legislative mandates, in a timely and effective manner, as well as other directives placed upon it by federal, state and local policy-making bodies.
- To adhere to and address recommendations from the accreditation process.
- To establish annual special priorities.





## Contact Information

**Telephone**  
888-944-5789

**Fax Number**  
216-803-9899

**Email address:**  
[info@online4school.com](mailto:info@online4school.com)

**Website**  
[www.online4school.com](http://www.online4school.com)

**Mailing Address:**  
Medical Academy of America  
2000 Lee Road, Suite 220  
Cleveland Heights OH 44118

**Physical Address:**  
Medical Academy of America  
2000 Lee Road, Suite 220  
Cleveland Heights OH 44118

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**Hours of Operation**  
Monday – Friday 9:00 a.m. through 5:00 p.m., EST

## 2. Admissions

### Application and Enrollment Process

Medical Academy of America is open to all applicants without discrimination on the basis of race, religion, national origin, or sex. All applicants desiring to pursue formal programs of study culminating in the award of an academic credential are admitted to the school as regular students provided the following conditions have been met: To be admitted, the student must be a high school graduate or at least 18 years of age with a GED or its equivalent, receive certain disclosures and sign an enrollment agreement.

Medical Academy of America's admissions policy is oriented to adult learners, including military members, who typically have previously completed high school, undergraduate level courses, military training, or earned credit by examination. To be admitted to the College, students need to submit evidence of a high school diploma, GED certificate, or an international equivalent.

### Step 1: Application

The application process is simplified to reduce processing time. Prospective Medical Academy of America students complete an online application that can be accessed from the website, [www.online4school.com](http://www.online4school.com). Applicants indicate which academic program they are applying for.

Additionally, prospective students may send an enrollment application and appropriate down payment administration fee to:

Office of Admissions  
Medical Academy of America  
2000 Lee Road, Suite 220  
Richmond Heights, OH 44143

OR

Enroll by phone: 1-888-944-5789

An interested candidate should submit:

- A completed enrollment application
- An initial down payment
- Documentation of a high school diploma or GED, or the foreign equivalent

### Entrance Requirements

Candidates for admission should have:

- Ability to read and write English fluently
- The ability to be self-motivated and work independently
- A high school diploma or GED, or the foreign equivalent
- The ability to receive and send email
- Access to the internet/basic computer skills
- Reached the age of majority (18) eighteen

### **Step 2: Enrollment Process**

Soon after the application has been received by Medical Academy of America's Admissions Department, the prospective student is contacted by an admissions representative whose mission is to inform the applicant about Medical Academy of America's available programs and assist throughout the enrollment process. Essential documents, including transcripts for credit transfer, enrollment agreement, military service forms, and payment method, are collected by the admissions representative by e-mail, fax, and mail.

### **Step 3: Transfer Credit Evaluation**

As soon as the prospective student and the admissions representative have completed the application requirements, the information is sent to the Registrar for credit evaluation. An unofficial transcript, which may be sent from the applicant to Medical Academy of America, is accepted to facilitate the credit evaluation. An official transcript, which must be sent to Medical Academy of America directly from the institution or military branch where the credit was earned or sent by student as long as the official transcript is sealed from the originating institution. The official transcript must be submitted before the end of the first semester. An assessment is generated listing all course work that is transferable. The assessment is used to generate the Education Plan.

### **Step 4: Creation of the Education Plan**

After the transcripts are evaluated, transfer credit is matriculated to the selected program. A personalized education plan showing the transferred credit, along with remaining courses required to graduate, is created and sent to the applicant. The admissions representative contacts the prospective student at this point and answers any questions related to the education plan or the enrollment process. For VA students, prior to enrollment the VA is notified. Notification occurs for first time enrollment and for all additional enrollments.

### **Step 5: Getting Started**

Once the education plan is accepted and all required documents are submitted, the enrollment process is completed and the applicant officially becomes a student. First time Medical Academy of America students will automatically be enrolled in the Medical Academy of America Online Orientation course. It gives students the opportunity to become comfortable with Medical Academy of America's online learning platform and helps them successfully complete their education program. Students may begin the online orientation course shortly after their enrollment is confirmed.

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### **International Students Application Process**

Students who are not citizens or permanent residents of the United States are considered for admission to Medical Academy of America on the basis of academic preparation and personal qualifications. To apply:

#### **Step 1: Submit an online application**

Prospective Medical Academy of America students complete an online application that can be accessed from the website, [www.online4school.com](http://www.online4school.com).

#### **Step 2: Academic Documentation**

Have official copies of transcripts from secondary schools and colleges and universities you have attended sent to Medical Academy of America. Transcripts in languages other than English must be accompanied by a certified translation.

#### **Foreign Transcript Evaluation:**

Transcripts for comparable college-level courses completed in a country other than the United States must be evaluated by an outside credential evaluation company before they are submitted to Medical Academy of

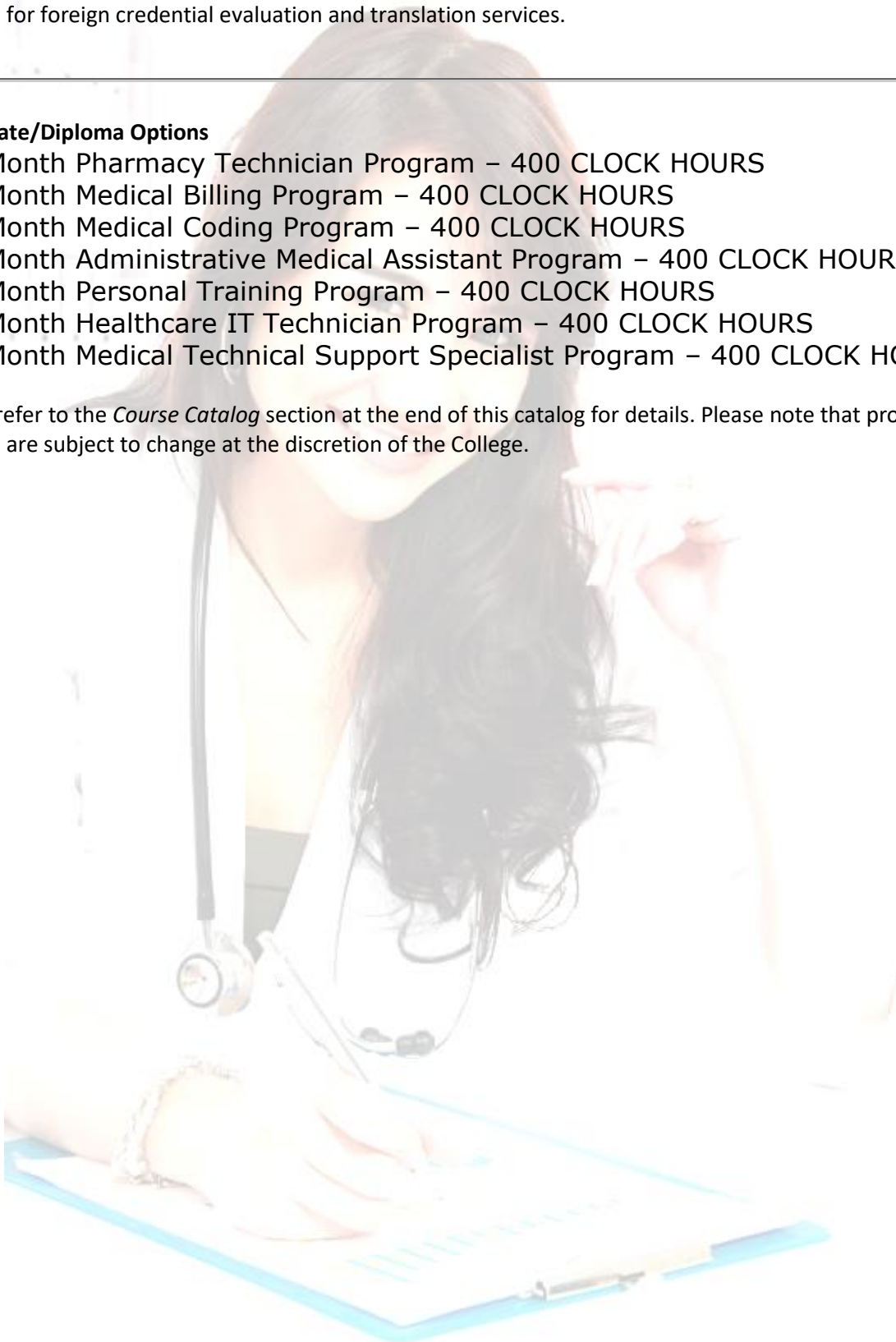
America. The National Association of Credential Evaluation Services ([www.naces.org](http://www.naces.org)) members are acceptable sources for foreign credential evaluation and translation services.

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**Certificate/Diploma Options**

- 6 Month Pharmacy Technician Program – 400 CLOCK HOURS
- 6 Month Medical Billing Program – 400 CLOCK HOURS
- 6 Month Medical Coding Program – 400 CLOCK HOURS
- 6 Month Administrative Medical Assistant Program – 400 CLOCK HOURS
- 6 Month Personal Training Program – 400 CLOCK HOURS
- 6 Month Healthcare IT Technician Program – 400 CLOCK HOURS
- 6 Month Medical Technical Support Specialist Program – 400 CLOCK HOURS

Please refer to the *Course Catalog* section at the end of this catalog for details. Please note that programs and courses are subject to change at the discretion of the College.



### **College Enrollment Calendar**

Medical Academy of America has a rolling admissions acceptance policy. Therefore, start dates are determined by the date of enrollment and end dates are determined by the length of the program.

### **College Holidays**

The Medical Academy of America Campus is closed for the following holidays. However, students have access to their online courses seven days a week including holidays.

New Year's Day  
Memorial Day (Last Monday in May)  
Independence Day (July 4<sup>th</sup>)  
Labor Day (1<sup>st</sup> Monday in September)  
Veterans Day  
Thanksgiving Day (Fourth Thursday in November)  
Christmas Day  
Martin Luther King Jr. Day

## **3. Academic Information**

The Academic Dean primarily serves as the institutional voice for curriculum research and selection, instructional design, course development, faculty selection, articulation, student retention, outcomes assessment, and accreditation oversight for the College.

### **Instructional Model**

Medical Academy of America's goal is to provide a high-quality educational experience to both students and faculty through online learning using innovative technologies and teaching techniques.

The instructional model is a modified open-enrollment, cohort-of-one study track conforming to the following profile:

- A cohort consists of one student
- Weekly enrollment, beginning Monday of each week for 52 starts per year
- Each enrollment has a fixed start date and end date
- Courses consist of fifteen modules. Each module is typically one week. There are fifteen weeks in which students are required to submit module assignments and the final exam.
- The final course grade will be posted within seven (7) days of course completion

### **Course Format and Access**

Medical Academy of America students access their courses through the Moodle Learning Management System. This course delivery platform is designed with an easy-to-use student interface. Moodle is also used as a developmental tool for Medical Academy of America course developers. Moodle is used by students and faculty members for all course work, attendance, and grading. Supported by the course instructor and the accompanying textbook, Moodle is the students' online classroom.

Every student is required to take the Medical Academy of America Online Orientation course, which is noncredit and is included at no additional cost. Students are required to complete it before completion of the first academic course. The purpose of the course into orient the student to navigate through Moodle, to understand the process for successfully completing a course, and to utilize all helpful student resources.



## Faculty and Instruction

Interaction with the course instructor is the front-line of academic support to students in mastering the course content. The Medical Academy of America instructional model is a cohort of one student per one faculty member. The student receives personalized attention that is tailored to his or her individual needs and preferences.

The main academic goals are that the student master the course learning objectives and complete all work within the course timeframe. The instructor's main responsibility is to work closely with the student to ensure the student's learning success. Faculty are responsible for initiating contact with students through e-mail at the start of the semester and to monitor student interaction throughout the course by e-mail, assignment submission and grading, discussion boards, student-centered assignment feedback, and through a messaging system.

Continuous improvement and institutional effectiveness are essential to student satisfaction and academic progress. As such, outreach efforts to foster student interaction for learning purposes are continually evaluated by Medical Academy of America faculty members and staff. Evaluation includes student and faculty surveys and monitoring student engagement with Medical Academy of America student activities outside of coursework.

## Participation

Participation in the cohort-of-one track is identified through assignment submission and Moodle Discussion Board posts. Assignments must be submitted in a timely fashion each week/module for attendance and participation purposes. When assignments are not submitted on module due dates, the student's instructor will contact them by e-mail to check on their status and to determine if assistance is needed.

Instructors assess the quality of the student's contributions during the course by grading each assignment. Assignments include Check Your Understanding, Homework, Progress Tests, Discussion Board, and Final Exams. Each student is required to submit all assignments, and to take part in answering discussion questions posted by the instructor and contribute to the interactive discussions. Failure to complete assignments and maintain a passing course grade of 2.00 or C grade may contribute to unsatisfactory academic progress that carries various consequences. See Policies section, the Grading Policy and Satisfactory Academic Progress policy. If a student falls out of good standing, there are three types of academic status: warning, probation and dismissal. See Student Services section, the Academic Status section on consequences for each status.

Points for assignments and participation are awarded based on the following criteria.

Student's work should:

- Reflect understanding of the course objectives
- Reflect original thought and reflection on the course topics
- Reflect ideas offered in the assigned course readings and feedback from the instructor
- Show evidence of thorough reading and analysis of the material being studied and discussed
- Show evidence that the student distinguishes among different kinds of data (e.g., facts, opinions, assumptions, inferences, and evaluations)
- Show a willingness to test new ideas and risk comments that are not "safe"
- Reflect a willingness to interact with faculty by asking questions and challenging ideas and conclusions. For example, in the discussion board students should avoid merely making comments such as "That's right" or "I agree."

- Be substantiated and persuasively presented

Non-participation is characterized by lack of assignment submission and inadequate contribution in threaded discussions. Non-participation will be monitored by both academic progress advisors and the instructor.

During the first two weeks/modules of a session, participation will be closely monitored. Students who have not participated will be contacted by their instructors by e-mail to learn the circumstances. If students are experiencing extraordinary circumstances that prevented assignment submission, the academic progress advisors will provide assistance as needed and instructors will provide support and guidance on assignment submission.

Instructors will send warning e-mails to students who fail to submit assignments or participate. The warning e-mail will indicate that the students' assignment grades and final course grade may fail to meet the minimum academic standard. See Academic Status section for more details on the minimum academic standard.

For threaded discussions, instructors contact students by e-mail with a reminder to contribute to the discussion if the student has not yet participated. When the students' participation is not meeting the performance criteria noted above, the instructor can provide threaded discussion feedback to encourage a higher level of contribution and email students individually with a personal coaching message regarding their contribution to date.

Assignment and participation points will be differentially awarded based on how well students have met the performance criteria noted above.

### **Outcomes Assessment**

At the core of the College's assessment process are the following principles:

- Identify clearly what the institution is trying to accomplish
- Develop measurable outcomes to determine the degree of institutional success in achieving those outcomes
- Use qualitative and quantitative measures to identify the variables responsible for strengths and weaknesses in the institution or in its programs
- Collect follow-up data to assess the effectiveness of changes made in the process
- Use a broad cross-section of methodologies to ensure that limitations of individual instruments do not distort the measurement of complex attributes or outcomes
- Assessment measures will be selected to represent a range of assessment techniques: quantitative and qualitative, standardized and customized, direct and indirect, internal and external, to ensure a more comprehensive and rigorous assessment process

In order to ensure academic excellence, Medical Academy of America is committed to establishing a culture of assessment that encourages voluntary self-inquiry, promotes innovation and experimentation in assessment methods, and supports efforts to become more reflective and responsive. Assessment provides the data to affirm what the College does well and to promote continuous improvement in all other areas.

The standard for assessment focuses on enhancing student learning and providing the appropriate levels of educational and administrative support to fulfill the College's mission.



## Policies

### Grading Policy

Students are expected to maintain at least minimum grade point averages (GPA). Students need to maintain at least a course GPA of 2.00 or better and maintain a cumulative GPA of 2.00 or better.

Faculty members are responsible for grading all students assigned to them. Faculty members will be able to view all of their currently enrolled students' grade reports through Moodle. Each member of the faculty is required to post grades for each student within three days of assignment submission and within seven days of the course completion date. Grade reports will be made available to students through Moodle on continual basis throughout the term. No grades will be given to a student over the phone.

Through Moodle, students can submit their work, take exams, and view their course information (grades, program information, and scheduled courses). Grade reports indicate the date of assignment submission, date of exam completion, date of assignment feedback and feedback comments, courses taken, credits received, and the grades assigned. Student who has failed to make payment for tuition or who retains any other indebtedness to the College will not receive the grade until payment is made.

If a student has an incomplete, the faculty member is responsible for working with the student until the course has been completed. High quality faculty-student interaction and high quality student centered teaching promote course completion in a timely manner.

