



Muskegon Community College

# Medical Assistant Student Handbook

## Fall 2025

### PROGRAM DESCRIPTION

A program that prepares individuals, under the supervision of physicians, to provide medical office administrative services and perform clinical duties including patient intake and care, routine diagnostic and recording procedures, pre-examination and examination assistance, and the administration of medications and first aid. Includes instruction in basic anatomy and physiology; medical terminology; medical law and ethics; patient psychology and communications; medical office procedures; and clinical diagnostic, examination, testing, and treatment procedures.

### PHILOSOPHY

"Medical Assistants are multiskilled health professionals specifically educated to work in a variety of healthcare settings performing clinical and administrative duties. The practice of medical assisting necessitates mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession."<sup>1</sup> (MAERB, 2022). The faculty in the Medical Assistant program promotes the Medical Assisting Code of Ethics (AAMA).

### Medical Assisting Code of Ethics<sup>2</sup>

The Medical Assisting Code of Ethics of the AAMA sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting. Members of AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

1. Render service with full respect for the dignity of humanity.
2. Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
3. Uphold the honor and high principles of the profession and accept its disciplines.
4. Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
5. Participate in additional service activities aimed toward improving the health and well-being of the community.

<sup>1</sup>Medical Assistant Education Review Board. *Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting*, April 2022. <<http://www.maerb.org/Portals/0/Documents/standards%20and%20Guidelines,%202022.pdf>>

<sup>2</sup>Reprinted with permission from the American Association of Medical Assistants.

### Muskegon Community College Medical Assistant Program

221 South Quarterline Road Muskegon, Michigan 49442  
telephone 231.777.0378 fax 231.777.0417 [www.muskegoncc.edu/medicalassisting](http://www.muskegoncc.edu/medicalassisting)

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## **STUDENT HANDBOOK PREFACE**

This handbook is designed to supplement the Muskegon Community College Catalog. The purpose of this publication is to provide medical assisting students with information specific to the Medical Assistant Certificate Program.

This handbook is evaluated and updated annually by the medical assisting faculty and administrative staff and a current edition is distributed to each medical assisting student. The medical assisting faculty and administrative staff hold each medical assisting student accountable for the information presented in the current edition of this handbook and the other aforementioned College publications.

## **MUSKEGON COMMUNITY COLLEGE MISSION, VISION, AND VALUES**

**OUR MISSION: Muskegon Community College, dedicated to equity and excellence, prepares students, builds communities, and improves lives.**

**OUR VISION: An educated inclusive community**

**OUR GUIDING VALUES:**

**Learning  
Integrity  
Excellence  
Collaboration  
Kindness**

## **MEDICAL ASSISTANT MISSION STATEMENT**

The Muskegon Community College Medical Assisting Program is a certificate program that prepares students as competent entry-level Medical Assistants for employment in ambulatory care (healthcare) settings. To fulfill its mission, the Muskegon Community College Medical Assisting program is committed to

- partnerships with local community healthcare agencies to meet the intellectual, technical, and professional needs of a 21<sup>st</sup> century workforce.
- supporting student success.
- encouraging diversity.
- stimulating intellectual curiosity, critical thinking, and evidenced based practice.
- professional ethics and accountability necessary for persons to function as professional medical assistants.

In collaboration with the healthcare community, the program strives to provide competent, caring medical assistants who are committed to lifelong learning.

## **MEDICAL ASSISTING PROGRAM GOAL**

The goal of the Medical Assistant Program is to prepare Medical Assistants who are competent in the cognitive (knowledge), psychomotor (skills) and affective (behavior) learning domains to enter the profession.

## **MCC AND MEDICAL ASSISTANT PROGRAM APPROVAL**

Graduates of the Muskegon Community College Medical Assistant Program are eligible to sit for the medical assistant exam through American Medical Technologists (AMT) to become a Registered Medical Assistant (RMA) or through American Association of Medical Assistants (AAMA) to become a Certified Medical Assistant (CMA). To contact American Medical Technologists go to [www.americanmedtech.org](http://www.americanmedtech.org), call 847-823-5169, or send mail to 10700 W. Higgins Rd.; Ste 150, Rosemont IL 60018. To contact AAMA, go to [www.aama-ntl.org](http://www.aama-ntl.org) (<http://www.aama-ntl.org/>), call 312-899-1500, or send mail to 20 N. Wacker Drive, Suite 1575, Chicago, IL 60606.

Muskegon Community College has been accredited by the Higher Learning Commission of NCA since 1929. If you have comments about the accreditation process, contact the HLC at: 30 N. LaSalle Street, Suite 2400, Chicago, IL 60602-2504 or at 800.621.7440. They can also be contacted by email at [info@hlcommission.org](mailto:info@hlcommission.org) or online at <https://www.hlcommission.org/>. Any interested person may review a copy of the accreditation documents by visiting the MCC Administration Office, room 2109.

### **CORE VALUES**

Muskegon Community College has adopted the Medical Assistant Core Values of the American Association of Medical Assistants (AAMA)<sup>2</sup>:

- Actively participate in the delivery of quality healthcare.
- *Promote patient safety and well-being.*
- Contribute to a positive healthcare experience for patients.
- *Demonstrate integrity and respect and protect patient confidentiality.*
- Advocate the essential value of certification and continuing education.
- *Embrace change, growth, and learning.*

### **Medical Assisting Creed<sup>2</sup>**

The Medical Assisting Creed of the AAMA sets forth medical assisting statements of belief:

- I believe in the principles and purposes of the profession of medical assisting.
- I endeavor to be more effective.
- I aspire to render greater service.
- I protect the confidence entrusted to me.
- I am dedicated to the care and well-being of all people.
- I am loyal to my employer.
- I am true to the ethics of my profession.
- I am strengthened by compassion, courage, and faith.

<sup>2</sup>Reprinted with permission from the American Association of Medical Assistants.

### **MEDICAL ASSISTANT PROGRAM LEVEL AND TERMINAL OBJECTIVES**

The Medical Assistant program level goal is to prepare medical assistant graduates who:

- Competently perform as entry level medical assistants in the cognitive (learning), psychomotor (skills), and affective (behavior) learning domains
  - Psychomotor and Affective Domain Objectives: graduates must successfully complete 100% of the psychomotor and affective domain competencies.
  - Cognitive Objectives: graduate must successfully complete all of the cognitive objectives with an average score of C+ (77%) or better.

Program outcomes and terminal objectives include:

- Pass the CMA (AAMA) or RMA (AMT) national credentialing examination at a rate at or above the national mean
- Report Job placement as a medical assistant within 9 months of program completion at least part time or report continuing his/her education and or serving in the military
- Employers will report satisfaction with graduate as measured by survey sent to employer 3 to 12 months after graduation.
- All employers of MCC graduates will be sent a follow-up employer survey 3 to 12 months after employment
- At least 80% of the students entering this Certificate program (as measured by the admission cohort) will complete the program in 150% of stated program length

## **ACCREDITATION**

The Muskegon Community College Medical Assistant Certificate Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs  
9355—113<sup>th</sup> St. N. #7709  
Seminole, FL 33775  
727-210-2350  
[www.caahep.org](http://www.caahep.org)

Graduates of the Muskegon Community College Medical Assistant Certificate Program are eligible to take the Certified Medical Assistants (CMA) examination through the American Association of Medical Assistants (AAMA). To contact AAMA, go to [www.aama-ntl.org](http://www.aama-ntl.org) (<http://www.aama-ntl.org/>), call 312-899-1500, or send mail to 20 N. Wacker Drive, Suite 1575, Chicago, IL 60606. Graduates are also eligible to take the Registered Medical Assistant (RMA) examination through American Medical Technologists (AMT). To contact AMT, go to [americanmedtech.org](http://www.americanmedtech.org) (<http://www.americanmedtech.org/>), call 847.823.5169, or send mail to 10700 West Higgins Rd, Suite 150, Rosemont, IL 60018.

### **MCC MEDICAL ASSISTANT PROGRAM OUTLINE**

<b>Admission Prerequisites</b>		
<b>Testing/entrance competencies:</b> see next page		
<b>Certificate Requirements</b>		
<b>First Semester</b>		<b>12/14</b>
AH101	Medical Terminology	3/3
MA101A	Medical Assistant Administrative I	4/4
MA102A L&L	Medical Assistant Clinical I	5/7
<b>Second Semester</b>		<b>13/15</b>
BIOL115	Introduction to Anatomy & Physiology	4/4
MA105A	Medical Assistant Administrative II	3/3
MA106A L&L	Medical Assistant Clinical II	6/8
<b>Third Semester</b>		<b>7/7</b>
AH196	Electronic Health Records	3/3
MA110**	*Medical Assistant Seminar/Practicum (160 hours)	4/4
		<b>32/36</b>
<b>*Pre-Practicum Requirements</b>		
BIOL152L&L may be substituted for BIOL115		
Ability to meet the requirements of the occupation of Medical Assistant		
Clear Drug Screen (this will be set up by the Program Coordinator)		
Required Immunizations and negative 2 step tuberculin test (or t-spot)		
Clear Criminal Background Check		
Current CPR card (Basic Life Support, ARC Professional Rescuer)		

## ADMISSION CHECKLIST

Academic requirements for admission to the Medical Assistant Program are outlined below. Program Admission is based on a first come, first served basis; once the requirements have been met, the applicant will be placed on the "Ready List". **It is the responsibility of each student to notify the Records Office of an address, name, and/or phone number change(s).** The College will not be responsible for any incident arising from the student's failure to update this information.

Students with questions regarding this checklist should be directed to the Counselors in the Counseling and Advising Center, Room 1050 or to the medical assistant program coordinator in the Health and Wellness Center in Room 125. Once the **Admission Checklist** is complete, students need to contact the program coordinator either by email or phone: [dawn.platt@muskegoncc.edu](mailto:dawn.platt@muskegoncc.edu) or 231-777-0548.

**The following items MUST be completed to be placed on the "Ready List".**

<b>APPLICATIONS</b>				
<input type="checkbox"/> Complete a Muskegon Community College Application at <a href="http://www.muskegoncc.edu">www.muskegoncc.edu</a> – click on Apply. <input type="checkbox"/> Schedule an appointment with an MCC Counselor, Room 1050 or call 231.777.0362, to develop a course plan. You will receive your Medical Assistant application from the counselor when you meet the requirements for admission.				
<b>TRANSCRIPT EVALUATION</b>				
<input type="checkbox"/> If you have attended other colleges, request official transcripts to be sent from their records office to the MCC Records Office, Attn: Transfer Evaluation. Transfer credit will be given only for equivalent courses in which a "C" (2.0) or above was achieved. <input type="checkbox"/> Provide proof of high school completion or GED by submitting a copy of official transcript or GED transcript to the Enrollment Services Office, <a href="http://muskegoncc.edu/enrollment-services/">muskegoncc.edu/enrollment-services/</a> . (Official transcript of high school diploma/GED is required regardless of college level work.)				
<b>MEET ENTRY LEVEL COMPETENCIES:</b>				
<b>CONTACT DAWN PLATT (231)777-0548 OR <a href="mailto:DAWN.PLATT@MUSKEGONCC.EDU">DAWN.PLATT@MUSKEGONCC.EDU</a> FOR THE FOLLOWING TESTS:</b>				
<b>COMPUTER LITERACY SKILLS COMPETENCY</b>				
<b>Complete one of the following:</b> <input type="checkbox"/> Pass the MA Program Computer Competency Test with an 85% or better score <input type="checkbox"/> Complete <u>one</u> of the following with a "C" (2.0) or above: <table style="width: 100%; margin-left: 20px;"> <tr> <td style="width: 50%;"><input type="checkbox"/> CIS100: Introduction to Personal Computers</td> <td style="width: 50%;"><input type="checkbox"/> CIS110: Computer Concepts</td> </tr> <tr> <td colspan="2"><input type="checkbox"/> CIS120A: Introduction to Computer Information Systems</td> </tr> </table> <input type="checkbox"/> Transfer a course from another college that is equivalent to CIS100, CIS110, or CIS120A with a "C" (2.0) or above. [Computer courses must have been completed within the past five (5) years to transfer to MCC]	<input type="checkbox"/> CIS100: Introduction to Personal Computers	<input type="checkbox"/> CIS110: Computer Concepts	<input type="checkbox"/> CIS120A: Introduction to Computer Information Systems	
<input type="checkbox"/> CIS100: Introduction to Personal Computers	<input type="checkbox"/> CIS110: Computer Concepts			
<input type="checkbox"/> CIS120A: Introduction to Computer Information Systems				
<b>KEYBOARDING COMPETENCY</b>				
<input type="checkbox"/> Pass keyboarding test at 35 wpm or higher on a three-minute timed writing with 95% accuracy				
<b>Meet with Program Coordinator: Contact Dawn Platt 231-777-0548 or <a href="mailto:dawn.platt@muskegoncc.edu">dawn.platt@muskegoncc.edu</a></b>				
<input type="checkbox"/> Complete a meeting with program coordinator one of two ways: <ul style="list-style-type: none"> <li>○ Virtual meeting</li> <li>○ In-person meeting</li> </ul>				
<b>Program Code—Medical Assistant Certificate Program</b>				
<input type="checkbox"/> Student must have Medical Assistant Certificate Program under student planning.				
<b>MAINTAIN OVERALL GPA OF 2.0</b>				
<input type="checkbox"/> Muskegon Community College cumulative GPA must be at least a "C" (2.0).				

