

Craven Community College

Health Sciences

Medical Assisting

Student Handbook

2026-2027

Revised

5/13	5/14	5/15	5/16	8/16	4/17	6/17	7/17	2/18	4/18	7/19	8/20	7/21	9/21	7/22	5/23
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Dear Student:

The faculty and staff at Craven Community College would like to welcome you in the Medical Assisting Program.

This program is designed to prepare you for employment in a variety of positions including, but not limited to medical offices, health maintenance organizations and health departments.

It is the responsibility of each MA student to review the handbook independently and to refer to it as needed during his/her enrollment. This handbook is designed to provide general information that is appropriate to the MA program. Please read the handbook, cover to cover, retain it for future reference and submit all required forms by the date set for each form.

This handbook supplements the policies and procedures adopted by the CCC Board of Trustees. In the event of any conflict between a BOT policy and any policy of provision of this handbook, the BOT policies shall be construed as setting forth the minimum expectations, rule or procedure applicable. In other words, some components of the policies set forth in this handbook may impose greater obligations, expectations or responsibilities on students in the MA program than are generally applicable to other students. In the event a student has a question or concern regarding inconsistencies in these policies, they should direct them to the program director. The program director may confer with the Dean of Health Programs, Associate Vice-President of Instruction and other administrative officials to resolve any such issue or conflict.

All statements in the medical assisting student handbook are announcements of present MA program policies and are subject to change at any time. While every effort will be made to give notice of any changes in the program's policies, such is not guaranteed nor required.

We are excited that you have chosen Craven Community College's program, and we wish you much success.

Sincerely,

Alexa S. Tarplee, CMA (AAMA), CPhT, AAS
Director, Medical Assisting

1. Welcome and Program Introduction

1.1 Mission, Vision and Program Philosophy

A. Mission Statement

The Medical Assisting Program is committed to preparing competent, compassionate, and ethical entry-level medical assistants who meet the healthcare needs of diverse communities. Through high-quality instruction, hands-on laboratory experiences, clinical education, and student-centered support, the program promotes academic excellence, professionalism, lifelong learning, and service to others.

B. Vision Statement

The Medical Assisting Program strives to be a leader in allied health education by developing skilled healthcare professionals who are recognized for their clinical competence, professionalism, adaptability, and commitment to improving patient care and community health.

C. Program Values

The Medical Assisting Program is guided by the following core values:

a. Student Success

We foster an inclusive learning environment that supports student achievement, personal growth, and professional development.

b. Excellence

We maintain high academic, clinical, and ethical standards that promote quality healthcare practice.

c. Integrity

We encourage honesty, accountability, confidentiality, and ethical decision-making in all aspects of learning and patient care.

d. Compassion

We promote empathy, respect, and cultural sensitivity when serving patients, families, and communities.

e. Professionalism

We prepare students to demonstrate responsibility, teamwork, effective communication, and leadership within the healthcare environment.

f. Lifelong Learning

We encourage continuous professional growth and the pursuit of knowledge to meet evolving healthcare needs.

g. Service

We value community engagement and a commitment to improving the health and well-being of those we serve.

h. Diversity and Inclusion

We respect and celebrate the unique backgrounds, experiences, and perspectives of all individuals and strive to provide equitable healthcare and educational opportunities.

1.2 Program Philosophy Statement

The Medical Assisting Program believes that learning is a collaborative process that integrates theoretical knowledge, technical skills, critical thinking, and professional behaviors. Through classroom instruction, laboratory practice, and clinical experiences, students develop the competencies necessary to deliver safe, effective, and patient-centered care. The program is dedicated to cultivating healthcare professionals who contribute positively to the medical community and uphold the highest standards of the medical assisting profession.

1.3 Accreditations

Craven Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award associate degrees. Craven Community College also may offer credentials such as certificates and diplomas at approved degree levels. Questions about the accreditation of Craven Community College may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097, by calling (404) 679-4500, or by using information available on SACSCOC's website (www.sacscoc.org).

The Commission on Accreditation of Allied Health Education Programs (CAAHEP) accredits the Craven Community College Medical Assisting Diploma Program upon recommendation of the Medical Assisting Education Review Board (MAERB). CAAHEP web site: www.caahep.org. CAAHEP address: CAAHEP address 9355 - 113th St. N. #7709, Seminole, FL 33775. Phone: 727-210-2350

1.4 Contact Information

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2. Program Overview

2.1 Description of Medical Assisting Profession

Medical assistants typically do the following:

- Interview patients and record their medical history
- Measure patients' vital signs
- Help physicians with patient examinations
- Give patients injections or medications as directed by physicians and as permitted by state law
- Schedule patient appointments
- Collect and prepare samples of blood and other specimens for laboratory tests
- Enter patient information, such as their vital signs and test results, into medical records
- Maintain inventory of medical and office supplies

Medical assistants often focus on either clinical or administrative tasks, although some do both. Their primary clinical tasks involve taking and recording patients' personal information and medical history. Other tasks that assistants are allowed to do vary by state and may include performing basic laboratory tests, disposing of contaminated supplies, and sterilizing medical instruments. Some assistants have additional responsibilities, such as instructing patients about medications or drawing blood.

Medical assistants may have a range of administrative tasks. They help patients understand and receive their insurance coverage, such as by completing forms, coding information, and contacting companies about billing. They also inventory, order, and restock medical and office supplies; answer telephones; and schedule appointments.

Some medical assistants specialize according to the type of medical practice in which they work. For example, medical assistants who help ophthalmologists and optometrists show patients how to insert, remove, and care for contact lenses.

Medical assistants must adhere to confidentiality standards when working with patients and patient information.

Medical assistants should not be confused with other healthcare occupations that may have similar titles or duties. For example, both medical assistants and physician assistants work under the direction of physicians; however, physician assistants practice medicine and can prescribe medication under a physician's supervision.

Source: Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook*, Medical Assistants, at <https://www.bls.gov/ooh/healthcare/medical-assistants.htm> (visited July 20, 2026).

2.2 Program Goals/Objectives

Upon completion of the objectives, the student will meet the requirements for a diploma as a Medical Assistant and will be prepared for the following:

- Perform administrative duties to include answering telephones, greet patients, update and file medical records, fill out insurance forms, handle correspondence, schedule appointments, arrange for hospital admissions, laboratory services admissions and handle basic bookkeeping.
- Apply basic knowledge of medical assisting processes and concepts of health and illness when implementing medical care.
- Perform clinical duties to include take patient medical history, vital signs, explain treatments, prepare patients for examinations, assist provider during a procedure, collect lab specimens, basic lab testing, dispose of contaminated supplies, sterilize medical instruments, prepare and administer medications, authorize medication refills as directed, prepare patients for x-ray, perform EKGs and remove sutures/staples.
- Demonstrate knowledge of the Medical Assisting code of ethics and basic skills applying ethical/legal principles in the delivery of care.
- Assume responsibility for continued career development as related to expanding knowledge based on a changing health care system.
- Apply for and pass the AAMA national certification examination on first attempt.
- Qualify for employment in a variety of healthcare settings.

2.3 Minimum Expectations

The following goals have been established for Craven's Medical Assisting program and are considered the minimum expectations:

"To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains."

2.4 Technical Standards

Certain functional abilities are essential for the delivery of safe, effective medical care during lab and practicum experience activities. The Medical Assisting faculty, utilizing clinical site standards, has determined that certain technical standards are requisite for progression and graduation from the Medical Assisting program.

The students must be able to:

1. Walk, stand for long periods of time, stoop, reach, lift, and bend.
2. Lift, turn, support, move, position and transport patients of all weights and ages (newborns, pediatrics, adolescents, adults, and geriatrics).
3. Access to all patient examination tables and to respond immediately to an emergency anywhere in the facility.
4. Reach for, finger and handle records/reports in keying of data into a computer or EHR.
5. Use manual dexterity to render patient care.
6. See and fully communicate (both orally and written) with patients, doctors, and other employees either in person or over the telephone.
7. Work effectively with others demonstrating tact, discretion, and diplomacy. Must be able to maintain calm, effective, and accurate performance in stressful situations.
8. Follow directions and perform assigned activities.
9. Work around blood and bodily fluids, and potentially infectious organisms.

Upon admission, a candidate who discloses a disability and requests accommodation will be asked to provide documentation of his or her disability for the purpose of determining appropriate accommodations, including modification to the program. The College will provide reasonable accommodations but is not required to make modification that would substantially alter the nature or requirements of the program or provide auxiliary aids that present an undue burden to the College. To continue in the curriculum, the candidate must be able to perform all the essential functions outlined in the Technical Standards either with or without accommodation.

2.5 Program Competencies

The Medical Assisting Program utilizes the current Medical Assisting Education Review Board (MAERB) Core Curriculum, which establishes entry-level competencies within three learning domains: Cognitive (knowledge), Psychomotor (skills), and Affective (behavior). These competencies serve as the foundation for curriculum development, instruction, and student assessment throughout the program.

Cognitive competencies are evaluated through course assignments, examinations, quizzes, projects, case studies, and other learning activities designed to measure student knowledge and critical thinking. The Program Director, in collaboration with faculty, selects the specific cognitive competencies to be assessed within each course based on the content, objectives, and learning outcomes of the curriculum.

Psychomotor and affective competencies are assessed through laboratory activities, skills check-offs, simulated clinical experiences, clinical practicum experiences, and direct faculty observation. In accordance with program standards, 100% of the required psychomotor and affective competencies must be assessed and successfully completed by each student prior to program completion. The Program Director determines the course and learning activity in which each competency is evaluated based on the area of study and the point within the curriculum where the competency most appropriately aligns with course content and instructional objectives.

Students are responsible for demonstrating competency at the established level of proficiency for all required psychomotor and affective objectives. Documentation of competency achievement is maintained as part of the student's educational record and serves as evidence of successful progression through the Medical Assisting Program

2.6 Criteria for Successful Completion of Curriculum Segments

A. Criteria for Successful Completion of Didactic Courses

To successfully complete each didactic (classroom) course, students must:

1. Earn a minimum course grade of B (80%) or higher.
2. Complete all required assignments, examinations, projects, and learning activities.
3. Demonstrate achievement of course learning outcomes.
4. Adhere to program and college attendance policies.
5. Maintain standards of academic integrity and professionalism.

Students earning below a B in a required Medical Assisting course must successfully repeat the course in accordance with institutional policies before progressing.

B. Criteria for Successful Completion of Laboratory Courses

To successfully complete laboratory courses, students must:

1. Earn a minimum course grade of B (80%) or higher.
2. Successfully demonstrate all required psychomotor and affective competencies.
3. Complete all laboratory activities and skill validations.
4. Follow safety procedures and infection control practices.
5. Demonstrate professional behavior in the laboratory setting.

Students who fail to demonstrate competency in required skills may be required to complete remediation and reassessment according to program policy.

2.7 Career Opportunities

Medical assistants perform administrative and clinical tasks to keep the offices of health practitioners running smoothly.

Medical assistants held about 811,000 jobs in 2024. The largest employers of medical assistants were as follows:

Offices of physicians	57%
Hospitals; state, local, and private	17
Outpatient care centers	10

Some medical assistants spend a lot of time standing or walking as they visit patients. Others sit at a computer for much of the day to work on administrative tasks.

Work Schedules: Most medical assistants work full-time. Some work evening, weekend, or holiday shifts in medical facilities that are open around the clock.

2.8 Professional Organizations

A. Major Organizations and Credentials

- AAMA: Offers the Certified Medical Assistant CMA (AAMA) credential
- AMT: Issues the Registered Medical Assistant (RMA) credential
- NHA: Provides the Certified Clinical Medical Assistant (CCMA) credential

B. Key Benefits

- Certifications: Exams test clinical and administrative skills.
- Education: Continuing education units (CEUs) help professionals keep their credentials active.
- Advocacy: Groups work at state and national levels to support laws favorable to medical assistants.

3. Admissions and Enrollment

3.1 Admissions Requirements

Admission Requirements with worksheets can be found at www.cravencc.edu. Applications for program admission are accepted year-round for entry each fall (August). Students are strongly encouraged to apply early to secure a seat in the program, provided all admission requirements are met.

Early acceptance may be granted to applicants who submit all required materials and meet eligibility criteria ahead of the deadline. Applying early also allows students to register for approved general education or support courses in advance, which can help reduce the academic load during a future semester.

Students considering taking courses early should consult with the Admissions and Advising Coordinator. Adjusting the number of required contact hours in each semester may affect financial aid eligibility, and guidance is necessary to prevent unintended changes to financial assistance.

All applications must be submitted online.

To be considered a “qualified applicant” for the medical assisting program, one must meet the minimum academic requirements listed below:

1. Must be a graduate of an accredited/registered high school or a recognized equivalency, such as a GED.
2. Complete and apply for general admission to Craven Community College as well as an application to the Medical Assisting program. All applicants must complete an online Medical Assisting program during the opening application dates even if currently enrolled at Craven Community College or have made previous applications to the Medical Assisting program.

3. Provide official high school or GED transcript with graduation or GED certification date. Official transcripts must be mailed or hand delivered to the admissions office in the original, sealed envelope from the awarding institution or agency. Faxed transcripts are NOT accepted.
4. Provide official transcripts from all previous college(s). Official transcripts must be mailed or hand delivered to the admissions office in the original, sealed envelope from the awarding institution or agency. Faxed transcripts are NOT accepted.
5. A student must achieve a minimum of "C" grade on each relevant general education CCC or transfer course. Only grades of "C" or better will be accepted for point earning, transfer purposes, and program completion on general education courses. Only grades of "B" or better will be accepted for point earning, transfer purposes, and program completion on core(MED) program courses.
6. Complete all developmental requisites to be eligible for ENG 111.
7. Complete all developmental requisites to be eligible for MAT 110 and BIO 163.
8. Have a 2.5 GPA or higher.

3.2 Formal Entrance into the Medical Assisting Program

An applicant is considered to have achieved formal entrance into the Medical Assisting Program upon receiving an official offer of admission and accepting a designated seat in either the Day or Night Medical Assisting cohort for the upcoming August program start.

To be eligible for formal entrance, applicants must:

1. Meet all published College general admission and Medical Assisting Program admission requirements.
2. Submit all required applications, transcripts, and supporting documentation by the established deadline.
3. Meet all required course completion and grade requirements as outlined in the program admission criteria.
4. Be selected through the competitive ranking process when the number of qualified applicants exceeds available seats.

The Medical Assisting Program admits a maximum of 30 students annually, consisting of:

- 15 students in the Day Cohort, and
- 15 students in the Night Cohort.

The admission cohort is defined as all applicants who have met the admission requirements, have been officially accepted into the program, and have secured a seat in the Day or Night cohort beginning the program in August of a given admission year. Applicants who meet minimum admission requirements but are not selected for an available cohort seat are not considered to have formally entered the program.

3.3 Health Requirements

- Included within the physical examination is a statement by the applicant's physician, physician assistant, or nurse practitioner, "based on my assessment of this student's physical and emotional health, he/she appears to be able to participate in the activities of a health profession in a clinical setting and provide safe care to the public." The medical results are reviewed prior to the candidate's participation in the clinical areas. Any applicant or student will be required to follow up on any significant findings or discrepancies identified on the physical exam.
- Immunizations are required for health program students. This procedure may be hazardous in the event of pregnancy. A doctor should be consulted if immunization is necessary. Immunizations may be waived with a document signed by a physician, physician assistant, or nurse practitioner stating medical reasons.
- Immunizations must be current or the student will not be allowed in the practicum setting. Absences for delinquency in maintaining current immunizations will not be excused.
- Emotional Health is defined as reacting appropriately to stressful situations, coping with everyday environmental stresses with little difficulty, using healthy coping mechanisms, and understanding one's own ability to cope with stressful situations. Assessment of the emotional health of an applicant is made using physical examinations, personal conferences, references, and letters from mental health care providers if intensive therapy is in progress or has occurred, and psychological evaluations if necessary.
- An applicant who has had an existing problem(s) (physical or emotional) must provide certification from a physician that the condition(s) is/are stable and the student is able to participate fully in the program. A plan of treatment for said condition(s) is to be in the applicant's file in the Medical Assistant Program Director's Office, which is kept in a locked file drawer.
- A physical examination must be submitted by published due date. This exam must have been completed within the year prior to enrollment.