GPA TYPE	Definition
Course GPA	GPA calculated based on one course only
Term GPA	GPA calculated based on all completed courses associated with one term only
Institutional GPA	GPA calculated based on all completed courses through Medical Academy of America only
Cumulative GPA	GPA calculated based on all completed courses through Medical Academy of America and all accepted transfer credit from other institutions

### Grading Scale and Equivalents

Medical Academy of America has established the following grading scale. All faculty members are required to comply with this scale and its equivalents. Plus or minus grades indicate a high or low end grade that has been assigned. These grades may be assigned on individual assignments within a course or as the final course grade.

Grade	Equivalent	Quality Points	Grade Scale
A	Excellent	4.0	90 – 100
B	Good	3.0	80 – 89
C	Satisfactory	2.0	70 – 79
D	Poor	1.0	60-69
F	Failure	.00	00-59
I	Incomplete	.00	N/A
W	Withdraw	.00	N/A
P/NP	Pass/No Pass	.00	N/A
PR	In Progress	.00	N/A

## **Grading Criteria**

**A = Excellent.**

The student has demonstrated a thorough understanding of the content and skills presented in the course and consistently initiates thoughtful questions and can see many sides of an issue. The student writes logically and clearly. He or she also integrates ideas throughout the course and as appropriate from previously completed courses in a program.

**B = Good to very good.**

The B student is an excellent writer and maintains consistent performance and understanding of course content that goes beyond the minimum requirements.

**C = Satisfactory**

The C student demonstrates a minimal comprehension of the skills and subject matter included in the course and accomplishes only the minimum requirements, while displaying little or no initiative.

**D = Below average**

The student's performance is barely acceptable. Assignments are late or missing and there is not even a minimal understanding or mastery of course content skills.

**F = Failing**

Quality and quantity of work is unacceptable.

**W = Withdrawal**

Students who officially withdraw prior to completing the course will receive a "W" if the faculty member determines that the student was passing the course or cannot make a determination whether the student was passing or failing at the time of the withdrawal. The grade is not calculated in the GPA.

**I = Incomplete**

The grade of Incomplete (I) is assigned when a student fails to complete all course requirements by the time the course ends. The "I" grade is awarded at the discretion of faculty member who recommended to the academic dean who determines that unanticipated circumstances or events have prevented the student from completing the course.

Course grades of "C-" or lower fall below the level for satisfactory academic progress. See Student Services, Academic Status section and VA Notification section for more information on the impact of grades on academic status and warning notifications.

Grades are issued at the completion of each assignment. A final grade is issued upon completion of the entire program.

## **Attendance Policy**

Attendance requirements include submission of module assignments, completion of course tests and exams, and participation in the module discussion boards. There must be a minimum of one assignment or quiz submitted each week on average to Moodle to meet the attendance requirements. It is the submission of assignments and participation that constitutes attendance. Failure to keep up with the module requirements

may impact a student's individual assignment grade and overall course grade. For minimum requirements see Satisfactory Academic Progress policy; and, for consequences see Student Services section, Academic Status.

All assignments must be posted to Moodle within 24 hours of the last day of each scheduled week or module. The module schedule is based on a week that runs from Monday through Sunday. Thus, module assignments must be posted by the end of the day on Monday for the prior module ending on Sunday. Instructors will respond and grade within 72 hours after students post their assignments. All students are expected to complete the course within the time-frame specified by the College.

Under extenuating circumstances, the student must contact the instructor to make alternate arrangements for assignment submission. This agreement must support the student's ability to master the learning objectives and to complete all work within the session's timeframe.

### **Satisfactory Academic Progress Policy**

	Certificate and Diploma Programs
Total Credits Attempted and Recognized by Medical Academy of America	1-61.5
Minimum Cumulative GPA	2.0
Minimum % of Total Credits Successfully Completed (Measured as Credits Earned ÷ Credits Attempted)	67%

### **Academic Progress Evaluation**

Satisfactory Academic Progress is calculated after the second term following the student's first term of enrollment as a regular certificate-seeking student and annually thereafter. Quantitative (credits attempted and earned) and qualitative (cumulative GPA) Satisfactory Academic Progress is measured.

Students meeting the standards listed above are classified as being in good standing. For minimum requirements see Satisfactory Academic Progress policy; and, for consequences if a student falls out from good standing see Student Services section, Academic Status.

### **Academic Honesty**

Academic honesty is highly valued at Medical Academy of America. Students must always submit work that represents their original words or ideas. The student must make clear the extent to which such sources were used. Words or ideas that require citation include, but are not limited to, all hard copy or electronic publications, whether copyrighted or not, and all verbal or visual communication when the content of such communication clearly originates from an identifiable source.

There is a growing concern among academics about violations of academic honesty, particularly among those who facilitate distance education. It is essential that all students produce and submit work that is their own original thoughts and work when completing coursework at Medical Academy of America. This policy on academic honesty is an attempt to discourage students from obtaining or attempting to obtain credit for work through the use of any dishonest, deceptive, fraudulent, or unauthorized means.

Academic honesty includes but is not limited to cheating on writing assignments and quizzes, plagiarism, and any act that gives an unfair academic advantage to a student. Plagiarism occurs when words and ideas are submitted in assignments that have already been published by others or that have been produced by someone other than the student. Medical Academy of America joins other academic institutions in their concern over this common problem and has formulated a policy that reflects the high value placed on academic honesty.

Academic honesty can be violated in at least the following ways:

- Using words or ideas that do not represent the student's original work in assignments
  - Failing to cite all relevant sources used as reference material
  - Submitting another person's entire work or work that was produced through collaboration with another student as one's own
  - Submitting work done in one course to satisfy the requirements of another course unless both instructors agree beforehand to accept such work
  - Forging or altering documents. These include transcripts, add/drop forms, or any academic form that has been falsified or on which a professor's signature, or anyone else's signature, has been forged or altered
- When instances of academic dishonesty have been detected, faculty members will have a number of options for addressing the incident with the student:
- Resubmission of the assignment (possibly for fewer points)
  - Failure on the assignment
  - Additional assignment(s)
  - Reduction of the final course grade
  - Failing grade in the course

When the faculty member has determined that academic dishonesty has occurred and that a disciplinary action is necessary, he or she should initiate the following procedure:

- First, work with the student to determine the circumstances and instructor's alternatives to overcome the deficiency.
- If the instructor and student cannot resolve the situation satisfactorily, the instructor submits an academic dishonesty complaint form to the Faculty Dean and copies the form to the student.
- The Faculty Dean will alert the Academic Dean of all instances reported.
- The student will receive a letter that officially notifies him or her of the charge of academic dishonesty.
- The student may appeal the allegation.

In the case of an appeal, the Academic Dean will submit the allegation to an ethics committee which will consist of selected faculty and the Academic Dean. The ethics committee will determine the appropriate action for the student's violation of the academic honesty policy.

Cases submitted to the Academic Dean will result in the initiation of a formal administrative investigation and review by an ethics committee. The result of that investigation may lead to one of the following actions:

- Removal from class
- Disciplinary action which might include, but is not be limited to, documented counseling by a College staff member, loss of credit, or suspension
- Expulsion from the College

All actions will be based on the severity of the offense.

### **Preventing Plagiarism**

Medical Academy of America trains faculty members to take steps to prevent instances of plagiarism in their classes. Some suggested steps include the following:



- Set clear expectations for assignments, including format and citation requirements
- Design assignments to fulfill specific objectives which might include personal applications, work experiences, or specialized knowledge that only the student might possess
- Use a plagiarism checker
- Take immediate action when plagiarism is suspected
- Use clear language in the course syllabus that might communicate the definition and consequences of plagiarism and the importance of academic honesty

### **Student Services**

The Student Services department is responsible for providing personalized, proactive, responsive service to enhance student engagement within the Medical Academy of America distance learning environment. The various sections of the department, including the registrar, credit evaluation, and student service representatives.

### **Registrar**

The Office of the Registrar serves as the institutional administrator for academic information and records that support faculty, staff, and students. Services provided by the Registrar include:

- Management of student academic records
- Determination of transferability of courses
- Course registration and enrollment verification
- Providing official and unofficial transcripts
- Assessment and conferral of certificates and diplomas
- Consulting on academic policies and procedures
- Informing students, faculty members, and staff of their rights and responsibilities for their educational records, access, and privacy

### **Credit Transfer**

Medical Academy of America will assess the following categories of credit toward program completion:

- Academic credit awarded by colleges and universities accredited by appropriate agencies recognized by the U.S. Department of Education (ED)
- Credit by Examination, from standardized examinations to include:
  - Chauncey Group International— DSST Program (Formerly known as DANTES Subject Standardized Tests)
  - College Board Advanced Placement (AP) Program
  - College-Level Examination Program (CLEP)
  - Excelsior College Exam (formerly Act PEP)
- American Council of Education (ACE) evaluated coursework.

Academic coursework eligible for credit toward Medical Academy of America programs must satisfy the following criteria:

- Be awarded from an academic institution recognized by an ED-accrediting agency
- Coursework must be:
  - Comparable to coursework required in the program of study;
  - Completed with a minimum GPA of 2.00 (“C”).

Coursework will be evaluated and credit matriculated based on the following criteria:

- Student is able to provide an academic catalog and/or course outline from the institution awarding credit
- Transfer credit will not exceed credit value of the course for which it is substituted
- Credit transfer for a course not currently offered can be applied if the course is comparable or equivalent to the appropriate general education subject area.
- Transfer credits based on a different unit of credit system than those implemented by Medical Academy of America are subject to conversion before being transferred based on the formula: quarter credits x 2/3 = semester credits

The prospective student must provide the following documentation:

- Copy of all applicable college transcripts
- Course outlines and/or catalog from awarding institution
- Military-earned credit:
  - Army American Council on Education Registry Transcript (AARTS)
  - Coast Guard Institute (GCI)
  - Community College of the Air Force Transcript (CCAF)
  - Sailor/Marine American Council of Education Registry Transcript (SMART)
    - Standardized examination results:
  - Medical Academy of America will award transfer credits for exams that are associated with the current Medical Academy of America curriculum
  - As the curriculum evolves, the credit tables listed below will be updated to reflect the appropriate equivalencies

Medical Academy of America academic personnel will review the submitted materials and provide an assessment used to identify where transfer credit can be matriculated to the program of study and for which program requirement credit is applicable.

Medical Academy of America does not award academic credit toward program completion for experiential learning.

### **Academic Progress Support**

Each student is assigned to one academic progress advisor (APA) who is the personal point of contact for support and service issues. The APA stays in touch with the student from the date of enrollment through graduation. The importance of the APA's efforts toward student retention is second only to the influence of the course instructor and the quality of the course materials.

Through e-mail and phone calls, the academic progress advisor is always there to provide support in areas that include:

- Monitoring attendance and motivating the student to stay on track to complete onetime
- Answering procedural questions such as grading and scheduling
- Coordinating proctored exams
- Assisting students in selecting their next courses and process enrollment for the next term
- Processing graduation requirements and introduce students to alumni services

### **Academic Status**

The features of a student in good standing status are found in the satisfactory academic progress section. If a student falls out of good standing, there are three types of academic status: Warning, probation and dismissal.

**Warning:** Any student who earns a course GPA below 2.00 through Medical Academy of America will receive an e-mail letter of Academic Warning.

- The academic dean is informed of any students who receive warning letters
- Students must meet the academic standard of a cumulative GPA of 2.00 to remaining good academic standing and to successfully earn their academic certificate or diploma

**Probation:** Any student who earns a cumulative GPA below 2.00 will be placed on academic probation status based on approval by the academic dean.

- Students on academic probation may only be enrolled at half-time status during each term they are on probation
- Students are eligible to be removed from academic probation if they are able to earn a cumulative GPA of 2.00 or greater at Medical Academy of America
- For veteran students whose enrollment status changes from full to part time theca Office will be notified of the change in student status.

**Dismissal:** Any student who has not reached a minimum term GPA of 2.00 while on academic probation for two consecutive terms is subject to academic dismissal from the College.

- The academic dean will notify the Registrar's Office of students eligible for dismissal. Students will receive a letter from the Registrar's Office informing them of their status and a copy of the letter will go into the student's permanent record.
- For veteran students whose enrollment status changes from enrolled to dismissed the VA Office will be notified of the change in student status.

A student who is academically dismissed is ineligible to continue enrollment and may not be readmitted before the lapse of at least one academic term. Upon return, the student will be permitted to take courses on academic probation and will be required to consult with the academic dean prior to enrolling in courses.

Any students notified of academic dismissal may appeal the decision based on mitigating circumstances that explain the unsatisfactory academic performance and a likelihood of success if allowed to continue at Medical Academy of America.

To appeal an academic dismissal, students must submit a typed petition to the Registrar within ten business days of notification of dismissal. The appeal should be a concise narrative with supporting documents. During an appeal, the student's status remains as academically dismissed.

The appeal will be forwarded to the Student Standards Committee for consideration. The committee will recommend a decision to the Registrar's Office. Students will be notified in writing of the decision by the Registrar's Office within ten business days of receiving the student's appeal. All decisions by the committee are final.

If the appeal for academic dismissal is approved the student will be permitting to continue coursework at Medical Academy of America under academic probation status. If the appeal is not approved the student remains academically dismissed, is ineligible to continue enrollment, and may not be readmitted subject to committee recommendations.

Upon return the student will be permitted to take courses under academic probation status and according to the academic dean's recommendations.



Conditions for reentrance after dismissal for unsatisfactory progress/re-enrollment will be established by the Student Standards Committee on an individual basis and will be provided to the student upon notification of their dismissal.

### **Attendance Requirements and Deadlines**

In order to meet the Attendance policy guidelines, Student Services provides students guidance in the following ways. During the online course, students are required to communicate with course instructors through online forums within the College's Moodle Learning Management System, by telephone, or via e-mail. In the event that students need support in meeting the policy requirements, students should take advantage of the support services available.

Academic progress advisors are on hand to assist students to meet these requirements. Each student has been assigned to an academic progress advisor who can act as a liaison when needed between student and faculty. A student's academic progress advisor is the key point of contact during a student's entire certificate or diploma program. Academic progress advisors are required to respond to all student inquiries within 1 business day. The support relationship can include direct phone calls, direct emails, or the use of the online support request system. Students can submit an online request to their academic progress advisor through the student portal.

Students who encounter any problems sending assignments to Moodle or other technical issues should contact the Student Services staff for assistance. The technical support staff can be contacted through the student portal or by phone. All requests for technical support are responded to within 1 business day.

### **Extension Process**

If circumstances prevent students from completing a course within the required timeframe, an extension time period can be requested and a temporary incomplete grade can be assigned. An extension is four weeks beyond the session end date. For veteran students, the VA Office will be notified as appropriate when an extension process has begun. For Veteran Students this may affect VA Benefits. See Student Services section, A Notifications.

A student must submit a request for extension form after the fourteenth (14<sup>th</sup>) week and prior to the end of the session. Factors such as reason for incomplete and academic progress within the course will be evaluated to determine approval of an extension. A letter from the Office of the Registrar will be sent to the student notifying them of the status of their request for extension. This letter will be saved to the student's permanent record.

If approved, an incomplete grade (I) will be awarded to the student as a final grade prior to completion of the course and for the duration of the extension or until all work has been submitted, graded and a final course grade awarded. A student who is awarded an extension but does not complete the remaining course requirements by the designated incomplete deadline will be assigned a grade based on coursework submitted by the deadline against the total requirements of the course. Under extenuating circumstances student may request an additional extension.

### **Graduation Requirements**

To receive a diploma or certificate, a student must satisfy requirements related to credits, grade point average, program of study and courses. It is the student's responsibility to ensure that all requirements for graduation have been met and are completed in a timely manner. To assist students in this process, Medical Academy of America provides support through academic progress advisors and through the Student Services department.

Once a student has determined that all requirements have been met, the student submits a graduation application to the Student Services office.

### **Graduation**

Certificates and diplomas with Medical Academy of America are conferred on a monthly basis. The conferral date is defined as the date on which a student's certificate or diploma is officially awarded. After completing all courses and submitting a completed graduation application, graduating students must resolve any outstanding financial obligations. After all academic and administrative requirements have been met; students will receive two official transcripts and their diploma.

### **Technology Requirements**

The following lists the minimum and recommended hardware and software requirements a student will need to successfully access Medical Academy of America's online courses:

- Audio: sound card and speakers or headphones for listening
- Internet connection: 56 Kbps for self-paced courses (caution: if video is present, it may be poor at this speed)
- Screen resolution: at least 800 x 600
- Internet browser: IE 7 or greater, Firefox 2 or greater, browser set to accept cookies and to show the newest version of a page
- Pop-up blocker: must be disabled

### **Recommended requirements**

- All of those items recommended in minimum specifications, PLUS the following:
- Internet connection: Cable modem, DSL or better (required for high-quality video)
- Screen resolution: 1024 x 768
- ONE of the following free media players are required in order to view videos included in most Moodle courses:
  1. Camtasia Player is a free multimedia player required for viewing high-quality narrated desktop video clips. You will need 300KB of free disk space and the ability to download, unzip and install programs on your Windows PC. If you do not have software download/installation privileges and/or the ability to unzip a file on your local PC, ask your System Administrator to assist you. (If you do not have access to a zip utility, there are many free zip utilities available, such as QuickZip.)
  2. Windows Media Player is a free media player that you probably already have on your computer -- please check to ensure that you have the latest version (not beta) available. If you do not, please visit the Windows Media Player site to download the version appropriate for your operating system. (And yes, there is a version available for the Mac operating system.)