Once the Admissions Checklist is completed, the student will contact the program coordinator to receive the medical assistant application. The application must be completed online through MCC email. Once the application is completed, the student is then placed on the "Ready List."

**Medical Assistant Program Coordinator: Dawn Platt, [dawn.platt@muskegoncc.edu](mailto:dawn.platt@muskegoncc.edu), 231-777-0548, office: Health & Wellness Center Room 125**



## **TECHNICAL STANDARDS REQUIRED FOR PROGRAM PARTICIPATION**

As with any healthcare occupation, certain technical standards are required of medical assistants to perform their job safely, effectively, and efficiently. Therefore, the following technical standards are required of all students to participate in the Medical Assisting Program at Muskegon Community College:

- Speak clearly to communicate with clients, families, health care team members, peers, and faculty.
- Possess excellent written communication skills for accurate patient documentation.
- Stand and walk for six to eight hours/day.
- Bend, squat, and kneel.
- Assist lifting or moving clients of all age groups and weights.
- Perform CPR, i.e., move above client to compress chest and manually ventilate client.
- Work with arms fully extended overhead.
- Use hands for grasping, pushing, pulling, and other fine manipulation.
- Demonstrate eye/hand coordination for manipulation of equipment, i.e., syringes, procedures, etc.
- Possess tactile ability to differentiate changes in sensation such as measuring pulse.
- Possess auditory acuity to note slight changes in the client's condition, i.e., lung sounds, bowel sounds, etc.
- Possess auditory acuity to hear client's calls for assistance without facing the client.
- Possess auditory acuity to interpret various equipment signals and use the telephone.
- Possess visual acuity to read and distinguish colors, identify shapes, to read handwritten orders, and other handwritten/printed data.
- Possess visual acuity to clearly view electronic monitors and scales to correctly interpret data.
- Demonstrate basic knowledge of computer skills, including using the internet, using email, and using Word.
- Demonstrate minimum typing skills that demonstrate the ability to document in an electronic health record and other electronic methods of communication.
- Remain calm, rational, decisive, and in control at all times, especially during emergency situations.
- Function safely, responsibly, and effectively, especially under stressful situations.
- Display actions and attitudes consistent with the ethical standards of medical assisting.
- Demonstrate the ability to utilize time-management skills and prioritize multiple tasks.

These standards can be demonstrated with or without corrective or assistive devices. Examples of corrective or assistive devices include but are not limited to hearing aids, glasses, or amplified stethoscope. If a student requires assistance with a disability and needs assistance in demonstrating these standards, please contact the program coordinator or Disability Support Services.

## **READY LIST**

Once a student has satisfied all the program admission requirements, he/she will be placed on the ready list. Students are admitted into the program based on the ready date. A student may defer program admission two times. The student will be removed from the list after two deferments.

## **CHANGE OF NAME, ADDRESS, OR TELEPHONE NUMBER**

The student should promptly notify the Student Welcome Center of any change in name, address, and/or phone number that occurs while they are enrolled at the College. **Please also notify the Medical Assistant Program Office of any name change so that records can be updated appropriately.** Procedure and documentation requirements are located on the student's MYMCC portal page or on the MCC website at <https://www.muskegoncc.edu/departments/registrar-office/>. The Medical Assistant Program will not be responsible for any incident arising from the student's failure to update the above information.

## **PREVIOUS CREDIT**

### **NON-MA COURSES**

On admission to the Medical Assistant Program, credit may be given for MCC courses (non-MA) that are part of the Medical Assistant Program. MCC may award transfer credit for coursework from accredited institutions of higher education (coursework will be evaluated by the registrar's office and for the MA program, it must be no older than 8 years from the time of evaluation). See the section "Transferring Credit to MCC" in the MCC catalog or the **Registrar's Office**. Advanced placement credit may be given for non-MA courses (see the section "Advanced Placement Credit (AP) under the "Transferring Credit to MCC" section in the MCC catalog. For more information regarding transferring of credit and advanced placement, visit: <https://www.muskegoncc.edu/transferring-credit/>

### **MA COURSES**

No experiential credit, advanced placement credit, or transfer credit will be given for MA courses, which include MA101a, MA102AL&L, MA105a, MA106AL&L, and MA110.

## **PROGRESSION IN THE PROGRAM/RETAKING A COURSE**

The student must complete the program within two years of entering the program (trigger course, MA102). Not all courses are offered every semester, so it is the student's responsibility to stay on schedule. If the student does not complete the program in two years, the student must reapply and repeat MA courses. See the section READMISSION for more information.

All Medical Assistant (MA) courses must be passed with a minimum grade of C+ (77%) or better. In addition, students must successfully pass 100% of the psychomotor and affective competencies in order to pass the course and/or progress in the program. A student who passes 100% of the psychomotor and affective competencies in a Medical Assistant course will receive the letter grade received in the theory component of the course as a course grade (see grading section for more information). Students must attain a minimum grade of C+ (77%) in each medical assisting course (MA) to progress in the Program. Students who are considering withdrawing from a medical assisting course are encouraged to meet with their instructor and/or the Program Coordinator to discuss the available options.

If a student does not competently demonstrate a psychomotor or affective competency in a specific course, the student will receive a grade of "E" for the entire course grade. A student in the Medical Assistant Program after withdrawal from or failure to achieve a minimum grade of a C+ (77%) in a Medical Assistant (MA) course may repeat the (same) course one time. If a passing grade is not attained when the course is repeated, the student will be ineligible for readmission.

A student in the Medical Assistant Program must achieve a minimum grade of C in all non-MA courses (AH, BIOL).

General education requirements must be completed with a "C" (2.0) or above for an associate in science and arts (ASA) degree and the medical assistant certificate.

Courses required for medical assistant certificate that must be completed with a "C" or above:

- ☐ BIOL 115 Introduction to Anatomy and Physiology or BIOL152L&L
- ☐ AH 101 Medical Terminology
- ☐ AH 196 Electronic Health Records

See MCC catalog for additional courses required for ASA degree.

### **REPETITION OF A MEDICAL ASSISTANT COURSE**

A student readmitted to the Medical Assistant Program after withdrawal from or failure to achieve a minimum grade of a C+ (2.3) in a Medical Assistant (MA) course may repeat the (same) course one time. If a passing grade is not attained when the course is repeated, the student will be ineligible for readmission. A "W" in a medical assistant course counts as one attempt. For information on withdrawing from a course and tuition refunds see the Drop/Withdrawal Policy at <https://www.muskegoncc.edu/student-resources/registration/>

### **REPETITION OF A NON-MA COURSE**

Please refer to the Muskegon Community College Course Repeat Rule <http://www.muskegoncc.edu/registrar-office/repeated-courses/>.

### **READMISSION**

A student who withdraws or is dismissed from the Medical Assistant Program may request readmission. Readmission requirements must be met (these are the same as the admission requirements). When the readmission requirements are met, the student will be readmitted according to the date of the application for readmission and the availability of space in the Program. Students must demonstrate continued competency in previous courses upon readmission. A student who exits the Program during the first level of MA courses and has not met readmission requirements within one year, must repeat the MA sequence. If program requirements have changed since the student took a course, the student may be required to repeat a course. Readmission requirements include a conference with the Medical Assistant Program Coordinator and a written action plan on how the student can improve their success in the program.

### **GRADING POLICIES OF THE MCC MEDICAL ASSISTING PROGRAM**

All Medical Assistant (MA) courses must be passed with a minimum grade of C+ (77%) or better. In addition, students must successfully pass 100% of the psychomotor and affective competencies in order to pass the course and/or progress in the program. A student who passes 100% of the psychomotor and affective competencies in a Medical Assistant course will receive the letter grade received in the theory component of the course as a course grade. Students must attain a minimum grade of C+ (77%) in each medical assisting course (MA) to progress in the Program. Students who are considering withdrawing from a medical assisting course are encouraged to meet with their instructor and/or the Program Coordinator to discuss the available options.

In order to pass any Medical Assistant course, the student must satisfactorily pass 100% of the psychomotor and affective competencies within two attempts. For patient safety, students must have passed the psychomotor and affective competencies (injections, EKG's, urine testing, etc.) in the classroom/lab prior to performance in the clinical setting. All psychomotor and affective competencies, with the exception of psychomotor and affective competencies completed through McGraw-Hill online Connect EHR Clinic platform, must be completed with 100% accuracy within 2 attempts. Students completing any psychomotor and affective competencies through McGraw-Hill online Connect EHR Clinic platform must achieve a minimum score of 90% or higher within 2 attempts to be considered successful.

Please make laboratory testouts a priority and prepare by attending the required demo lab. If the student does not pass the competency on the first attempt, the student will be given an opportunity to retest and must pass the 2<sup>nd</sup> testout. If a student is absent from a class in which a scheduled testout is planned, this will be considered the first attempt for that student. A student who has failed any psychomotor or affective competency after two attempts demonstrates a pattern of unsafe clinical behavior and will be dismissed from the course with a clinical grade of E. Course dismissal may result in

dismissal from the MCC Medical Assisting Program.

### **COMPUTERS**

Due to the nature of this program, access to a computer with camera and reliable internet access is required throughout the entire program. Several of the courses are only offered as an online option where all assignments, activities, and tests are completed on the computer, and meetings with instructors occur virtually. In addition, for courses that are on campus, many assignments, activities, and tests are created in an online platform. If a student does not have access to a computer (either desktop or laptop), the student will need to first reach out to an instructor or the program coordinator or complete a Care Report for available resources.

The medical assistant program has adopted a cloud-based program called Platinum Planner where the psychomotor and affective competencies will be signed off during lecture, lab, and practicum. This program requires the use of a computer with internet access. The student may use their cell phone through the Platinum Planner app to sign into class and practicum, which will be used to monitor attendance. Any attempt to falsify attendance will result in disciplinary action. The medical assistant program has computers that students may use during MA lectures and lab for Platinum Planner use. However, if the student chooses to use their own device, this is acceptable and recommended due to limited number of computers in the lab. Any attempt to falsify documentation will result in disciplinary action.

### **STATEMENT REGARDING PSYCHOMOTOR AND AFFECTIVE COMPETENCY GRADING**

All psychomotor and affective competencies measured in the McGraw-Hill Connect EHR Clinic Program must be passed with a minimum score of 90% accuracy within 2 attempts. All other psychomotor and affective competencies must be passed with 100% accuracy within 2 attempts.

### **MEDICAL ASSISTANT (MA) COURSE GRADING SCALE**

LETTER GRADE	INTERPRETATION	NUMERICAL SCORE (%)	POINT VALUE
<b>A</b>	<b>Excellent</b>	<b>94-100</b>	<b>4.0</b>
<b>A-</b>		<b>90-93</b>	<b>3.7</b>
<b>B+</b>		<b>87-89</b>	<b>3.3</b>
<b>B</b>	<b>Good</b>	<b>84-86</b>	<b>3.0</b>
<b>B-</b>		<b>80-83</b>	<b>2.7</b>
<b>C+</b>	<b>Satisfactory</b>	77-79	2.3
<b>C</b>	<b>Unsatisfactory</b>	74-76	2.0
<b>C-</b>		70-73	1.7
<b>D+</b>		67-69	1.3
<b>D</b>		64-66	1.0
<b>D-</b>		60-63	0.7
<b>E</b>		59 & below	0
<b>W</b>	Withdrawal (up to 1 week before final examination week; one day prior to the last day of the of the course for early ending courses)		Not computed
<b>WI</b>	Withdrawal Illness		Not computed
<b>WM</b>	Withdrawal Military		Not computed
<b>I*</b>	Incomplete		Not computed

\* An Incomplete must be removed prior to beginning the next medical assisting course, generally within one semester.

(See MCC's Incomplete Policy.)