3.4 Immunization Requirements

a) Tuberculosis

- Baseline TB Risk Assessment and Symptom Screening

TST *Tests (document results in mm induration) – within 12 months of program start OR TB IGRA Blood Test (within 12 months of program start).

*Past positive (+) TST: must have documentation of negative CXR since date of +TST; symptom screening to be performed annually by healthcare provider and resubmitted each year thereafter while enrolled in health programs

Note: A chest x-ray must be completed (within the previous 6 months) by any student who has been identified as having positive TB test reaction, has received the BCG vaccine and has a positive skin test, or is considered a sero-converter.

b) Measles, Mumps and Rubella (each component) - proof of immunization x 2 or positive titer. NOTE: History of disease is not adequate.

c) Hepatitis B (HBV) immunizations (series must be started prior to September 1);

- Energix-B or Recombivax B 3 doses or
- Hepilisav-B 2 doses 4 weeks apart or
- Positive titer (results must include reference range)
- For declination or waiver, a copy must be on file at the school and/or be approved by the facility or agency)

e) Tetanus immunization – 1 dose Tdap – thereafter TD booster within the last 10 years.

f). Varicella (chicken pox) proof of immunization x 2 or positive titer. NOTE: History of disease is not adequate.

g). Influenza vaccinations are NOT required but recommended.

h). COVID vaccinations and boosters. Currently, COVID vaccinations are not required for students to enter the clinical practicum. This requirement is subject to change depending on the National Institute of Health's recommendations and the decision of the clinical sites. If the requirement changes, students in a health profession program are required to have the vaccine and show proof of the vaccine.

- Medical/Religious Exemption: Students who cannot be vaccinated for COVID-19 because of a medical reason or religious belief may request an exemption through the MA Program Director of the College. Exemptions or reasonable accommodation are not guaranteed. Personal and philosophical reasons for not getting vaccinated are insufficient, and requests of this nature will be denied. Individuals who wish to submit a medical exemption must provide a letter from either their MD, NP or PA that states administration of COVID-19 vaccine is likely to be detrimental to the individual's health. For religious exemption, students must state in writing how this vaccine conflicts with his/her/their religious belief.
- Falsifying Vaccination Records: As you may have read, there have been instances of people submitting falsified vaccination records to various institutions. This is fraud. We will be checking the veracity of any card that appears suspicious, and submission of a falsified card will result in disciplinary action. All immunization must be documented prior to your practicum.
- PLEASE BE ADVISED that, while the college will make a reasonable effort to place you in a clinical facility, placement cannot be guaranteed considering an un-immunized status. If placement cannot be secured, then you will be unable to complete the program's clinical requirement. Thus, you will be unable to progress and will fail out of the program.

3.5 CPR/First Aid

If accepted to the program, CPR/First Aids certification must be completed by the published date and maintained through the completion of practicum. The course must be an American Heart Association Basic Life Support (BLS) for Healthcare Provider. The cost of obtaining and maintaining a current CPR certification is the responsibility of the student; it is not covered in the program tuition or by financial aid. CPR/First Aid courses will be taught as part of MED 140 in the spring semester. Online courses and American Red Cross courses do not meet the criteria.

Documentation in the form an AHA BLS certification card (usually emailed to you at the completion of the class) must be presented to the program director. CPR certification must remain current while enrolled in the program.

NOTE: Students without a current CPR certification will not be allowed in the clinical practicum. Absences for delinquency in maintaining current CPR will not be excused, leading to release from the program. Students may reapply in accordance with the readmission policy.

3.6 Criminal Background Check and Drug Screening

Medical Assisting students will be required to have a criminal background check and a drug screen completed by the published date. By applying for admission to the Medical Assisting program, a student consents to drug and alcohol screening and criminal background checks. Practicum sites have the right to deny student access based on criminal background check or drug testing results. The inability to complete the practicum portion of the curriculum will prevent the student from progressing within the program. Complo, performs background check, drug screen and monitoring of vaccinations.

CCC does not guarantee the admission of any student to any practicum facility. A student's acceptance, participation and continuation at any practicum site are always subject to the approval and consent of the practicum site. Students must be able to attend and progress in the assigned practicum site. Alternate assignments will not be made because of inability to progress in an assigned practicum setting. For these reasons, all Medical Assisting students must understand that it is critical that they comply with all policies and procedures of these practicum sites and that they must satisfactorily perform and conduct themselves at any practicum site. Students are under a continuing obligation to supplement the information provided to CCC and any practicum facility concerning background checks, criminal history or convictions or any other background information. Failure to promptly provide updated or corrected information may be cause for removal from a practicum facility and/or from the Medical Assisting program.

Note: The criminal background check is national. Some states require a social security number to be supplied. In the event a prospective student does not have a social security number, that student will have to work directly with the vendor to determine if the criminal background check can be completed based on their individual circumstance. The inability to complete a criminal background check will prevent the student from participating in the practicum component of the program. This situation will prevent progression and success within the program.

3.7 Transfer Student and Credits

1. Applications for Transfer Admission into the Medical Assisting program will be accepted on a year-round basis. Students should consult with the Medical Assisting Program Director regarding medical assisting course transfer credit and with the Registrar's Office regarding general education course transfer credit. Selection for transfer admission will be based on meeting all admission criteria and is subject to space availability.
2. Course Transferability
 - a. General education course transferability is determined by the Records Office.

- b. Medical Assisting course transferability is determined by the Medical Assisting Program Director and the Dean of Health Programs.
- c. Medical Assisting courses must be no more than two (2) years old.
- d. All MED courses must reflect a minimum grade of "B" or better. It is the student's responsibility to provide official documentation from the prior college that this requirement is met.
- e. Letter of recommendation from medical assisting instructor or program director who most recently supervised applicant by the selected date.
- f. The student must have been enrolled in a Medical Assisting program within two years immediately preceding transfer to CCC's Medical Assisting program.
- g. The student must meet all curriculum requirements at the time of admission.
- h. The student must meet all admission requirements and provide appropriate documentation.
- i. The student must provide physical exam records, CPR documentation, obtain liability insurance, complete a criminal background check and drug screen.
- j. Documentation that all psychomotor and affective competencies included in the course were each successfully completed.
- k. Final course grade in required non-medical assisting course is "C" or better.
- l. Final course grade in required medical assisting course is "B" or better.
- m. Transfer of credit WILL NOT be granted for experiential learning.
- n. Transfer of credit WILL NOT be granted for cooperative education or work-based learning.
- o. The program is not required to accept any re-admission applicants and the number of slots, if any, filled by transfer students, is at the discretion of the medical assisting program director.

3.8 Readmission (Re-entry)

Students who are unsuccessful anytime may re-apply, one time, to the program. Applicants would have to complete the admission process and be selected for the program. The program is not required to accept any re-admission applicants and the number of slots, if any, filled by readmitted students, is at the discretion of the medical assisting program director.

1. Readmission applicants are considered on an individual basis. Students applying for readmission will be rank ordered based on their academic performance and those students with the highest GPAs will be considered on a space basis with the final decision of readmission at the discretion of the medical assisting program director.
2. Any former medical assisting student from CCC or any other medical assisting program desiring readmission must complete the following items which will be used in consideration of their readmission application:

- a. Meet the current admission requirements and procedures required of all Medical Assisting applicants by the designated date.
- b. Submit a detailed, professionally written letter with their application to the Program Director of the program stating:
 - a. The reasons for previous withdrawal or dismissal from the program
 - b. The reasons he/she desires to be re-admitted
 - c. The circumstances that have changed indicate that the applicant would successfully complete his/her Medical Assisting education at this time
- c. Have a pre-admission conference with the Program Director.
- d. Repeat any medical assisting program courses not completed within the previous two years. The admission re-entry point will be determined by the Program Director.
- e. Demonstrate competency of certain knowledge, skills, and medication calculations appropriate for the point of re-entry to the program at the Program Director's request.
- f. Submit physical exams if records on file are more than one year old. Submit updated CPR, immunization records, and an updated criminal background check with drug screen using designated vendor chosen by the program.

4. Academic Policies

4.1 Grading System

Letter Grading System Used by the Medical Assisting Program		
Letter	Numeric Equivalent	Quality Points
A	90-100	4
B	80-89	3
C (unable to progress) – MED courses	70-79	2
D (unable to progress)	60-69	1
F	Below 60	0
W	Withdraw	0
I	Incomplete	0
AU	Audit	N/A

4.2 Academic Standards

Students may not take Medical Assisting courses out of sequence and must comply with all departmental policies. General education courses may be taken prior to enrollment in the medical assisting courses.

A 2.5 is the minimum cumulative grade point average required for progression within the medical assisting program. Any student who falls below the requirement of an “80” average at any point during the semester will be required to: 1) meet with the instructor of the course to discuss an action plan, 2) review material and/or assignments one-on-one with the instructor, 3) complete remediation assignments as directed by the instructor (may include additional/alternate lab sections of the course to review material and remediate skills).

****Medical Assisting students MUST earn an “A” or “B” in all core medical assisting (MED) courses. Students who do not earn an “A” or “B” in a MED core course the student will be dismissed from the program**.**

****For all required support courses (general education) within the Medical Assisting curriculum, a minimum grade of “C” must be obtained to progress through the Medical Assisting program****

All students who successfully complete the required courses will be eligible to apply for a diploma or associate degree in Medical Assisting.

4.3 Attendance Requirements

Students are expected to be in class on time and are expected to attend all classes, laboratory periods and clinical sessions. In non-MED classes, a student must attend a minimum of 80 percent of total class hours, laboratory hours, and clinical and shop sessions for each course to receive a passing grade. Any three tardies in a single course will constitute one class hour of absence.

- Moodle: Students are expected to check Moodle announcements and college provided email accounts on a regular basis for any updates from faculty.
- Classroom and Laboratory Sessions: Students are expected to be in class on time and attend the entire class and/or lab session. A student in a MED class must attend a minimum of 80% of class and 80% of lab. Any three (3) instances of tardiness in each class will constitute one hour of absence. A tardy is defined as arriving to class 1-14 minutes after scheduled instruction time has begun. The clock in the classroom or lab will be the reference for time.

4.4 Tardiness Policy

Anyone arriving later than 15 minutes after scheduled instruction time has begun will be counted absent for the class. Students leaving class or lab early will be counted absent for any missed time. Students will be automatically withdrawn from the course(s) when absent for more than 20 percent of the class or lab if prior to the last date for withdrawal; if after the withdrawal date a “D” will be assigned as the course grade and will result in dismissal from the program.

4.5 Excused Absences

Excused absences include but are not inclusive of:

1. You or your child is sick as documented by a doctor’s note.
2. A death in the family that is documented by a clergy member, funeral home or death certificate.
3. A graduation in your immediate family (mother, father, son, daughter, brother, sister, husband or wife) that is documented with a graduation program or letter from the school.
4. You have a court date that cannot be changed and you provide a copy of the summons.

5. Arrangements for making up an exam for a graduation or court date must be made in advance with the instructor.
6. Excused absences are at the discretion of the instructor.

4.6 Assignment Submission Expectations

See course syllabi, supporting handouts, rubrics, and Moodle announcements for individual course requirements related to the submission of written assignments for class and lab. Submission of late assignments will not be accepted unless there are extenuating circumstances and only after approved by the instructor at his/her discretion. Students must contact the instructor prior to the due date of the assignment if they see they are going to miss it and if they have extenuating circumstances. Students who are unable to contact the instructor prior to the due date must contact the instructor within 24 hours after the due date and provide written documentation for review by the instructor for approval to receive an extension. Please remember, any circumstance that is not a college approved excuse, must be provided in writing to the instructor within 24 hours of the missed assignment, otherwise, it will be unexcused and zero will be posted in the gradebook. Each situation will be evaluated on a case-by-case basis and again is at the discretion of the instructor and/or Program Director.

In addition, unless specifically designated by the instructor a group assignment, projects, or papers, **all assignments** must be completed individually. Please review Academic Integrity policies in the Craven Community College Student Handbook.

4.7 Examination Policy

The Medical Assisting program will not use performance on any single assessment or exam as a determinant of success/promotion in any course. This will include external or internal examinations/assessments.

Students are responsible for taking tests as scheduled. All tests will be posted in advance and taken in Moodle for online courses or in class time for hybrid and seated courses. Students may be absent for one test during a course if there are extenuating circumstances (illness, military duty, death of an immediate family member) and documentation is provided. Students should notify the instructor prior to class. Failure to inform the instructor prior to class may result in the test being unavailable for make-up and a grade of "0" for that test. Any student taking a make-up test may receive a different test. Students should contact the testing center for hours of operation to ensure there will be adequate time to complete the test before closing.

Students are to enter the classroom on time. Students arriving late for a test will not be permitted entrance if any student has already completed the test. Students who arrive late for a test will not be allowed extra time.

Prior to the beginning of the test, students will be required to deposit all materials - books, bags, bags, outerwear (hats, hoodies, coats), purses, cell phones, Apple or smart watches or other electronic devices at the front of the room. Cell phones must be turned off – not to vibrate. Students may only have pens, computers, calculator, scratch paper and an unlabeled bottle on the desktop. Computer testing devices, calculators and scratch paper will be provided by the instructor and be collected, as the students exist in the classroom.

If in-class testing is computerized, students are to only use the Chrome Books provided by the instructor. Students will be allowed to log in to the computer but may not open the test prior to receiving instructions to do so. Once logged into the computer, the student may not do any last-minute studying. Regardless of testing method, students will not be allowed to make any queries related to individual test questions during testing. If

computer issues arise, students may raise their hands, and the instructor will assess the issue. **Students may not access other web pages during the testing period, even if their individual test is complete. Any student caught on any web page other than the current test will be given a zero (0) for the test and may be dismissed from the medical assisting program. No exceptions.**

Test grades will be posted only after a detailed analysis is completed. Students will then be allowed to review their test during a group test review or by making an appointment with their instructor. Each test may be reviewed only once and will be made available for review only until the next test is administered. Students are not allowed to bring any items into test review. This includes book bags, watches, cell phones, or electronic devices. Students should follow the same requirements as for a testing situation.

The final exam for the course will not be available for review.

Any challenge of a test question must be done in writing within (5) class days of the review. Students must submit the challenge in writing and provide rationales as well as citations from course-required materials as evidence via email to the instructor.

4.8 Make-up Work

All work must be submitted by the due date. No make-up work will be accepted. Technical issues are not valid excuses for missing assignments, discussion forums, or tests unless caused by CCC servers. Documentation of an emergency may be considered for exceptions.

Each situation will be evaluated separately, and it is as the discretion of the instructor to grant or deny the extension request. If an extension is approved, the student will be given a 3-day window to complete the missing assignment or test. If the assignment or test is not completed and submitted by the extension due date, a zero will be posted in the gradebook and any further extensions will not be granted.

4.9 Dosage Calculations

Introduction to dosage calculations will be covered in MED 140, MED 150, and MED 272. Dosage calculation quizzes will be a required component of these courses. Students are responsible for studying and practicing the concepts taught. There will be milestone dosage calculation quizzes throughout the semester to demonstrate continued clinical competency regarding safe medication administration.

Students must obtain 90% on each dosage calculation section. Students will not be able to progress through the quizzes until 90% is obtained on the previous quiz. All **work must be written out.**

Those who do not score 90% will be required to complete a remediation plan and will be required to retest in the Testing Center within one week. Failure to complete the required remediation will result in an inability to retest.

Students who do not score 90% on the retest will be required to meet with the course faculty for remediation, will update their remediation plan, and will have one *final* opportunity to retest. Failure to meet with the faculty and to complete the required remediation will result in an inability to retest.

Failure to score 90% by the third attempt will result in an automatic withdrawal from the course. The score on the dosage calculation test does not contribute to the course grade but will count as a course attempt.

It is the students' responsibility to ensure that they feel prepared to retest. If after initial remediation, students still feel a concept is unclear, they should seek additional remediation before testing.

4.10 Strategies for Success

1. The Strategic Plan for Success is an intervention for assisting students in meeting learning outcomes.
2. When a student earns an unsuccessful grade (unsatisfactory or less than 80), a Craven Community College Medical Assisting Student Strategic Plan for Success may be initiated. **Note:** Issues that generate a strategic plan include, but are not limited to, unpreparedness for clinical experience, unsafe clinical practice, deficits in professional demeanor, low test scores, and classroom grades which are less than 80%.
3. The individualized plan can remain in effect up to the end of the curriculum program for the student.
4. Strategies will be specific to the individual needs of the student but may include, for example, use of specific resources, focused practice in skills sets or other strategies to improve academic and lab performance.