### Tuition, Fees and Financial Assistance

The following table displays the tuition schedule. To ensure that a college education at Medical Academy of America is affordable, tuition rates are kept at reasonable, competitive levels. Tuition and fees, however, are subject to change at the discretion of Medical Academy of America.

### Tuition Schedule (Certificate/Diploma programs)

**Program** **Cost of Each Program= \$2,000**

- 6 Month Pharmacy Technician Program – 400 CLOCK HOURS
- 6 Month Medical Billing Program – 400 CLOCK HOURS
- 6 Month Medical Coding Program – 400 CLOCK HOURS
- 6 Month Administrative Medical Assistant Program – 400 CLOCK HOURS
- 6 Month Personal Training Program – 400 CLOCK HOURS
- 6 Month Healthcare IT Technician Program – 400 CLOCK HOURS
- 6 Month Medical Technical Support Specialist Program – 400 CLOCK HOURS

Tuition is the total student cost for all course instruction and student support. The tuition for Higher Education Textbooks, software and other study materials that are required for course completion are provided at no additional student cost. The cost of those materials is offset by a Medical Academy of America textbook grant program.

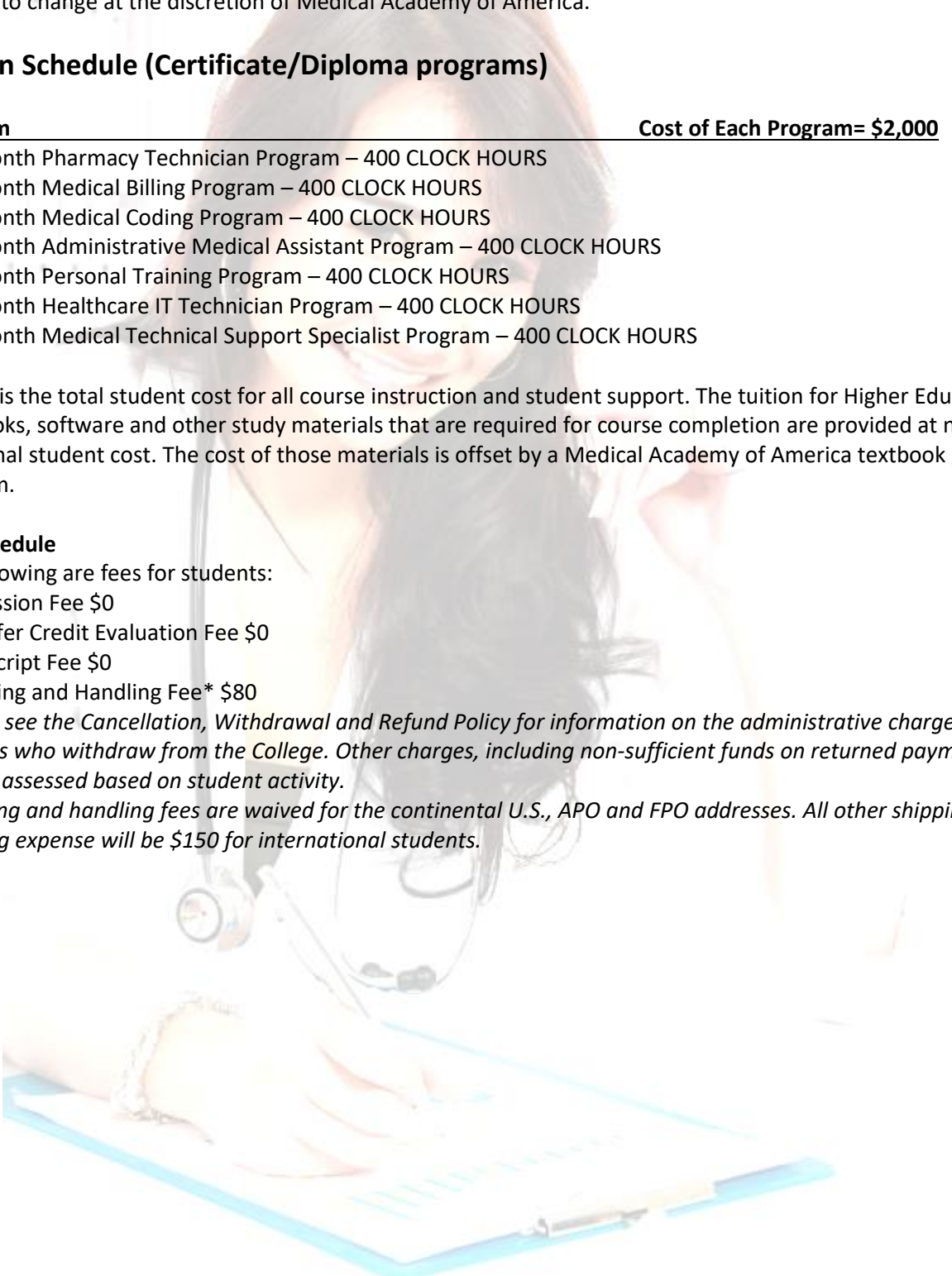
### Fee Schedule

The following are fees for students:

- Admission Fee \$0
- Transfer Credit Evaluation Fee \$0
- Transcript Fee \$0
- Shipping and Handling Fee\* \$80

*\*Please see the Cancellation, Withdrawal and Refund Policy for information on the administrative charge for students who withdraw from the College. Other charges, including non-sufficient funds on returned payment may be assessed based on student activity.*

*\*Shipping and handling fees are waived for the continental U.S., APO and FPO addresses. All other shipping and handling expense will be \$150 for international students.*



## **Financial Assistance**

Qualified Medical Academy of America students may be eligible for 3rd party private loans, military tuition assistance, paid in full enrollments, and employee reimbursement plans to finance their education.

### **1. Education Loans**

Medical Academy of America offers student education loans through in-house financing programs. Medical Academy of America representative will guide prospective students through the application process. Some of the features are:

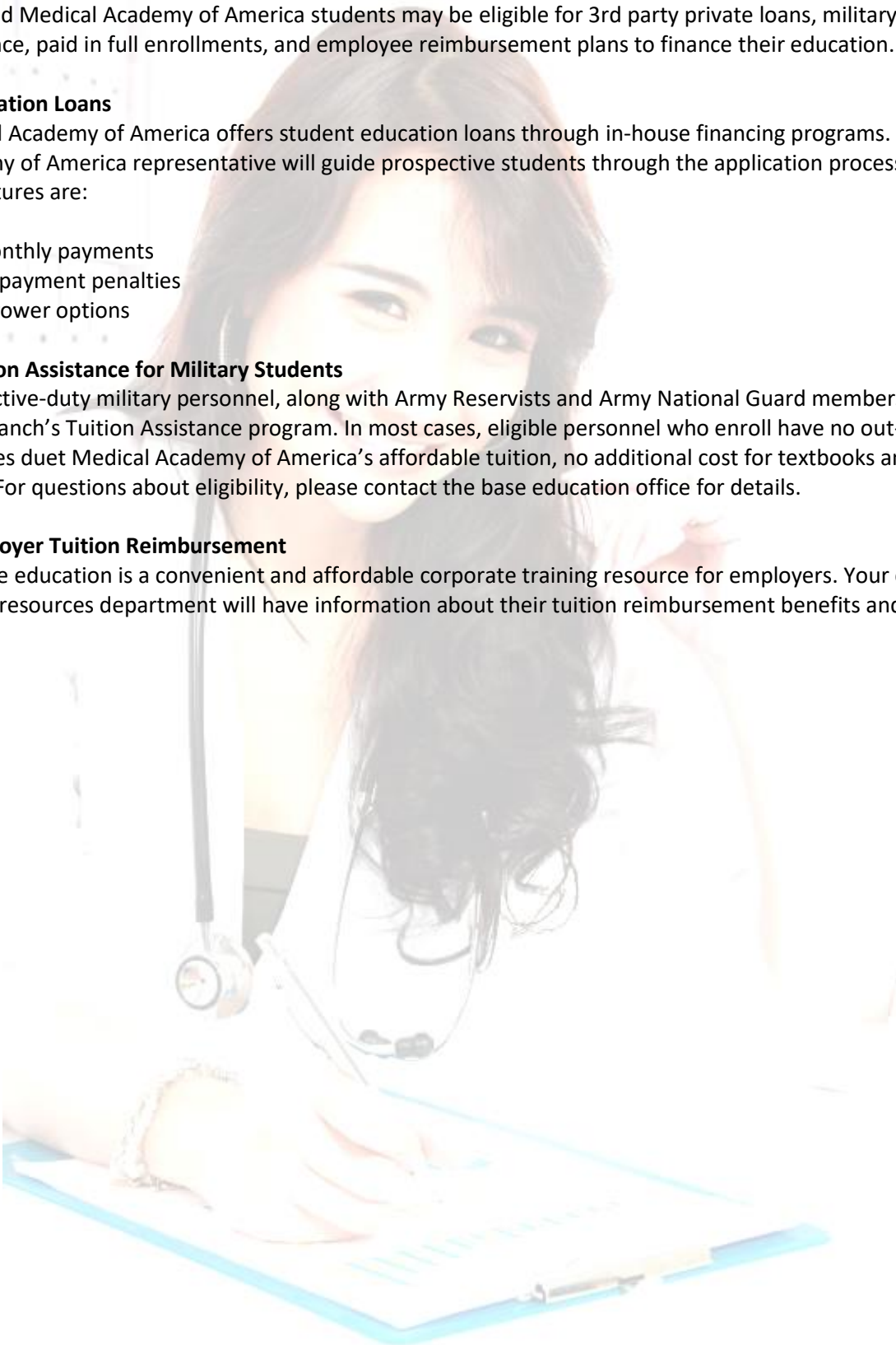
Low monthly payments  
No pre-payment penalties  
Co-Borrower options

### **2. Tuition Assistance for Military Students**

Most active-duty military personnel, along with Army Reservists and Army National Guard members, qualify for their branch's Tuition Assistance program. In most cases, eligible personnel who enroll have no out-of-pocket expenses due to Medical Academy of America's affordable tuition, no additional cost for textbooks and zero fees policy. For questions about eligibility, please contact the base education office for details.

### **3. Employer Tuition Reimbursement**

Distance education is a convenient and affordable corporate training resource for employers. Your company human resources department will have information about their tuition reimbursement benefits and how to apply.





### **Cancellation, Withdrawal and Refund Policy**

A student may cancel an enrollment or withdraw from the College at any time. Cancellation or withdrawal requests may be made in any manner; however, it is strongly recommended that the request be e-mailed to the College to ensure that a timely, documented record of the request is created. Any money due the student will be refunded within 30 days.

### **Enrollment Cancellation**

An enrollment may be cancelled within five (5) calendar days after midnight of the day on which the enrollment agreement is signed. The cancellation date is the date that the request is received by the College. A student will receive a full refund of any tuition paid during this period. If the enrollment is cancelled at this point, all shipments from Medical Academy of America should be refused and/or returned to:

#### **Medical Academy of America**

Attn: Returns Department  
2000 Lee Road, Suite 220  
Cleveland Heights OH 44118

Medical Academy of America is confident that the program you have selected will be everything we claim. To assure you of this, we provide this cancellation and refund policy. You may request cancellation in any manner, but a written request is recommended. Your signature on the enrollment form indicates that you have read and understood the terms of this Agreement, that you have read and understood any literature you have received from us and that you believe you have the ability to benefit from the course you have selected. If the student officially withdraws from the program, the **refund policy** is as follows:

1. If Medical Academy of America is notified of cancellation within five calendar days from midnight of the day on which the enrollment agreement is signed, the student will be refunded all money paid to the school. 2. If Medical Academy of America is notified of cancellation after such time, but before any assignment/test has been submitted to Medical Academy of America for evaluation, you will be refunded all money paid to the school, except for the \$99 registration fee. 3. If Medical Academy of America is notified of cancellation after five calendar days from midnight of the day on which the enrollment application/agreement is signed and after one or more assignments/quizzes have been submitted to Medical Academy of America for correction or evaluation, the tuition will be as follows:

- Upon completion of the student's enrollment after Medical Academy of America receives the first completed assignment or quiz, and up to and including completion of 15% of the program, the student is obligated to Medical Academy of America for the registration fee of \$99, plus 15% of the full term tuition.
- Upon completion of the student's enrollment after having completed 15% of the term, and up to and including completion of 25% of the term, the student is obligated to Medical Academy of America for the registration fee of \$99, plus 25% of the full term tuition.
- Upon completion of the student's enrollment after having completed 25% of the term, and up to and including completion of 50% of the term, the student is obligated to Medical Academy of America for the registration fee of \$99, plus 50% of the full term tuition.
- Upon completion of the student's enrollment after having completed 50% of the term, the student is obligated to Medical Academy of America for the full tuition of the term and there will be no refund.

All programs will include a \$35.00 shipping and handling fee which is nonrefundable if materials have already shipped to the student before cancellation.

4. The student is charged only for the amount of the term completed based upon the formula shown above and measured by the number of assignments/quizzes/tests submitted to Medical Academy of America. 5. If it is determined that a student is not due a refund, the student will be notified of the determination within ten calendar days of the decision, and a full explanation will be made. Students are not required to return any materials in order to receive a refund. If you fail to make any payment within 10 calendar days of its due date, the Institute may cancel this Agreement. Your entire tuition obligation will become due and payable immediately and you will no longer be entitled to any refunds unless you cure the default within 15 calendar days of our notice to you.

### **Withdrawal from a Course**

A student who finds it necessary for any reason to withdraw from Medical Academy of America should inform Student Services of his or her intention and complete a formal withdrawal form. For student who withdraws without completing a course in progress, the effective withdrawal date is the date on which the student began the formal withdrawal process by notifying Student Services of his or her intention. For Veteran students the VA Office will be notified. Veteran students should contact their VA Office in the event VA Benefits may be affected.

### **Withdrawal by Medical Academy of America**

A student who does not follow the formal withdrawal procedures may be withdrawn by Medical Academy of America. This may occur if the student fails to complete the registration process, to participate in classes, or to return when scheduled from an approved leave of absence, or simply “drops out” in the middle of a term. A student who has been withdrawn by Medical Academy of America is no longer matriculated and must apply for readmission in order to return.

A student who intends to return within eight (8) weeks is strongly advised to follow the formal procedures for a leave of absence. In the case of a withdrawal by Medical Academy of America effective after the beginning of a term, there is no adjustment of tuition, fees or institutional financial aid for that term. It is to a student’s advantage to follow the formal withdrawal procedures in a timely manner. For Veteran students the VA Office will be notified. Veteran students should contact their VA Office in the event VA Benefits may be affected.

### **Dropping Courses**

It is the student’s responsibility to contact Student Services to verify the effect that any change in course load will have on the student’s financial assistance or obligations. For Veteran students the VA Office will be notified. Veteran students should contact their Office in the event VA Benefits may be affected.

### **Leave of Absence**

A student who finds it necessary to leave Medical Academy of America, but who plans to return within an eight(8) week period may request a leave of absence without having to reapply to the College. The effective date of an approved leave of absence and associated adjustment of tuition, fees and financial assistance is determined in the same way as the withdrawal date. The student must be in good academic standing to be eligible for a leave of absence. For Veteran students the VA Office will be notified. Veteran students should contact their VA Office in the event VA Benefits may be affected.



## **6. Rights and Responsibilities**

### **Maintenance and Confidentiality of Student Records**

The Ohio Board of Career Colleges and Schools requires colleges and universities to maintain student records for a period of five years after final enrollment, with exception of the student's permanent record.

Medical Academy of America's policy regarding confidentiality is in keeping with the Family Educational Rights and Privacy Act (FERPA), which affords student certain rights with respect to their education records, a summary of which follows. They are:

1. The right to inspect and review the student's education records within 45 days of the day Medical Academy of America receives a request for access.
2. The right to request the amendment of the student's education records that the student believes are inaccurate.
3. 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. School officials are individuals or entities working for or on the behalf of the educational institution. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.

As allowed within FERPA guidelines, Medical Academy of America may disclose education records without consent to officials of another school, upon request, in which a student seeks or intends to enroll.

4. The right to file a complaint with the US Department of Education concerning alleged failure by Medical Academy of America to comply with the requirements offer.

At its discretion, Medical Academy of America may provide Directory Information in accordance with the provisions of the Family Education Rights and Privacy Act. Directory Information is defined as that information which would not generally be considered harmful or an invasion of privacy if disclosed. Students may withhold Directory Information by notifying the Registrar in writing; please note that such withholding requests are binding for all information to all parties other than for those exceptions allowed under the Act.