## **EXAMINATIONS**

### **EXAMINATION SCHEDULE**

Students are expected to take the medical assistant course examinations at the time they are scheduled, including standardized testing. If a student is unable to take an examination as scheduled, he/she is responsible for contacting the course instructor, prior to the end of the scheduled examination time, to make arrangements for alternate examination at a later date. Unless mutually agreed on by the instructor and the student, the examination is to be taken within one week after the original examination date. Failure to contact the course instructor prior to the end of the scheduled examination time, or failure to take the examination within one week after the original examination date, will result in the student receiving a grade of no higher than 64% or a zero on the examination.

### **EXAMINATION REVIEW**

The course instructor will offer a review of medical assistant course unit examinations with the students. Students are not to take notes during the examination review. The examinations must be returned to the course instructor after the review. Students must make an appointment with the instructor to review their examination results within ten (10) business days of an examination and for the final examination, no later than fifteen (15) business days into the next semester after the course is completed.

### **EXAMINATION CONDITIONS**

Students are expected to come prepared to take their examinations. This includes, but is not limited to, bringing computers, writing utensils, or other required supplies, and having attended to all personal needs prior to entering the examination. Some courses may require online examinations; instructors will provide more information.

During unit and final examinations, use of personal calculators, translators, cell phones, smartwatches, cameras, or other recording devices is considered cheating and subject to all policies of the MCC Student Code of Conduct. All cell phones and smartwatches must be put away prior to the start of any examination. This means that all smartwatches must be removed from the wrist or arm and stored in a secure location inaccessible to the student. In addition, cell phones must be stored in a similar fashion. Instructors will provide school sanctioned calculators when appropriate. Hats, water bottles, bags, and all personal belongings are to be placed on the floor during the examination; aisles and desks are to be kept clear.

Students are responsible for self-disclosing their disability to the College. For more information on disclosure and available accommodations, please contact Disability Support Services at 231.777.0309, in room 2046, or see <https://mymcc.muskegoncc.edu/StudentServices/DisabilitySupportServices/Pages/default.aspx>. Students requiring testing accommodations are responsible to make arrangements with the faculty no less than 10 days prior to an exam.

## **EVALUATION**

### **STUDENT PERFORMANCE EVALUATION**

Students have the option to meet with the medical assistant instructor at mid-term to evaluate their cognitive, psychomotor and affective performance. Additional evaluation conferences may be held at other times during the term upon request of the student or the instructor.

### **PROGRAM EVALUATION**

At various points in their educational experience in the Medical Assistant Program and following graduation, students will be asked to complete a variety of forms and surveys aimed at evaluating specific elements of the Program. The information contained in the completed forms will be used by the medical assisting faculty and administrative staff to identify the strengths and weaknesses of the Program and subsequently serve as a basis for decisions regarding the future direction of the Program. Since this evaluation process is vital to maintaining the quality of the Program, students are strongly encouraged to complete and return these evaluation forms when requested.

## **GRADUATION**

## **GRADUATION REQUIREMENTS**

To be eligible for graduation from the Medical Assistant Program, students must meet all of the following requirements:

1. Complete the Medical Assistant curriculum requirements for the certificate/degree desired with a minimum grade point of 2.3 (C+) in all MA courses and 2.0 (C) in each non-MA course (AH, BIOL). This includes completing 160 hours of unpaid, supervised practicum.
2. File application for a graduation audit in the College Records Office no later than 90 days prior to the end of the term of anticipated graduation.

## **GRADUATION CEREMONY**

Students are encouraged to participate in the official annual College graduation ceremony at the end of Winter semester. Responsibility for the planning, implementation, and cost of any other completion ceremony rests with the students. Completion ceremony plans are subject to approval by the Medical Assistant Program Director.

## **MA PROGRAM POINT SYSTEM**

### ***PLEASE READ THIS SECTION VERY THOROUGHLY AND CAREFULLY***

MCC's MA Program policy regarding attendance and professionalism is based upon point systems used in area healthcare agencies. Muskegon Community College relies on its community partners in the healthcare settings for feedback and input regarding their expectations of current and future medical assistants. It is because of this valued partnership that MCC's MA program has created a point system which will properly prepare the future medical assistant for the expectations of community healthcare partners, which may be the student's future employer. Therefore, failure to comply with requirements can result in disciplinary action up to dismissal from the Program. All disciplinary action will be documented and placed in the student's file (see Accumulation of Points below). This will include a written Performance Improvement Plan, which is considered a contract between the student and faculty or program coordinator to help the student achieve success in the MA Program.

## **ACCUMULATION OF POINTS**

The instructor will communicate privately with the student each time any points are received for attendance concerns or unprofessionalism. This communication may occur through MCC email or through a personal conversation. Documentation of this communication will be included in the student's MA file. Because MA students are still learning the expectations of a professional medical assistant, points do not carry over from one semester to the next. This allows the student to start each semester with zero points.

The following disciplinary action will occur when the appropriate number of points have accrued:

- 9 points: Performance Improvement Plan and meeting with faculty team
- 12 points: Second Performance Improvement Plan, Professionalism Paper, and Presentation to faculty
- 15 points: Dismissal from the Program

## **PROFESSIONALISM**

A high level of professionalism is expected of all MA students, as this is an expectation of future employers of MA grads. As future ambassadors of the MCC MA program, we expect students to develop a high level of professionalism that our employers will demand of our graduates. The goal of the professional aspect of this points system is to develop the professionalism skills required of a competent medical assistant in the workforce. This policy has been approved by the Medical Assistant Advisory Committee, which consists of several invested community partners and healthcare organizations. In addition to points accumulated for attendance, the student will receive points for the following unprofessional behaviors:

<b>Reason for Points</b>	<b>Points</b>
Utilizing cell phone or smartwatch for non-academic purposes or without instructor's permission during any MA class or lab or at the practicum site	2 points

Having cell phone out in the patient care areas during practicum hours	2 points
Disrespecting the instructor, other students, preceptors, or site supervisor	2 points
Disruptive behavior in any MCC MA environment (including practicum)	2 points
Being unprepared for class, lab, or practicum (including but not limited to not having the proper rubrics and documentation necessary to test out on a psychomotor or affective competency)	2 points
Not utilizing time wisely in any MA lecture or lab to practice or work on required psychomotor and affective competencies	2 points
Working on assignments, activities, or projects from classes other than the current class in session, without permission from the instructor	2 points
Non-compliance with MCC MA Program Dress Code in either lab, lecture, or practicum (refer to Dress Code section)	2 points
Eating or drinking in designated patient-care areas	2 points
Failure to notify instructor of a classroom/practicum absence no less than 1 hour of scheduled start time	2 points
Falsifying any documentation, including patient documentation or practicum or classroom attendance	4 points
Unprofessional behavior that does not represent the medical assistant profession per MAERB & CAAHEP Standards	2 points

**\*\*Please note that even if a student arrives to class late but does not receive points for tardiness, the student will receive 2 points for unprofessionalism if the tardiness disrupts the learning environment in the classroom.\*\***

**\*\*Please note that falsifying documentation is also subject to disciplinary action up to dismissal from the course or MA program. See disciplinary actions under MCC policies.\*\***

**Please read MCC policy on plagiarism and cheating (pg. 21). It is expected of all MCC students to complete and submit their own work for assignments, projects, and activities. This is no different in the MA program. However, group work is encouraged. When you work together in a group, you must submit your own work to prove that you participated and contributed. If you plagiarize or cheat, you may receive an E for the class or be dismissed from the program.**

**ChatGPT or any other artificial intelligence (AI) programs can be used as a resource for studying, creating review assignments, or guidance in creating written projects or presentations; however, ChatGPT or any other AI cannot be used as a credible source of information when completing any assignments in the MA program. The information using AI may not be accurate or factual for the MA program. Therefore, copying any information directly from any AI program will be considered plagiarism and subject to disciplinary action according to the MA Program Handbook. If you have any questions regarding the use of AI within the MA program, please contact either the program coordinator or your instructor.**

AI does have some value in academics and the Medical Assisting Program. While AI cannot be used as a credible source for assignments, papers, projects, or presentations, it can be a very valuable tool for studying and preparing for tests.

Acceptable uses of AI include:

- Concept clarification. AI-powered models like ChatGPT can be utilized to seek clarification on complex topics, ask specific questions, and explore alternative perspectives. This can aid in deepening understanding of challenging concepts.
- Study guides and summaries. AI can assist in the creation of comprehensive study guides and summaries. By inputting relevant information or key concepts, AI can generate organized study materials to help students review and consolidate understanding. However, it is crucial to validate the generated content against reliable and credible sources.
- Quizbots and flashcards. AI can be used to create interactive quizbots or flashcards that facilitate self-assessment and review. These tools can aid in reinforcing knowledge, promoting active recall, and identifying areas for improvement. Always ensure that the questions and answers generated by AI are accurate and aligned with course objectives and material.



## **ATTENDANCE POLICY**

Students are expected to attend all classroom and laboratory experiences to meet course objectives. Absenteeism impairs the potential of students to meet the stated objectives of a given course and, subsequently, may jeopardize progression in the Medical Assistant Program. In addition, it is expected of all students to be in their seats and ready to learn at the start time of class. This means that the student has all the required materials readily available and all personal needs have been addressed. The MA attendance will follow the MA program point system where points will be given to the student for absences, tardiness, or leaving class early.

- 1) **Medical Assistant Lecture Absences (except MA110):** Missing a lecture can negatively affect the student's success dramatically. The information presented in the lecture classroom begins to prepare the student for their lab and practicum experiences along with ensuring their success in the cognitive aspects of the program. Because of the vast amount of information that is provided in lecture classes, attendance is crucial to the student's success.

**MA Lab:** Missing a lab can also negatively affect the student's success dramatically. The lab is where many psychomotor and affective competencies are demonstrated and measured. The student must pass all psychomotor competencies to progress in the program. These hands-on skills are vital to the student's success as a medical assistant to provide safe care. If the student is absent from MA lab, the student must communicate with the instructor to arrange a time that the demonstration will be performed. Therefore, the following points will be given regarding tardiness and absences:

<b>Reason for points</b>	<b>Points</b>
5-15 minutes tardy/leave early in any MA Lecture	0.5 point
Accumulation of 3 tardies of less than 5 minutes	1 point
Tardy >15 minutes but <50% of the classtime or absent from a class > 15 minutes and <50% of classtime (this includes returning late from scheduled breaks, spending excessive amount of time taking phone calls or addressing personal issues, arriving late, or leaving early)	1 point
Absent for a time >= 50% of classtime (this includes returning late from scheduled breaks, spending excessive amount of time taking phone calls or addressing personal issues, arriving late, or leaving early)	2 points
Complete absence from any MA Lecture or Lab (except MA110)	3 points
Daily absence on days of multiple classes (both lecture & lab)	6 points
Practicum absence	2 points
MA110 Lecture absence	4 points
NCNS in any MA lecture or lab, including practicum	Potential dismissal from program

**\*\*Maximum points the student can receive per day related to absences is 6 points. This covers days on which the student is absent from multiple classes due to unforeseen circumstances.**

**Exception:** The Family Medical Leave Act (FMLA) provides job protection for employees who experience unexpected circumstances in which the employee must care for themselves or another direct family member. Therefore, MCC MA program has adopted a similar FMLA policy where students with qualifying conditions (pregnancy or extended illness with possible requested physician's note) will not accumulate points. However, to ensure the student is current with assignments and the curriculum, the student will need to meet with the instructor and/or Program Coordinator to create an action plan, which will include how the student will progress during the program. Documentation may be requested from the student to support the qualifying FMLA condition. If documentation is requested and the student fails to provide the required documentation, the FMLA will be denied and the student will receive the points according to the MA Points Policy.

In addition, the instructor may allow leniency regarding absences due to specific infectious illnesses especially during times of pandemics and increased community outbreaks—such as influenza, gastroenteritis, and COVID-19. This leniency



is solely the instructor's discretion. This may also include if individuals of the student's immediate family for whom they directly care for are ill, such as spouses, children, grandparents, etc. If the student does not know who qualifies as an "immediate family member," it is the responsibility of the student to communicate with a medical assistant instructor or medical assistant program coordinator prior to being absent from class to make that determination. The student may be asked to submit documentation to support a diagnosis of such illness. If the student is asked to provide appropriate documentation regarding the illness and fails to do so, the points will be administered and the student will have to face any disciplinary action, if appropriate, based on the points system. Furthermore, in an effort to protect all students, instructors, and staff, if the student attempts to attend class while actively ill and is ultimately asked by the instructor to leave class for the safety of the other students, instructors, and staff, the absence points will be waived.