4.11 Course Withdrawals

After registration, students may withdraw from a course through the last day listed to withdraw on the Academic Calendar. Withdrawal from a course may affect financial aid awards, but it does not affect a student's grade point average.

A student should first speak with the instructor and an academic advisor to see if there is any way to remain in the course. If not, the student must submit the request via email to their academic advisor or to advise@cravencc.edu.

5.1 Professional Conduct and Expectations Dismissal from Program

5.1 Professional Behavior Standards

Students enrolled in the Medical Assisting Program are expected to conduct themselves in a manner consistent with the ethical, professional, and behavioral standards of the healthcare profession. Professional behavior is essential to providing safe, effective, and patient-centered care and is expected in the classroom, laboratory, clinical setting, and all program-related activities.

Students are expected to demonstrate the following professional behaviors:

1. Responsibility and Accountability

Students shall:

- Accept responsibility for their actions and decisions.
- Complete assignments, clinical requirements, and program obligations in a timely manner.
- Arrive prepared and on time for classes, laboratories, and clinical experiences.
- Follow program, practicum, and college policies and procedures.
- Accept constructive feedback and use it for professional growth.

2. Respect and Courtesy

Students shall:

- Treat patients, peers, faculty, staff, clinical personnel, and visitors with dignity, respect, and courtesy.
- Demonstrate cultural sensitivity and respect for diverse backgrounds, beliefs, and perspectives.
- Refrain from disruptive, disrespectful, or discriminatory behavior.

3. Communication

Students shall:

- Communicate professionally in verbal, written, and electronic formats.
- Use respectful language and maintain appropriate tone and demeanor.
- Demonstrate active listening skills and respond appropriately to others.
- Follow professional standards when using email, learning management systems, and other electronic communication platforms.

4. Integrity and Ethical Conduct

Students shall:

- Demonstrate honesty in all academic and clinical activities.
- Uphold confidentiality and privacy in accordance with HIPAA and other applicable regulations.
- Refrain from cheating, plagiarism, falsification of records, or misrepresentation of information.
- Adhere to the ethical standards of the medical assisting profession.

5. Teamwork and Collaboration

Students shall:

- Work cooperatively with faculty, classmates, healthcare professionals, and patients.
- Contribute positively to team activities and group learning experiences.
- Demonstrate respect for the roles and responsibilities of other healthcare professionals.

6. Patient-Centered Care

Students shall:

- Demonstrate compassion, empathy, and respect for all patients.
- Always maintain patient dignity and confidentiality.
- Provide care that reflects professionalism, cultural awareness, and sensitivity to individual needs.

7. Safety and Compliance

Students shall:

- Follow established safety procedures in classroom, laboratory, and practicum settings.
- Use equipment and supplies appropriately.
- Immediately report incidents, injuries, errors, or safety concerns to appropriate faculty or clinical personnel.

- Comply with infection control practices and occupational safety standards.

8. Professional Growth

Students shall:

- Demonstrate initiative and a willingness to learn.
- Seek assistance when needed.
- Participate actively in educational and clinical learning experiences.
- Engage in self-evaluation and continuous improvement.

9. Professional Conduct Violations

Examples of unprofessional behavior include, but are not limited to:

- Excessive absenteeism or tardiness.
- Failure to follow program, laboratory, or clinical policies.
- Inappropriate language or behavior.
- Breach of patient confidentiality.
- Dishonesty, cheating, or falsification of records.
- Insubordination or refusal to follow reasonable instructions.
- Unsafe patient care practices.
- Disruptive conduct that interferes with the learning environment.

10. Professional Behavior Remediation

Students who fail to meet professional behavior standards may be subject to corrective action, including counseling, written warnings, professional behavior contracts, probation, clinical suspension, course failure, or dismissal from the program, depending on the severity and frequency of the behavior.

Professional behavior is evaluated throughout the Medical Assisting Program and is considered an essential component of successful progression, graduation, and preparation for employment in the healthcare profession.

5.2 Academic Honesty

Academic Honesty: Students who are aware of academic dishonesty who do not report these issues to their instructor will be held to the same degree of accountability as the student who commits the infraction.

5.3 Academic Dishonesty

Academic Dishonesty-The department supports a “zero” tolerance for infractions and in cases where an issue can be proven, recommendations from the program will be made. These issues may include but are not limited to:

- Removing exams from the classroom for any purpose
- Submitting another student’s work as your own
- Utilizing another student’s answers on an exam
- Deliberate misrepresentations of facts to faculty

- Utilizing cell phones to photograph exams
- Disruptive behaviors in the classroom
- Disrespectful behaviors toward the instructor. If the student is disrespectful towards the instructor, the student will be asked to leave the classroom or lab immediately. **NO exceptions!**
- Perceived threatening behaviors to faculty or peers
- Failure to adhere to the dress code
- Failure to complete assignments
- Performance issues
- Attendance and tardiness concerns
- Plagiarism, whether accidental or intentional

As such, students who violate academic integrity will upon the:

First offense: the student will receive written documentation of the alleged violation and will be placed on probation for the duration of the program. The documentation will provide an outline of the nature of the violation, the evidence for the allegation, and an action plan. In addition, the student will receive a grade of zero on the test or assignment. This will become a part of students' academic records.

Second offense: A second offense at any time during the program (to include post-reentry) will lead to dismissal from the program.

Note: Some violations may be blatant enough or severe enough that they are grounds for immediate dismissal, will result in a grade of "F" for the final course grade, and will be ineligible for reentry into the medical assisting program.

- A. Medical Assisting is a profession dealing with human life and is dependent upon personal and professional excellence. Unprofessional and unethical conduct such as stealing, lying, and inappropriate use of social media is grounds for dismissal and will result in a grade of "F" for the final course grade and will be ineligible for reentry into the medical assisting program.
- B. The use of alcohol or drugs while on campus or in clinical is prohibited and is grounds for immediate dismissal and will result in a grade of "F" for the final course grade and the student will be ineligible for reentry into the medical assisting program.
- C. Purchase or use of faculty edition textbooks, test banks, or other faculty resources is strictly prohibited. Students found in violation of this code will be immediately dismissed from the program, will receive a grade of "F" for the course, and will be ineligible for reentry into the medical assisting program.
- D. All students must follow the policies of the respective clinical agencies and Craven Community College Medical Assisting Program as they relate to conduct, dress, grooming, jewelry, etc., in the clinical areas. Failure to adhere to these policies will jeopardize the student's standing in the medical assisting curriculum. All incidents will be reported to the Medical Assisting Program Director. Students may be relieved of duty from the practicum until deficits are rectified. Absences related to noncompliance of this policy will not be excused.

- E. All students must follow the Health Insurance Portability and Accountability Act of 1996 (HIPAA.) Failure to adhere to these policies will jeopardize the students' standing in the curriculum and is grounds for dismissal from the medical assisting program. If dismissed, the student will receive a grade of "F" for the final course grade and be ineligible for reentry into the medical assisting program. (A summary of the HIPAA Privacy Rule is found at the U.S. Department of Health and Human Services website: [Link to U.S. Department of Health and Human Services website](#))
- F. The Craven Community College medical assisting program is dependent on outside agencies to create clinical learning opportunities for our students. As such, it is critical to maintain a professional relationship that respects these agency's policies, procedures and appropriate chain of command. In deference to these agencies, all student questions or requests regarding practicum placements and assignments should be addressed to the Practicum Coordinator or Medical Assisting Program Director. Students contacting the agencies directly, for any reason other than reporting a clinical absence, communicating with their preceptor during their capstone course, or acting under the direction of the Practicum Coordinator or Medical Assisting Program Director will be subject to disciplinary action.

5.4 Social Media Guidelines

The Medical Assisting Program recognizes that social media and other electronic communication platforms can be valuable tools for communication, education, professional networking, and information sharing. However, students are expected to use social media responsibly and in a manner that reflects the ethical and professional standards of the medical assisting profession.

This policy applies to all forms of social media and electronic communications, including but not limited to Facebook, Instagram, TikTok, X (formerly Twitter), Snapchat, LinkedIn, blogs, discussion forums, messaging applications, and similar platforms.

A. Professional Expectations

Students are representatives of the Medical Assisting Program, the College, and the healthcare profession. Students are expected to:

- Maintain professional and respectful online conduct at all times.
- Exercise sound judgment when posting content online.
- Protect the privacy and confidentiality of patients, classmates, faculty, clinical personnel, and healthcare organizations.
- Ensure that social media activities do not interfere with academic or clinical responsibilities.
- Adhere to all applicable college policies, clinical site regulations, and federal and state privacy laws.

B. Patient Confidentiality and Privacy

Students must maintain patient confidentiality at all times and comply with all applicable privacy regulations, including the Health Insurance Portability and Accountability Act (HIPAA).

Students shall not:

- Post, share, transmit, or discuss patient information on any social media platform.
- Post photographs, videos, or recordings of patients, patient records, or clinical activities.

- Share information that could directly or indirectly identify a patient, family member, healthcare provider, or healthcare facility.
- Discuss clinical experiences in a manner that compromises confidentiality.

The removal of a patient's name or other obvious identifiers does not necessarily eliminate a confidentiality violation.

C. Professional Conduct Online

Students are expected to demonstrate professionalism in all electronic communications. Inappropriate online conduct may include, but is not limited to:

- Posting offensive, threatening, harassing, discriminatory, or defamatory content.
- Using disrespectful language toward patients, faculty, classmates, staff, or clinical personnel.
- Sharing confidential college, program, laboratory, or clinical information.
- Engaging in cyberbullying or online harassment.
- Misrepresenting one's credentials, skills, or professional qualifications.

D. Use of Images and Recordings

Students shall not:

- Take photographs, videos, or audio recordings in clinical facilities without prior written authorization from the facility and all appropriate parties.
- Post photographs or videos taken in laboratories, classrooms, or clinical settings if such postings violate program, college, or clinical site policies.
- Share images that may portray unsafe, unethical, or unprofessional behavior.

E. College and Clinical Site Representation

Students should make it clear that opinions expressed on personal social media accounts are their own and do not represent the Medical Assisting Program, the College, faculty, clinical affiliates, or healthcare organizations.

Students shall not:

- Use college or clinical site logos, trademarks, or branding without permission.
- Present themselves as official spokespersons for the Program or College without authorization.

F. Academic Integrity

Students are expected to maintain academic integrity in all online activities. Students shall not:

- Share examination content, quiz questions, or assignment answers through social media or electronic communication.
- Post copyrighted instructional materials without permission.
- Use social media platforms to engage in academic dishonesty.

G. Reporting Concerns

Students who become aware of potential violations of this policy should report concerns to program faculty or the Program Director. Reports will be reviewed in accordance with institutional policies and procedures.

H. Policy Violations

Violations of this Social Media Policy may result in disciplinary action, including but not limited to:

- Verbal or written warning
- Professional behavior remediation
- Removal from a practicum site
- Course failure
- Academic probation
- Program dismissal
- Referral for action under College disciplinary procedures

Violations involving patient confidentiality, privacy regulations, or professional misconduct may also result in legal consequences and reporting to appropriate authorities.

5.5 Confidentiality and HIPAA Compliance

The Medical Assisting Program is committed to protecting the privacy, confidentiality, and security of patient information. Students are expected to maintain the highest standards of confidentiality and comply with all applicable federal and state laws, including the Health Insurance Portability and Accountability Act (HIPAA), as well as policies established by the College and affiliated clinical facilities.

Maintaining patient confidentiality is a professional, ethical, and legal responsibility and is essential to fostering trust between patients and healthcare providers.

A. Confidentiality Expectations

Students may have access to confidential information during classroom, laboratory, simulation, and clinical experiences. Confidential information includes, but is not limited to:

- Patient names and demographic information
- Medical records and health histories
- Diagnostic and treatment information
- Insurance and billing information
- Verbal conversations concerning patients
- Electronic health records (EHRs)
- Information regarding students, faculty, staff, or clinical personnel that is protected or private

Students must always maintain confidentiality, regardless of the format in which information is obtained.

B. HIPAA Compliance

Students are required to:

- Complete all required HIPAA and confidentiality training before participating in clinical experiences.
- Access patient information only when authorized and necessary to perform assigned educational activities.
- Protect all patient information from unauthorized disclosure.
- Follow all privacy and security policies established by clinical affiliates.
- Use confidential information solely for educational and patient care purposes.
- Immediately report suspected privacy or security breaches to faculty and appropriate clinical personnel.

C. Prohibited Conduct

Students shall not:

- Discuss patient information in public areas where conversations may be overheard.
- Share patient information with unauthorized individuals, including family members, friends, or other students who do not have a legitimate educational need to know.
- Access patient records without authorization.
- Copy, photograph, print, download, email, text, or otherwise distribute confidential information without permission.
- Remove confidential information from clinical facilities unless specifically authorized.
- Post or discuss patient information on social media or electronic communication platforms.
- Leave confidential records, documents, or electronic devices unattended or unsecured.

The use of patient names, photographs, initials, dates of birth, or any other identifying information in assignments, presentations, emails, text messages, or social media is strictly prohibited unless specifically authorized and properly de-identified.

D. Classroom and Clinical Discussions

Patient information discussed during classroom activities, skills laboratories, simulations, case studies, or clinical conferences must remain confidential. Students are expected to:

- Respect the privacy of patients and classmates.
- Use discretion when participating in educational discussions.
- Avoid sharing clinical experiences outside approved educational settings.
- Maintain confidentiality during and after program enrollment.

E. Electronic Information Security

Students must safeguard electronic information by:

- Keeping passwords secure and confidential.

- Logging out of electronic health record systems when not in use.
- Using only authorized devices and networks when accessing patient information.
- Following practicum site policies regarding electronic communication and technology use.
- Reporting lost or stolen devices that may contain protected information.

F. Consequences of Violations

Violations of confidentiality or HIPAA regulations are considered serious professional misconduct and may result in disciplinary action, including:

- Counseling or written warning
- Professional behavior remediation
- Clinical suspension or removal from a practicum site
- Course failure
- Academic probation
- Program dismissal
- College disciplinary action
- Reporting to appropriate regulatory or legal authorities

Students may also be subject to civil or criminal penalties under applicable federal and state laws.

5.6 Classroom Conflict Resolution

Students are encouraged to resolve concerns directly with the individual involved whenever possible. Open, respectful communication is often the most effective method for resolving misunderstandings and preserving professional relationships.

Examples of concerns may include:

- Classroom interactions
- Laboratory activities
- Group project conflicts
- Communication concerns
- Perceived unfair treatment
- Professional behavior issues

Students should approach the individual respectfully and seek resolution in a professional manner.

A. Chain of Command

If a conflict cannot be resolved informally, students must follow the established chain of command outlined below:

Step 1: Instructor

The student should first discuss the concern with the course instructor involved. The instructor will attempt to clarify issues, facilitate communication, and work toward an appropriate resolution.

Step 2: Program Director

If the student believes the concern has not been adequately resolved by the instructor, the student may request a meeting with the Program Director. The Program Director will review the situation, gather relevant information, and provide a decision or recommendation.

Step 3: Dean of Health Sciences

If the issue remains unresolved after consultation with the Program Director, the student may appeal to the Dean of Health Sciences. The Dean will review the documentation and meet with appropriate parties as necessary.

Step 4: Associate Vice President of Instruction

If the student remains dissatisfied with the outcome, the final level of review within the instructional chain of command is the Associate Vice President (AVP) of Instruction. The AVP's determination shall be considered final unless otherwise provided by College policy.

B. Expectations During the Resolution Process

All parties involved are expected to:

- Communicate professionally and respectfully.
- Maintain confidentiality to the extent possible.
- Focus on facts and behaviors rather than personal attacks.
- Participate in the resolution process in good faith.
- Follow established college and program policies.

Retaliation against any student, faculty member, or employee who raises a concern or participates in a conflict resolution process is prohibited and may result in disciplinary action.

C. Documentation

Students are encouraged to document concerns, including:

- Dates and times of incidents
- Individuals involved
- Description of the concern
- Steps taken to resolve the issue
- Relevant communications or supporting documentation

Written documentation may be required as concerns progress through the chain of command.