### **Complaint Procedure**

Anyone who experiences harassment on the basis of sex, race, color, religion, national origin, age, disability or sexual orientation should immediately seek assistance from the Student Services Office. Anyone who experiences an unsatisfactory interaction with Medical Academy of America personnel or Medical Academy of America faculty may file a complaint through the online complaint system or contact the appropriate administrator by phone or e-mail to lodge a complaint.

### **Students**

Medical Academy of America has a responsibility to protect the rights of students and ensure compliance with its nondiscrimination policy by providing a process for those who desire to file a grievance against the College, including any claim of discrimination.

Students who allege discrimination, harassment, or a violation of a Medical Academy of America policy must present their grievance in writing to the academic dean within three (3) weeks of the incident. Such grievances will be heard by the College's academic review committee.



A campus decision based upon the committee's recommendation may be appealed to the academic dean within ten (10) days of the date the student receives the decision from the campus.

Other grievances or requests for policy exceptions must be submitted in writing to Medical Academy of America's academic dean who will determine the appropriate course of action or render decision. Grievances relating to financial aid, account balances or collections must be reviewed by Medical Academy of America management before being submitted to the academic dean. When such grievance is received by the dean, it will generally be forwarded to the College president for a final decision if it cannot be resolved informally.

Whether or not the problem or complaint has been resolved to his/her satisfaction by the school, the student may direct any problem or complaint the Executive Director, State Board of Career Colleges and Schools, 30 East Broad Street, 24th Floor, Suite 2481, Columbus, OH 43215-3414, Phone number 617-466-2752; toll free 877-275-4219. Our Registration number is 13-05-2015T.

### **Non-Discrimination Policy**

Medical Academy of America does not discriminate on the basis of race, color, national origin, sex, disability or Vietnam-era veteran status in its educational programs, activities or employment practices. The College complies with Title IX of the Education Amendments of 1972, Titles VI and VII of the Civil Rights Act of 1964 and regulations, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990.

If any student or applicant has a question or concern regarding compliance with this policy, that student or applicant may direct the question or concern to the director of personnel and development.

### **Harassment Policy**

It is the policy of Medical Academy of America that the educational environment be free of all forms of improper or unlawful harassment including sexual harassment or sexually offensive conduct. Conduct on the part of faculty, staff or students which would violate this policy includes, but is not limited to:

- Unwelcome or unwanted sexual advances
- Requests for sexual favors
- Any suggestion, whether overt or subtle, that a grade or other academic achievement is dependent upon the granting of sexual favors or submission to sexual requests
- Unwelcome physical contact, including patting, pinching, hugging, kissing, fondling, etc.
- Offensive conduct, verbal or written, including sexually explicit jokes, comments, innuendo or other tasteless actions that would offend a reasonably sensitive person
- The display of sexually offensive pictures, posters, illustrations or objects
- Slurs, jokes, or ridicule based on race, ethnic or national origin, religion, gender or disability

Conduct deemed to be in violation of this policy is prohibited and will not be tolerated by Medical Academy of America. Retaliation, in any form, against the person raising such concern will also not be tolerated. Any student or applicant who has a question or concern regarding compliance with this policy may direct the question or concern to the director of personnel and development.

### **Americans with Disabilities Act**

Medical Academy of America complies with the American with Disabilities Act, Section 504 of the Rehabilitation

Act, as well as state and local requirements concerning students with disabilities. Medical Academy of America grants reasonable accommodations to qualified students with disabilities.

Reasonable accommodations are granted if the request:

- Is based on documented individual needs
- Does not compromise essential requirements of a course or a program
- Does not impose a financial administrative burden on Medical Academy of America beyond what is deemed reasonable and customary.



## **7. Other Policies**

### **Transfer of Credit Hours**

Medical Academy of America neither guarantees nor implies that other institutions will accept credit hours earned at the College. A student who anticipates transferring to another institution should first contact the other institution to determine whether or not their credit hours will transfer. Policies governing the transferability of credit vary greatly from school to school.

### **Refusal of Servicing**

Medical Academy of America may refuse services to students who have an outstanding unpaid tuition balance. Medical Academy of America may also refuse services to a student who has left matriculation with financial obligations not cleared. Such refusal may include, but is not limited to, the access the student portal/resources, ability to take examinations and submit assignments for grading, and such other matters as the College may deem necessary and appropriate.

### **UGA**

Universal Guardian Acceptance, LLC (UGA) Services handles the billing and financing of Medical Academy of America student tuition accounts. If you have complaints about the services rendered by UGA, you may report these issues to Medical Academy of America.

### **Shipping and Handling**

Shipping and handling charges are included for all Medical Academy of America programs shipped domestically. Please allow 7 - 10 days for textbooks and materials to reach you. There will be additional fees for shipping, handling and all applicable custom duties for international students.

### **Discounts**

There is a 10% discount for clergy members and active military. Documentations of your status will be required at the time of registration. For clergy you will need a letter of proof of your position. For military, a copy of a form DD214 or a copy of current order needs to be submitted to qualify for this discount.

### **Change of Information**

It is the responsibility of the student to notify Medical Academy of America when there is a change of address, telephone, email address or other information.

### **TRANSCRIPTS**

Transcripts of a student's academic record are issued only upon written request of the student.

Written requests should be forwarded to:

Medical Academy of America  
2000 Lee Road, Suite 220  
Cleveland Heights, OH 44118

Transcript requests from graduates of the school are issued free of charge. Transcripts will not be issued to those students who have unpaid financial obligations to the College.

### **Placement**

Medical Academy of America does not provide job placement assistance in the traditional sense. Students may find relevant employment and career information posted on the College's website. Medical Academy of America

can also assist graduates with resume preparation, interviewing assistance, networking, career advising and job search techniques

### **Code of Ethics**

1. Medical Academy of America values the goals and success of the students and serve them with pride and integrity
2. We operate with honesty and loyalty to each student
3. We conduct business in good faith without misrepresentation
4. No gifts are accepted from any student as a bribe for change of grade or status
5. All student's information is to be held confidential to only the staff of Medical Academy of America
6. Each student is graded based on the same grading policy
7. Students will be responded to in a time efficient manner with accurate information
8. Faculty and staff will uphold a professional atmosphere which reflects the service given to our students.

### **Conduct on the website**

#### **Messages:**

- Submitted email messages become the property of Medical Academy of America.
- Assume all messages you post are available to other on-line learners.
- Do not submit confidential or restricted information.
- If you are submitting someone else's ideas, be sure you get that person's permission. It is acceptable to quote something written by someone else as long as you give that person credit.
- Please remember that comments by learners represent their opinions, not those of Medical Academy of America.
- Sending provoking, distracting or misleading messages is forbidden.
- Messages designed to provoke irrelevant or angry responses are also not permitted.

#### **Behavior:**

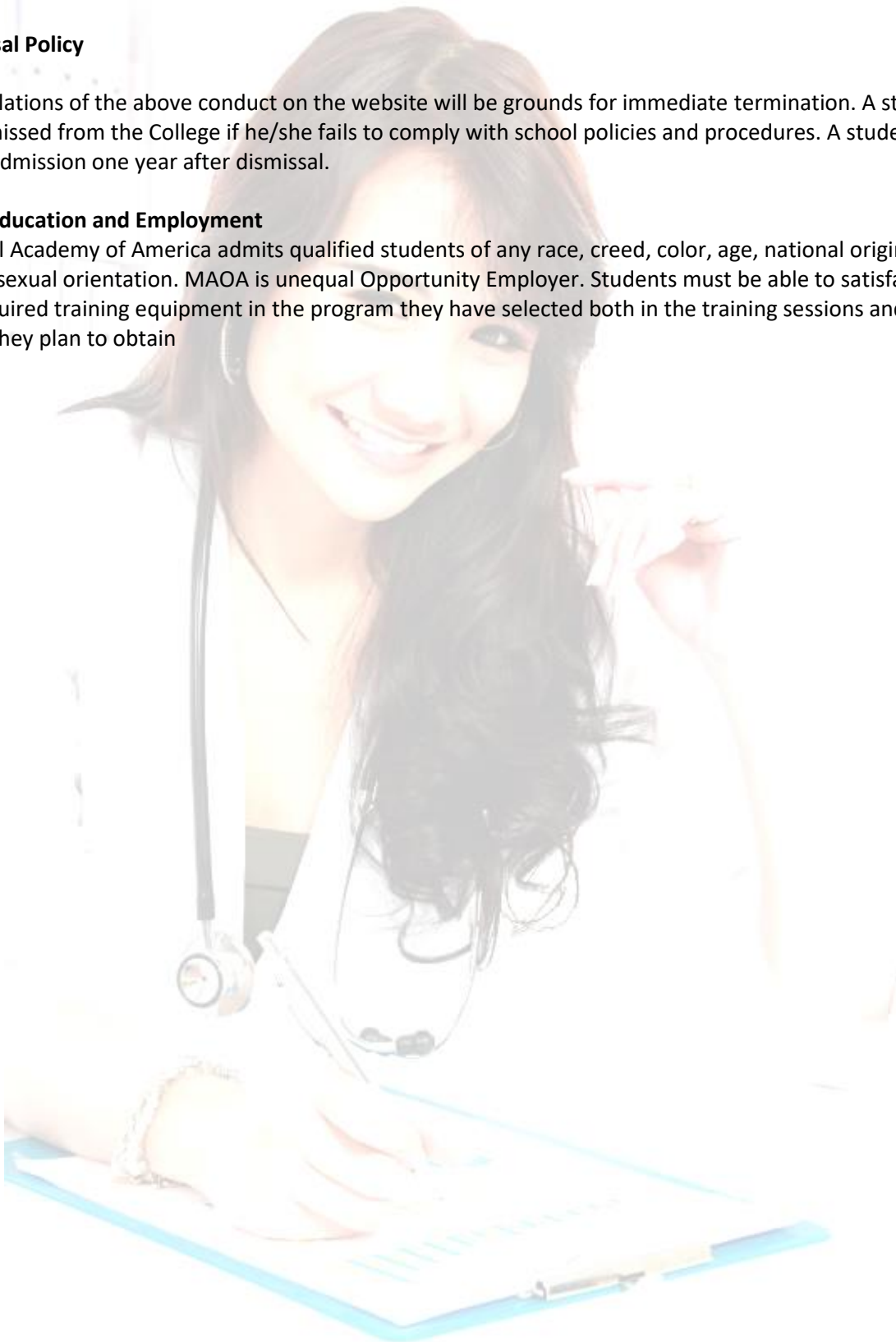
- A student must not disrupt the learning of others.
- Please welcome all on-line learners regardless of age, race, background, national origin, gender, sexual orientation or religious beliefs.
- Statements of bigotry, racism and hatred are strictly prohibited and are grounds for termination from the program.
- Never pretend to be someone else in your interactions with other students.
- Never alter another's work and claim it as your own.
- Avoid profane or obscene language.
- Behave the way you would behave in a classroom setting.
- Never send pornographic mail or pictures.
- Do not use this website to promote yourself, your company or your beliefs. It is fine to mention your experiences as they relate to the course material.
- Sales pitches, chain letters or advertisements are strictly prohibited.
- You may disagree with the opinions of other learners; however, do not personally attack that learner or use harassing language. If you have a disagreement with another learner, it is your responsibility to attempt to resolve the problem with that learner. If you experience what you consider to be inappropriate behavior on the part of another learner, or if there is continued conflict that prevents you from learning, please notify your instructor immediately.

### **Dismissal Policy**

Any violations of the above conduct on the website will be grounds for immediate termination. A student may be dismissed from the College if he/she fails to comply with school policies and procedures. A student may apply for re-admission one year after dismissal.

### **Equal Education and Employment**

Medical Academy of America admits qualified students of any race, creed, color, age, national origin, religion, sex, or sexual orientation. MAOA is unequal Opportunity Employer. Students must be able to satisfactorily use the required training equipment in the program they have selected both in the training sessions and the field in which they plan to obtain





# Programs Offered

## Administrative Medical Assisting Certificate Program

**Length of Program: 6 months**

### PROGRAM OVERVIEW

Learn the skills you need to become an Administrative Medical Assistant in a hospital or private practice with the Administrative Medical Assistant Online Certification Training Program. You'll garner skills and knowledge to qualify for entry-level positions as an administrative medical assistant. All materials are included.

The objective of Medical Academy of America's Administrative Medical Assisting program is to provide a comprehensive understanding of administrative medical assisting and its components. This program will contain many administrative medical assisting topics such as computer and phone skills, healthcare laws, daily operations in a physician's office, patient processing, and confidentiality. It will also cover basic coding—both diagnostic and procedural—, health insurance, and how to assist with medical emergencies. Lastly, they will learn the great importance of customer service, privacy, and both the paper and electronic medical record.

### ***COURSE OUTCOMES/OBJECTIVES:***

- Define medical terms
- Learn the basics of the healthcare industry
- The purpose of professional behavior in the workplace
- Students will establish interpersonal skills
- Students will learn computer and telephone concepts
- Students will understand how to schedule appointments and run daily office
- Understand the purpose of having proper communications
- Competently explain the medical record
- Explain the basics of coding and billing
- Identify proper banking services and financial procedures
- Identify proper management and customer service skills
- Explain how to assist with medical emergencies

## **Outline of Administrative Medical Assisting Certificate Program**

<b>Lesson #</b>	<b>Topic</b>	<b>Clock Hours</b>
Pre-Req.	Medical Terminology	23.5 hrs
Lesson 1	Becoming a Successful Student / The Healthcare Industry	25.5 hrs
Lesson 2	The Medical Assisting Profession / Professional Behavior in the Workplace	27 hrs
Lesson 3	Interpersonal Skills and Human Behavior / Medicine and Ethics	27 hrs
Lesson 4	Medicine and Law / Computer Concepts	27 hrs
Lesson 5	Telephone Techniques / Scheduling Appointments	27 hrs
Lesson 6	Patient Reception and Processing / Office Environment and Daily Operations	27 hrs
Lesson 7	Written Communications and Mail Processing / The Paper Medical Record	27 hrs
Lesson 8	The Electronic Medical Record / Health Information Management	27 hrs
Lesson 9	Privacy in the Physician's Office / Basics of Diagnostic Coding	27 hrs

Lesson 10	Basics of Procedural Coding / Basics of Health Insurance	27 hrs
Lesson 11	The Health Insurance Claim Form / Professional Fees, Billing, and Collecting	27 hrs
Lesson 12	Banking Services and Procedures / Financial and Practice Management	27 hrs
Lesson 13	Medical Practice Management and Human Resources / Medical Practice Marketing and Customer Service	27 hrs
Lesson 14	Emergency Preparedness and Assisting with Medical Emergencies / Career Development and Life Skills	27 hrs
<b>Total</b>		<b>400 Clock Hours</b>





# Administrative Medical Assisting Lesson Descriptions

## **Becoming a Successful Student / The Healthcare Industry**

This two-part lesson will discuss how the students must maintain a high level of professionalism and good communication skills. It will emphasize the high level of confidentiality needed to work in the healthcare field as well as understand how the healthcare field has evolved.

## **The Medical Assisting Profession / Professional Behavior in the Workplace**

This lesson will prepare students for the real-life healthcare field. They will learn the importance of personal appearance, education, and continuing affiliations with professional organizations. They will also understand the consequences of unprofessional behavior.

## **Interpersonal Skills and Human Behavior / Medicine and Ethics**

This lesson will teach students about Maslow's hierarchy of needs and how this affects both them and their patients. They will learn about the grief process, how to manage their own defense mechanisms, and how to develop listening skills and handle conflict. Finally, the students will be able to differentiate between ethical and legal issues as well as ethical topics such as HIV and genetic research.

## **Medicine and Law / Computer Concepts**

Students will understand the difference between civil and criminal law in this lesson. They will fully understand OSHA, CLIA, and HIPPA as well as the main responsibilities, roles and authorities of each. They will also understand legal vocabulary as it relates to the healthcare field. For the computer aspect of this lesson, students will understand the history of the computer and how it has helped streamline the medical office.

## **Telephone Techniques / Scheduling Appointments**

This lesson will educate the students on proper telephone techniques, appointment scheduling methods (both manual and computer-generated), and other telephone techniques. They will learn how to deal with patients that are concerned, anxious, or frustrated in a pleasant and efficient manner. Finally, they will learn just how important it is to be fully willing to help callers in any way they need.

## **Patient Reception and Processing / Office Environment and Daily Operations**

With this lesson, students will learn to make the patients feel at ease when they enter the office and during all medical examinations. They will learn about the day-to-day duties of the medical assistant including: opening and closing procedures, inventory of equipment, and maintaining the waiting area. Finally, they will learn how to remain efficient and keep their cool under unexpected challenges.

## **Written Communications and Mail Processing / The Paper Medical Record**

During this lesson, students will learn how to properly compose, edit, and proofread office correspondence. They will learn how to use email and fax machines efficiently as well as how to manage all incoming and outgoing correspondence. Finally, they will learn about the medical record and how to maintain and file it as well as the file maintenance (color coding files, creating new folders, and consent forms).

## **The Electronic Medical Record / Health Information Management**

This lesson will teach students about the EMR (Electronic Medical Record) and how to maintain it. They will also learn about the agencies that govern the medical community and their respective rules and regulations.