Other exceptions regarding absences and tardiness include motor vehicle accidents experienced en route to campus and unexpected hospitalizations from acute illnesses. If a student experiences either of these situations, no points will be allocated as long as the student communicates with the instructor of the course affected. Due to the unexpected circumstances of these conditions, no unprofessionalism points will be given if the student communicates with the instructor outside of the 1-hour expectation. The expectation is that the student will communicate with the instructor(s) as soon as they are able. Again, documentation may be requested from the student to support the circumstances. If the student fails to provide the requested documentation, points will be allocated according to the MA Points Policy.

**Bereavement policy:** Students who experience a death in their immediate family will be allowed one full day of absence to attend the funeral, if the funeral is scheduled for the same day as any MA class. Students must communicate in advance of the scheduled funeral to all MA instructors in which they will be absent from class. It is still the student's responsibility to complete any scheduled assignments by the due date, arrange to make up any missed tests within one week of the absence, and obtain any missed information due to the absence. Because a family unit may vary among individuals and cultures, the following are examples of who qualifies as an immediate family member: Mother (including step-), Father (including step-), Sibling (including half- or step-), Grandparent, Aunt, Uncle, and child (including half- or step-). This is not an all-inclusive list; therefore, if a student has a question about whether attending a funeral for a loved one qualifies for this policy, please reach out to the instructor or the program coordinator. The program coordinator may request that the student provide documentation of funeral attendance. If the program coordinator requests the documentation, the student must provide this documentation within one week of the scheduled funeral. If the student fails to provide the requested documentation, points for any absence will be allocated per the MA Points Policy.

**Expectations with absences:** It is the student's responsibility to communicate all absences to the appropriate instructor no less than one hour prior to the start of the class that will be missed. It is also the expectation of the student to obtain any learning materials from the instructor (handouts, assignments, etc.), turn in all assignments due during the illness, and arrange to make up any tests that were missed, including competency test outs. Please keep in mind that all missed tests must be made up within one week of the originally scheduled test date or accommodations made with the instructor to receive full credit.

Students who anticipate or experience an absence or tardiness for any reason in any MA class or lab may be offered the option of attending class virtually. This is solely up to the discretion of the instructor of the course. When a virtual attendance option is presented to the student, the student has the right to take advantage of the opportunity to either decrease the number of points or eliminate the points expected from the absence or tardiness. If the student does not participate in the offered virtual option for attendance, points will be allocated according to the MA Points Policy with the exception of FMLA-qualifying circumstances.

**\*\*It is the responsibility of the student to communicate all absences to the instructors no less than one hour prior to the start of class that will be missed. The student must contact both administrative and clinical instructors if absences are expected in both classes. Please remember that a no-call, no-show for a MA lecture (MA101, MA102, MA105, MA106) will result in 5 points total: 3 points for missing the class and 2 points for not contacting the instructor and is grounds for dismissal from the course or program.\*\***

- 2) Absences for MA110 Lecture: This class continues to prepare the student to take the national certification examination and for their career as a medical assistant. Therefore, each absence is worth 4 points. (Tardiness will follow the same points as above.) The student is responsible for contacting the instructor if he or she will be absent from class.

Exception: FMLA-qualifying conditions will not accumulate points; however, the student will need to meet with the Program Coordinator to create an action plan, which will include how the student will progress in the course of program.

- 3) Practicum Attendance: Students are expected to have 100% attendance and arrive prior to their scheduled start time every day. In case of an emergency, notify the **site supervisor and practicum coordinator**. Any practicum time missed must be made up at an agreed upon day/time with the site supervisor and the practicum coordinator. If a student has more than one emergency situation, they may be at risk of having to repeat the course. Students must meet the minimum requirement of 160 hours at the practicum site. Any absence that deviates from the practicum schedule created by the student will result in disciplinary action, if appropriate, according to the MA Program Point System.
- a) No call, no shows to a practicum site may result in dismissal from the program. The practicum site-supervisor and the practicum coordinator would make the determination. The student will have to meet with the practicum coordinator and may have to write a Performance Improvement Plan with a presentation to faculty demonstrating why they should continue in this course.

The student must notify the classroom, clinical, or laboratory instructor by email or cell phone no less than 1 hour prior to classroom start time of any absence. Failure to notify the appropriate instructor no less than 1 hour of the classroom start time of an absence may result in the student receiving an additional 2 points for unprofessional behavior.

In the case of a practicum absence, the student must also contact the practicum site according to the organization's call-in policy, **and** the student must contact the Program Coordinator **no less than 1 hour of the practicum start time**. Failure to report an absence no less than 1 hour of the practicum start time to the appropriate instructor **and** practicum site is considered a "no call, no show". No call, no shows are unacceptable at any time and are grounds for course dismissal. Emergency absences are to be reported to the site-supervisor and to the Program/Practicum Coordinator of the Medical Assistant program. Any disciplinary action taken will be determined by the student's clinical performance, pattern of absenteeism and accountability, and the timing of the absence during the semester.

### **PTO (PAID TIME OFF)**

Many healthcare organizations offer a benefit referred to as "Paid Time Off" (PTO). This is time the individual can take off from work and still receive regular wages without obtaining negative consequences per the absence policy. PTO is typically earned annually and is based on the number of hours worked during a specific time frame. PTO is an excellent benefit to ensure that individuals are taking time for their personal and social needs. PTO allows individuals time to de-stress without having to worry about negative consequences. However, to receive PTO, specific requirements must be met based on each organization's requirements, such as not having other extensive absences, ensuring the individual's job is completed, and timely communication with the appropriate individual.

Therefore, MCC Medical Assisting Program has adopted a similar concept referred to as PTO. This is where the student can request, in advance, a day in the semester that they can be absent from classes without receiving any points based on the points system. The PTO request is only for the Medical Assisting classes (MA101, MA102AL&L, MA105, and MA106AL&L). PTO does not apply to any other classes that the student is taking. As with healthcare organizations' specific requirements to obtain PTO, MCC Medical Assisting program has similar requirements for the student's PTO to be approved. The student must request the PTO at least 7 days prior to the day of the absence through a formal "Request for PTO" document. These documents are provided to the students at the beginning of each semester in which the student is taking the appropriate classes. The student must communicate with all MA instructors from whose classes they will be absent from. In addition, the student must make the appropriate arrangements to ensure that assignments that are due on the day of the absence are submitted at least 2 days prior to the PTO absence. If a test is scheduled for the day of the PTO absence, the student must make arrangements to take the missed test within 1 week of the absence to receive full credit for the test. In addition, the student must not have incurred more than 11 points based on the points system. Furthermore, the student must be current on all psychomotor and affective competencies in the class in which the absence will occur, and arrangements must be made to complete any missed competencies upon return from PTO.

It is the student's responsibility to ensure all requirements are met for the PTO request to be approved. The information

will be documented on the Request for PTO form, which must be completed thoroughly. If any area of the form is incomplete or has inaccurate information, the PTO request will be denied by the instructor or Program Coordinator. The instructor will provide an explanation to the student why the PTO is denied. If the student fixes the inaccurate documentation prior to the date of the expected PTO, the PTO will then be reevaluated for approval.

### **DRESS CODE**

Students attending classroom learning experiences at the College are subject to the dress code outlined in the College Student Catalog under the heading "Dress Code". Many community healthcare organizations adopt a formal dress code that represents a high level of professionalism and that follows infection control practices. In preparing MA students for the expectations of anticipated dress code for future employment, the MCC MA program has adopted a dress code similar to local healthcare organizations. It is the responsibility of each student to maintain a professional appearance when representing the Muskegon Community College Medical Assistant Program. The dress code will comply with agency guidelines and safety standards as well as public health requirements and the requirements of licensing regulators or accrediting agencies.

During ALL MA classes and at practicum, students are required to wear the full uniform and comply with all dress code requirements. Students will be given a timeframe of approximately 4-8 weeks from the beginning of the first semester of the program to be in compliance with the uniform policy. Students can refer to the syllabus and course schedule and MA102 for when the specific compliance date occurs.

During all MA classes and clinical practicum experiences, students are subject to the following dress codes:

1. A clean, wrinkle-free scrub top and pants will be worn during all MA lecture and lab classes, which includes MA101, MA102AL&L, MA105, MA106, and MA110. The scrub pants must **be 1" off the floor**. Scrub tops and pants will be purchased through Scrubs Plus. The website for appropriate uniforms is located: <https://scrubspusmcc.com/>
2. A solid black lab jacket may be worn.
3. A solid, white, gray, or black shirt may be worn under the scrub top. Long sleeves are an infection control risk and must not interfere with patient care or hand hygiene. Long sleeves must be pushed or rolled up.
4. Shoes must be wipeable, leather-type shoes, and must be in good condition and not tattered or torn. The shoes can be of any color or design. The shoes must be kept clean and without dirt or stain marks. Shoes must be closed toe and cover the heel. Open-toed shoes are prohibited.
5. When attending practicum, a MCC Medical Assistant Program photo ID must always be worn on the upper right or left side of the scrub top when on duty. ID badges may not be worn on the waist or pockets of clothing below the waist. Pins, stickers, decals, emergency code place cards, or any other items may not be attached to the ID badge or uniform. If a healthcare agency provides an organization specific ID badge, both the MCC ID badge and the healthcare organization's ID badge must be worn back-to-back to identify the individual as a MCC student.
6. A watch that measures seconds is to be worn or on the student at all times.
7. A stethoscope is required (included in MA 102). Stethoscope covers are prohibited.

Students are subject to the following personal appearance and infection control regulations during all MA classes and during practicum experiences:

1. Any tattoo deemed offensive by any medical assistant instructor or practicum site-supervisor must be covered during the entire class or practicum experience.
2. Hair, body, and dress are to be neat, clean, and well groomed. Long hair must be tied back with a small, plain accessory. Beards, mustaches, and sideburns shall be kept clean and trimmed. Extreme hair styles or color (blue, green, red, etc.) are prohibited.
3. Muskegon Community College is a smoke free campus (see Board of Trustees Policy #5.11.00 Tobacco Free Environment). Any student smelling of tobacco products, strong perfumes, aftershave lotion, or offensive odors will be sent home from practicum.
4. Makeup is to be worn in moderation.
5. Fingernails are to be trimmed short and free of wraps or appliques. Only neutral or light color nail polish may be worn and may not be chipped. Artificial nails are prohibited.
6. Gum chewing, eating, or drinking in patient care areas is prohibited.
7. Applying make-up, lip balm, lotion, or eye drops in all patient care areas is prohibited.
8. Small, simple items of jewelry may be worn.

9. Facial piercings must be kept to a minimal and consist of only small studs. These are subject to program coordinator approval. Earrings may only consist of simple studs in each hole. If ear gauging exists, the student must wear a neutral color filler in the hole, which is subject to program coordinator approval.
10. Rings shall be limited to a minimum on each hand and not be excessively large. These are subject to program coordinator approval.
11. Caps or other types of head covers not required as part of job duties are not allowed unless as required by documented religious beliefs or medical conditions. Simple headbands are allowed.
12. It should not be obvious that undergarments are worn or not worn.

The student is to always maintain professional behavior and appearance when in the uniform of the Muskegon Community College Medical Assistant Program. Any student who engages in behavior unbecoming a professional while in the MCC Medical Assistant uniform is subject to dismissal.

### **MENTAL WELLNESS**

Individuals working in the healthcare field tend to experience mental health conditions at higher rates which can negatively affect their ability to perform their required duties. In addition, students attending college in rigorous healthcare programs may suffer mental health conditions that also affect their ability to adequately function on a daily basis. Mental well-being is extremely important for all students, instructors, and staff to ensure the safety of the students and success of the program. Students who struggle with mental health conditions can suffer many negative consequences such as psychosomatic concerns including headache, body aches, fatigue, and increased illnesses. In addition, mental health conditions can negatively affect the student's ability to complete assignments and tasks effectively and efficiently. Many resources are available to students who suffer mental health conditions. If a student is suffering from a mental health concern, please seek assistance from either the MCC Counseling Department, MCC Student Services, MCC Disability Support Services, the MA Program Coordinator, or any instructor. Students may also self-report mental health conditions or concerns on the MyMCC page under Care Reports.

### **TEXTBOOKS**

The student should retain course textbooks and electronic access passwords from semester to semester for all MA courses. Each Medical Assistant course builds on the previous course; therefore, previous textbooks are required resources.

### **LAB SUPPLIES**

Students will receive a stethoscope during the first semester. It is the student's responsibility to have the stethoscope with them during all lab classes for the first and second semesters. The student may leave their stethoscope in the lab if they choose; however, the lab classroom is locked when class is not in session. Lab supplies needed for laboratory practice and testouts will be distributed in the appropriate lab session. These supplies are the property of the college and may not be taken home at any time.