D. Professional Conduct

The conflict resolution process is intended to model the professional communication and problem-solving skills expected in healthcare settings. Students are expected to follow the chain of command and demonstrate professionalism throughout the resolution process. Failure to do so may be addressed under the program's Professional Behavior Standards policy.

5.7 Dismissal from the Program

The Medical Assisting faculty reserves the right to recommend the dismissal of a student from the program. The Program Director has the right, authority, and responsibility to decide on such a recommendation. The following reasons, though not intended to be all-inclusive, constitute due cause for a student to be dismissed from the Medical Assisting program.

1. Failure to meet the academic standards set forth in the college catalog and the Medical Assisting Student Handbook.
2. Health Problems: A student's physical and emotional health is discussed at faculty-student conferences. It should be noted that health problems, which result in excessive absences or non-completion of practicum competencies, may be grounds for dismissal from the program. It is the philosophy of the Medical Assisting faculty that a student's personal health has priority over one's educational program. A student should not continue in the program at the expense of endangering one's health.
3. Excessive absences or habitual tardiness as defined in the attendance policy found in this handbook.
4. Student performance behavior in the practicum setting (1) indicates difficulty in making appropriate judgments in the practicum setting or (2) conflicts with patient safety essential to safe Medical Assisting practice leading to unsatisfactory clinical performance and failure. Such behavior is defined as a failure to assess or act appropriately on information that another or most students at the same level would recognize as important to patient health and safety. Any student who requires an inordinate amount of preceptor's time in the practicum setting because of poor judgment, poor decision-making skills, or safety violations will be subject to dismissal from the program.
5. Unauthorized use, possession, or storage of any weapon.
6. Physical and/or psychological abuse, threat or harassment of any patient, visitor, agency staff, student or faculty member.
7. Theft, abuse, misuse or destruction of another person's or agency's property.
8. Engaging in or promoting others to engage in conduct that threatens or endangers the health, safety or physical/psychological well-being of another person.
9. Disrespectful behavior or manner in the way you address one another, instructors, patients, and facility staff members.
10. Failure to follow OSHA standards in the classroom/labs for the Medical Assisting program. These standards can be found at: <http://osha.gov/SLTC/healthcarefacilities/index.html>. Current OSHA standards will be discussed in class as they pertain to the subject being taught or the lab specific activity.

However, it is the responsibility of the student to read these guidelines prior to lab content being introduced.

6. Health and Safety Requirements

6.1 Occupational Risks

Medical Assisting is a profession that involves various administrative and clinical duties, which can expose participants to several occupational risks. The following are the primary risks associated with this profession:

- **Exposure to Infectious Diseases:** Medical assistants may encounter infectious diseases while providing patient care or handling medical equipment and specimens.
- **Sharps Injuries:** Accidental needlestick injuries while handling needles, syringes, or other sharp medical instruments can pose a significant risk.
- **Bloodborne Pathogens and Biological Hazards:** Medical assistants may be exposed to bloodborne pathogens and biological hazards, including handling bodily fluids and tissues.
- **Chemical and Drug Exposure:** Exposure to hazardous chemicals and medications can occur while preparing and administering treatments.
- **Ergonomic Hazards:** Lifting, sitting for extended periods, and repetitive tasks can lead to ergonomic hazards, resulting in musculoskeletal injuries.
- **Latex Allergies:** Some medical assistants may develop latex allergies due to prolonged exposure to latex-containing medical gloves and equipment.
- **Stress:** The high-pressure healthcare environment can lead to stress and burnout among medical assistants.

6.2 Protection and Compliance

To mitigate the risks and ensure the safety of medical assisting students and applicants, the following measures and compliance standards will be upheld:

- **OSHA Compliance:** We are committed to adhering to the Occupational Safety and Health Act (OSHA) standards that protect the safety and well-being of healthcare participants/practitioners.
- **Training and Education:** Accredited medical assisting programs will provide comprehensive training to students, including education about occupational hazards and safety protocols.
- **Personal Protective Equipment (PPE):** Medical assisting faculty and students must use appropriate PPE, including gloves, masks, gowns, and eye protection, to minimize exposure to infectious materials.
- **Safe Handling Practices:** Proper techniques for handling sharps, biological materials, chemicals, and medications will be emphasized to reduce the risk of injuries and exposure.
- **Ergonomic Practices:** Ergonomic guidelines will be implemented to minimize the risk of musculoskeletal injuries, including proper lifting techniques, ergonomic equipment, and regular breaks.
- **Latex Alternatives:** Efforts will be made to provide latex-free alternatives for medical gloves and equipment to accommodate individuals with latex allergies.

- Stress Management: Resources and support will be available to help medical assistants cope with workplace stress and maintain mental well-being.

6.3 Reporting and Resolution

Medical assisting faculty and students are encouraged to promptly report any occupational incidents, injuries, or concerns to the program director. Incidents will be thoroughly investigated, and corrective actions will be taken to prevent future occurrences.

7. Dress Code and Professional Appearance

7.1 Classroom Attire

A. General Expectations

- 1. Dress Neatly and Professionally**
 - Clothing should be clean, well-maintained, and free of tears, holes, or excessive wrinkles.
- 2. Appropriate Clothing**
 - Clothing that is excessively tight, revealing, or contains offensive language, images, or messages is not permitted.
- 3. Footwear**
 - Open-toe shoes, sandals, flip flops, and tennis shoes are permitted in MED 121, MED 122, MED 130, and MED 131 ONLY.
 - Closed-toe shoes are required for MED 140, MED 150, and MED 272.
 - Shoes should be clean, safe, and suitable for extended periods of standing and walking.
- 4. Personal Hygiene and Grooming**
 - Students are expected to maintain good personal hygiene.
 - Hair should be clean and styled in a manner that does not interfere with learning activities or safety requirements.
 - Strong fragrances, perfumes, or colognes should be avoided due to potential allergies and sensitivities among classmates and faculty.
- 5. Jewelry and Accessories**
 - Jewelry should be conservative and should not pose a safety concern.
 - Facial piercings and visible body art should comply with program requirements.

B. Inappropriate Attire

The following items are generally not considered appropriate for healthcare program classrooms or professional activities:

- Clothing that exposes the midriff, chest, back, or undergarments
- Pajamas, sleepwear, or house slippers
- Clothing with offensive, discriminatory, or inappropriate graphics or language
- Excessively torn or distressed clothing

C. Professionalism Statement

Students enrolled in healthcare programs represent both the institution and the healthcare profession. Consistently adhering to professional attire expectations helps develop the professional behaviors, image, and accountability expected in clinical practice and future employment settings.

7.2 Lab Attire

To promote safety, infection control, and professionalism, students enrolled in healthcare programs must adhere to the following laboratory attire requirements:

A. Required Attire

- Wear the designated program uniform or scrubs.
- Clothing must be clean, neat, and in good condition.
- Closed-toe shoes with non-slip soles are required at all times in the laboratory.
- Hair longer than shoulder length must be secured away from the face and shoulders.

B. Personal Appearance and Safety

- Good personal hygiene is expected.
- Fingernails should be clean, short, and well-maintained. Artificial nails and nail enhancements may be prohibited based on laboratory or clinical standards.
- Jewelry should be kept to a minimum. Large hoop earrings, dangling jewelry, and accessories that may interfere with laboratory activities are not permitted.
- Strong perfumes, colognes, scented lotions, and other fragrances should be avoided due to allergies and sensitivities of others.

C. Prohibited Attire

The following items are not permitted in the laboratory setting:

- Open-toe shoes, sandals, flip-flops, or slippers
- Torn, frayed, or excessively distressed clothing
- Clothing that exposes the midriff, chest, back, or undergarments
- Hats, caps, or head coverings not worn for religious, cultural, or approved medical reasons
- Loose clothing that may create a safety hazard during laboratory procedures

D. Compliance

Students who do not meet laboratory attire requirements may be denied participation in laboratory activities and may receive an absence for the session. Faculty reserves the right to determine whether attire is appropriate and safe for the laboratory environment.

E. Professionalism Reminder

Laboratory experiences simulate real healthcare environments. Students are expected to dress and conduct themselves in a manner that reflects the standards of the healthcare profession.

7.3 Uniform Requirements

Since the health professions maintain high personal grooming and appearance standards, it is essential that the student wear the assigned Medical Assisting uniform to all classes and labs after full acceptance into the program. The uniform should fit properly, neat, freshly laundered and pressed, and free of wrinkles and lint always.

In addition to the above-mentioned items, the uniform consists of:

- A navy-blue uniform top (may wear plain, long sleeve white or black t-shirt under the uniform top)
- Navy blue uniform pants or skirt (no shorter than mid-knee)
- Navy blue plain scrub jackets (no monogramming or insignia) to match the color of the uniform may be worn
- Plain black socks may be worn with uniform pants. Plain white nylon hose must be worn with skirt
- Nursing shoes such as Danskos, etc. must be low heeled, closed toe/heel (no clogs), and clean/polished. Students may also wear tennis shoes of their choice; however, they must be solid (ie, black, white, gray, etc. with no bright colors). If you are unsure if your shoe choice meets the requirements, please check with the Program Director before purchasing or wearing it to lab.
- Underclothing should not be visible through the uniform (including underwear, bras or sports bras)
- Recommended accessory parts of the uniform include stethoscope, which must be routinely cleaned using infection control principles.
- It is recommended that students have two (2) uniforms, one (1) scrub jacket.

7.4 Grooming Standards

Students are expected to be neat, clean and appropriately always dressed for classes and other school functions. When determining appropriate dress, the student should apply the following guidelines:

- Fingernails should be natural, clean and cut so that they do not extend beyond the fingertips. No fingernail polish may be used. Artificial nails are prohibited.
- Make-up should be minimal, in good taste and applied to be natural looking.
- Heavy perfume or cologne will not be permitted.
- Use of deodorant is encouraged.
- Visible tattoos should be covered fully if they are deemed inappropriate or at the discretion of Director and/or clinical site. If the tattoo extends to the neck, it should be covered with a turtleneck.
- The student's hairstyle must be professional in appearance, avoiding extreme styles and colors. Hair should be short enough to remain above the collar or should be secured without wisps or dangling hair. Hair color should be a naturally occurring color. Hair ornaments should be minimal and inconspicuous (blend with hair color). Headbands may not be worn during clinical time. Mustaches and beards must be

kept short and neatly trimmed.

Jewelry will remain at a minimum:

- Wedding band or other ring (use caution if you choose to wear a ring with a mounted stone)
- Earrings should be conservative for pierced ears. Large hoops should not be worn.
- Watch.
- Visible body piercing adornments (including eyebrow, tongue, etc.) should comply with the program requirements.
- Medical alert bracelet if required.
- No ear gauges are allowed.
- See Director of Medical Assisting for individual questions regarding visible piercing.

Consideration must also be given to the fact that strong perfume or cologne and body odors are offensive to most patients, co-workers and students. Preventive measures regarding these odors should be taken prior to reporting to class and practicum assignments. Eating, drinking, smoking and chewing gum are not permitted in the lab or clinical areas.

Students may not smoke while in program uniform. The smell of smoke on a student uniform is considered unprofessional in the classroom, lab and practicum settings. The student will be removed from the classroom, lab or practicum setting until they are able to return without the odor as determined by the instructor. Any missed time will count under the attendance policy as absences for the course(s). Repeated violations of this policy may result in disciplinary action up to and including course and clinical failure and dismissal from the program.

Students should not wear uniform in public areas such as grocery stores, malls, etc. Students may not buy sell or consume alcoholic beverages or illicit drugs while in program uniform or lab coat. Violation of this policy will result in disciplinary action up to and including a grade of unsatisfactory in clinical, consequently an "F" in the course, and immediate dismissal from the program and all program courses.

8. Skills Lab Policies

8.1 Laboratory Conduct

A. Professional Behavior

- Treat faculty, staff, classmates, standardized patients, and visitors with courtesy and respect.
- Demonstrate honesty, integrity, and accountability in all laboratory activities.
- Maintain confidentiality regarding any patient scenarios, simulations, or personal information shared during laboratory exercises.
- Arrive on time and prepared with all required materials and equipment.

B. Safety Practices

- Follow all laboratory safety rules, instructions, and faculty directions.
- Use equipment, supplies, and laboratory resources appropriately and only as instructed.

- Report all accidents, injuries, spills, equipment malfunctions, or unsafe conditions immediately to the instructor.
- Always adhere to standard precautions and infection control procedures.
- Consume no food, beverages, gum, or tobacco products in the laboratory.

C. Participation and Engagement

- Actively participate in all laboratory learning activities.
- Complete assigned preparation and readings prior to laboratory sessions.
- Remain in the laboratory until officially dismissed by the instructor unless prior approval has been granted.
- Ask questions when clarification is needed and seek assistance when unsure of a procedure.

D. Respect for the Learning Environment

- Handle laboratory equipment, mannequins, and supplies carefully and responsibly.
- Maintain a clean and organized workspace.
- Return equipment and supplies to their designated locations after use.
- Help promote a positive learning environment that supports collaboration and teamwork.

E. Technology Use

- Cell phones and personal electronic devices should be silenced and used only for approved educational purposes.
- Recording, photographing, or sharing laboratory activities without faculty permission is prohibited.
- Computers and other technology resources should be used in accordance with institutional policies.

F. Academic Integrity

- Complete all laboratory assignments, competencies, and assessments honestly and independently unless collaboration is specifically authorized.
- Falsification of laboratory documentation, records, or performance evaluations is prohibited.
- Adhere to all institutional policies regarding academic integrity and professional conduct.

G. Consequences for Non-Compliance

Failure to comply with laboratory conduct expectations may result in removal from the laboratory session, loss of participation points, disciplinary action, or other consequences as outlined in program and institutional policies.

H. Professionalism Statement

The laboratory setting is an extension of the healthcare environment. Students are expected to demonstrate the behaviors, attitudes, communication skills, and ethical standards always required of healthcare professionals.

8.2 Laboratory Practice Requirements

A. Preparation for Laboratory Sessions

- Arrive on time and prepared for all laboratory experiences.
- Complete all assigned readings, videos, and preparatory coursework before attending laboratory sessions.
- Bring required equipment, supplies, and program materials to each laboratory class.
- Review laboratory procedures and skill competencies prior to practice.

B. Participation Requirements

- Active participation in all laboratory activities is required.
- Students are expected to practice and demonstrate assigned skills during designated laboratory sessions.
- Laboratory practice may include peer-to-peer activities, simulated patient encounters, and instructor demonstrations.
- Students must remain engaged and focused throughout the laboratory experience.

C. Skill Performance and Competency

- Students must perform skills according to current professional standards and program guidelines.
- Competency evaluations must be completed successfully by established program deadlines.
- Students may be required to repeat skills practice until satisfactory competency is achieved.
- All laboratory documentation and performance records must accurately reflect the student's performance.

D. Safety and Infection Control

- Standard Precautions and infection control practices must be followed at all times.
- Hand hygiene must be performed before and after all patient-care activities and laboratory exercises.
- Personal protective equipment (PPE) must be worn when indicated.
- Students must immediately report accidents, injuries, exposure incidents, or unsafe conditions to the instructor.
- Sharps, biohazardous materials, and laboratory equipment must be handled according to established safety procedures.

E. Professional Conduct

- Demonstrate respect and professionalism toward faculty, staff, classmates, and simulated patients.
- Maintain confidentiality regarding all laboratory scenarios and student information.
- Always use professional communication and behavior.
- Refrain from disruptive behaviors that interfere with learning or compromise safety.

F. Equipment and Laboratory Resources

- Utilize laboratory equipment only for approved educational purposes.
- Handle equipment, models, simulators, and supplies responsibly and according to instructor guidance.
- Clean and disinfect work areas and equipment after use.
- Return all supplies and equipment to their designated storage locations.

G. Attendance and Remediation

- Attendance at laboratory sessions is mandatory.
- Missed laboratory experiences may require make-up sessions in accordance with program policies.
- Students are responsible for arranging and completing any required remediation activities.
- Failure to meet laboratory requirements may affect course progression and eligibility for clinical experiences.

H. Technology and Documentation

- Electronic devices should be used only for approved educational purposes.
- Recording laboratory activities, photographs, or videos is prohibited unless authorized by the instructor.
- Students must complete all required laboratory documentation accurately and within established deadlines.