### **Privacy in the Physician's Office / Basics of Diagnostic Coding**

In this chapter, students will learn about the HIPPA Privacy Rule and how it relates to those in the healthcare field as well as the patients. They will learn about the contents of the Notice of Privacy Practices form. Finally, they will learn the basics and history of coding.

### **Basics of Procedural Coding / Basics of Health Insurance**

During this chapter, students will understand about the completion of insurance claim forms, precertification, and obtaining managed care referrals. They will be skilled at explaining benefits to patients. Finally, they will learn about procedural coding and its history and the importance that accuracy plays in coding.

### **The Health Insurance Claim Form / Professional Fees, Billing, and Collecting**

For this lesson, students will understand the financial areas of the office including how to manage the fees, billing, and collections as well as how to prepare the monthly statements. They will be able to explain financial responsibilities to the patient. They will also understand how to accurately complete a claim form.

### **Banking Services and Procedures / Financial and Practice Management**

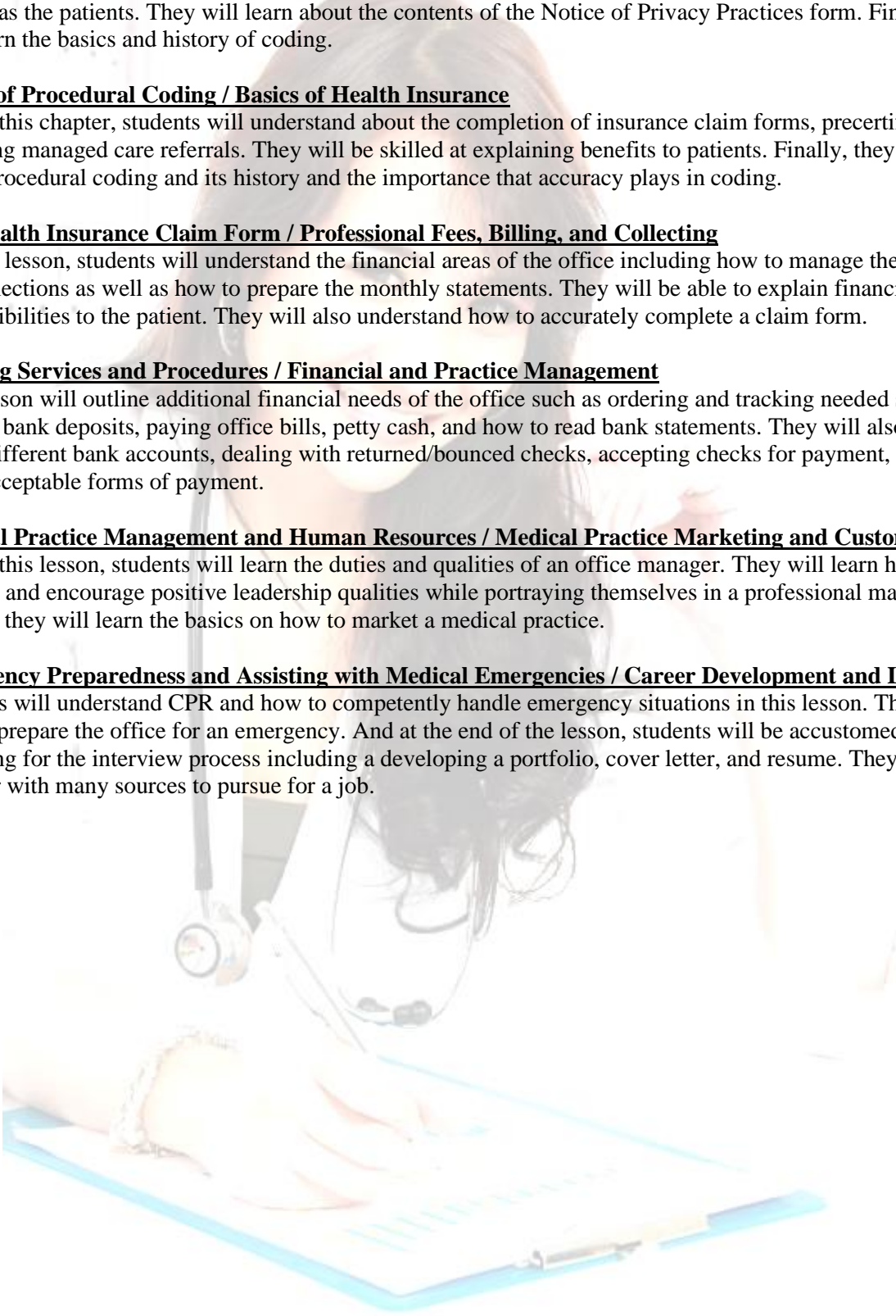
This lesson will outline additional financial needs of the office such as ordering and tracking needed supplies, making bank deposits, paying office bills, petty cash, and how to read bank statements. They will also understand about different bank accounts, dealing with returned/bounced checks, accepting checks for payment, as well as all other acceptable forms of payment.

### **Medical Practice Management and Human Resources / Medical Practice Marketing and Customer Service**

During this lesson, students will learn the duties and qualities of an office manager. They will learn how avoid burnout and encourage positive leadership qualities while portraying themselves in a professional manner. Finally, they will learn the basics on how to market a medical practice.

### **Emergency Preparedness and Assisting with Medical Emergencies / Career Development and Life Skills**

Students will understand CPR and how to competently handle emergency situations in this lesson. They will learn how to prepare the office for an emergency. And at the end of the lesson, students will be accustomed to a preparing for the interview process including a developing a portfolio, cover letter, and resume. They will be familiar with many sources to pursue for a job.



# Medical Billing Certificate Program

**Length of Program: 6 months**

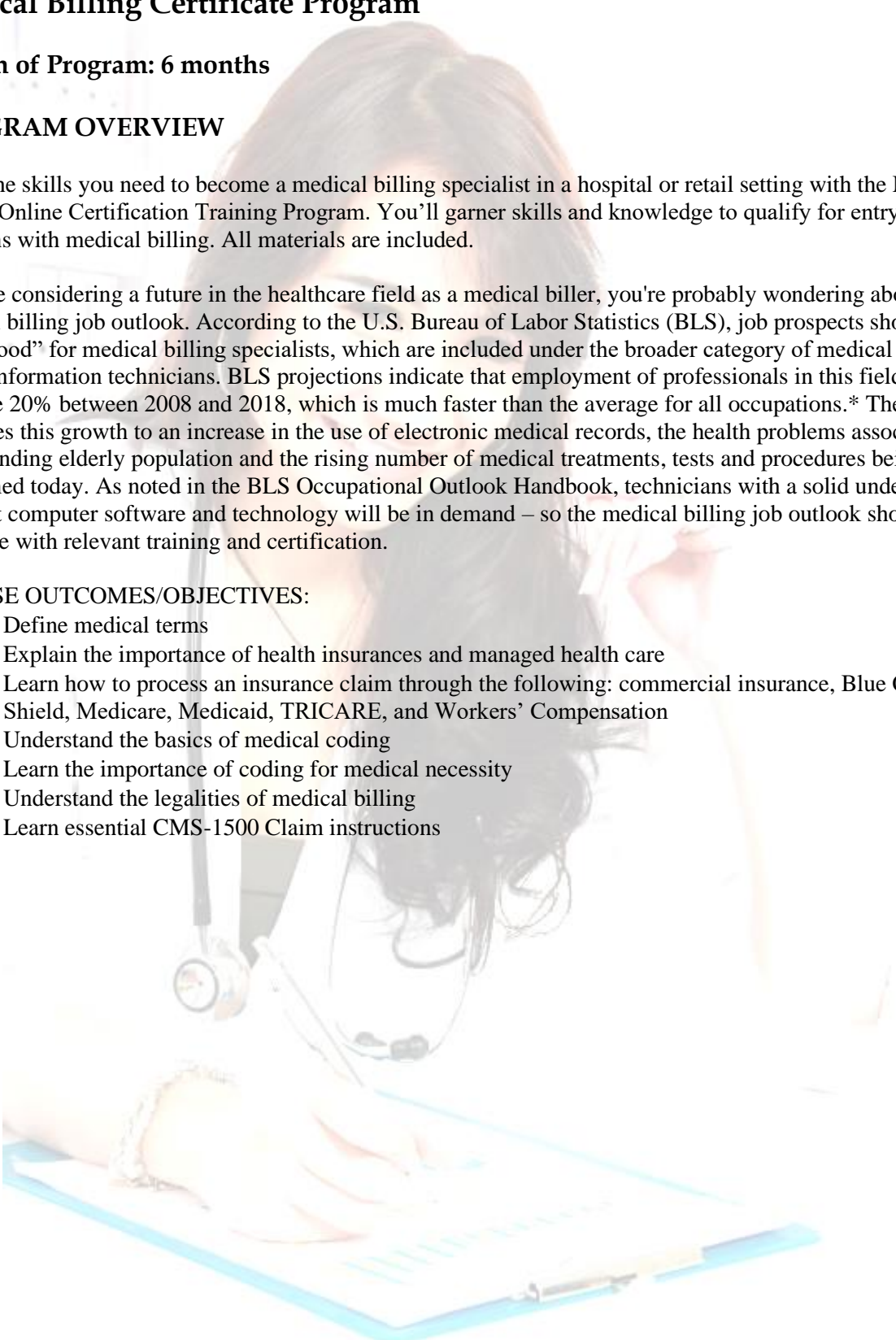
## PROGRAM OVERVIEW

Learn the skills you need to become a medical billing specialist in a hospital or retail setting with the Medical Billing Online Certification Training Program. You'll garner skills and knowledge to qualify for entry-level positions with medical billing. All materials are included.

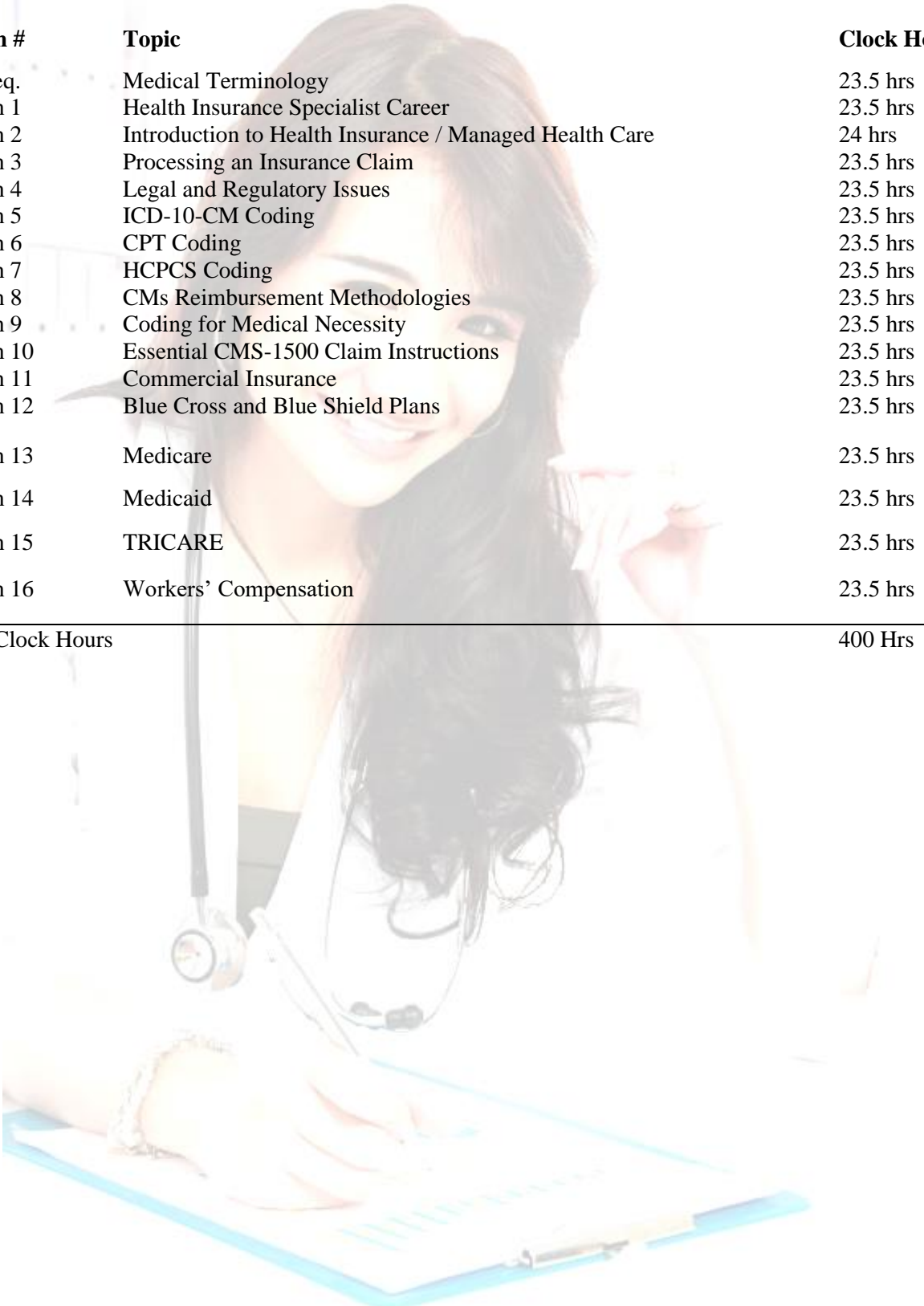
If you're considering a future in the healthcare field as a medical biller, you're probably wondering about the medical billing job outlook. According to the U.S. Bureau of Labor Statistics (BLS), job prospects should be "very good" for medical billing specialists, which are included under the broader category of medical records and health information technicians. BLS projections indicate that employment of professionals in this field will increase 20% between 2008 and 2018, which is much faster than the average for all occupations.\* The BLS attributes this growth to an increase in the use of electronic medical records, the health problems associated with an expanding elderly population and the rising number of medical treatments, tests and procedures being performed today. As noted in the BLS Occupational Outlook Handbook, technicians with a solid understanding of relevant computer software and technology will be in demand – so the medical billing job outlook should be good for those with relevant training and certification.

### COURSE OUTCOMES/OBJECTIVES:

- Define medical terms
- Explain the importance of health insurances and managed health care
- Learn how to process an insurance claim through the following: commercial insurance, Blue Cross/Blue Shield, Medicare, Medicaid, TRICARE, and Workers' Compensation
- Understand the basics of medical coding
- Learn the importance of coding for medical necessity
- Understand the legalities of medical billing
- Learn essential CMS-1500 Claim instructions



## Outline of Medical Billing Certificate Program



<b>Lesson #</b>	<b>Topic</b>	<b>Clock Hours</b>
Pre-Req.	Medical Terminology	23.5 hrs
Lesson 1	Health Insurance Specialist Career	23.5 hrs
Lesson 2	Introduction to Health Insurance / Managed Health Care	24 hrs
Lesson 3	Processing an Insurance Claim	23.5 hrs
Lesson 4	Legal and Regulatory Issues	23.5 hrs
Lesson 5	ICD-10-CM Coding	23.5 hrs
Lesson 6	CPT Coding	23.5 hrs
Lesson 7	HCPCS Coding	23.5 hrs
Lesson 8	CMs Reimbursement Methodologies	23.5 hrs
Lesson 9	Coding for Medical Necessity	23.5 hrs
Lesson 10	Essential CMS-1500 Claim Instructions	23.5 hrs
Lesson 11	Commercial Insurance	23.5 hrs
Lesson 12	Blue Cross and Blue Shield Plans	23.5 hrs
Lesson 13	Medicare	23.5 hrs
Lesson 14	Medicaid	23.5 hrs
Lesson 15	TRICARE	23.5 hrs
Lesson 16	Workers' Compensation	23.5 hrs
<hr/>		
Total Clock Hours		400 Hrs



## **Medical Billing Course Lesson Descriptions**

### **Medical Terminology & Anatomy**

This prerequisite course will provide the groundwork for medical terminology and anatomy that the students will need as they continue on in the Medical Billing field. It will cover healthcare terminology, body structure, directional terminology, as well as terminology and anatomy that covers all of the body's systems.

### **Health Insurance Specialist Career**

This lesson will present an overview of the daily tasks of the health insurance specialist career along with their necessary background, training and education. This lesson will identify career opportunities available in the health insurance field to students. It will also discuss the professional credentialing possibilities that accompany a medical billing specialist. Finally, students will learn how workplace professionalism will lead to career success.

### **Introduction to Health Insurance / Managed Health Care**

This lesson will discuss a general overview of the many types of health insurance coverage along with many insurance terms and concepts. It will also cover the basics of managed health care. Students will learn the history of managed care as well as the six managed care models. They will learn to interpret insurance coverage statistics and describe medical documentation concepts. They will be able to define consumer-driven health plans, the effects of managed care on a physician's practice, the advantages to the electronic health record, and the significant events in healthcare reimbursement from 1860 to present.