The Medical Assistant Program relies on donations from community partners to provide ample opportunities for students to practice the skills required of a practicing medical assistant. However, many of these donated supplies are expired, and while they cannot be used in the healthcare setting, the use of expired supplies for educational purposes is acceptable, as long as they are not used on human subjects for invasive purposes. Using expired supplies on human subjects for invasive procedures puts the students and program at risk of unsafe behaviors. Therefore, no expired supplies will be used for invasive procedures on human subjects. Expired supplies will only be used on simulation mannequins for all invasive procedures such as injections, capillary puncture, and venipuncture. All students will sign an attestation agreement indicating they understand these safe practices.

Stethoscopes are also required during practicum hours; therefore, it is the responsibility of the student to keep their stethoscope clean and in proper working order during the entire program.

### **CONFIDENTIALITY**

## **CONFIDENTIALITY OF STUDENT INFORMATION**

Educational records are maintained on all students in the Medical Assistant Program in accordance with the requirements of the Medical Assisting Education Review Board (MAERB). As outlined in the College Catalog under the headings "Records: Family Educational Rights and Privacy Act (FERPA)" and "Disclosure of Educational Records", confidential student information will not be released without prior written consent of the student.

## **CONFIDENTIALITY OF PATIENT INFORMATION**

In compliance with the Health Insurance Portability and Accountability Act of 1996 and the Patient Care Partnership, students are expected to maintain the confidentiality of patient information, which will be taught to the students throughout the entire Medical Assisting Program. In addition, the student may be required to attend mandatory HIPAA/confidentiality training per their practicum site policy. Student will be required to sign a Confidentiality Pledge before beginning the practicum. Failure to maintain patient confidentiality will result in Program dismissal.

## **SOCIAL NETWORKING**

Faculty and students are advised not to post any comments, pictures, documents, or information on social networking sites (such as Facebook or Twitter) that may be in violation of patient, student, faculty, and/or agency confidentiality. Any inappropriate postings are subject to disciplinary action and possibly dismissal from the program.

## **CRIMINAL BACKGROUND CHECKS**

Federal and State laws require a criminal background check of those assigned to a clinical site/agency. Felonies and some misdemeanor convictions may prevent you from completing the Medical Assistant Program requirements and taking some certification examinations, thus affecting your employment options. Students must have a clear criminal background check to begin the Medical Assistant Program. The student is responsible for providing the information to the program coordinator necessary to complete the required background check via CastleBranch. Any student who becomes subject to criminal prosecution while participating in the Medical Assistant Program is required to report such allegations immediately to the Medical Assistant Program Coordinator.

## **HEALTH INSURANCE**

Students are not provided health insurance coverage by the College or the practicum site/agencies to which they are assigned. In no event shall Muskegon Community College or its affiliate practicum agencies be financially or otherwise responsible for medical care or treatment of a student. Therefore, students must carry personal health insurance.

Occupational Risks in Medical Assisting include but are not limited to:

- Risk of contracting an infectious disease due to close contact with patients, excretions, and purulent discharges.
- Infections due to the exposure to blood, body fluids or tissue specimens possibly leading to blood-borne diseases such as HIV, Hepatitis B and Hepatitis C.
- Fatigue and lower back pain due to long periods of work in a standing posture.
- Exposure to severely traumatized patients, victims of a disaster or catastrophic event or severely violent patients may lead to unexpected injury or post-traumatic stress syndrome.
- Latex allergy caused by exposure to natural latex gloves and other latex-containing medical devices.
- Skin irritation due to frequent use of soaps, detergents, disinfectants, etc.
- Slips, trips, and falls on wet floors, especially during emergency situations.
- Stabs and cuts from sharp objects, especially needle-pricks and cuts by blades.
- Exposure to radiation, chemotherapeutic, or toxic agents.

Students are required to use safety measures to prevent occupational exposure or injury. Students who are immunocompromised, pregnant, or injured are required to notify their instructor prior to practicum and are advised to notify the practicum supervisor when attending any observational experience that may increase occupational risk. Assistive devices, casts, immobilizers, slings, splints, walking boots, etc. may be prohibited in accordance with agency policy.

If a student experiences an injury during their practicum, they must immediately report the injury to their site supervisor. The site supervisor will make a determination of whether the student should be sent to Workplace Health. The student



must contact the Practicum Coordinator within 24 hours of the injury and submit a completed MCC Medical Assisting Program **Incident Report-Student Injury** to the Practicum Coordinator. The Practicum Coordinator will conference with the student regarding the injury and the Incident Report-Student Injury will be placed in the student's file.

### **HEALTH STATUS EVALUATION**

Students are required to have a health evaluation done by their personal physician prior to beginning the practicum course using the form provided to the student by the MCC Medical Assistant Program. All forms will be submitted to the Program/Practicum Coordinator for approval. Drug screening is a part of the health evaluation and students who screen positive will be conferenced by the MA Program/Practicum Coordinator and possibly a MCC Counselor or the DON and Allied Health Programs. All students are subject to the drug-free workplace regulations outlined in the College Student Catalog under the heading Drug Free Campus. Drug-free and smoke-free campus policies extend to all assigned practicum experiences.

Contractual agreements between the MCC Medical Assistant Program and each practicum site/agency to which students are assigned require all medical assistant students to have met all health, CPR, immunizations, TB testing, clear drug screen, clear criminal background check, and bloodborne pathogen training requirements *prior* to participating in any practicum activity. Students are responsible to provide documentation of their required health information to the Program/Practicum Coordinator prior to the due date. Students are strongly recommended to keep copies in their personal confidential files.

Initial health documentation will begin with the required physical examination during the first or second term of the Program (before taking MA110). The purpose of the required physical exam is to assess the students' ability to meet the essential functions of the occupation of medical assisting. These functions include, but are not limited to:

- Speak clearly in order to communicate with clients, families, health care team members, peers, and faculty.
- Stand and walk for six to eight hours/day.
- Bend, squat, and kneel.
- Assist lifting or moving clients of all age groups and weights.
- Perform CPR, i.e., move above client to compress chest and manually ventilate client.
- Work with arms fully extended overhead.
- Use hands for grasping, pushing, pulling, and other fine manipulation.
- Demonstrate eye/hand coordination for manipulation of equipment, i.e., syringes, procedures, etc.
- Possess tactile ability to differentiate changes in sensation.
- Possess auditory acuity to note slight changes in the client's condition, i.e., lung sounds, bowel sounds, etc.
- Possess auditory acuity to hear client's calls for assistance without facing the client.
- Possess auditory acuity to interpret various equipment signals and use the telephone.
- Possess visual acuity to read and distinguish colors, to read handwritten orders, and other handwritten/printed data.
- Possess visual acuity to clearly view electronic monitors and scales in order to correctly interpret data.

During the initial physical exam, immune status will be checked for Hepatitis B, measles, mumps, rubella, varicella, diphtheria, pertussis, tetanus, and coronavirus; immunizations will be administered as needed. Immunizations are consistent with the recommendations of the Center for Disease Control and Prevention (CDC) for health care providers and serve to protect both patients and students. Students must be vaccinated against coronavirus (COVID-19) and influenza (during influenza season) to participate in the practicum. The following are the recommended vaccinations based on the CDC's guidelines:

- Tdap: Every 10 years
- Measles, Mumps, Rubella (MMR): 2 Doses, 1 adult dose, positive titer
- Varicella : 2 Doses, Positive titer, documentation of positive chickenpox infection
- Hepatitis B: 3 Doses or Positive titer
- COVID-19: 2 or 3 Doses (or a waiver)
- Influenza (during October 1 through March 31): 1 dose annually (or a waiver)

Tuberculosis (t-spot is recommended; 2-step skin test is accepted) and latex allergy screenings are included with the required Program physical. If further evaluation is indicated, the student will be referred to their own physician. Since continued exposure places the student or patients at risk, a physician's release must be submitted to the Program Coordinator to allow the student to return to the Program.

### **CPR**

All students **are required to submit to the Practicum Coordinator verification of hands-on training that includes adult and child CPR from either the American Red Cross (ARC) or American Heart Association (AHA); AHA Basic Life Support for Healthcare Providers (BLS) is the preferred course.** Only face-to-face certification by the American Red Cross or the American Heart Association will be accepted. Failure to maintain current CPR status (valid through the practicum) will result in inability to register for practicum and program completion. It is the student's responsibility to ensure current CPR certification is valid and submitted to the Program/Practicum Coordinator. If a student needs to obtain the required CPR certification, please contact the program coordinator for information about available courses and options.

If your CPR certification is not valid for the entire program, you may be dropped from the course. If you are dropped for incomplete health requirements, you are responsible for any registration fees incurred and you must meet all readmission requirements, including health and CPR requirements, to be readmitted.

### **LIABILITY INSURANCE**

Student fees include liability (malpractice) insurance during the time the student is functioning in the role of the student medical assistant and as long as the student is officially registered.

### **PRACTICUM REQUIREMENTS**

Students will begin interviewing for practicum sites during the second semester of the program. The Practicum Coordinator will assist the students with finding a practicum placement. Students will be responsible for setting up an interview with the practicum site once the Practicum Coordinator has approved the site. Students may have to interview at more than one site. **Practicum placements are subject to the approval of the Practicum Coordinator and the practicum site.** The student will lose their practicum request if their CPR training is not current. Students will receive a copy of the Practicum Handbook and must abide by all confidentiality, safety, and program rules during the practicum experience.

The student must complete a 160-hour unpaid, supervised practicum approved by the Practicum Coordinator. The student shall not receive compensation/payment, monetary or otherwise, for the practicum experience. It is important to note that non-remuneration includes both direct and indirect remuneration. The practicum sites cannot pay the students for their time nor can students be provided with a travel allowance or a meal allowance or any other perk, such as gifts or gift cards, that involves the exchange of funds. If, however, students are asked to participate in staff meetings that include lunch, that would not be considered remuneration. That is considered collegiality.

All participating healthcare organizations require documentation demonstrating the student meets the minimum qualifications to enter their system. These qualifications may vary among healthcare organizations. Therefore, the students must submit the required documentation to the Practicum Coordinator several weeks prior to participating in the on-site practicum hours. These requirements include a physical examination, up-to-date immunizations (Hepatitis B, MMR, Varicella, Tdap/Dtap, Coronavirus, and Influenza), appropriate current TB testing, current CPR/BLS for healthcare providers, negative drug screen, and negative criminal background check. If the student fails to provide the appropriate documentation to the Practicum Coordinator, the student's practicum hours may be delayed or the student may be removed from the course.

### **PRACTICUM SITE POLICIES AND PROCEDURES**

Students are expected to conform to the established policies and procedures of the practicum site to which they are assigned. These policies and procedures are available at each practicum site. The practicum site has the right to request that students be removed from the site if they are not conforming to the established policies and procedures. Students should refer to the Practicum Handbook for more information.

## **SAFETY**

### **LABORATORY SAFETY**

In order to provide the students with a safe learning environment in which they are able to successfully practice the psychomotor competencies, the instructor-to-student ratio will not exceed 1:8. In addition, if the student enrollment per cohort exceeds 16, the students will need to be split into different laboratory sections. For lab class sizes 9 through 16, two instructors will be assigned to teach the course. If enrollment in MA102AL&L exceeds 16 students, the lab must be split into two lab sections, and instructors assigned accordingly to the enrollment in the lab section.

The Medical Assistant Program relies on donations from community partners to provide ample opportunities for students to practice the skills required of a practicing medical assistant. However, many of these donated supplies are expired, and while they cannot be used in the healthcare setting, the use of expired supplies for educational purposes is acceptable, as long as they are not used on human subjects for invasive purposes. Using expired supplies on human subjects for invasive procedures puts the students and program at risk of unsafe behaviors. Therefore, no expired supplies will be used for invasive procedures on human subjects. Expired supplies will only be used on simulation mannequins for all invasive procedures such as injections, capillary puncture, and venipuncture. All students will sign an attestation agreement indicating they understand these safe practices.

### **SAFE PRACTICE**

Definition of Safe Practice:

- Students are expected to demonstrate growth in practice through the application of knowledge and skills from previous courses.
- Students are expected to demonstrate growth in practice as they progress through courses and to meet course expectations.
- Students must prepare for course practice to provide safe, competent care.

### **UNSAFE PRACTICE**

Unsafe practice is behavior that places the client, student, or staff in either physical or emotional jeopardy. Physical jeopardy is the risk of causing harm. Emotional jeopardy means that the student creates an environment of anxiety or distress that places the client at risk. Unsafe practice is an occurrence or pattern of behavior involving unacceptable risk. Unsafe practice is grounds for medical assisting course dismissal. Any student dismissed from a medical assisting course for unsafe practice will receive a course grade of E.