I. Professional Readiness

Laboratory learning experiences are designed to prepare students for clinical practice and employment in healthcare settings. Students are expected to demonstrate responsibility, critical thinking, professionalism, patient safety awareness, and a commitment to continuous improvement throughout all laboratory activities.

8.3 Skills Check-Off Procedures

- Students must attend all scheduled laboratory sessions and skills evaluations.
- Students are responsible for reviewing procedures and practicing skills before scheduled checkoffs.
- Skills will be evaluated using standardized competency checklists developed from MAERB-required psychomotor competencies.
- Students must demonstrate each skill according to current industry standards, program policies, and instructor expectations.
- All required steps identified as critical safety elements must be completed correctly.

A. Evaluation Process

1. **Instructor Demonstration**
 - Faculty will demonstrate the skill and provide instruction on the required procedure.
2. **Student Practice**
 - Students will participate in guided and independent laboratory practice.
3. **Formal Skills Check-Off**

- Students will perform the skill independently while being observed by qualified faculty or designated evaluators.
- Evaluation will be based on accuracy, safety, infection control practices, communication, professionalism, and procedural sequence.

4. Documentation

- Successful completion of the skill will be documented in the student's competency record.
- Documentation will be maintained according to program accreditation and record-retention requirements.

5. Grading

- Complete the procedure and all steps in XXX minutes with a minimum score of 80% within three attempts on 100% of the psychomotor and affective domain objectives (competencies) in all medical assisting program courses to progress.
- Any student who fails the first two attempts on the competency will be required to (after each unsuccessful attempt) 1) meet with the instructor of the course to discuss a plan of action, 2) review material one-on-one with the instructor and 3) complete remediation assessment as directed by the instructor.
- Failure to pass a psychomotor or affective competency in three attempts will result in the student failing the course resulting in dismissal from the program.
- Scoring: Divide the points earned by the total points.

B. Performance Standards

To successfully complete a skills check-off, students must:

- Follow Standard Precautions and infection control practices.
- Demonstrate patient identification and safety procedures when applicable.
- Complete all critical elements of the competency without instructor assistance.
- Maintain professionalism and appropriate communication throughout the procedure.
- Meet the minimum competency standard established by the program.

C. Remediation and Retesting

- Students who do not achieve competency on the initial attempt will be required to complete remediation activities.
- Remediation may include additional laboratory practice, faculty coaching, assigned learning activities, or review of course materials.
- Students will be provided with an opportunity for reassessment according to program policy.
- Failure to successfully complete required competencies may result in inability to progress in the course, participate in practicum experiences, or meet graduation requirements.

D. Academic Integrity

Students must perform all skills independently unless otherwise directed by faculty. Falsification of competency records, unauthorized assistance during evaluations, or misrepresentation of skill performance constitutes a violation of academic and professional conduct standards.

E. Professional Expectation

Competency validation through skills checkoffs is intended to ensure that all Medical Assisting students demonstrate the knowledge, psychomotor skills, and professional behaviors required by MAERB and expectation of entry-level medical assistants before entering clinical practice.

9. Clinical/Practicum Education

9.1 Criteria for Progression to Practicum

Prior to entering the clinical practicum, students must:

A. Academic Requirements

- Successfully complete all prerequisite Medical Assisting courses.
- Maintain a minimum program GPA of 2.5 or higher, or as required by the institution.
- Earn a minimum grade of B in all required Medical Assisting courses.

B. Clinical Compliance Requirements

- Current immunization documentation.
- Current CPR certification (if required).
- Criminal background check clearance.
- Drug screening completion (if required).
- Health examination and/or tuberculosis screening.
- Professional liability insurance, if applicable.
- Completion of all clinical orientation requirements.

C. Professional Requirements

- Demonstrate satisfactory professional conduct.
- Have no unresolved disciplinary actions that would interfere with clinical participation.
- Meet all technical standards established by the program.

9.2 Liability Insurance

Students are required to obtain malpractice liability insurance through the Craven Community College Business Office by October 1 of the fall prior to the student's externship. The current policy is a September 1 to August

31 policy; therefore, students purchase insurance as necessary to maintain coverage while enrolled in the program. Personal policies will NOT be accepted.

9.3 CORE Orientation

Core orientation must be completed prior to entering the clinical practicum. You will be provided with information on how to access the required material during the spring semester.

9.4 CarolinaEast Orientation

CarolinaEast requires students to complete an orientation packet which must be completed prior to entering the clinical practicum. You will be provided with information on how to access the required material during the spring semester.

Other clinical agencies may also have requirements for attendance at their location. Students should therefore be prepared to complete any requirements issued by a hosting site.

9.5 Practicum Overview

A. Purpose of the Clinical Practicum

The Clinical Practicum is designed to:

- Integrate cognitive knowledge, psychomotor skills, and professional behaviors learned throughout the Medical Assisting Program.
- Provide supervised, hands-on experience in a healthcare environment.
- Develop effective communication, critical thinking, and patient-care skills.
- Prepare students for entry-level employment as competent medical assistants.
- Evaluate student's readiness to perform the responsibilities of a medical assistant in a professional setting.

B. Professionalism Statement

The Clinical Practicum is the culminating experiential component of the Medical Assisting Program. Students are expected to represent the program, institution, and medical assisting profession with integrity, professionalism, and a commitment to safe, patient-centered care at all times.

9.6 Practicum Attire

Since the health professions maintain high personal grooming and appearance standards, it is essential that the student wear the assigned Medical Assisting uniform to all classes and labs after full acceptance into the program. The uniform should fit properly, neat, freshly laundered and pressed, and free of wrinkles and lint always.

In addition to the above-mentioned items, the uniform consists of:

- A navy-blue uniform top (may wear plain, long sleeve white or black t-shirt under the uniform top)
- Navy blue uniform pants or skirt (no shorter than mid-knee)

- Navy blue plain scrub jackets (no monogramming or insignia) to match the color of the uniform may be worn
- Plain black socks may be worn with uniform pants. Plain white nylon hose must be worn with skirt
- Nursing shoes such as Danskos, etc. must be low heeled, closed toe/heel (no clogs), and clean/polished. Students may also wear tennis shoes of their choice; however, they must be solid (ie, black, white, gray, etc. with no bright colors). If you are unsure if your shoe choice meets the requirements, please check with the Program Director before purchasing or wearing it to lab.
- Underclothing should not be visible through the uniform (including underwear, bras or sports bras)
- Recommended accessory parts of the uniform include stethoscope, which must be routinely cleaned using infection control principles.
- It is recommended that students have two (2) uniforms, one (1) scrub jacket.

9.7 Practicum Placement Process

See Appendix A

9.8 Student Responsibilities During Practicum

Students are expected to:

- Adhere to all policies of the educational institution and assigned practicum site.
- Demonstrate professionalism, accountability, and ethical behavior.
- Maintain patient confidentiality in accordance with HIPAA and facility policies.
- Arrive on time and complete all scheduled practicum hours.
- Wear the required uniform, identification badge, and appropriate professional attire.
- Accept direction and supervision from designated clinical personnel and faculty.
- Perform only those procedures for which training, competency validation, and authorization have been completed.
- Report concerns, incidents, injuries, or exposure events immediately to the clinical supervisor and program faculty.
- Respectful and professional communication.
- Dependability and punctuality.
- Initiative and willingness to learn.
- Cultural sensitivity and compassion.
- Professional appearance and conduct.
- Commitment to patient safety and quality care.

9.9 Practicum Attendance Policy

- Attendance is mandatory for all scheduled practicum hours.
- Missed hours are required to be made up and may affect successful course completion.
- This course requires the student to “work” as a student medical assistant within an ambulatory care setting for 240 hours, uncompensated. The student will complete a range of skills as required by MAERB and as described in the medical assisting performance evaluation.

- Students are REQUIRED to attend 100% of the practicum. Any missed practicum time must be made up. There will be ZERO (0) tolerance of externship absences within the medical assisting program at Craven Community College. Extenuating circumstances will be dealt with on a case-by-case basis with the Medical Assisting Program Director and/or Practicum Coordinator. Students who are too ill or hospitalized to attend clinical must present written documentation to the Practicum Coordinator and appeal for an excused absence.
- If a student becomes ill or must leave the site due to an emergency, he/she should notify the clinical/office manager prior to leaving and then notify the Practicum Coordinator. If a student arrives at a clinical site visibly ill, the facility can send the student home and will notify the Practicum Coordinator.
- If a student must be absent from their practicum, it is the student's responsibility to contact the facility, at least one (1) hour prior to the scheduled assignment, and to obtain the name of the person with whom they speak. It is also the student's responsibility to E-MAIL the Practicum Coordinator regarding this absence. Failure to notify the clinical site, clinical manager/preceptor and Practicum Coordinator will result in a required paper written on "Accountability and Professionalism for the Medical Assisting Student." The student may not return to practicum until this paper is satisfactorily completed and turned into the lead faculty.
- If a student is a no-call, no-show for their scheduled externship, they are automatically dropped from the program.
- Students who are hospitalized or too ill to attend clinical for more than the allotted time must present written documentation to the Program Director and appeal for an excused absence. If absences are excused, the student will then be required to complete the missed hours. The appeal should be requested by email, and support documentation should be given to the Program Director. A student will not be permitted to be absent and make up > 20% of the clinical time. Students whose circumstances warrant a prolonged absence will be required to take leave of absence and seek re-entry after the issue has been resolved.
- Tardy for clinical: Students are expected to arrive on time at the practicum. Students who arrive within the first 15 minutes of the scheduled time are considered tardy. Three tardies constitute an hour of absence. Students who are tardy will upon the:
 - First offense-Receive written documentation on the Medical Assisting Student Strategic Plan for Success reminding them of the policy.
 - Second offense-Be placed on probation and documentation on the Medical Assisting Student Strategic Plan for success regarding the incident.
 - Third offense- Will be counted as an absence and will require a make-up clinical day.
- Late for clinical: Any student who arrives at their practicum more than 15 minutes after the scheduled time will not be allowed in the facility and will be considered absent. The student is required to attend the make-up practicum and complete a paper on "Accountability and Professionalism for the Medical Assisting Student." The student may not return to practicum until this paper is satisfactorily completed and turned into the Practicum Coordinator.
- Departure from clinical: Students may not leave the clinical facility for any reason prior to the scheduled departure time unless approved by faculty.
 - If approved, a departure will constitute an absence and the student make-up the missed clinical time.

9.10 Practicum Evaluations

A. Student Evaluations by Practicum Site

At the conclusion of each clinical practicum rotation, the student's performance will be evaluated by the designated clinical supervisor or preceptor using the program's official Practicum Evaluation of Student. This evaluation serves as an important assessment of the student's ability to apply knowledge, skills, and professional behaviors in the clinical setting.

The evaluation form assesses student performance in areas including, but not limited to:

- Professionalism and ethical conduct
- Attendance and punctuality
- Communication and interpersonal skills
- Patient care and safety practices
- Clinical and administrative competency
- Initiative, adaptability, and teamwork
- Critical thinking and problem-solving abilities
- Adherence to facility policies and procedures

Student evaluations provide valuable feedback regarding a student's strengths, progress, and areas requiring improvement. Students are expected to review the completed evaluation with their clinical supervisor when possible and may be required to discuss evaluation results with program faculty.

The completed Practicum Evaluation of Student becomes part of the student's practicum record and is considered in determining successful completion of clinical course requirements. Unsatisfactory evaluations may result in remediation, additional practicum assignments, probationary status, or other actions as determined by program policy.

Students are expected to demonstrate consistent professional growth throughout the practicum experience and to respond constructively to feedback provided by clinical supervisors and faculty. The practicum site's assessment of student performance is an essential component of the overall evaluation process and reflects the student's readiness for entry-level practice as a medical assistant.

B. Student Evaluations of Practicum Site

At the conclusion of each clinical practicum rotation, students are required to complete the program's official Practicum Evaluation by Student. This evaluation provides students with an opportunity to assess the quality of their clinical learning experience and offer constructive feedback regarding the practicum site and supervision received during the rotation.

The student evaluation form may include assessment of the following areas:

- Orientation to the clinical site and staff
- Availability and effectiveness of supervision

- Opportunities to perform clinical and administrative skills
- Variety and quality of learning experiences
- Professionalism and support provided by clinical staff
- Communication between the clinical site and student
- Safety and appropriateness of the learning environment
- Overall satisfaction with the clinical placement

Student evaluations are an important component of the program's continuous quality improvement process. Feedback is reviewed by program faculty to ensure clinical sites continue to provide meaningful learning experiences that support student achievement of program outcomes and competencies.

Students are encouraged to provide honest, objective, and professional feedback regarding both the strengths and areas for improvement of the clinical site. All evaluations should be completed respectfully and reflect the student's actual experience during the rotation.

Completed evaluations become part of the program's practicum assessment records and may be used when determining the suitability of a site for future student placements. Individual student responses will be maintained in accordance with program policies and shared only as appropriate for program evaluation and improvement purposes.

Participation in the practicum site evaluation process is required and is considered a professional responsibility. Student feedback plays a vital role in maintaining high-quality clinical partnerships and ensuring optimal educational experiences for future Medical Assisting students.

9.11 Criteria for Successful Completion of Practicum

Students must successfully complete all clinical experience requirements, including:

A. Attendance

- Completion of all required practicum hours.
- Compliance with attendance and make-up requirements.

B. Clinical Competencies

- Demonstration of required entry-level competencies identified by the curriculum.
- Satisfactory performance evaluations from the clinical preceptor and/or faculty.

C. Professional Behavior

Students must demonstrate:

- Dependability
- Professional appearance
- Ethical conduct

- Patient confidentiality
- Effective communication
- Teamwork and collaboration

D. Documentation

Students must submit all required:

- Clinical log
- Competency checklists, if applicable
- Evaluations
 - Mid-Term
 - Practicum Evaluation by Student
 - Practicum Evaluation of Student
- Journals
- Time sheets

9.12 Practicum Incident Reporting

A. Reporting an Injury or Exposure Incident

Students are required to report any injury, exposure, needle stick, or accident immediately and in the following order:

1. Instructor/Clinical Preceptor
2. Medical Assisting Program Director
3. Medical Assisting Program Coordinator (if different from the Program Director)
4. Dean of Health Sciences

The instructor or clinical preceptor will assess the situation and assist the student with notifying the appropriate individuals as necessary.

B. Medical Evaluation and Treatment

For any injury requiring medical evaluation or treatment, the student may be referred to their primary care provider, an urgent care facility, or an emergency department. In the event of a serious or life-threatening injury, emergency medical services (911) will be activated, and Campus Security will be notified immediately.

If emergency transport is not required, the decision to seek medical care rests with the student. Any medical expenses incurred because of evaluation or treatment are the responsibility of the student.

C. Immediate First Aid Measures

When applicable, the following first aid measures should be implemented immediately:

- Prevent student from further injuries.
- Cuts, punctures, needle sticks, or skin injuries: Wash the affected area immediately with soap and water. Do not squeeze or "milk" the wound.
- Exposure of the eyes, nose, or mouth (mucous membranes): Flush the affected area thoroughly with water for at least 15 minutes.
- Exposure to non-intact skin: Wash the area immediately with soap and water.
- Bleeding injuries: Apply direct pressure with clean dressing or cloth until bleeding is controlled.
- Burns: Cool the affected area with cool running water and notify the instructor immediately. Do not apply ointments or home remedies unless directed by a healthcare provider.
- Chemical exposures: Follow the Safety Data Sheet (SDS) recommendations and flush the affected area with water as appropriate.
- Other injuries or medical emergencies: Seek assistance from the instructor, clinical preceptor, or campus personnel immediately.

D. Documentation and Incident Reporting

The faculty will complete an Incident Report as to the circumstances surrounding the injury or exposure. This form will be forwarded to the Dean of Health Sciences, and a copy will be placed in the student's file.

The student is responsible, with assistance from faculty and staff as needed, for:

- Completing the Craven Community College Incident Report.
- Submitting written documentation of the incident to the Medical Assisting Program Director.

Failure to report an injury or exposure promptly may delay appropriate follow-up and documentation.

9.13 Practicum Site Terminations

On rare occasions, a clinical site may determine that a student demonstrates inappropriate behavior, the facility's administration has the right to request the student to leave the premises and deny readmission to the premises, for functioning as a medical assisting student. Students denied readmission to a clinical facility will be unable to complete the externship portion of the Medical Assisting program. Students unable to progress may withdraw if within the College's specified time frame or will be given an "F" for the course.