### **Processing an Insurance Claim**

The necessary steps to processing a health insurance claim in the provider's office will be the major topic covered in this lesson. It will also detail the major steps that the insurance company takes to process the claim. Students will explore the life cycle of insurance claim, including processing and electronic data interchange. Students will learn how to manage the office's insurance's finances and how to maintain a practice's insurance claim files. Finally, they will explain how processing claims differ from new to established patients and the role of credit and collections in claim processing.

### **Legal and Regulatory Issues**

Lesson four will cover the legal aspects of health care. Topics covered include: federal regulations that affect health insurance processing, legal terminology, regulatory terminology, and a summary of basic law. Students must list and explain HIPAA'S provisions and be able to provide examples of a statute, regulation, and case law and explain the Federal Register.

### **ICD-10-CM Coding**

This lesson will present ICD-10-CM guidelines for coding and conventions. It will also cover how to locate codes in the book which can include diagnoses, conditions, signs, and symptoms. Students will learn to use ICD-9-CM as a legacy coding system, and how to describe and use the ICD-10-CM and ICD-10-PCS systems. Finally, they will learn how to interpret diagnostic coding and reporting guidelines for outpatient services.

### **CPT Coding**

The lesson covering Current Procedural Terminology will discuss what the CPT is used for, guidelines for coding within the CPT, how to locate codes in the CPT, and how to locate services in the CPT. They will also learn how to assign CPT codes to procedures and how to select the appropriate modifiers.

### **HCPCS Coding System**

This lesson will discuss the HCPCS book and how to code procedures and services within it as well as what HCPCS is used for in the medical field. Students will learn the different levels of HCPCS and in which situations

the different levels are used. They will be able to assign HCPCS codes and modifiers as well as being able to identify claims submitted to regional MAC, Medicare administrative contractors, or both according to code number.

### **CMS Reimbursement Methodologies**

Lesson eight will present CMS reimbursement methods. The students will learn how to calculate Medicare payments, PFS, and write-offs plus patient coinsurance amounts. Students will explain the development of CMS systems and each of the CMS payment systems. They will learn how to interpret a charge master, how to apply special rules for the Medical physician free schedule system, and how to complete a UB-04 claim. Finally, they will explain a hospital's revenue cycle.

### **Coding for Medical Necessity**

This lesson will discuss coding for medical necessity. It will also discuss how this type of coding relates to the completion and submission of CMS-1500 claim forms. Students will select code diagnoses and procedures from samples. Finally, they will research local coverage determinations.

### **Essential CMS-1500 Claim Instructions**

Lesson ten will explore the commonly used blocks on the CMS-1500 claim form and will discuss the types of errors that will delay in the claim being processed. Students will describe how funds are recovered from the payers, and how to enter patient and policyholder information (names, provider names, mailing addresses, and telephone numbers) according to completion guidelines. Students will also learn optical scanning techniques when completing claim forms. Students will be able to successfully report ICD-9-CM, ICD-10-CM, HCPCS level II, and CPT codes according to claim completion guidelines. Students will understand when a signature is required on a claim, the use of the national provider identifier and the national standard employer identifier. They will also understand how secondary claims are processed, common errors that delay processing, and the final steps required in processing. They will finally establish insurance claim files for a physician's practice.

### **Commercial Insurance**

This lesson will present information about how to complete insurance claim forms. In this lesson, students will learn to differentiate between primary and secondary commercial claims as well as how to complete these claims. Finally, they will differentiate between automobile, disability, and liability insurances.

### **Blue Cross and Blue Shield Plans**

This lesson explains about how to complete claim forms for Blue Cross Blue Shield (BCBS) plans. Students will learn about the history of BCBS and how to differentiate among the BCBS plans. Finally, they will learn to apply BCBS billing notes on the CMS-1500 claims, how to complete a primary claim, and how to complete a secondary claim.

### **Medicare**

This lesson will discuss how to complete claim forms for Medicare administrative contractors. Students will learn about the Medicare enrollment process and how to differentiate between Medicare Part A, Part B, Part C, and Part D coverages. They will learn about other Medicare-related health plans, Medigap, private contracting and employer/union health plans. They will learn how to calculate reimbursement between participating and nonparticipating providers. They will also learn how to interpret a Medicare Summary Notice, apply billing notes to CMS-1500 claim forms, and complete: Medicare primary, Medigap, Medicare/Medicaid (Medi/Medi) crossover, secondary, and roster billing claims.

### **Medicaid**

This lesson will discuss how to complete claim forms for Medicaid administrative contractors. Students will learn the guidelines for Medicaid eligibility and the covered services. They will learn how the payments for Medicaid

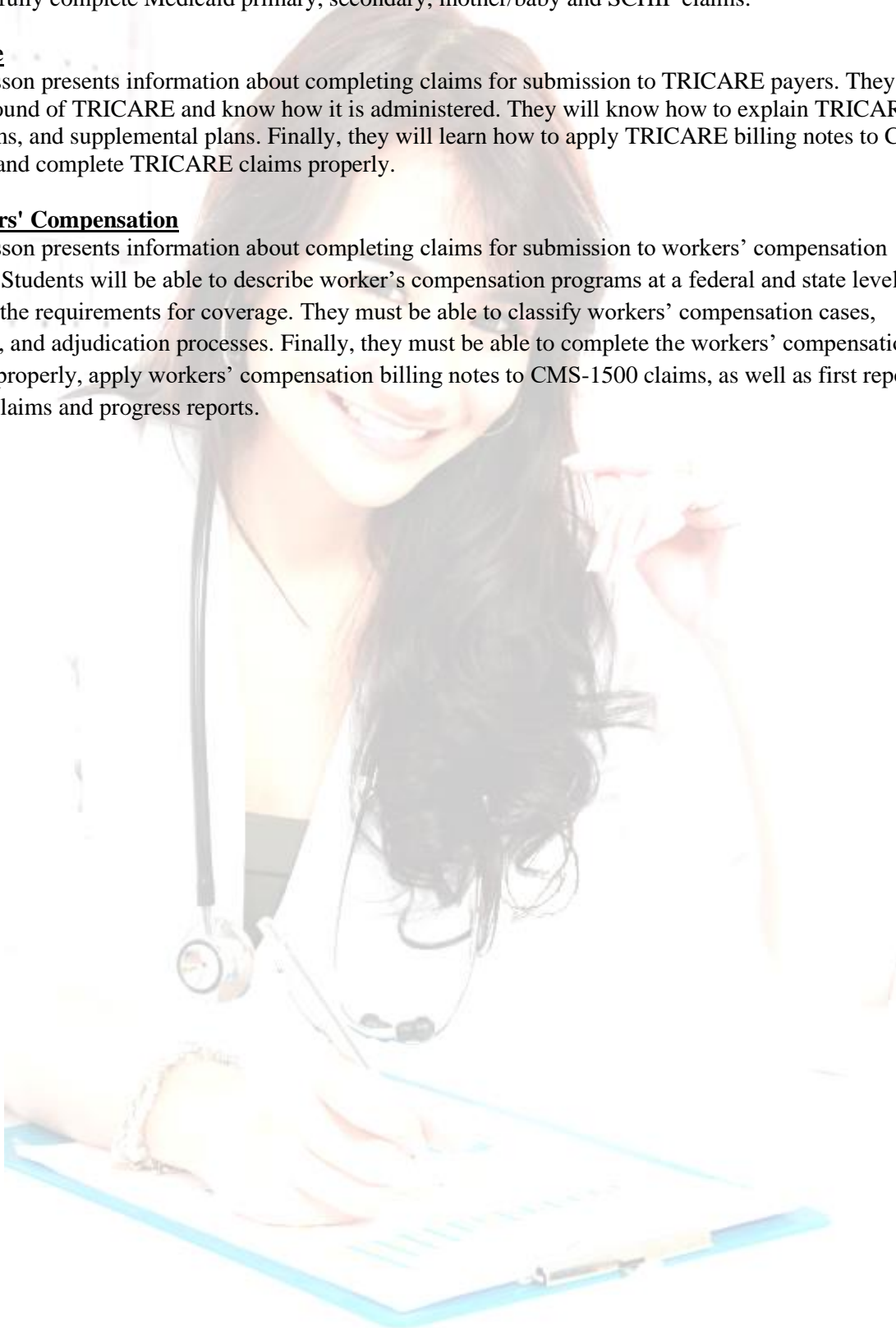
are processed and how to apply Medicaid billing notes to CMS-1500 claims. Finally, they will learn how to successfully complete Medicaid primary, secondary, mother/baby and SCHIP claims.

### **Tricare**

This lesson presents information about completing claims for submission to TRICARE payers. They will learn the background of TRICARE and know how it is administered. They will know how to explain TRICARE options, programs, and supplemental plans. Finally, they will learn how to apply TRICARE billing notes to CMS-1500 claims and complete TRICARE claims properly.

### **Workers' Compensation**

This lesson presents information about completing claims for submission to workers' compensation payers. Students will be able to describe worker's compensation programs at a federal and state level as well as the requirements for coverage. They must be able to classify workers' compensation cases, appeals, and adjudication processes. Finally, they must be able to complete the workers' compensation claims properly, apply workers' compensation billing notes to CMS-1500 claims, as well as first report of injury claims and progress reports.



# Medical Coding Certificate Program

**Length of Program: 6 months**

## PROGRAM OVERVIEW

Learn the skills you need to become a medical coding specialist in a hospital or retail setting with the Medical Coding Online Certification Training Program. You'll garner skills and knowledge to qualify for entry-level positions with medical coding. All materials are included.

Medical Academy of America's Medical Coding provides practical experience working with the main coding manuals in the field, the ICD-9-CM and the CPT, as you learn how to code disorders, services, and procedures for all systems of the body. The program also covers the Healthcare Procedural Coding System (HCPCS).

In addition, you will master the legal, ethical, and regulatory concepts that are central to this field, including HIPAA compliance requirements, industry-specific techniques for filing insurance, and diagnostic and procedural coding tasks.

Our online medical coding program gives you the flexibility to learn at your own pace and from the comfort of your home or office. Each medical coding course is divided into learning modules with quizzes at the end of each module to assess your progress. In addition to reading assignments, many courses feature audio lectures, critical-thinking exercises, and other learning materials, as well as certified instructors to offer guidance.

Upon successful completion of this program, you will be prepared for an entry-level position coding in a medical office setting. You will also be prepared to pass AAPC's rigorous CPC®, or CPC-H® medical coding examinations.

## COURSE OUTCOMES/OBJECTIVES:

- Define medical terms
- Explaining the importance of ICD-10-CM
- Competently code using the ICD-10-CM
- Competently code using the CPT and HCPCS
- Code for diseases in all the body systems
- Code for anesthesia and radiology
- Code for pathology and laboratory
- Explain how to evaluate and manage codes
- Describe what lies ahead for the medical coding field



## Outline of Medical Coding Certificate Program



Lesson #	Topic	Clock Hours
Pre-Req.	Medical Terminology	23.5 hrs
Lesson 1	The Business of Medicine / Anatomy and Terminology	23.5 hrs
Lesson 2	Introduction to the ICD-10-CM	23.5 hrs
Lesson 3	ICD-10-CM -Part 1	23.5 hrs
Lesson 4	ICD-10-CM – Part II	23.5 hrs
Lesson 5	Introduction to CPT, Surgery Guidelines, HCPCS and Modifiers	23.5 hrs
Lesson 6	Integumentary System / Musculoskeletal System	24 hrs
Lesson 7	Respiratory, Hemic, Lymphatic, Mediastinum, Diaphragm	23.5 hrs
Lesson 8	Cardiovascular System	23.5 hrs
Lesson 9	Digestive System	23.5 hrs
Lesson 10	Male Genital System / Reproductive Systems, Female Genital System, and Maternity	23.5 hrs
Lesson 11	Endocrine System and Nervous System	23.5 hrs
Lesson 12	Eye and Ocular Adnexa, Auditory Systems	23.5 hrs
Lesson 13	Anesthesia	23.5 hrs
Lesson 14	Radiology / Pathology and Laboratory	23.5 hrs
Lesson 15	Evaluation and Management	23.5 hrs
Lesson 16	Medicine / What Lies Ahead	23.5 hrs
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Total Clock Hours		400 hrs

## **Medical Coding Course Lesson Descriptions**

### **Medical Terminology & Anatomy**

This prerequisite course will provide the groundwork for medical terminology and anatomy that the students will need as they continue on in the Medical Billing field. It will cover healthcare terminology, body structure, directional terminology, as well as terminology and anatomy that covers all of the body's systems.

### **The Business of Medicine / Anatomy and Terminology**

This lesson outlines some of the basic elements of the healthcare industry. It also includes a simple refresher course in anatomy and terminology.

### **Introduction to the ICD-10-CM**

This lesson outlines the basics of coding with the ICD-10-CM. Topics covered include, navigation through the ICD-10-CM, what coding is used for, and how to do the most basic codes of diseases.

### **ICD-10-CM Part I**

This lesson delves further into ICD-9-CM coding and gives students the opportunity to code diseases that do not require modifiers.

### **ICD-10-CM Part II**

This lesson also delves into ICD-10-CM coding and teaches students to code using V and E codes as well as standard level coding.

### **Introduction to CPT, Surgery Guidelines, HCPCS and Modifiers**

During this lesson, students learn about the CPT book and how to code for procedures. This step is very important in the coding process because it allows the students to now almost completely code a case study by themselves. Once they learn the HCPCS and modifiers that are in the remainder of the lesson, the students can finally code an entire case study by themselves.

### **Integumentary System / Musculoskeletal System**

This lesson covers how to code case studies with the main disease involving the integumentary system and/or musculoskeletal system.

### **Respiratory, Hemic, Lymphatic, Mediastinum, Diaphragm**

This lesson covers how to code case studies with the main disease involving the respiratory, hemic, lymphatic systems along with diseases of the mediastinum and diaphragm.

### **Cardiovascular System**

This lesson covers how to code case studies with the main disease involving the cardiovascular system.

### **Digestive System**

This lesson covers how to code case studies with the main disease involving the digestive system.

### **Male Genital System / Reproductive Systems, Female Genital System, and Maternity**

This lesson covers how to code case studies with the main disease involving either of the reproductive systems or maternity codes.

### **Endocrine System and Nervous System**

This lesson covers how to code case studies with the main disease involving the endocrine or nervous system.

### **Eye and Ocular Adnexa, Auditory Systems**

This lesson covers how to code case studies with the main disease involving the eye and ocular adnexa or the auditory system.

### **Anesthesia**

This lesson covers how to code case studies that involve anesthesia.

### **Radiology / Pathology and Laboratory**

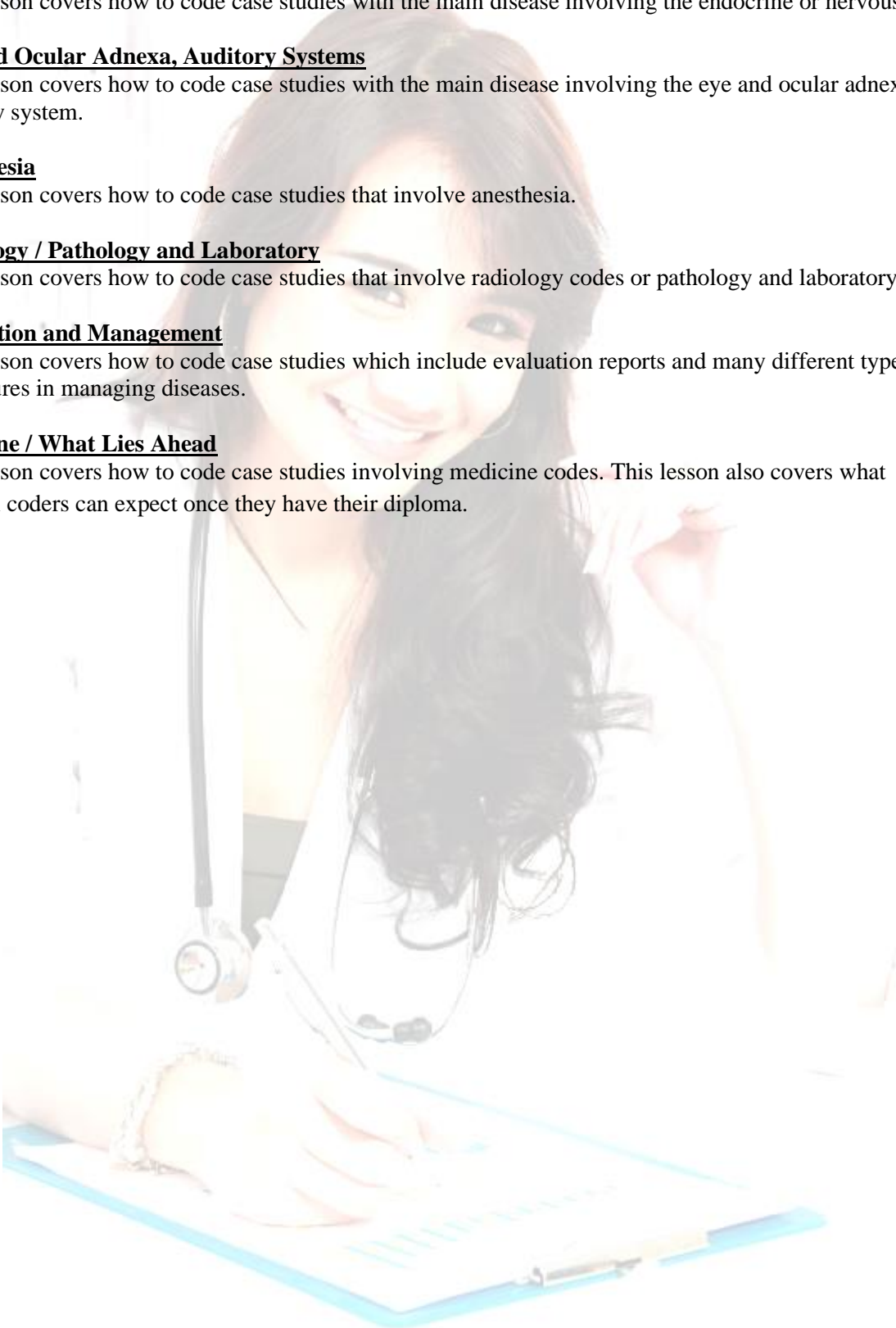
This lesson covers how to code case studies that involve radiology codes or pathology and laboratory codes.