### **UNIVERSAL/STANDARD PRECAUTIONS**

All students must participate in OSHA training in standard Universal Precautions/Bloodborne Pathogen Training during MA102 with testing indicating the student **is current** and will follow all current OSHA guidelines.

All students and faculty shall follow Standard Precautions when caring for all patients. In the event of direct contact with blood or body fluids, practicum agency protocol shall be followed, including completion of an incident report. The faculty member will send documentation of the incident to the Coordinator of the Medical Assisting Program and agency. Faculty will conference students and place a copy of the incident and conference summary in the student's file. All incident reports and related conference summaries will be devoid of patient identification.

### **MEDICATION ADMINISTRATION POLICIES**

Students are subject to practicum policies and procedures for medication administration. The student will administer medications under the supervision of a practicum supervising RN or MA. Any violation of policy or procedure in medication administration which jeopardizes patient safety will jeopardize the student's ability to achieve the student learning objectives and result in corrective action. All students will adhere to the following rules and regulations based on the level of educational preparation:

#### **All students:**

- ✓ Must never carry medications for more than one patient at a time.
- ✓ Must utilize the Seven Rights of Medication Administration



- ✓ Must prepare and administer medication (for both adults and children) under the supervision of the practicum supervising MA or RN.
- ✓ Must prepare, administer, and document medications administered according to practicum agency policies and procedures.
- ✓ Must draw blood products in the presence of the practicum supervising MA, RN, or phlebotomist.

### **MEDICATION ERRORS**

Medication errors constitute unsafe clinical practice. Failure to follow appropriate safety procedures may result in potential or actual medication errors. A student who makes a potential or actual medication error during a practicum experience is required to report and document the error and ensure patient safety in accordance with the AAMA Code of Ethics and the policy of the practicum agency. In addition, the student is required to submit a completed Medical Assistant Program **Patient Care Error Report** to his/her clinical instructor/practicum coordinator. The instructor or practicum coordinator will confer with the student regarding the error and the Patient Care Error Report Form will be placed in the student's file. A student who makes multiple/repetitious or negligent medication errors may be dismissed from the Practicum Site or the Medical Assistant Program.

### **SAFEGUARDS**

All activities required in the program must be educational and students must not be substituted for staff and must be readily identifiable as students. Students and staff must follow current infection control procedures as indicated by the CDC including proper handwashing and use of PPE. The students must participate in fire safety training for the lab including the steps required to use a fire extinguisher and evacuation procedures.

### **PERMISSION FOR CARE**

Students will obtain verbal permission from their assigned patients to provide care at all agencies. In the case of minors or adults who are unable to make or communicate decisions, permission should be obtained from their parent, guardian, or family member when available. In order to protect the student and to protect the privacy of the patient, students should have the site supervisor, peer/MA/RN/physician chaperone present during any procedure or assessment requiring exposure of the breasts, genitalia, or any area culturally sensitive to the patient.

### **PRESCRIPTION MEDICATIONS**

MCC is a drug-free campus (see Drug-Free Campus section). In addition, success in medical assisting, both as a student and as a practitioner, requires sound medical assisting judgment and positive professional relationships with the community, the practicum personnel, and the client. Behavior which threatens these relationships or alters judgment will endanger medical assisting effectiveness. For this reason, students are expected to abstain from the use of any illegal or mind-altering substance before or during any contact with faculty, staff, or clients. Students should also abstain from any prescribed drugs prior to practicum experiences that could impair judgment or function. Students who arouse the suspicion of the instructor must give permission for immediate laboratory screening for any substances. Declining to do so will result in dismissal from the Program. There is zero tolerance for breaches of this policy.

There are instances in which a student may need to take prescribed medications, which could be in a drug classification that would typically be restricted from a clinical/practicum setting. When a student is taking medications that could be an issue in the clinical/practicum setting; we advise that the student participate in a medical review of prescribed medications and therapies in order to receive clearance to practice in the clinical/practicum setting. The medical review is an additional cost and is at the student's expense. The physician must be specifically trained in drug screening protocols. The student must not be mentally impaired and be able to function optimally in the practicum setting in any case. A student may need to work with the primary physician for alternative treatments if the prescribed drugs impair function.

### **STUDENT ID CARD**

Students will be issued a medical assistant student ID badge in addition to the MCC student ID. The medical assistant student ID badge is to be worn at all times during practicum. The MCC student ID is obtained during student orientation; however, medical assistant ID badges will only be issued with consent from the Medical Assistant Program Coordinator. Students will be given more information on obtaining these badges **before beginning the Practicum**.

### **TRANSPORTATION**

Students are responsible for their own transportation to and from the College and the practicum site/agencies to which they are assigned. Practicum assignments cannot be adjusted for shared transportation. In addition, due to limited practicum site availability, it is expected that the student may have to drive between 30 and 60 miles one way to a practicum site.

### **PERSONAL BELONGINGS**

Students are responsible for their personal belongings while attending classes at the College and during their assignment at the practicum agencies. The college and practicum agencies assume no liability for the loss of personal belongings. Students are advised to secure their personal belongings (i.e., coats, sweaters, purses, textbooks) in their personal vehicles.

### **GIFTS**

Faculty members may not accept gifts from students. Students are not allowed to give gifts to or accept gifts from patients or families.

### **STUDENT REPRESENTATION**

The medical assistant faculty and administrative staff believe students should be involved in and informed about decisions affecting their educational experiences in the Medical Assistant Program. In addition to being encouraged to participate in the program evaluation process, student representatives will be asked to serve on the Medical Assistant Program Advisory Committee. The representatives are encouraged to bring concerns and disseminate information to the student body.

### **NATIONAL REGISTRATION EXAMINATION**

Students who complete the first two terms of the medical assistant curriculum will be eligible to apply for and take the medical assistant exam through either American Association of Medical Assistants (AAMA) or American Medical Technologist (AMT), subject to fees. Upon passing the exam and completing the practicum and program requirements, the student will be a Certified Medical Assistant (CMA) through AAMA or a Registered Medical Assistant (RMA) through AMT.

A conviction for some criminal offenses, substance abuse, unethical conduct, etc. may affect an applicant's ability to obtain certification.

### **DISASTER/EMERGENCY PREPAREDNESS PLAN**

Under the Commission on Accreditation of Allied Health Education Programs (CAAHEP) 2022 Standards and Guidelines below is Muskegon Community College Medical Assisting Certificate Program's preparedness plan. This preparedness plan is in place to assure continuity of education services in the event of an unanticipated interruption. (I.B.3)

#### **Emergency Closings**

The college recognizes the need to prepare for unexpected situations or respond to weather that may require the closure of all or part of a campus or to reduce operations, to identify the decision-making hierarchy for such closures, to ensure timely notification to students, staff, faculty and visitors, and to confirm employee responsibilities in the event of a closure or reduced operations.

#### **DEFINITIONS**

Word/Term	Definition
Severe Weather	Regionally, this typically means excessive snow and/or ice which makes driving hazardous, but it could also refer to other hazardous conditions, such as tornado, severe thunderstorm forecasts, or dangerously low temperatures
College Closed	Only personnel providing essential services that day will be asked to report to campus or may be called in to work.

Delayed Opening	Only personnel providing essential services before the specified opening time will be asked to report to campus or may be called in to work. Staff should report to work one-half hour before the designated opening time. Students should report to class at the designated opening time. If a student's class begins before the designated opening time, that class would be canceled.
College Open	The decision to attend school is the responsibility of each individual student, faculty and staff member. Students are advised to inform their instructors of a decision to miss class by phoning or sending an email.

In emergency situations – inclement weather, power outages or any other conditions constituting an emergency situation – the college may delay opening or close campuses for the day.

In making the decision to close, the College considers several factors, including a thorough assessment of current travel and weather conditions throughout the College's service areas because conditions can vary greatly from one location to another. Other factors considered in the decision include:

1. overall road conditions, particularly main routes throughout the MCC region;
2. the impact of severe wind gusts, fog, etc. on visibility and driving conditions;
3. short-term forecasts/radar as an indicator of more immediate storm intensity and duration;
4. the ability to plow and to maintain College parking lots;
5. law enforcement official warnings that limit or restrict travel;
6. closings by area businesses, colleges, and/or school systems. NOTE: There may be days when many or most K-12 school systems are closed, but MCC is open.

When weather conditions appear hazardous, the following actions will be taken:

1. For daytime schedules, the College will make every effort to communicate a decision to delay opening or close entirely before 6 a.m.
2. For evening schedules, the College will make every effort to communicate a decision to close the College by 3:00 p.m. There is a possibility that MCC would cancel all day classes and hold evening classes.

If all college campuses are closed, classes at all sites are canceled; however, online classes may continue as scheduled, and on-campus instruction may be transitioned to online. All students should check their online course site, Blackboard Ultra, for class-specific information and assignments. If the learning management system (Blackboard Ultra) becomes inaccessible due to a power outage or internet service connectivity issues, assignment due dates will be clearly posted when service resumes. Due dates may also be extended on a case-by-case basis at the discretion of instructors, and announcements will be posted accordingly.

A campus-specific emergency may result in only one campus being closed, while others remain open. Campus-specific information will be clearly communicated through Muskegon Community College's RAVE system. Muskegon Community College's classes and events held at community sites or other sites within the indicated emergency, including community public schools, will follow the protocols enacted at that site.

It is the intent of Muskegon Community College (MCC) to maintain normal College operations on all regularly scheduled days, however severe weather conditions may prevent this.

In instances when the College is open but individual travel may be dangerous, a student or employee will make their own determination concerning attendance based on the conditions of their unique situation. Students are required to communicate their absence to their instructors. Faculty are encouraged to be flexible in their classroom policies regarding make-up work for students who are unable to get to classes due to severe weather conditions. Faculty/staff are required to contact their supervisor or department chairperson per their department call-in process.

When college campuses are closed due to inclement weather or other emergency conditions, employees who can work remotely should do so. The college does not expect employees to work in any environment that is unsafe. Employees who are not able to work remotely due to a power outage or other emergency situation should contact their supervisor.

When severe weather is present or imminent, the College may:

1. remain open;
2. delay the opening of College and require only personnel providing essential services to report to work prior to opening;
3. close certain extension sites depending upon local weather conditions and the availability of the buildings;
4. close the entire College and all extension sites and require only personnel providing essential services to report to work.

#### Notification

1. MCC conducts classes at several regional sites – GVSU Holland, Grand Haven Community Center, Coopersville, and NCRESA/Fremont – which may close due to severe weather conditions while the main campus remains open. In those instances, the closures will be posted on the MCC website home page, the MyMCC home page, and on MCC's Facebook, Twitter and Instagram accounts.
2. When the entire college, including the main campus and all extension sites, is closed, a message will be sent through Rave Alert to the email addresses and cell phone numbers of MCC faculty, staff, and students who have registered for the service. Employees and students who want RAVE alerts through their cell phone numbers, MCC email, and personal email must register. Information and a link to register are located at: <https://www.muskegoncc.edu/student-resources/campus-safety/emergency/> (under Weather Emergency). The closing information will also be posted on the MCC website home page, the MyMCC home page, and on MCC's Facebook, Twitter, and Instagram accounts, and regional media.

MCC's emergency plan is located <https://www.muskegoncc.edu/emergency/>

The following emergencies and policies are located within the previous website:

- Active Shooter/Hostile Intruder
- Assault/Sexual Assault
- Automobile/Injury Accident
- Bomb Threat
- Calling 911
- Fire Emergency
- Medical Emergency
- Psychological Emergency
- Suspicious Letters and Packages
- Utility Emergency
- Weather Emergency

Please refer to <https://www.muskegoncc.edu/student-resources/campus-safety/> for Muskegon Community College's campus safety and resources information.

In addition, refer to Muskegon Community College's catalog for more information. First Aid and Emergency information is available on page 336 of the catalog:

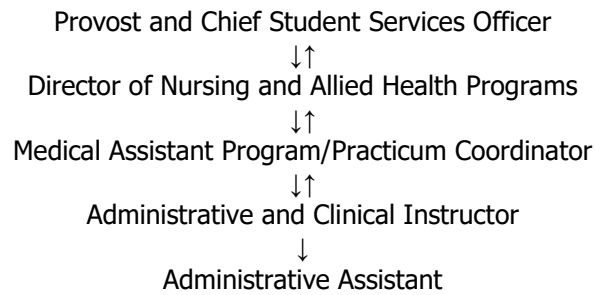
<https://www.muskegoncc.edu/academics/search-classes/course-catalog/>

The Medical Assistant Certificate Program will follow all policies and procedures set forth by MCC for any emergency situations.

#### CONTACT INFORMATION:

##### Medical Assisting Session Plan

The following plan is in place to assure continuity of educational services when key personnel within the Medical Assisting department are absent for a prolonged period of time.