10. Technology and Electronic Resources

10.1 Student Email Expectations

- Use only your CC email for all communications.
- Use a clear subject line with course prefix, number, section, and purpose. (ie: HSC-110-NWB1: Chapter 1 assignment)
- Avoid sending attachments unless compatible.

- Keep emails concise and courteous.
- Review emails before sending them.
- Avoid personal or insulting remarks.
- Sign with your full name, or the name you prefer to be identified.

10.2 Technology/Computer Requirements

- Personal computer (Windows or Mac only); no Chromebook™ or iPads™
- Reliable internet connection
- Firefox or Google Chrome browser
- Microsoft Word

10.3 Electronic Device Usage

A. Smart phones, cell phones, smart watches, tape recorders and other electronic devices are only permitted in the classroom and labs under the following circumstances:

- Academic accommodation from the Disability Coordinator (Note: this does not permit recording of post-test reviews)
- Note taking
- Participation in a faculty lead activity that requires the use of an electronic device.
- Written permission from the instructor to record the class or an advising session.
- All recorded lectures or other classroom/lab activities must be erased at the end of the semester.
- Students listening to recorded class/lab sessions must do so in a secluded private area.
- Students must be sure that the recording cannot be overheard by others.
- Students may not post recordings online or use them as evidence to challenge test items.
- All smart phones, cell phones and smart watches must be turned off during class/lab/clinical time.

B. Students who are expecting emergency telephone calls may leave their cell phones on provided:

- The instructor is notified prior to the beginning of class, or, during testing, the phone is left with instructor,
- The ringer is silenced, and
- The student receiving the call exits the classroom to accept the call.

C. No cell phones or other devices may be used in place of a calculator or to listen to music or other recorded information during testing. Program-owned calculators will be supplied if required for an assignment.

D. Students who do not follow the electronics policy will upon the:

- First offense: receive written documentation on the Medical Assisting Student Strategic Plan for Success and/or via email notification (depending on the nature of the violation), reminding them of the policy.
- Second offense: be placed on probation. This will be documented on the Medical Assisting Student Strategic Plan for Success and/or the student will be notified via email notification regarding the incident.

- Third offense: will be grounds for dismissal.
 - After considering relevant information and conferring with the faculty, the Director of Medical Assisting will determine whether to outline in a contract with the student the specific requirements for the student to continue in the program OR dismiss the student.
 - If a contract is drawn up, failure to adhere to any requirements set forth by this contract as determined by the Director of Medical Assisting will result in dismissal.
 - If the violation of the electronic devices policy is also a violation of academic integrity, the consequences will align with the academic integrity policy.

E. Any student who is caught with a phone, smart watch, PDA, recording device, etc. on their person or in their vicinity while taking or reviewing a test (or while doing a group test) will be given a zero (0) for the test and may be dismissed from the medical assisting program. No exceptions.

F. Students completing computer testing may not access other web pages during the testing period, even if their individual test is complete. Any student who is caught on any web page other than the test during the testing period will be given a zero (0) for the test and may be dismissed from the medical assisting program. No exceptions.

G. All students will be required to have a personal computer with a Windows or Mac operating system (no Chromebooks™ or iPads™).

H. If a student misses a test and the instructor grants an extension; the student will be required to complete the make-up test in the Testing Center on either the New Bern or Havelock campus.

10.4 Artificial Intelligence (AI) and Academic Integrity

Artificial intelligence (AI) tools, including but not limited to ChatGPT, Microsoft Copilot, Gemini, Claude, and similar technologies, may be used in this course only as permitted by the instructor and for approved academic purposes.

A. Acceptable Uses

Students may use AI tools to:

- Brainstorm ideas and topics.
- Generate study guides or practice questions.
- Improve grammar, spelling, and clarity of writing.
- Obtain explanations of concepts for learning purposes.
- Assist with organization, outlining, and time management.

B. Unacceptable Uses

Students may not:

- Submit AI-generated work as their own.
- Use AI to complete assignments, exams, quizzes, discussions, or projects unless explicitly authorized.
- Copy and paste AI-generated content without proper acknowledgment.

- Use AI in a manner that violates the institution's academic integrity policy.

C. Citation and Disclosure Requirements

If AI tools are used in completing an assignment, students must:

1. Disclose the use of the AI tool.
2. Identify which tool was used.
3. Describe how the tool was used.
4. Cite AI-generated material according to the citation style required for the course.

Example statement:

"I used Microsoft Copilot to help generate an outline for this paper and to review grammar. All analysis, conclusions, and final writing are my own."

D. Instructor Rights

The instructor may:

- Restrict or prohibit AI use on specific assignments.
- Require documentation of the writing and research process.
- Ask students to explain, defend, or demonstrate understanding of submitted work.

E. Academic Integrity

Students remain fully responsible for the accuracy, quality, originality, and ethical use of all submitted work, regardless of whether AI tools were used. Violations of this policy may be treated as violations of the institution's academic integrity code.

11. Student Rights and Responsibilities

11.1 Student Right and Responsibilities

See Appendix B (BP 3.1)

11.2 Academic Integrity Policy

See Appendix C (CP 3.3.1)

11.3 Appeals Process

Students may appeal the following according to the College's student appeal procedure. A copy of the procedure can be found in the College's current student handbook, online at www.cravencc.edu or can be

requested from the Associate Vice President of Students. All appeals must be filed in a timely manner as specified by the College's student appeal procedure and require clear documentation of variances.

- Residency
- Discipline
- Student Grade
- Tuition Refund
- Academic Honesty
- Satisfactory Academic Progress (SAP)

14. Student Grievance Procedure

See Appendix D. (CP-3.8.1)

12. Student Support Services

12.1 Academic Support Center

Our Academic Support Center (ASC) is a team of highly trained Craven CC students and staff that provide academic assistance to curriculum students enrolled in courses at all levels. We're here to help you reach your academic, personal, social, and economic potential by supporting intellectual growth, connecting you with resources, and motivating you to become a lifelong learner. The New Bern and Havelock Academic Support Centers are accredited as Level 1 certified tutor training programs by the internationally recognized College Reading and Learning Association (CRLA).

Appointment scheduling is available to current students on Panther Portal.

A. What We Offer

- One-on-one tutoring sessions, online tutoring sessions, and embedded tutoring
- Student skills development (organization, time management, study skills, test taking, etc.)
- Study groups and workshops
- Writing and research assistance
- Technology support and troubleshooting
- Placement test preparation
- Computer use and printing
- Professional communication and academic resourcefulness (emailing instructors, contacting advisor, etc.)
- Academic Success Coaches and Digital Navigators Program

B. Student Resources for Online Courses

If you're taking online classes, the ASC can provide you with in-depth writing assistance. Our writing tutors deliver valuable suggestions regarding essays, research papers, resumes, and a wide variety of other documents. The ultimate goal is not to fix papers, but to empower you with the skills necessary for overall improvement of writing skills. Our tutors are permitted to offer generalized feedback but will not point out all grammatical errors or make actual corrections for you. The ASC also offers assistance through Tutor.com, an online tutoring and writing review service available 24/7. Registered students can login using their PantherID email and password.

C. Student Help Desk

We offer technical support to all of our students. Learn more about the Student Help Desk.

D. Additional Resources

For information about proctored eLearning, as well as make-up and placement testing, visit our Testing Centers page.

12.2 Accessibility Services

Craven Community College is dedicated to providing an accessible learning environment to current and potential students. Accommodations are determined on a case-by-case basis for individuals with disabilities who wish to be more successful in reaching their career and educational goals.

If you believe that disability-related issues have affected or may affect your academic progress, you may voluntarily supply documentation about the disability and its specific impact on your educational experiences. If you supply such documentation, we will keep it confidential and use it only as part of our efforts to increase access by individuals with disabilities in accordance with the Americans with Disabilities Act of 1990 (ADA) mandates.

Process for Receiving Accommodations

1. When you begin at Craven CC, you will speak with an admissions advisor to enter a curriculum program, or to a member of the College & Career Readiness team when entering the GED or adult high school diploma program.
2. At this initial meeting, you may request a Student Request for Accommodations Under the Americans with Disabilities Act Form or fill out the Electronic Student Request for Disability Accommodations (see above under Forms)
3. This form must be filled out completely and sent or taken to the office of the ADA Coordinator in the Ward Hall, Room 108 on the New Bern campus. This form must be accompanied by documentation to support your request, such as a psychological evaluation, letter from a doctor, or other medical evidence not more than three years old. An Individual Educational Plan (IEP) from high school is not sufficient documentation.

4. The Disability Services team will confirm that all documentation is complete and that you are qualified for services. If the documentation is complete, the ADA Coordinator will work with college contacts to provide the requested accommodations.

- Director of Academic Support Center for curriculum students in New Bern – 252-638-7294
- Director of College & Career Readiness for GED/AHSD in New Bern – 252-638-1587
- Manager of Academic Support Center in Havelock for curriculum and College & Career Readiness students in Havelock – 252-444-0707

If the ADA Coordinator deems it necessary, the academic deans will be contacted, and the student's instructors will become involved in the process of determining the best way to provide access.

- You will receive either a letter/email or telephone call from the contact person to set up an appointment to discuss your accommodation needs. An accommodation form will be completed by the ADA Coordinator and signed by you.
- You will take the accommodation forms to your instructors. The instructor will sign the form, and the original will be returned to the ADA Coordinator.

Contact Information

Academic Support Services
Ward Hall, Room 108
252-638-7278

12.3 Counseling Services

Our Counseling department is here to help you overcome obstacles and promote possibilities. Once you join our college family, you'll be able to meet confidentially with one of our counselors and have access to a number of helpful local and online resources.

- To reach the Suicide and Crisis Lifeline, call 988 or text HOME to 741741
- To reach the NC Peer Warmline, call 855-733-7762

Current students can access in-depth counseling information and resources on [Panther Portal](#).

Contact Information

Counseling Department
Barker Hall
New Bern Campus
252-638-7222

12.4 Career Services

A. Training and Program Opportunities

One of the first steps in career planning is to explore how some of the programs at Craven CC connect with your personal interests, skills, values, and work-life needs.

B. Onsite Job Assistance Powered by NCWorks

Craven County NCWorks, in partnership with the Eastern Carolina Workforce Development Board, can help all job seekers get assistance with the following:

- Resume writing
- Cover letter writing
- Interview preparation
- Job searches
- Job placement
- Career planning and coaching

Advisors are available for virtual appointments every Wednesday from 8 a.m. to 5 p.m. An invite will be emailed after scheduling an appointment. To request a virtual appointment on Monday, Tuesday, Thursday, or Friday, email NCWorks.

C. Career Planning Tools

Personal assessments are a great way to help narrow down the career path that's right for you.

- Career Coach allows you explore your interests, skills, and knowledge to find a career path that is right for you.
- Reality Check, from the North Carolina Department of Commerce, is an online tool designed to estimate the income necessary to support your desired lifestyle.

For more information, contact one of our Academic Advisors on the New Bern campus:

Barker Hall, Room 109

252-638-1387

12.5 Financial Aid Services

We understand that college can be expensive. That's why we work hard to provide financial assistance to students who, without the help of the aid, would be unable to begin or continue their studies with us.

If you have financial aid questions or would like help filling out your Free Application for Federal Student Aid (FAFSA), you can easily schedule an appointment with our New Bern, Havelock, and Cherry Point Financial Aid offices.

Contact Information
New Bern Campus
Barker Hall, Room 109
252-638-7216

Havelock Campus
Redd Building, Room 101
252-444-2120

Regular Hours
Monday – Thursday: 8 a.m. to 5 p.m.
Friday: 8 a.m. to 12 p.m.

Summer Hours
Monday – Thursday: 7:30 a.m. to 5:30 p.m.
Friday: Closed

13. Inclement Weather

Weather related cancellations or changes will be announced on the College's webpage: www.cravencc.edu
Students may also sign up to receive alerts by text. Sign up at: Rave Alert. <https://cravencc.edu/RaveAlerts>

Cancellations may also be announced on Public Radio East, and local radio and television. For a complete listing of all stations, please visit: College Student Handbook.

Our primary concern is the safety of our students in the event of inclement weather. Due to the hours, students are in clinical and the time they leave home, sometimes the decision to cancel or delay classes is made after students are already enroute, therefore:

- Students will adhere to the college policy in reference to class, lab and clinical. If a delay or a late start of college is announced, that will also be the time the student is to report to class, lab or clinical. A two (2) hour delay will be calculated from the time the college opens at 8:00 a.m., therefore clinical will begin at 10:00 a.m.
- If the College has not decided regarding a delay prior to the student arriving at clinical, but later cancels or closes once the student is at the clinical site, the student will be dismissed for the day.
- The students will be required to make up class, lab, and clinical hours to meet the learning outcomes. Methods will vary depending on length of school closure, and may include extended clinical hours, previously unscheduled clinical days, additional ALEs, etc.
- Faculty will communicate specific information for makeup of each of these components. Failure to complete the make-up plan with a satisfactory grade will result in an automatic withdrawal from the course. If after the withdrawal date, an unsatisfactory for the clinical component of the course will be assigned, and a grade of "D" will be received for the course. This will result in dismissal from the program.

14. Student Employment

Students who are employed in healthcare settings may perform clinical duties and procedures only when:

- The duties fall within the scope of their employment position.
- The employer authorizes the student to perform the assigned duties.
- Appropriate supervision is provided according to employer policies and applicable laws.
- The student has received any training required by the employer.

Students may not represent themselves as medical assistants or perform duties requiring credentials, they have not yet earned unless permitted by state law, employer policy, and appropriate supervision requirements.

All required psychomotor and affective competencies must be formally assessed, documented, and successfully completed through approved program courses, laboratory activities, simulations, and/or clinical practicum experiences as designated by the Program Director and faculty.

Skills and procedures performed by students as part of employment at a healthcare facility shall not be used to assess, validate, or document achievement of Medical Assisting Education Review Board (MAERB) competencies required for course completion or program graduation. Competency assessments must be completed within the educational setting under the supervision and evaluation of Medical Assisting Program faculty, approved clinical instructors, or designated preceptors according to program policies and accreditation standards.

15. Certification and Credentialing

15.1 Certification

The candidate must have graduated from or be about to complete a medical assisting program accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or by the Accrediting Bureau of Health Education Schools (ABHES). Completing students may take the following credentialing exams upon completing their formal classroom education.

1. CMA (AAMA) www.aama-ntl.org
2. RMA (AMT) <https://americanmedtech.org/medical-assistant>
3. CCMA (NHA) [https://www.nhanow.com/certification/nha-certifications/certified-clinical-medical-assistant-\(ccma\)](https://www.nhanow.com/certification/nha-certifications/certified-clinical-medical-assistant-(ccma))

Each credentialing examination website provides detailed information regarding eligibility requirements, the examination application process, certification renewal requirements, and continuing education requirements. Students are encouraged to review the appropriate credentialing website for the most current and complete information.

16. Program Completion and Graduation

16.1 Graduation Requirements

A student is eligible for graduation when all the following requirements have been met:

A. Academic Requirements

- Successful completion of all required credit hours.
- Minimum cumulative GPA of 2.5.
- Minimum grade of B in all Medical Assisting courses.

B. Clinical Requirements

- Successful completion of the required clinical practicum/externship.
- Verification of satisfactory clinical performance.
- Completion of all required competencies.

C. Administrative Requirements

- Submission of graduation application by the published deadline.
- Clearance of all student account obligations.
- Compliance with all college graduation procedures.

16.2 Criteria for Program Completion

To successfully complete the Medical Assisting Program, students must:

1. Successfully complete all required courses in the curriculum.
2. Earn a minimum grade of B in all Medical Assisting courses.
3. Successfully complete all required laboratory competencies.
4. Successfully complete the clinical practicum/externship.
5. Meet all program learning outcomes.
6. Fulfill all institutional graduation requirements.
7. Resolve all financial and academic obligations to the college.

16.3 Pinning Ceremony

The pinning ceremony, usually held in Orringer Auditorium, is formal recognition of the hard work and effort exerted by the students throughout the Medical Assisting program, and recognition of attainment of their final goal in completion of the Medical Assisting program. The student is publicly awarded a pin. *The number of*

guests per student may be limited by the number in the graduating cohort and the number of occupants allowed by facility codes.