### **Evaluation and Management**

This lesson covers how to code case studies which include evaluation reports and many different types of office procedures in managing diseases.

### **Medicine / What Lies Ahead**

This lesson covers how to code case studies involving medicine codes. This lesson also covers what medical coders can expect once they have their diploma.



## Pharmacy Technician Program (400 Clock Hours – 6 Months)

### **Overview**

Learn the skills you need to become a pharmacy tech in a hospital or retail setting with the Pharmacy Technician Online Certification Training Program. You'll gain the skills and knowledge to qualify for entry-level positions in pharmacies, and you'll be prepared for national certification. All materials are included.

*Pharmacy technicians and aides* help licensed pharmacists prepare prescription medications, provide customer service, and perform administrative duties within a pharmacy setting. *Pharmacy technicians* also may receive prescriptions sent electronically from doctors' offices, and in some States they are permitted to process requests by phone. They must verify that the information on the prescription is complete and accurate. To prepare the prescription, technicians retrieve, count, pour, weigh, measure, and sometimes mix the medication. Then they prepare the prescription labels, select the type of container, and affix the prescription and auxiliary labels to the container. Once the prescription is filled, technicians price and file the prescription, which must be checked by a pharmacist before it is given to the patient. Technicians may establish and maintain patient profiles, as well as prepare insurance claim forms. Technicians always refer any questions regarding prescriptions, drug information, or health matters to a pharmacist.

### **Program Objectives**

- Interpret physician orders and prescriptions for accuracy
- Explain the role a pharmacy technician plays in the compounding of medications
- Define medical and pharmaceutical terms and common abbreviations
- Describe the role that the pharmacy technician plays in the pharmacy
- Perform basic pharmaceutical calculations
- Explain the differences between brand and generic medications
- Recognize the role that the pharmacy plays in preventative services such as immunizations
- Identify the individual state requirements for a pharmacy technician
- Demonstrate the basic skills needed to effectively prepare for an interview
- Pass the National Certification Exam





### Clock Hour Breakdown

Lesson #	Topic	Clock Hours
Introduction	Introduction	0
Lesson 1	History of Medicine and Pharmacy / Pharmacy Federal Laws & Regulations	26
Lesson 2	Pharmacy Ethics, Competencies, Associations, and Settings for Technicians / Conversions and Calculations Used by Pharmacy Technicians	26
Lesson 3	Dosage Forms, Routes of Administration and Drug Classifications, Drug Abbreviations, and Medical Terminology / Drug Information References	26
Lesson 4	Over-the-Counter Medications / Complementary and Alternative Medicine	26
Lesson 5	Hospital Pharmacy / Repackaging and Compounding	26
Lesson 6	Aseptic Technique / Pharmacy Stock and Billing	27
Lesson 7	Medication Safety and Error Prevention / Endocrine System	27
Lesson 8	Nervous System / Psychopharmacology	27
Lesson 9	Respiratory System / Visual and Auditory System	27
Lesson 10	Integumentary System / Gastrointestinal System	27
Lesson 11	Urinary System / Cardiovascular System	27
Lesson 12	Reproductive System / Anti-Infectives	27
Lesson 13	Anti-Inflammatories and Antihistamines / Vitamins and Minerals	27

Lesson 14	Vaccines / Oncology Agents	27
Lesson 15	Microbiology / Chemistry	27
Total Clock Hours		400

Lesson	Description
Lesson 1 <ul style="list-style-type: none"> <li>Chapter 1: History of Medicine and Pharmacy</li> <li>Chapter 2: Pharmacy Federal Laws and Regulations</li> </ul>	<p>This lesson will introduce the student to the history of medicine and pharmacy, from Hippocrates to the present.</p> <p>In this lesson, the student will have the opportunity to learn the key terms and to trace the history of federal laws affecting pharmacies.</p>
Lesson 2 <ul style="list-style-type: none"> <li>Chapter 3: Pharmacy Ethics, Competencies, Associations, and Settings for Technicians</li> <li>Chapter 4: Conversions and Calculations Used by Pharmacy Technicians</li> </ul>	<p>In Chapter 3, students will be introduced to the qualifications, skills, and nonjudgmental duties required of pharmacy technicians in various job settings.</p> <p>In Chapter 4, the student will have the opportunity to learn the key terms and will learn to perform conversions among the four most commonly used systems of measurement.</p>
Lesson 3 <ul style="list-style-type: none"> <li>Chapter 5: Dosage Forms, Routes of Administration and Drug Classifications, Drug Abbreviations, and Medical Terminology</li> <li>Chapter 6: Drug Information References</li> </ul>	<p>Chapter 5 will familiarize students with the primary dosage forms and their characteristics.</p> <p>In Chapter 6, the student will have the opportunity to master the key terms and will be able to reference drugs and other information appropriately.</p>
Lesson 4 <ul style="list-style-type: none"> <li>Chapter 7: Prescription Processing</li> <li>Chapter 8: Over-the-Counter Medications</li> </ul>	<p>In Chapter 7, the student will have the opportunity to begin learning the processes for accurately filling prescriptions in outpatient and inpatient facilities.</p> <p>In Chapter 8, the student will have the opportunity to learn key terms and information on over-the-counter (OTC) medications as well as skin care products.</p>
Lesson 5 <ul style="list-style-type: none"> <li>Chapter 9: Complementary and Alternative Medicine</li> </ul>	<p>Chapter 9 introduces the student to the history and uses of several types of complementary and alternative medicine (CAM).</p>

<p>Chapter 10: Hospital Pharmacy</p>	<p>In Chapter 10 the student will have the opportunity to learn some of the key terms encountered in a hospital pharmacy.</p>
<p>Lesson 6</p> <p>Chapter 11: Repackaging and Compounding</p> <p>Chapter 12: Aseptic Technique</p>	<p>At the completion of Chapter 11 the student will be able to define key terms and procedures used in repackaging and compounding.</p> <p>In Chapter 12 the student will become familiar with the types and sizes of syringes, needles, and containers used in the preparation of parenteral medications.</p>
<p>Lesson 7</p> <ul style="list-style-type: none"> <li>• Chapter 13: Pharmacy Stock and Billing</li> <li>• Chapter 14: Medication Safety and Error Prevention</li> </ul>	<p>In Chapter 13, the student will have the opportunity to learn the purpose of a formulary and how formulary drugs, both generic and trade, affect costs to patients, pharmacies, and insurance companies.</p> <p>In Chapter 14, the student will be introduced to the challenge of medication errors and their prevention.</p>
<p>Lesson 8</p> <ul style="list-style-type: none"> <li>• Chapter 15: Endocrine System</li> <li>• Chapter 16: Nervous System</li> </ul>	<p>In Chapter 15, the student will be introduced to the endocrine system and its role in regulating key processes throughout the human body.</p> <p>In Chapter 16, the student will explore the main functions of the nervous system as a whole and the functions of the various divisions of the nervous system.</p>
<p>Lesson 9</p> <ul style="list-style-type: none"> <li>• Chapter 17: Psychopharmacology</li> <li>• Chapter 18: Respiratory System</li> </ul>	<p>In Chapter 17, the student will be introduced to the most common forms of mental illness and their treatments.</p> <p>At the completion of Chapter 18 the student should be able to define all of the terms used in the Chapter as they pertain to the respiratory system.</p>
<p>Lesson 10</p> <ul style="list-style-type: none"> <li>• Chapter 19: Visual and Auditory Systems</li> <li>• Chapter 20: Integumentary System</li> </ul>	<p>Chapter 19 introduces students to the functions and structures of the eyes and ears.</p> <p>In Chapter 20, the student will have the opportunity to learn the basics of skin anatomy and become familiar with the most common skin conditions (especially acne and psoriasis) and their treatments.</p>
<p>Lesson 11</p> <ul style="list-style-type: none"> <li>• Chapter 21: Gastrointestinal System</li> <li>• Chapter 22: Urinary System</li> </ul>	<p>In Chapter 21, the student will have the opportunity to learn the major organs of the digestive system, including auxiliary organs such as the pancreas and gallbladder, as well as the functions of each.</p> <p>In Chapter 22, the student will have the opportunity to learn the major organs and functions of the urinary system.</p>

<p>Lesson 12</p> <ul style="list-style-type: none"> <li>• Chapter 23: Cardiovascular System</li> <li>• Chapter 24: Reproductive System</li> </ul>	<p>In Chapter 23, the student will have the opportunity to learn the structures and functions of the cardiovascular system.</p> <p>In Chapter 24, the student will review the basics of male and female reproductive anatomy.</p>
<p>Lesson 13</p> <ul style="list-style-type: none"> <li>• Chapter 25: Antiinfectives</li> <li>• Chapter 26: Antiinflammatories and Antihistamines</li> </ul>	<p>In Chapter 25, the student will explore antibiotics from several angles: their discovery and development, their bacteriostatic and bactericidal drug actions, gram-positive and gram-negative microbes, and the interplay between drug-resistant bacteria and new generations of antibiotics.</p> <p>In Chapter 26, the student will be introduced to the symptoms and causes of inflammation.</p>
<p>Lesson 14</p> <ul style="list-style-type: none"> <li>• Chapter 27: Vitamins and Minerals</li> <li>• Chapter 28: Vaccines</li> </ul>	<p>At the completion of Chapter 27, the student will be able to explain the functions of vitamins and minerals.</p> <p>At the completion of Chapter 28, students will understand the importance of vaccines. They will be able to describe how vaccines are produced and which ones are most common.</p>
<p>Lesson 15</p> <ul style="list-style-type: none"> <li>• Chapter 29: Oncology Agents</li> <li>• Chapter 30: Microbiology</li> <li>• Chapter 31: Chemistry</li> </ul>	<p>At the completion of Chapter 29, students will be able to list the common types of cancer and the causes of cancer.</p> <p>In Chapter 30, the student will learn how organisms are classified using taxonomic systems; in particular, the system of Whittaker will be highlighted.</p> <p>At the completion of Chapter 31, students will understand the importance of chemistry to their future careers as pharmacy technicians.</p>



## Personal Training Program (400 Clock Hours – 6 Months)

### Program Description

The Online Professional Certificate in Personal Fitness Training is a web-based, interactive educational experience that includes input and guidance from outstanding faculty/instructors drawn from colleges/universities, the allied health/medical field, and the personal fitness training profession.

The certificate program is designed to supply essential education integrating exercise science curriculum and practical training techniques into a systematic model that teaches students to progress their clients through different training levels and phases. Students will be prepared for careers working at medically-based fitness facilities, community wellness programs, personal training studios, physical therapy clinics, corporate fitness centers, YMCA's/JCC's, and private and commercial health clubs. In addition, the program prepares students for **the National Academy of Sports Medicine (NASM) Certified Personal Trainer Certification**.

This course will provide in-depth study to the interdependent and intradependent relationship of the components to integrated training. Specifically, students will focus on theory and systematic, progressive application of flexibility training core training, balance training, and plyometric training.

### Program Objectives

1. Identify human movement impairments and describe specific predictors of each including muscles that are overactive and those that are underactive.
2. Identify, describe, demonstrate, implement, and teach exercises categorized to develop specific physiologic adaptations (e.g. stabilization, stabilization endurance) including flexibility, core, balance, reactive, and resistance training.
3. Develop an individualized training program based upon assessment results including flexibility, core, balance, reactive, and resistance training.
4. Identify the origin and insertion of the major muscles of the human body and describe their function (e.g., eccentric, isometric, concentric action).
5. Discuss the principles of specificity, overload, and variation and its impact on human movement.
6. Discuss the neurophysiologic principles of reciprocal inhibition, force-couple relationships, length-tension relationships, synergistic dominance, relative flexibility, and pattern overload and their impact on human movement.
7. Calculate, implement, and modify cardiorespiratory training including Zone 1, Zone 2, and Zone 3.
8. Describe and demonstrate exercise progressions and regressions using the neurologic continuum including modality selection, extremity symmetry, and plane dominance.
9. Identify the acute training variable ranges that elicit various physiologic responses including stabilization, stabilization endurance, strength endurance, hypertrophy, maximal strength, power, and maximal power.
10. Describe and differentiate models of resistance training including single-set, multiple-set, superset, pyramid-set, compound training, and complex training.

11. Describe the function of mechanoreceptors (e.g., muscle spindles, Golgi tendon organs) and their response to flexibility training modalities and styles.
12. Describe, demonstrate, and teach proper and safe usage of exercise equipment and training modalities.
13. Describe NASM's Standards of Professional Practice including ethical business practices, confidentiality, adherence to legal requirements, and professionalism as they relate to the personal fitness trainer.

After successfully completing this course, students will be able to:

- Understand and describe basic anatomy, kinesiology, and exercise physiology.
- Assess an individual's level of fitness using industry standards guidelines.
- Design and customize exercise programs.
- Demonstrate proper execution of resistance, cardio-respiratory, and flexibility exercises.
- Identify and demonstrate at least one strength exercise for every major muscle group.
- Explain recommendations for cardiovascular exercise.

Course Breakdown & Lesson Descriptions

### Semester I

#### Lesson 1 The Scientific Rationale for Integrated Training

This lesson explores an overview of the personal training industry, integrated training and the OPT Model.

#### Lesson 2 – Basic Exercise Science

This lesson focuses on basic exercise science. Key concepts such as Muscle Fiber Types and Muscle as Movers will be explored.

#### Lesson 3 The Cardiorespiratory System

This lesson focuses on the Cardiorespiratory System. Key concepts such as Atria and Ventricles know the functions of the right and left atrium and the right and left ventricles, Support Mechanisms of Blood and Structures of the respiratory pump will be explored.

#### Lesson 4 – Exercise Metabolism and Bioenergetics

This lesson focuses on Exercise Metabolism and Bioenergetics. These key concepts will be explored:

**Bioenergetics – Study of energy in the human body.**

**Metabolism – All of chemical reactions that occur in the body to maintain itself. Metabolism is process in which nutrients are acquired, transported, used, and disposed of by the body.**

**Exercise Metabolism – Examination of bioenergetics as it relates to unique physiologic changes and demands placed on the body during exercise.**

#### Lesson 5 Human Movement Science

This lesson focuses on Human Movement Science. These key concepts will be explored:

- Planes of Motion
- Examples of Planes, Motions, and Axes

#### Lesson 6 Fitness Assessment

This lesson focuses on Fitness Assessment. These key concepts will be explored:

- Subjective information is gathered from a prospective client to give the personal trainer feedback regarding personal history – such as occupation, lifestyle, and medical background.
- Use medical history questionnaire and classify clients as:
- Low risk – No signs or symptoms of cardiovascular, pulmonary, or metabolic disease and have <1 cardiovascular risk factor.
- Moderate risk – Do not have signs or symptoms of cardiovascular, pulmonary, or metabolic disease but have >2 cardiovascular disease risk.
- High risk – One or more signs of cardiovascular, pulmonary, or metabolic disease

#### Lesson 7 Flexibility Training Concepts

This lesson focuses on Flexibility Training Concepts. These key concepts will be explored:

- Integrated flexibility Continuum
- Examples of stretching within the Flexibility Continuum
- Myofascial Release
- Static Stretching Summary
- Active-Isolated Stretching summary
- Dynamic Stretching summary

## Lesson 8 Cardiorespiratory Training Concepts

This lesson focuses on Cardiorespiratory Training Concepts. These key concepts will be explored:

- **Cardiorespiratory Fitness – Ability of the circulatory and respiratory systems to supply oxygen-rich blood to skeletal muscles during sustained physical activity.** One of five components to health-related physical fitness; others are muscular strength, muscular endurance, flexibility, and body composition. Top priority from standpoint of preventing chronic disease and improving health and quality of life.
- **Integrated Cardiorespiratory Training – Cardiorespiratory training programs that systematically progress clients through various stages to achieve optimal levels of physiological, physical, and performance adaptations by placing stress on the cardiorespiratory system.** Personal trainers fail to take into effect the rate of progression, rate of progression critical to helping clients achieve personal health and fitness goals in most efficient and effective use of time and energy.
- Initial exercise prescription should reflect initial fitness level of client, fitness assessment results, and whether the client has any significant risk factors or health limitations to exercise. Warm-up, conditioning, cool-down.