In the event that a key faculty member or administrator will be absent from their duties for an extended period of time, that individual will report to the appropriate person based on the organizational chart. If an unexpected absence of key personnel occurs, the individual directly above or below that individual on the organizational chart will assume the responsibilities of the missing personnel.

College President	John Selmon	John.Selmon@muskegoncc.edu	231-777-0311
Dean of Nursing and Health Programs	Lisa Gatti-Arnold	Lisa.Gatti-Arnold@muskegoncc.edu	231-777-0689
Medical Assistant Program & Practicum Coordinator	Dawn Platt	platt@d@muskegoncc.edu	231-777-0548
Medical Assistant Program Instructor	Heather Johnson	Heather.johnson2@muskegoncc.edu	231-777-0577
Medical Assistant Program Administrative Assistant	Chris Nowak	Chris.nowak@muskegoncc.edu	231-777-0223

All key personnel have access to Muskegon Community College’s Medical Assistant Department drive which contains all information for the program including core curriculum, accreditation information, annual report form documents, tracking tool, resource assessments, advisory committee meetings & minutes, course schedules, handbook, and practicum information. Directions for access to this drive and the components are below:

R: Departments      —————>      MA

#### Disruption of on-campus instruction

If there is any disruption of on-campus instruction the medical assistant program faculty members and instructors may utilize Zoom to assist with asynchronous or synchronous virtual instruction as needed. Instructors will communicate via MCC email any changes in the course schedule due to such disruptions.

**MEDICAL ASSISTANT PROGRAM TUITION AND FEES**  
 {ALL FIGURES ARE ESTIMATES AND SUBJECT TO CHANGE}

Based on Fall 2024-2025 Fee Schedule: In-district Tuition = \$135.00/contact hr., Out-of-County Tuition = \$253.00/contact hr.; Technology Fee = \$28/contact hr; Infrastructure Fee \$16.50/contact hr; and Registration Fee = \$35/semester (Out-of-State Tuition = 354.00/contact hr)

<b>Semester 1</b>				
	Credits	Contacts	In District Cost includes tuition, fees, books	Out of District Cost includes tuition, fees, books
AH101 MA101A MA102A L&L	12	14	\$3,145.31	\$4,797.31
<b>Semester 2</b>				
BIOL115 MA105A MA106A L&L	13	15	\$3,053.50	\$4,823.50
<b>Semester 3</b>				
AH196 MA110/Practicum	7	7	\$1,623.22	\$2,449.22
<b>Books</b>				
			\$443 Not including digital only access books	\$443 Not including digital only access books
Program Totals			\$7,822.03 (including 2 uniforms)	\$12,070.03 (including 2 uniforms)
<b>Other Expenses (not included in course fees)</b>				
Shoes according to dress code, watch with second hand, and professional/provider CPR/BLS			\$110	\$110

Detailed 2024-2025 Tuition, Fees, and Expenses				
Course	Credits/Contacts	Books	Tuition and Fees In district	Tuition and Fees Out District
<b>FIRST SEMESTER</b>				
<b>AH 101 Medical Terminology</b>	<b>3/3</b>			
Tuition			405.00	759.00
Course Fee			85.31	85.31
Technology Fee			84	84
Infrastructure Fee			49.50	49.50
<b>MA 101A Medical Assistant Administrative I</b>	<b>4/4</b>			
Tuitions			540.00	1,012.00
Course Fee			0	0
Technology Fee			112	112
Infrastructure Fee			66	66
<b>MA 102A L&amp;L Medical Assistant Clinical I</b>	<b>5/7</b>			
Tuition			945.00	1771.00
Course Fee* (see notes)			240	240
Technology Fee			196.00	196.00
Infrastructure Fee			115.50	115.50
BOOKS First Semester				
Books for all MA courses (MA101, MA02, MA105, MA106)		272		
AH101		Included in course fee (\$85.21)		
Registration Fee			35	35
<b>SUBTOTAL SEMESTER 1</b>	<b>12/14</b>	<b>\$272</b>	<b>\$2,873.31</b>	<b>\$4,525.31</b>
<b>SECOND SEMESTER</b>				
<b>BIOL 115 Intro to Anatomy and Physiology</b>	<b>4/4</b>			
Tuition			540.00	1,012.00
Course Fee			0	0
Technology Fee			112	112
Infrastructure Fee			66	66
<b>MA 105A Medical Assistant Administrative II</b>	<b>3/3</b>			
Tuition			405.00	759.00
Course Fee			0	0
Technology Fee			84	84
Infrastructure Fee			49.50	49.50
<b>MA 106A L&amp;L Medical Assistant Clinical II</b>	<b>6/8</b>			
Tuition			1080.00	2,024.00
Course Fee* (see notes)			155	155

Detailed 2024-2025 Tuition, Fees, and Expenses				
Course	Credits/Contacts	Books	Tuition and Fees In district	Tuition and Fees Out District
Technology Fee			224	224
Infrastructure Fee			132	132
Books Second Semester				
BIOL115		171		
Registration Fee			35	35
<b>SUBTOTAL SEMESTER 2</b>	<b>13/15</b>	<b>\$171</b>	<b>\$2,882.50</b>	<b>\$4,652.50</b>
<b>THIRD SEMESTER</b>				
<b>AH196 Electronic Health Records</b>	<b>3/3</b>			
Tuition			405.00	759.00
Course Fee			90.86	90.86
Technology Fee			84	84
Infrastructure Fee			49.50	49.50
<b>MA 110 Medical Assistant Seminar/Practicum</b>	<b>4/4</b>			
Tuition			540.00	1,012.00
Course Fee* (see notes)			240.86	240.86
Technology Fee			112	112
Infrastructure Fee			66	66
Books Third Semester				
AH196		Included in course fee (\$90.86)		
MA110		Included in course fee (\$90.86)		
Registration Fee			35	35
<b>SUBTOTAL SEMESTER 3</b>	<b>7/7</b>	<b>\$0</b>	<b>\$1,623.22</b>	<b>\$2,449.22</b>
<b>PROGRAM TOTAL</b>	<b>32/36</b>	<b>\$443</b>	<b>\$7,379.03</b>	<b>\$11,627.03</b>
<b>Additional items not included (student's responsibility)</b>				
Shoes according to dress code, watch with second hand, and Professional/Provider CPR/BLS			\$110	\$110
*Course fees in MA classes cover uniform, lab supplies, stethoscope, access to Platinum Planner, drug screen, background check, digital textbook option, and national certification exam fee.				

- Educational expenses are subject to change without notice.
- A variety of financial aid programs are available to students with financial need. Individuals desiring financial aid information are encouraged to call the Financial Aid Office at 231.777.0228.
- A photo ID is provided to each medical assistant student prior to the practicum course (MA110).
- For general scholarship information, please visit the main Muskegon Community College web site at <http://www.muskegoncc.edu/scholarships>.
- Students are encouraged to keep a current FASFA on file with Student Services for scholarship eligibility.



# **MCC POLICIES**

## **ACADEMIC CALENDAR**

Students are subject to the Academic Calendar depicted on the MCC website: <https://www.muskegoncc.edu/academics/academic-calendar/>. If the College is officially closed at any other time than depicted in the Academic Calendar, medical assistant classroom, laboratory, and clinical experiences will be canceled. Medical Assistant classes may extend beyond the normal academic calendar by two weeks in duration as needed.

## **ACADEMIC HONESTY POLICY**

Muskegon Community College expects that all faculty and students will adhere to high standards of personal and academic honesty. This means that all academic work will be done by the student to whom it is assigned without unauthorized aid of any kind. Faculty members, for their part, will exercise care in the planning and supervision of academic work so that honest effort will be positively encouraged.

Academic dishonesty consists of, but is not limited to:

- A. Cheating: Cheating is defined as using or attempting to use, giving or attempting to give, and obtaining or attempting to obtain, materials or information, including computer material pertaining to a quiz, examination, or other work that a student is expected to do alone.
- B. Plagiarism: Plagiarism is defined as the use of another's words or ideas without acknowledgement.
- C. Penalties for violation of these standards of conduct may result in sanctions of up to and including suspension or expulsion from MCC.

The principles of truth and honesty are recognized as fundamental to the practice of medical assisting. Any student who is determined by the instructor to be cheating will automatically receive a "0". The student will be at risk for failing the entire course.

All MCC instructors subscribe to Safe Assign, a plagiarism prevention and detection service. A plagiarized paper will receive a zero and may result in failure of this class.

## **CODE OF CONDUCT AND STATEMENT ON STUDENT BEHAVIOR**

Students are subject to all policies of the Code of Student Conduct (Article II: Code of Student Conduct) in the Muskegon Community College Catalog. A student found in violation of the Code of Conduct is subject to disciplinary action as delineated in the Muskegon Community College Catalog under Article III: Disciplinary and Judicial Procedures, Article IV: Sanctions, and Article V: Withdrawal and Readmission.

Muskegon Community College is a community of scholars whose members include administrators, faculty, staff, and students. Mutual respect and civility are expected in the classroom and other college settings, as well as in any communication.

1. MCC has the duty to provide students with privileges, opportunities, and protections that best promote learning;
2. Students have the right to a non-threatening learning environment;
3. Students have the responsibility to refrain from infringing on the right of others to learn and on the right of teachers to teach; and
4. Any student whose behavior disrupts learning may be subject to disciplinary action as outlined in the Muskegon Community College Catalog.

MCC has a Behavioral Intervention Team whose responsibility is to identify and coordinate services or intervention strategies for a broad range of troubling student behaviors, including but not limited to substance abuse, mental illness, disruptive, aggressive, and threatening conduct. MCC administrators, faculty, staff, and students are encouraged to report any issues of concern to the BIT team through the MCC website: <http://www.muskegoncc.edu/student-services-and-administration/campus-safety-and-security/behavioral-intervention-team-bit/>.

Additional medical assisting professional codes of conduct include (but are not limited to):

1. Respect for peers, instructors and all College employees, and all agency staff.
2. Classroom safety: Classroom doors will be closed and locked from the outside 5 minutes after the class begins as a safety measure. Students who leave the class prior to a scheduled break are expected to wait until the instructor opens the classroom doors for break to return to class. Students are expected to arrive to class on time and to take care of hygiene and hydration needs prior to class.
3. Cell phones: Cell phones are to be set to vibrate or turned off and are not to be used during class or lab (must not be visible). Please check phones during breaks or after class.
4. Recording devices: With instructor permission, the student may place a recording device on the instructor's desk for audio recording of a class. Video recordings are permitted only with the written permission of the instructor.
5. Agency policy prohibits personal cell phone use at any practicum site. Cell phones may be kept with belongings or in your vehicle and checked during lunch or breaks.
6. Examinations: During examination periods, any use of cell phones, cameras, or other recording devices is considered cheating and subject to all policies of the Muskegon Community College Student Code of Conduct. This includes during exam reviews.
7. Laptops are to be open for educational purposes pertaining to the class only. Any other use of laptops during class (shopping, emailing, etc) is prohibited.
8. Disruptive behavior: Any student who demonstrates behavior that distracts from or disrupts the learning environment will be asked to leave the class. This includes side conversations during class. This is considered unprofessional behavior.

### **COMPLAINTS / DUE PROCESS / GREIVANCE POLICY**

Complaints involving grades or Medical Assistant Program policies should first be addressed to the immediate faculty member, then to the lead instructor in the course, and then, if still not resolved, to the Medical Assistant Program Coordinator.

If the student is unable to resolve a dispute at the department level, the student may appeal to the MCC Petitions Committee which exists to hear the petitions of students with respect to any College rule or regulation.

The forms and processes for filing a petition are available at the Student Welcome Center. Petitions must be submitted at least one week prior to the scheduled meeting to be reviewed. All petitions must be received no later than one semester after the end of the semester/session in which the course(s) were taken. The decision of the Petitions Committee is final.

### **COMPUTER USE AND EMAIL**

All Medical Assistant students are responsible for any communication sent to their MCC email address. We suggest that you check your email at a minimum of at least twice a week; the Program will not be responsible for any incident arising from a student's failure to check their official email on a regular basis.

Students are subject to the Standards for Acceptable Computer Use at Muskegon Community College as outlined in the Muskegon Community College Catalog under the heading of "Computer Usage Policy". Students also are subject to the computer use policies of any clinical agency to which the student is assigned.

For help with online learning, registration, information desk, wireless connectivity, and software availability, a 24x7 Help Desk can be reached on campus at x351 or off campus at 866-718-5170.

Students have 300 copies available to print (not copy) in the Information Commons area of the Library with a paid semester registration. Anything beyond the provided 300 prints will need to be printed at home, purchased through Information Commons, or obtained by using the copier available in the Library.