Participation in the pinning ceremony is optional, but students are strongly encouraged to enjoy this acknowledgment. Students will be advised by the Program Director and faculty as to the agenda and requirements of the ceremony. Students will wear designated professional uniforms and shoes. Students must adhere to the professional standards of clinical attire as they would in the clinical setting, see *Appearance and Uniform*. Students are responsible for all expenses related to the pinning ceremony (uniform, shoes, pin, etc.) Information regarding the requirements will be shared with the cohort.

Every year at pinning, if there are funds available, we award at least one student who is planning to pursue their associate degree in medical assisting the Karen Heath Memorial Scholarship. All students are encouraged to apply online at the beginning of the spring semester.

17. Appendices

A. Practicum Placement Process

B. Student Right and Responsibilities

C. Academic Integrity Policy

D. Student Grievances Policy

E. Estimated Program Fees and Costs

F. Academic Calendar

G. Professional Code of Conduct

H. Student Confidentiality Statement Form

I. Release of Student Information to Clinical Sites Form

J. Consent for Audio/Video/Photography for Educational and Promotional Purposes Form

K. Student Handbook Acknowledgment Form

Appendix A

Clinical Experience Assignment Policy and Procedure

Purpose

The purpose of this policy is to establish a fair, consistent, and educationally sound process for assigning students to clinical experiences. The policy ensures that practicum placements support student learning outcomes, meet accreditation requirements, and maintain positive partnerships with clinical affiliates.

Policy Statement

All practicum assignments are made without discrimination based on race, color, religion, sex, national origin, age, disability, genetic information, veteran status, or any other protected category.

Criteria for Practicum Assignment

Practicum placements will be assigned utilizing the following factors:

Academic Eligibility

Students must:

- Successfully complete all prerequisite coursework.
- Meet minimum program academic standards.
- Demonstrate satisfactory clinical skills competency.
- Be in good standing with the institution and program.

Compliance Requirements

Prior to placement, students must provide documentation of:

- Required immunizations and health records.
- Current CPR certification (if required).
- Criminal background check clearance.
- Drug screening results (if required by the clinical site).
- Liability insurance, if applicable.
- Any additional requirements established by the clinical affiliate.

Practicum Site Availability

Assignments are subject to:

- Availability of affiliated clinical sites.
- Capacity limits established by clinical partners.
- Availability of qualified preceptors and supervisors.

Educational Needs

Program faculty may assign placements based on:

- Exposure to diverse patient populations.
- Opportunities to achieve program competencies.
- Specialty experiences needed to meet learning outcomes.
- Student learning needs and professional development goals.

Student Placement Requests

Students may submit requests regarding:

- Preferred geographic area.
- Preferred clinical specialty.
- Scheduling considerations due to employment

The program will attempt to accommodate reasonable requests when feasible; however:

- Requests are not guaranteed.
- Personal employment obligations do not guarantee placement accommodation.
- Students may not independently arrange their own clinical placements

Assignment Process

Step 1: Student Eligibility Review

Program faculty review student records to ensure eligibility for clinical placement.

Step 2: Practicum Site Assessment

The Practicum Coordinator evaluates available placements and confirms student capacity with clinical partners.

Step 3: Matching Process

Students are assigned based upon:

- Practicum site availability.
- Accreditation and regulatory requirements.
- Special accommodation approved through Disability Services.

Step 4: Notification

Students will be notified of clinical assignments in writing prior to the start of the experience.

Step 5: Orientation

Students must complete all required clinical orientation activities before beginning placement.

Distance and Travel Expectations

Students should understand that:

- Clinical experiences are a required component of the program.
- Assignments may occur outside the student's county of residence.
- Students are responsible for transportation costs, parking fees, meals, and other expenses associated with clinical attendance.
- Failure to arrange reliable transportation is not an acceptable reason for refusing an assigned placement.

Changes to Practicum Assignments

The program reserves the right to change placements at any time due to:

- Clinical site availability changes.
- Student performance concerns.
- Health or safety concerns.
- Affiliation agreement modifications.
- Natural disasters, emergencies, or other unforeseen circumstances.

Student Responsibilities

Students are expected to:

- Accept assigned placements.
- Adhere to all facility policies and procedures.
- Maintain professional conduct and confidentiality.
- Meet attendance requirements.
- Complete all assigned clinical documentation.

Requests for Reassignment

Students requesting reassignment must submit a written request to the Practicum Coordinator or Director. The decision of the Program Director regarding reassignment is final.

Requests will be considered only for:

- Documented medical reasons.
- Approved disability accommodations.
- Significant hardship circumstances.
- Safety concerns.

Program Responsibilities

The Medical Assisting Program will:

- Maintain equitable assignment practices.
- Ensure placements support required competencies.
- Provide clear communication to students and clinical partners.
- Monitor student progress through faculty oversight and site evaluations.
- Maintain compliance with accreditation standards and institutional policies.

Legal Authority: NCGS 115D-20 Approval:

April 19, 2011

Revision: October 20, 2015

Student Rights and Responsibilities

The Board directs the President to establish appropriate student services that will ensure that student rights and responsibilities are integrated into the academic and extracurricular programs of the College. The rights and responsibilities of students are inherent and outlined in College policies and procedures. These policies and procedures are developed to ensure that students have a positive educational experience while attending the College and that the institution operates in a manner that fulfills its mission.

In addition, the Board is committed to providing nondiscriminatory educational opportunities. The College prohibits discrimination against students based upon gender, race, color, religion, sexual orientation, national origin, age, disability, genetic information, veteran's status, or any other characteristic protected by law. The President shall ensure that the College does not unlawfully discriminate in any education decision such as admission, student services, or graduation.

Complaints by Students

The Board directs the President to promulgate and implement procedures and programs that will provide students with information as well as the means of obtaining assistance and remedy in the event of discrimination or harassment on the basis of any legally protected trait, characteristic, condition, or classification.

Related Board of Trustees Policy: BP 3.3 OPR:

Vice President for Instruction Approval:

March 4, 2025

Previous Revisions: August 27, 2019, January 2012

ACADEMIC HONESTY

The College's Student Code of Conduct (Code) educates individuals about their rights and responsibilities as members of the student body, which includes the requirement for students to exercise academic honesty in all courses of study. This Procedure sets forth the processes to investigate potential violations, ascertain relevant facts, and provide due process steps for students to present evidence and appeal decisions. This process applies to students in curriculum and non-curriculum (workforce development) courses. (Note: Allegations of Code violations not involving academic honesty are addressed by College Procedure 3.3.2, *Student Discipline*.)

If, during any step of this procedure, an instructor and appellant authority determines the alleged breach of academic honesty is so severe as to warrant consideration of student suspension or expulsion, or likely to be part of a broader system of misconduct, actions in this procedure are to be suspended to allow for a more comprehensive investigation using CP 3.3.2, *Student Discipline*. The instructor and appellant authority will refer the case, in writing, to the Associate Dean of Students and forward all case information collected to date. Upon completion of student disciplinary actions, the instructor and appellant authority will determine whether resuming action under this procedure is appropriate or to close the academic dishonesty case as having been rendered moot.

Definitions

Generative Artificial Intelligence (AI) – A branch of artificial intelligence that learns from existing data patterns to create new content including, but not limited to, text, images, graphics, presentations, voiceovers, and videos. Examples of generative AI web-based tools are Chat GPT, Microsoft Copilot, Qillbot, Midjourney, Gamma, Genny, and Grammarly's AI writing assistant.

Plagiarism – Representing work, words, images, or ideas of another's as one's own. Plagiarism includes but is not limited to:

- Copying written material, images, or data from a source without quotation marks and/or attribution
- Failure to provide citation of works used.
- Paraphrasing material without proper citation for information that is not common knowledge
- Submission of previously submitted work for a different assignment without explicit permissions from the course instructor
- Submission of written materials, images, or other content created in part or whole using generative AI technology not authorized by the course instructor or program of study

Fabrication – Intentional use of material invented with the intent to deceive in obtaining academic

advantage. Fabrication includes but is not limited to:

- Submission of a paper, lab report, or academic exercise with falsified, invented, or fictitious data
- Submission of work prepared in part or in whole by another person (including online sources) or generative AI technology as one's own
- Citation of information or data not actually in the source indicated.
- Listing sources in a bibliography not used in the submission

Cheating – The attempt to obtain credit for work or knowledge dishonestly or deceptively, or to aid another person in such an attempt. Cheating includes, but is not limited to:

- Copying from another's test, assignment, or homework
- Taking or receiving unauthorized copies of examinations, quizzes, or other academic material
- Using unauthorized study or reference aids (e.g., "crib notes," "cheat sheets," etc.) particularly with respect to a test, evaluation, or practicum
- Using generative AI technology to complete course submissions, in part or in whole, not authorized by the course instructor or program of study
- Fraudulently allowing any person to represent a registered student in any class meeting, activity, test, evaluation, or practicum

Characterization of Suspected Academic Honesty Violations

Faculty exercise professional judgement in evaluating the severity of the infraction (e.g., a momentary glance at a neighbor's paper versus preparation and use of a "crib sheet"). Considerations regarding the student's actions may include:

- *Accidental* – e.g., a misunderstood testing instruction
- *Inadvertent* – e.g., a missed citation
- *Intentional* – e.g., use of fraudulent lab data
- *Actual or potential impact of infraction* – e.g., single test answer received versus the need to invalidate the exam for the entire class

The instructor may also evaluate the incident relative to the student's overall academic conduct, to include any previous instances of academic dishonesty and imposed sanctions.

Procedural Steps

1. *Initial Detection and Evaluation* – Most often, the faculty member conducting the course of instruction initially detects instances of academic dishonesty. The College uses a variety of safeguards to encourage ethical student behavior and to assist in detecting deviations, to include exam proctoring, cameras, audio tools, anti-plagiarism software, and so forth. Occasionally, another student or college employee may report suspected dishonesty to an instructor.
2. *Preliminary Investigation* – When a faculty member identifies a potential violation of academic honesty, an investigation will be initiated within five (5) college operating days for 8-week courses or ten (10) college operating days for other courses. The faculty member will collect supporting evidence, which may include student submissions, exam materials, and statements from students and other witnesses. The instructor may:
 - Dismiss the allegation as having been unsubstantiated,

- Determine the seriousness of the allegation does not warrant formal action (in this case the instructor may choose to counsel the student regarding the incident), or
 - Determine that the allegation is supported by reliable evidence.
3. *Student Notification* – When a faculty member determines the suspected infraction is substantiated, the faculty member notifies the student(s) of the allegation within five (5) college operating days for eight-week courses or ten (10) college operating days for all other courses. The faculty member documents the academic honesty infraction on Digital Form 3.3.1a, *Academic Honesty Violation (AHV) Report*, which auto-generates an email notifying the student about relevant information about the violation claim. The notification must include:
- Written notice of the allegation(s), with a summary of the information obtained by the preliminary investigation
 - Proposed sanction(s),
 - Applicable references to this Procedure,
 - The opportunity to correspond or personally meet with the instructor to provide evidence on his or her behalf,
 - The right to a prompt written decision regarding the allegation(s), and
 - Information regarding the available appeal procedures
4. *Student Response* – The student has five (5) college operating days to respond to the notification. The student may meet with the instructor and present evidence for the instructor's consideration.
- If the student does not respond within the specified timeframe, the investigation is closed and the proposed sanctions will be applied. The student may not appeal the decision. A copy of the AHV Report is sent to Student Services to be entered into the student's permanent record.
5. *Instructor Determination* – After receiving the student's response and reviewing any submitted evidence, the instructor will re-evaluate the allegation within five (5) operating days and notify the student of the decision. The instructor may:
- Implement the proposed sanction(s),
 - Reduce the proposed sanction(s), or
 - Dismiss the case.
6. If the student accepts the instructor's decision and the associated resolution or sanction, the case is closed, the resolution implemented, and a copy of the AHV Report will be sent to Student Services for inclusion in the student's permanent record.

Student Appeals

First Student Appeal – The student may appeal the Instructor Determination, the resolution/sanction, or both, by completing and submitting Digital Form 3.3.1b., *Student Appeal – Academic Honesty*, within seven (7) college operating days of notification of the Instructor Determination. The appeal is made to the appropriate

Program Director or Associate Dean. The student may request a personal meeting, present written evidence, or both. The appeal must specifically address why the student believes the instructor's decision(s) is in error. An appeal that is limited to a restatement of previous information submitted will not be considered.

- The Program Director/Associate Dean will meet with the student (if requested) and review all materials related to the instructor's determination and the student appeal.
- The Program Director/Associate Dean may uphold, modify, or reverse the *Instructor Determination*. The decision is made within seven (7) college operating days following the meeting with the student or the receipt of the student's appeal materials, whichever is later.
- The Program Director/Associate Dean may reduce, but not increase, any proposed sanction(s) made by the instructor.
- The decision is documented using Digital Form 3.3.1b, *Student Appeal – Academic Honesty*, which will generate an email notification to the student.
- If the student accepts the Program Director or Associate Dean's decision and the associated resolution or sanction, the case is closed, the resolution implemented, and a copy of the AHV Report will be sent to Student Services for inclusion in the student's permanent record.

Second Student Appeal – The student may choose to appeal the Program Director/Associate Dean's decision, the sanction, or both. The student must complete and submit Digital Form 3.3.1b., *Student Appeal – Academic Honesty*, within seven (7) college operating days of notification of the Program Director/Associate Dean Chair decision. The second appeal is made to the appropriate Academic Dean and must specifically address why the student believes the First Appeal decision is in error. An appeal that is limited to a restatement of previous information submitted will not be considered.

- The Academic Dean will meet with the student (if requested) and review all materials related to the instructor's determination and the student appeals.
- The Dean may elect to convene an Academic Honor Committee to perform a more comprehensive review of the student's appeal. The committee will consist of five members—the Student Government Associate President (or designee), one at-large student (who is not a classmate of the appealing student), two faculty members (not including the course instructor, with at least one from outside the program director's supervision), and a Student Services staff member. A faculty member (from outside the program) will chair the committee and will notify the student to afford the student an opportunity to appear before the committee.
 - The committee will meet within seven (7) college operating days of the Academic Dean's receipt of the appeal. The committee will provide the Academic Dean its conclusions and recommendations within seven (7) college operating days of having convened.
 - The Dean may accept, reject, or modify the Academic Honor Committee's conclusions and recommendations.

- The Dean may elect to personally review the student's appeal rather than assign a committee.
- The Dean may uphold, modify, or reverse the *Program Director/Associate Dean* decision. The decision is made within seven (7) college operating days following the meeting with the student, the receipt of the student's appeal materials, or receiving the committee's report, whichever is later.
- The Dean may reduce, but not increase, any proposed sanction(s) made by the Program Director/Associate Dean.
- The Dean's decision is documented using Digital Form 3.3.1b, *Student Appeal – Academic Honesty*, which will generate an email notification the student regarding the decision.
- If the student accepts the Dean's decision and the accompanying resolution or sanction, the case is closed, the sanction is implemented, and a copy of the AHV Report will be sent to Student Services for inclusion in the student's permanent record.

Final Student Appeal – The student may appeal the Academic Dean's decision, the sanction, or both, the College's Vice President for Instruction. The student must complete and submit Digital Form 3.3.1b., *Student Appeal – Academic Honesty*, within seven (7) college operating days of notification of the Academic Dean decision. [Note: The appeal of academic honesty decisions made by the Dean of Workforce Development is also made to the Vice President for Instruction.] The student may request a personal meeting, present written materials, or both. The appeal must specifically address why the student believes the Second Appeal decision is in error. An appeal that is limited to a restatement of previous information submitted will not be considered.

- The Vice President will meet with the student (if requested) and review all materials related to the instructor's determination and subsequent appeals.
- The Vice President will uphold, modify, or reverse the Dean's decision. The decision is made within seven (7) college operating days following the meeting with the student or the receipt of the student's appeal materials, whichever occurs later.
- The Vice President may reduce, but not increase, any proposed sanction(s) made by the Dean.
- The decision will be documented on the Digital Form 3.3.1b, *Student Appeal – Academic Honesty*, which will generate an email notification to the student. A copy of the Academic Honesty Violation report will also be sent to Student Services for inclusion in the student's permanent file.
- The Vice President's decision is final and is not subject to further appeal.