## Lesson 9 Core Training Concepts

This lesson focuses on Core Training Concepts. These key concepts will be explored:

- **Core – Structures that make up lumbo-pelvic-hip complex(LPHC) including lumbar spine, pelvic girdle, abdomen, and hip joint.**
- Core is where body's center of gravity is located and where all movement originates. Strong and efficient core is necessary for maintaining proper muscle balance throughout the entire human movement system (kinetic chain).
- Optimal length-tension relationships, recruitment patterns, and joint motions in muscle of LPHC establish neuromuscular efficiency throughout entire human movement system. Allow for efficient acceleration, deceleration, and stabilization during dynamic movements, as well as prevention of possible injuries.

## Lesson 10 Balance Training Concepts

This lesson focuses on Balance Training Concepts. These key concepts will be explored:

**Balance – When body is in equilibrium and stationary, meaning no linear or angular movement.** Maintaining handstand without falling over.



**Dynamic Balance – ability to move and change directions under various conditions without falling.** Running on uneven surfaces.

Balance is dependent on internal and external factors to maintain body's center of gravity over its base of support. Dynamic process involving multiple neurologic pathways.

## Semester II

### Lesson 11 Plyometric(Reactive) Training Concepts

This lesson focuses on Plyometric(Reactive) Training Concepts. These key concepts will be explored:

- Also known as jump or reactive training, form of exercise that uses explosive movements such as bounding, hopping, and jumping to develop muscular power.
- Plyometric training is type of training where individual reacts to the ground surface in such a way that they develop larger than normal ground forces that can then be used to project body with greater velocity or speed of movement.
- Reactive training refers to reaction stimulus clients encounter during plyometric training, which is ground surface in this case, therefore reactive and plyometric are used interchangeably.
- Individuals must possess adequate core strength, joint stability, and range of motion and have ability to balance efficiently before performing any plyometric exercises.

### Lesson 12 Speed, Agility, Quickness Training

This lesson focuses on Speed, Agility, Quickness Training. These key concepts will be explored:

- Similar to plyometric training. Speed is referred to distance covered divided by time. Agility refers to short bursts of movement that involve a change in direction, cadence, or speed. Quickness refers to the ability to react to stimulus and appropriately change the motion of the body.
- Enhances client's ability to accelerate, decelerate, and dynamically stabilize their entire body during higher-velocity acceleration and deceleration movements.

### Lesson 13 Resistance Training Concepts

This lesson focuses on Resistance Training Concepts. These key concepts will be explored:

- General Adaptation Syndrome
- Adaptive benefits of resistance training
- The general adaptation syndrome

- SAID Principle
- Adaptations for resistance training
- Resistance training systems
- Peripheral heart action system

#### Lesson 14 Integrated Program Design and the Optimum Performance Training(OPT) Model

This lesson focuses on Integrated Program Design and the Optimum Performance Training(OPT) Model. These key concepts will be explored:

- **Program Design – Purposeful system or plan put together to help an individual achieve a specific goal.** Provide a pathway to help clients achieve their health and fitness goals.
- Planned, systematic, periodized training program. Designed to concurrently improve all functional abilities, such as flexibility, core stabilization, balance, strength, power, and cardiorespiratory endurance.

#### Lesson 15 Introduction to Exercise Modalities

In this lesson students will become familiar with the different modalities such as:

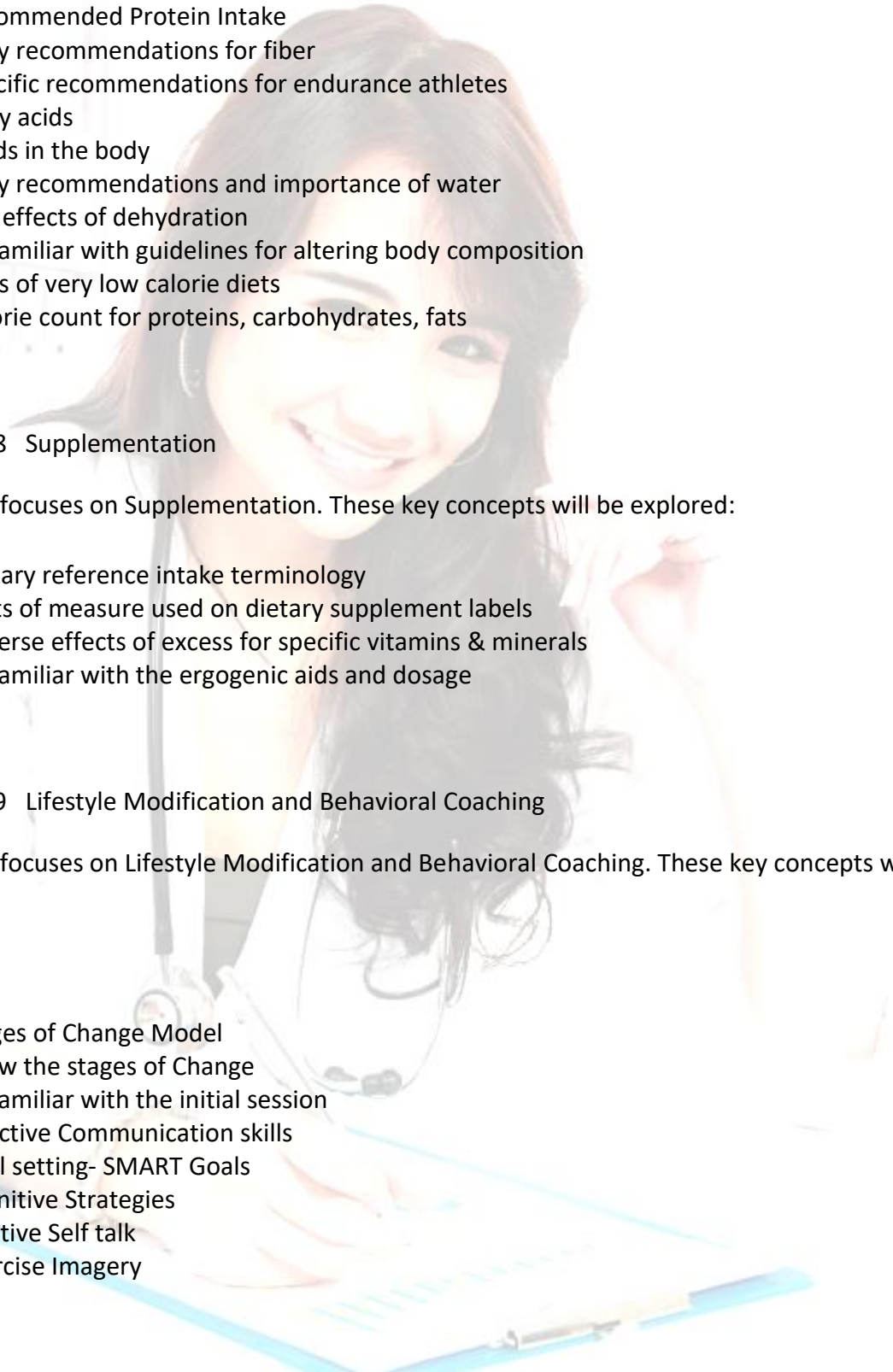
- Machines
- Free weights
- Bands and rubber tubing
- Cable Machines
- Medicine Ball
- Kettlebell
- Body weight training
- TRX suspension training
- BOSU

#### Lesson 16 Chronic Health Conditions and Physical or Functional Limitations

In this lesson there will be study of training guidelines and how to design a program for the special populations mentioned in this particular chapter.

#### Lesson 17 Nutrition

This lesson focuses on Nutrition. These key concepts will be explored:

- 
- Essential Amino Acids
  - Recommended Protein Intake
  - Daily recommendations for fiber
  - Specific recommendations for endurance athletes
  - Fatty acids
  - Lipids in the body
  - Daily recommendations and importance of water
  - The effects of dehydration
  - Be familiar with guidelines for altering body composition
  - Risks of very low calorie diets
  - Calorie count for proteins, carbohydrates, fats

### Lesson 18 Supplementation

This lesson focuses on Supplementation. These key concepts will be explored:

- Dietary reference intake terminology
- Units of measure used on dietary supplement labels
- Adverse effects of excess for specific vitamins & minerals
- Be familiar with the ergogenic aids and dosage

### Lesson 19 Lifestyle Modification and Behavioral Coaching

This lesson focuses on Lifestyle Modification and Behavioral Coaching. These key concepts will be explored:

- Stages of Change Model
- Know the stages of Change
- Be familiar with the initial session
- Effective Communication skills
- Goal setting- SMART Goals
- Cognitive Strategies
- Positive Self talk
- Exercise Imagery

### Lesson 20 Developing a Successful Personal Training Business

This lesson focuses on Developing a Successful Personal Training Business. These key concepts will be explored:

- Providing uncompromising customer service
- Know who your customers are
- Ten steps to success





## **Healthcare IT Technician Program (400 Clock Hours – 6 Months)**

### Program Description

The Healthcare IT Technician program will provide students with the knowledge and skills required to implement, deploy, and support Health IT systems in various clinical settings. Successful candidates will understand regulatory requirements, healthcare terminology/acronyms, and possess an understanding of practice workflow while adhering to code of conduct policies and security best practices.

### Program Objectives

- Define and describe concepts and terminology that are fundamental to your understanding of the use of IT in a healthcare environment.
- Describe the medical environment including its organization, stakeholders, and the most significant technologies.
- Leverage core medical concepts to describe the use of IT in the medical workplace.
- Review the essential elements of computing including hardware, software, networking, and change control.
- Review tools and techniques for solving IT problems in the medical workplace.
- Integrate security best practices into your daily Healthcare IT workflow.

### Course Breakdown & Lesson Descriptions

#### **1 - Healthcare IT Fundamentals**

This lesson focuses on Healthcare IT Fundamentals. These key concepts will be explored:

- Healthcare IT
- EMR/EHR Issues
- Stakeholders, Regulations, and Standards
- HIPAA Controls and Compliance
- 

#### **2 - The Medical Environment**

This lesson focuses on Medical Environment. These key concepts will be explored:

- Healthcare Organizations
- Medical Terminology, Equipment, and Software

- Medical Coding and Billing
- Medical Computer Interfaces

### 3 - Using IT in the Medical Workplace

This lesson focuses on Using IT in the Medical Workplace. These key concepts will be explored:

- Roles and Responsibilities
- Manage Communication and Ethics Issues
- Legal Best Practices, Requirements, and Documentation
- Medical Document Imaging
- Sanitation Management

### 4 - Healthcare IT Technical Components

This lesson focuses on Healthcare IT Technical Components. These key concepts will be explored:

- Computing Essentials
- Networking
- Manage Servers and Software
- Hardware Support

### 5 - Providing Medical IT Support

This lesson focuses on Providing Medical IT Support. These key concepts will be explored:

- Set Up a Workstation
- Troubleshoot Basic IT Issues
- Troubleshoot Medical IT Issues
- Implementation of an EMR/EHR System
- Change Control

### 6 – Security

This lesson focuses on **Security**. These key concepts will be explored:

- Manage Physical and Logical Security
- Implement Security Best Practices and Threat Mitigation Techniques
- Manage Remote Access
- Manage Wireless Security
- Perform Backups and Disaster Recovery

### 7- Career Opportunities

This lesson focuses on Career Opportunities for Healthcare It Technicians.

## Medical Technical Support Specialist Program (400 Clock Hours – 6 Months)

### Program Description:

In this course, students will acquire the essential skills and information needed to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic personal computer hardware and operating systems. The CompTIA A+ course benefits in two ways. Whether the student works or plans to work in a mobile or corporate environment where there is a high level of face-to-face customer interaction, where client communication and client training are important, or in an environment with limited customer interaction and an emphasis on hardware activities, this course provides the background knowledge and skills required to be a successful A+ technician.

**Program Objectives:** In this course, students will learn to install, upgrade, repair, configure, optimize, troubleshoot, and perform preventative maintenance on basic personal computer hardware and operating systems.

### Students will be able to:

- Identify the hardware components of a computer.
- Identify the operational procedures that should be followed by PC technicians.
- Identify and configure peripheral components.
- Manage system components.
- Identify the hardware and software requirements for custom client environments.
- Identify network technologies used to configure and maintain SOHO networks.
- Support laptops.
- Support printers.
- Implement concepts and techniques used to secure computing devices and environments.

### Course Breakdown & Lesson Descriptions

#### Introduction

In this introductory module, students will learn about the format of the training course, and our goal for building a community of A+ certified professionals. Students will learn about the history of CompTIA, the advantages of an A+ certification, the exam categories, and best practices to use when taking the CompTIA A+ certification exam at your testing center.

#### Introduction to Personal Computers

Students will make sense of the jumble of chips, cables, and fans inside of a computer, this training module is for you! We'll start the module with a tour of the outside of the computer, and then we'll take off the cover and

show you exactly what components you can expect to find on the inside of a computer. We'll finish up the module with a primer on the operation of computer systems.

### Safety and Tools

"Soft skill" requirements are new to the latest CompTIA A+ exam objectives. These skills may be considered relatively non-technical, but they comprise a set of capabilities that are important to the organizations that employ technical professionals.

### Motherboards

The motherboard is the heart of any personal computer. Every piece of a computer touches the motherboard, and the overall performance is directly related to the technologies embedded in the motherboard. In these videos you'll learn how a motherboard works, how to instantly identify the major components of a motherboard, and how to solve motherboard problems when they occur.

### Processors and CPUs

The CPU is the center of the personal computer universe, and these videos will help you understand everything you'll need to pass the CompTIA A+ exams.

### Memory

Memory technology is a mix of form factors, speed ratings, and installation challenges. In this chapter, you'll learn exactly how to identify, upgrade, and troubleshoot memory in today's modern personal computers.

### BIOS & CMOS

What really happens when you start your computer? In this chapter, we'll show you how the BIOS handles the most basic operations of your personal computer and how the CMOS stores all of your important configuration information. We'll also show you how to use VMware Player or Microsoft Virtual PC to create a test lab on your computer where you can test your BIOS changes without modifying your PC settings.

### Computer Storage

Computer storage systems are a myriad of drive formats, cable connections, and removable drives. As the capacity of hard drives continues to increase, it becomes even more important for the CompTIA A+ certified professional to be familiar with all aspects of personal computer storage.





## Computer Power

Power is an important part of every computer system in the world, and every CompTIA A+ certified professional should be able to understand, specify, and troubleshoot power problems in any environment.

## Computer Connectors

The personal computer has a large and diverse set of ports, connectors, and cables. The CompTIA A+ professional needs to recognize the most common ports and connectors and how to use and support each port.

## Adapter Cards

Adapter cards may be hidden inside of the personal computer, but it's easier than you may think to crack that case and begin upgrading your system! In these videos, we'll provide you with an overview of adapter card technology and show you how to install and troubleshoot a typical adapter card configuration.

## Cooling Systems

Proper personal computer cooling is important for maintaining the long-term availability of your important systems. This chapter provides a comprehensive overview of PC cooling and shows how you can easily install and monitor the health of your PC cooling systems.

## Input, Output & system Resources

The most basic operations of our personal computers involve inputting data, allocating system resources, and outputting the results.

## Printers & Scanners

The management of printers and scanners can be a challenging technical hurdle for even the most seasoned computing professional. Organizational productivity usually screeches to a grinding halt when the printer isn't working! In this series of CompTIA A+ training videos, we'll provide you with an introduction to printers and scanner technologies and take you through the process of selecting, installing, and supporting a printer and scanner.



## Laptop & Portable Devices

Personal computers don't just sit on a desk! Laptop and portable devices make up a majority of the mobile computing devices, and the CompTIA A+ certification includes these devices as part of the exam requirements.

## Operating Systems

CompTIA A+ Professionals spend a great deal of their time working with PC operating systems. This chapter provides an overview of Microsoft Windows and discusses best practices for planning Windows upgrades and installations.

## Disks & Files

Disk partitioning and file systems are fundamental to every operating system. This chapter focuses on the configuration of disk partitions, the implementation of RAID, and the ongoing management of files and disks in Microsoft Windows.

## Diagnosing and Troubleshooting

The true test of a CompTIA A+ certified professional is when things begin to go bad. In this chapter, we'll show you how to recover the Windows operating system, deal with errors, and run diagnostics programs and command line utilities.

## Networking

The network has become an important part of every personal computer system, and the CompTIA A+ exam requires an understanding of the administration and use of networked devices and resources.

## Security

Managing network, application, and system security is rapidly expanding to all parts of the organization. In this chapter, you'll learn how today's security requirements are addressed by CompTIA A+ certified professionals.