Sanctions

Student sanctions may be imposed as result of academic dishonesty. The primary purpose of sanctions is to serve as educational interventions to address academic dishonesty, discourage further violations, and to foster ethical and honest habits of academic inquiry. The student's instructor, having immediate knowledge of the student including current and past conduct, and having the best estimation of the student's prospects for remediation and future success, is the most relied upon judgment in selection of the appropriate level of sanction. The instructor should consult the Associate Dean of Student Services to ascertain whether there are previous significant incidents of academic honesty in the student's record.

Sanctions, listed in order of increasing severity include but are not limited to:

Re-accomplishment – The student may be directed to re-accomplish the task, assignment, quiz, test, or practicum in a manner that removes or excludes material that was judged to have been academically dishonest.

Supplemental Assignment – The student may be directed to accomplish a task, assignment, quiz, test, or practicum supplemental to other coursework to re-enforce appropriate academic habits.

Grade Penalty – Student is given a grade penalty (reducing the awarded grade by a specified amount) for the task, assignment, quiz, test, or practicum that was impacted by the academic dishonesty.

“0” Grade – The student is given a zero grade for the task, assignment, quiz, test, or practicum that was impacted by the academic dishonesty. The instructor sends a memo to the Dean of Student Services to include the sanction in the student’s record.

“F” Course Grade – The student is given a failing grade for course impacted by the academic dishonesty. The instructor sends a memo to the Associate Dean of Student Services to include the sanction in the student’s record. Note: The Grade Appeal Process does not apply—appeals are processed in accordance with the foregoing section.

Student Suspension or Expulsion – Instances of academic dishonesty that are so severe as to warrant consideration of suspension or expulsion are referred to the Associate Dean of Student Services to be investigated and processed under CP 3.2.2., Student Discipline.

Associated Forms

- 3.3.1a. *Academic Honesty Violation (AHV) Report*
- 3.3.1b. *Student Appeal – Academic Honesty*



Related Board of Trustees Policy: BP 3.8 OPR:

Vice President for Development Approval:

June 9, 2026

Previous Editions: August 2011, February 9, 2016, December 15, 2017

STUDENT GRIEVANCES

The Student Grievances Procedure provides equitable and orderly processes to resolve grievances other than Title IX, grade, tuition, disability, or residency appeals by students at Craven Community College.

Action Steps:

Step 1: Recognizing that grievances should be raised and settled promptly, a grievance should be raised within ten business days following the event giving rise in the grievance. As the first step, the student should contact the college employee who would best be able to handle the grievance (e.g., the person with whom the student has a difference or dispute). Every reasonable effort should be made by all parties to resolve the matter informally at this level, and no written records of the matter will be placed on the student's official file.

Step 2: If the student is not satisfied with the disposition of the grievance at the first step, he/she may complete the Student Grievance Form, which may be located in the Panther Portal, to the immediate supervisor of the employee involved within five business days of receipt of the decision given in the first step. Within five business days of the supervisor's receipt of the written appeal from the student, he/she will notify the employee and notify the student of the time and place of a meeting to discuss the grievance. Such a meeting must be held no later than ten business days after receipt of the written appeal by the student. At this point, the college employee involved may respond in writing to the grievance.

Step 3: If the student is not satisfied with the disposition of his/her grievance by the supervisor of the employee involved, the student may request a hearing with the Associate Vice President for Students within five business days after receipt of the disposition of the grievance at the second step.

- If, in the Associate Vice President's discretion, the appeal and record of previous actions indicate an appeal is not warranted, the Associate Vice President will notify the student, employee, and supervisor of his/her decision within five business days after receipt of the appeal.
- If the Associate Vice President grants the appeal, the Associate Vice President may either hear the appeal himself/herself or appoint an ad hoc hearing committee. The Associate Vice President will notify the student, employee, and supervisor within five business days after receipt of the appeal as to whether the Associate Vice President or an ad hoc committee will hear the appeal. If the Associate Vice President hears the appeal himself/herself, the Associate

Vice President will set a date for a meeting and notify the student of the time and location in which the meeting will take place, but the meeting will take place no later than ten business days after receipt of the written appeal by the student. The Associate Vice President will notify the student, employee, and supervisor of his/her decision within five business days after hearing the appeal.

- If, in his/her discretion, an ad hoc committee is desired, the Associate Vice President will appoint the ad hoc committee within five business days after receipt of the written appeal. The ad hoc committee will consist of five disinterested persons, including student representation, from the college. The Associate Vice President shall designate the chairperson of the committee. Within five business days after the ad hoc committee has been appointed by the Associate Vice President, the chairperson of the ad hoc committee will set a time and place for the hearing and will notify the student, the employee, and the employee's supervisor. The hearing will begin within ten business days after the ad hoc committee has been appointed. The ad hoc committee will reach its decision by simple majority vote and communicate its recommendation in writing to the Associate Vice President within five business days after the hearing is completed.

Within ten business days of the Associate Vice President's receipt of the recommendation from the ad hoc committee, the Associate Vice President will make his/her decision and notify the student, the employee involved, and the employee's supervisor of this decision. A copy of the appeal, the recommendation of the committee, and the decision of the Associate Vice President will be placed in the student's official file. The decision of the Associate Vice President is final.

Step 4: If the student is not satisfied with the disposition of his/her grievance by the college, the student may file an appeal with the Consumer Protection Division of the North Carolina Department of Justice. The State Attorney General's website is at: <http://www.ncdoj.gov/complaint>. North Carolinians may call 1-877-566-7226. Outside of North Carolina, students may call 919-716-6000.

To mail a complaint, the address is: Consumer Protection Division, Attorney General's Office
Mail Service Center 9001
Raleigh, NC 27699-9001

Time Limitation for Grievances:

- Extension of Time: It is important that grievances be initiated and processed as rapidly as possible. Every effort will be made by all parties to expedite the process. The time limitations specified herein may be extended by written mutual agreement initiated by either party.
- Effect of failure to appeal within time limits: If there is no written mutual agreement to extend the time limit set herein, and if a decision at the first step is not appealed to the next step of the procedure within the specified time limit, the grievance will be deemed settled on the basis of the last decision rendered.
- Effect of failure to respond within the time limits: Failure at any level of the grievance procedure to initiate communication of a decision to the student within the specified time will permit the lodging of an appeal at the next step of the procedure within the time which would have been allotted had the decision been communicated on the final day.

Associated Form

- 3.8.1a. *Student Grievance Form*

Appendix E

Estimated Program Fees and Costs

Medical Assisting Diploma

ITEMS REQUIRED	1 st	2nd	3rd	TOTAL
Tuition (In-state)	\$1,292.00	\$1444.00	\$684.00	\$3,116.00
Tuition (Out-of-State)	\$4288.00	\$4288.00	\$2412.00	
Student Activity Fee	\$40.00	\$40.00	\$20.00	\$87.50
Computer/Technology	\$48.00	\$48.00	\$48.00	\$144.00
Campus Access, Parking and Security	\$15.00	\$15.00	\$15.00	\$45.00
Distance Education Fee	\$30.00	\$30.00	\$30.00	\$350.00
Summer Supply Fee			\$10.00	
Malpractice Insurance			\$16.00	\$16.00
Accident Insurance	\$1.20	\$1.20	\$1.20	\$3.60
CPR		\$10.00		
Textbooks	\$90.00	\$90.00	\$90.00	\$765.00
Uniforms/Shoes/Supplies			\$300.00	\$300.00
Complio	\$118.00			\$118.00
Total (In-State)	\$1634.20	\$1,678.20	\$1214.20	\$4526.60
Total (Out-of-State)	\$4630.20	\$4522.20	\$2942.20	\$12,094.60
OTHER EXPENSES				
CMA (AAMA) Exam				\$125.00
Graduation Fee				\$25.00
OPTIONAL				
Transcript				\$10.00
Cap, Gown, and Tassel				\$60.00
Pinning				\$10.00

Total In-State with other and optional expenses				\$4756.60
Total Out-of-State with other and optional expenses				\$12324.60

Note: Food, lodging, transportation and childcare cannot be estimated as it will vary for the individual but should be considered carefully by the student in planning his/her budget. Travel arrangements must be made to get to clinical agencies and off-campus activities. Tuition rates are subject to change by action of the General Assembly. Tuition rates are revised each July by the NC Legislature. See [Craven Community College Website](#) for current fees.

Appendix F

College Calendar

FALL SEMESTER 2026

Classes Begin (Regular and A-Term): August 19

Last Day to Receive a 75% Refund (A-Term): August 23

Last Day to Receive a 75% Refund (Regular Term): August 29

Labor Day Holiday (College Closed): September 4

Classes Begin (Flex Term): September 16

Last Day to Receive a 75% Refund (Flex-Term): September 23

Last Day to Withdraw from Class (A-Term): September 24

End of A-Term: October 12

Faculty Workday/Professional Development (No Classes) or Make-up Day for Official Cancellation:
October 13

Classes Begin B-Term: October 14

Last Day to Receive a 75% Refund B-Term: October 18

Last Day to Withdraw from Class (Regular Term): November 3

Veteran's Day (College Closed): November 11

Last Day to Withdraw from Class (Flex Term): November 16

Last Day to Withdraw from Class (B-Term): November 23

Student/Faculty Semester Break (No Classes): November 25

Thanksgiving Holiday (College Closed): November 26-November 29

End of Fall Semester (Regular Term, Flex-Term, and B-Term): December 16

Holiday Break (College Closed): December 23-December 31

NOTE: Dates are subject to change

SPRING SEMESTER 2027

New Year's Day Holiday (College Closed): January 1

Classes Begin (A-Term and Regular Term): January 11

Last Day to Receive a 75% Refund (A-Term): January 15

Martin Luther King, Jr. Holiday (College Closed): January 18

Last Day to Receive a 75% Refund (Regular Term): January 22

End of A-Term: March 8

Faculty Workday/Professional Development (No Classes) or Make-up Day for Official Cancellation:
March 9

Classes Begin B-Term: March 10

Last Day to Receive a 75% Refund (B-Term): March 14

Last Day to Apply for Spring Graduation: March 15

Student/Faculty Semester Break (No Classes): March 26-April 2

Last Day to Withdraw from Class (Regular Term): April 5

Last Day to Withdraw from Class (B-Term): April 23

End of Spring Semester (Regular Term and B-Term): May 11

Graduation: May 14

NOTE: Dates are subject to change

SUMMER SEMESTER 2027

Classes Begin (A-Term and Regular Term): May 20

Last Day to Receive a 75% Refund (A-Term): May 24

Last Day to Receive a 75% Refund (Regular Term): May 26

Memorial Day: May 31

Last Day to Apply for Summer Graduation: June 15

Last Day to Withdraw from Class (A-Term): June 28

Independence Day Holiday (College Closed): July 1-4

Last Day to Withdraw from Class (Regular Term): July 12

End of A-Term: July 20

End of Summer Semester (Regular Term): August 2

NOTE: Dates are subject to change

Appendix G

Code of Professional Conduct

The Code was developed based on a health professional's obligation to act in the best interests of patients and the public (fiduciary duty) and ethical principles of:

- a) Beneficence, this refers to doing well to others;
- b) Non-maleficence, this refers to doing no harm to others;
- c) Respect for your patient's privacy and confidentiality;
- d) Respect for your patient's autonomy, this refers to their right to refuse or choose their treatment;
- e) Fair and just provision of health services; and
- f) Personal integrity

Allied health professionals provide a wide range of services to the public in both the health and social care sectors and have a duty to always promote and protect the health and safety of the patients. The Code lays down a set of principles for professional relationships, practice and conduct with respect to users of allied health professional services and amongst the various healthcare professions.

Persistent failure and disregard for these standards can compromise patient safety and well-being, and/or bring disrepute to the profession. Breach of these standards can lead to a registered allied health professional being asked to defend his actions and face disciplinary proceedings for professional misconduct or failure to maintain competence.

Allied Health Professionals are expected to always:

1. Act in the best interest of your patient and the public;
2. Respect your patients' privacy and maintain confidentiality of information;
3. Respect your patients' choice and right to refuse or choose their treatment (autonomy), and obtain informed consent to give treatment;
4. Communicate effectively with your patient, caregivers and other professionals;
5. Ensure that any advertising you do or support is truthful, accurate and does not induce unnecessary demands for your services;
6. Act within the limits of your knowledge, skill and experience, and if necessary, refer the matter to another professional;
7. Limit your work or stop practicing if your performance or judgement is affected by your health or other reasons;
8. Keep accurate and adequate patient records;
9. Engage in professional development and keep your professional skills and knowledge up to date

10. Effectively, supervise tasks you have asked others to complete and undertake supervisory duties you have been assigned professionally;
11. Maintain high standards of personal conduct and behavior.
12. Abide by all laws and regulations governing your practice and the code of ethics of your profession and the Council.

Appendix H

Student Confidentiality Statement Form Required: One Time

As a student in the Medical Assisting Program of Craven Community College, I understand that I will be working with medical records of patients at healthcare facilities.

I understand that the medical records are confidential, personal documents. I will adhere to all HIPAA regulations and requirements.

I understand a break of confidentiality may be grounds for suspension or dismissal from the program. As a condition of observation or clinical student rotation at any affiliates of Craven Community College, I specifically agree that at no time during or after my experiences at the affiliate, in any manner, either directly or indirectly, shall I use, divulge, disclose or communicate to any person, firm or organization, any confidential information of any kind, nature or description, concerning any matter affecting or relating to the patients, staff, business and/or services of the affiliate.

All information designated as confidential is to be discussed with no one outside the affiliate and only discussed within the affiliate on a 'need to know' basis.

I pledge not to discuss the contents of any patient's medical record except with the clinical instructor or designee when such discussion is relative to the learning experience.

Confidential information includes, but is not limited to clinical, financial, or personal data of patients, employees, students, and services.

Confidential information also includes but is not limited to all personnel records and student records.

I agree, as an integral part of the affiliate, that security of confidential material is important and affects the affiliate's service and its goodwill.

Student Name: _____

Student Signature: _____

Date: _____

Appendix I
Release of Student Information to Clinical Sites
Waiver and Consent: Student Records and Privacy Act

In consideration for arranging clinical studies which are a curriculum requirement, the undersigned waives his or her rights under the Student Records and Privacy Act and permits Craven Community College to release results of criminal background checks, physical examinations ("Information") and other necessary personal medical information to clinical sites.

The undersigned further acknowledges understanding and agreement that the release of such information does not, however, guarantee acceptance of the undersigned at the clinical site; and that the undersigned may be rejected by the clinical site on the basis of the Information released to it; and the undersigned shall and hereby does hold harmless the Board of Trustees of Craven Community College, Craven Community College, and all agents and employees of Craven Community College from any and all liability, cost, and loss in the event of such rejection because of the Information.

Student Name: _____

Student Signature: _____

Date: _____

Appendix J

Consent for Audio/Video/Photographs for Educational and Promotional Purposes

Educational Purposes

Lab competencies and simulation activities may be recorded and stored for debriefing and educational purposes.

I, the undersigned, agree to audio/video or photographs for educational purposes for the Medical Assisting Program at Craven Community College. This permission will be in effect through the duration of my participation as a student in the Medical Assisting Program at Craven Community College.

Student Name: _____

Student Signature: _____

Date: _____

Promotional Purposes

Activities may be photographed and used for website or promotional purposes.

I understand that I may be photographed while participating in a lab competency or simulation activity. I, the undersigned, give permission to utilize my image for website or promotional purposes.

These documents will be stored through the duration of my participation as a student in the Medical Assisting Program at Craven Community College.

Student Name: _____

Student Signature: _____

Date: _____

Appendix K

Student Handbook Acknowledgment & Signature Page

I acknowledge that I have received, read, and understand the Medical Assisting Program Student Handbook and all accompanying forms. I have been given the opportunity to ask questions and seek clarification from the Program Director regarding program policies, expectations, and requirements.

I understand that I am responsible for adhering to all policies and procedures outlined in the handbook throughout my enrollment in the program.

Exceptions to Serving as a Live Subject for Skills Practice

(If the student has any medical, religious, or personal exceptions to participating as a live subject for skills demonstrations or practice, they must be listed below. If none, write None.)

Exceptions:

Signatures

Student Name (Print): _____

Student Signature: _____

Date: _____

Director's Signature: _____

Date: _____