Students are required to attend all scheduled computer classes and computer updates as required by the practicum site in order to attend practicum. No computer passwords will be issued unless the required computer training is completed. If the student is unable to communicate electronically at the site for any reason, the student will not successfully complete the course.

## **DISCIPLINARY ACTION**

Disciplinary action, up to and including course and/or Program dismissal, will occur if a student violates any policy or procedure of the MCC Medical Assistant Program, Muskegon Community College, or any practicum site to which the student is assigned. (See also Code of Conduct, Muskegon Community College Catalog.) Student behavior is expected to be consistent with all legal requirements for Medical Assistants in the State of Michigan, the AAMA Code of Ethics, and the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Students should also refer to the MA Program Point System for disciplinary action regarding Medical Assisting classes.

Examples of behaviors subject to disciplinary action include, but are not limited to, the following:

- Unsafe clinical practice
- Cheating
- Violation of patient confidentiality
- Violation of patient rights or patient privacy
- Falsification of the medical record
- Actions outside the scope of practice for the medical assistant
- Excessive absenteeism
- Violation of agency computer access
- Personal phone or electronic communication during practicum
- Posting of any comments, pictures, or other media that may be construed as unprofessional or in violation of patient or agency confidentiality.

## **DISABILITY ACCOMMODATION**

Any student with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.) who needs to arrange reasonable accommodations must contact MCC Special Services (231.777.0309, Room 2046) at the beginning of the semester. A disability determination must be made by this office before any accommodations are provided by the instructor.

## **DRUG-FREE CAMPUS**

Muskegon Community College complies with federal, state, and local laws including those which regulate the possession, use, and sale of alcoholic beverages and controlled substances. The following represents the drug and alcohol policies of MCC.

In compliance with the MCC Board of Trustees' Policies 4.02.00 and 5.20.00 and the Drug-free Schools and Communities Act Amendments of 1989, the following represent the Drug-free Workplace Regulations of MCC:

- Students and guests may not manufacture, distribute, dispense, possess, or use alcoholic beverages on MCC premises.
- Students and guests may not unlawfully possess, use, or distribute controlled substances and alcohol on MCC premises or while engaged in MCC activities such as conferences or field trips.
- Being under the influence of alcohol or any controlled substance while on MCC premises or while engaged in MCC activities is prohibited.
- Students and guests are personally accountable for having knowledge of federal, state, and local laws relating to alcoholic beverages and controlled substances, the minimum drinking age, the transportation of open containers of alcoholic beverages, and the false representation of age by a minor.
- Student employees of MCC shall comply with the terms of this policy. Violation of such policy may result in disciplinary action, up to and including termination of employment and referral for prosecution. Any sanctions imposed will be consistent with local, state, and federal law.
- Student employees are required to notify MCC of any criminal conviction for a violation of the policy occurring in the workplace no later than five days after such conviction.

Violation of this policy by students may result in disciplinary action up to and including suspension or expulsion from MCC and referral for prosecution. Students should refer to the Disciplinary Procedures of the Muskegon Community College Catalog for details.

All guests on campus are expected to follow the above requirements. Failure to do so may result in a request to leave the MCC property or an MCC activity.

## **TOBACCO**

In compliance with Federal and State laws, fire regulations, and the MCC Board of Trustees' policies the use, distribution or sale of tobacco, **electronic cigarettes in addition to the smoking or use of medical marijuana** is prohibited in college buildings, on college premises, and in vehicles owned, rented, or leased by the college. In addition, smoking is prohibited on the campuses of all clinical agencies (practicum sites), including in your vehicle in the agency parking lot.

## **EMERGENCIES**

In the event of an emergency (i.e., fire, disaster, injury, cardiac arrest) at the College or a practicum agency, students are expected to follow the established emergency policies and procedures of the respective institution. Please refer to emergency policies and procedures located at MCC's website: <https://www.muskegoncc.edu/emergency/>

## **EMPLOYMENT AND COURSE LOAD**

Students who are employed are **strongly** encouraged to choose a workload consistent with their course load. Refer to the College Catalog under the heading of Classload/Workload to determine class and study time demands. Employed students are expected to schedule their workload so it does not conflict with their class, laboratory, or practicum schedules. Student fatigue causes errors which jeopardize patient safety.

## **EQUAL OPPORTUNITY AND NON-DISCRIMINATION**

It is a violation of Muskegon Community College policy for any students or employees of MCC to discriminate against any other student or employee of MCC on the basis of age, citizenship, color, disability, handicap, height, marital status, national origin, political persuasion, race, religion, sex (including the condition of pregnancy), sexual orientation, veteran status, weight, or other protested categories, and to the extent the law prohibits such discriminations.

Any student who believes that he/she has been subject to discrimination, as defined in the policy statement, should report the circumstances by filing a complaint verbally or in writing to the Equal Employment Opportunity Officer (EEOO). More information about equal opportunity and non-discrimination at MCC can be found at <https://www.muskegoncc.edu/departments/human-resources/>

## **ONLINE RESOURCES**

Course materials may be posted online in the course's Blackboard site as needed. Instruction in the use of online resources occurs in general education courses, College Success Seminar (CSS 100), and is available through the College Success Center and in the Hendrik Meijer Library.

## **STUDENT SERVICES**

### **PARKING**

Parking is provided for students while attending class/laboratory experiences at the College. Students are subject to the parking/automobile rules and regulations outlined in the Muskegon Community College Catalog under the heading of "Parking Permits".

Parking is also provided for students at the practicum agencies to which they are assigned. Students are subject to the parking rules and regulations of the practicum agency and are responsible for any cost involved. Parking in a restricted area may result in practicum restrictions or having your car towed.

### **ADDITIONAL STUDENT SERVICES**

For more information on student services such as counseling, advising, disability services, tutoring, etc. see the MCC website at <https://mymcc.muskegoncc.edu/student-services/Pages/default.aspx>.

## **WEATHER**

Local radio and television stations are contacted as soon as a decision has been made to cancel classes. Cancellations may include all or only part of a day. Cancellations generally do not occur before 7am; therefore, please use your best judgment in determining whether you should attempt to go to the practicum agency. If you cannot travel, please call the practicum agency and also notify your instructor by phone or email; remember to check your email for a message from your practicum coordinator. Safety is our first concern. If students and faculty have already arrived at the agency site and the College closes due to bad weather, it is most often desirable that students stay put and continue with their assignment until the weather clears.

If the College closes for an *on-campus* emergency and the practicum site is not affected, practicum will not be cancelled.

### **INCLEMENT WEATHER POLICY AND PROCEDURES**

MCC intends to keep normal College operations on all regularly scheduled days.

However, severe weather conditions may prevent this from happening on

campus. Weather conditions forcing the closure of the MCC main campus, the Sturris Technology Center, the Ottawa Center, or any MCC Extension Centers may not affect all students and employees. Students in online classes, both synchronous and asynchronous, and students in classes at open sites must attend class even though the main campus may be closed due to inclement weather.

**In those instances when the College is open but individual travel may be dangerous, the following will apply:**

- A student or employee required to be on-site will make their own determination concerning attendance, based on the conditions of their unique situation.
- Students scheduled for an on-site class but unable to travel due to inclement weather must communicate their absence to their instructors.
- Faculty are encouraged to be flexible in their classroom policies about make-up work for students unable to get to classes due to severe weather.
- Faculty scheduled for an on-site class but unable to travel due to inclement weather must contact the department chairperson per their department call-in process.
- Staff unable to report on-site due to inclement weather must contact their supervisor.

**When severe weather is present or imminent, the College may consider the following options for on-site operations:**

- Remain open.
- Delay opening and require only personnel providing essential services to report to work prior to a delayed opening.
- If already open, close the College and require only personnel providing essential services to report to work, while encouraging on-site students and employees to leave the College early if they feel it is safe to travel.
- Close the College before the start of on-site classes and require only personnel providing essential services to report to work prior to opening.
- Close the college.

## **INCLEMENT WEATHER PROCEDURES**

In making the decision to close, the College considers several factors, including a thorough assessment of current travel and weather conditions throughout the College's service areas. Conditions can vary from one location to another. Factors considered in the decision include:

- overall road conditions, particularly main routes throughout the MCC region.
- the impact of severe wind gusts, fog, etc. on visibility and driving conditions.
- short-term forecasts with radar as an indicator of more immediate storm intensity and duration.
- the ability to plow and maintain College parking lots.
- law enforcement official warnings that limit or restrict travel.
- closings by area businesses, colleges, and/or school systems. NOTE: There may be days when many or most K-12 school systems are closed, but MCC is open.

### **When weather conditions appear hazardous, the following actions will be taken:**

- For daytime schedules, the College will make every effort to communicate by 6:30 a.m. a decision to delay opening or to close entirely.
- For evening schedules, the College will make every effort to communicate by 3:00 p.m. the decision to close the College. There is a possibility that MCC would cancel day classes but hold evening classes.

## **EMERGENCY CLOSING NOTIFICATIONS**

When the College closes **all** its on-site locations, a message will be sent through RAVE Emergency Alert to the email addresses and cell phone numbers of MCC faculty, staff, and students who have registered for the service. Information and a link to register are found at [www.muskegoncc.edu/rave](http://www.muskegoncc.edu/rave). Once registered, you can opt out of RAVE SMS messages at any time by texting STOP to 226787.

When off-campus sites are closed, and/or when the entire college is closed, information will also be posted on the MCC website at [www.muskegoncc.edu](http://www.muskegoncc.edu), the MyMCC homepage at [mymcc.muskegoncc.edu](http://mymcc.muskegoncc.edu), and MCC's Facebook accounts. Alerts will also be posted on the following television stations – Wood TV8, WZZM TV13, and Fox 17.

## **DEFINITION OF TERMS**

**Severe Weather** - Regionally, this typically means excessive snow and/or ice, which makes driving hazardous, but it could also refer to other hazardous conditions, such as a tornado, severe thunderstorm forecast, or dangerously low temperatures.

**Delayed Opening** - The College will open late. Personnel providing essential services and required to be on campus before the specified opening time will be asked to report to campus or may be called in to work. Staff should report to work 30 minutes before the designated opening time. Students should report to on-site classes at the designated opening time. If a student's on-site class begins before the designated opening time, the on-site class will be canceled.

**College Closed** - Personnel providing essential services that day may be asked to report to campus or may be called into work.

**College Open** - The decision to attend scheduled on-site classes is the responsibility of each individual student, faculty, and staff member. Students must inform their instructors of a decision

to miss their on-site class by phoning or sending an email. Staff or faculty unable to report on-site due to inclement weather must contact their supervisor or department chairperson.

### **GENERAL SAFETY TIPS**

Safety is our number one priority, and our facilities are located where weather may impact those who drive as well as those who take the bus, walk, and move about on campus. If you see hazardous conditions (such as slippery sidewalks/parking lots) at one of our facilities, please report it to the Physical Plant at 231-777-0465 or 231-777-0318.

### **WALKING ON SNOW AND ICE (WALK LIKE A PENGUIN)**

- Wear boots or shoes appropriate for the conditions.
- Wear gloves and keep your hands out of your pockets.
- Bend slightly, walk flat-footed, and keep your arms out for balance.
- Point your feet out slightly like a penguin.
- Keep your center of gravity over your feet as much as possible.

### **WINTER DRIVING SAFETY TIPS**

- Leave early, allow for delays.
- Slow down and leave extra space between vehicles.
- Turn on headlights.
- Clear all windows, lights, and the license plate.
- Remove distractions.

### **SNOWPLOW SAFETY TIPS**

- Stay back at least ten car lengths.
- Watch for plows turning/crossing the center line.
- Slow down (plows typically travel at slower speeds).



## **DIRECTORY – MCC MEDICAL ASSISTANT PROGRAM OFFICE**

Normal Office Hours: Monday through Thursday 8 am – 4:30 pm; Fridays 8 am – 12 pm

Chris Nowak – Administrative Assistant, Room 2090C  
telephone: 231.777.0223 / [chris.nowak@muskegoncc.edu](mailto:chris.nowak@muskegoncc.edu)

### **FULL-TIME FACULTY CONTACT INFO**

<b>Name</b>	<b>Office</b>	<b>Phone #</b>	<b>Email @muskegoncc.edu</b>
Dawn Platt, MSN, RN, CCMA (NHA), AHI(AMT) Medical Assistant Program Coordinator/Practicum Coordinator/Instructor	HWC 125	777-0548	plattdd@muskegoncc.edu
Heather Johnson, MSN, RN, RMA(AMT), AHI(AMT) (Administrative and Clinical Instructor)	HWC 122	777-0577	Heather.johnson2@muskegoncc.edu
Lisa Gatti-Arnold, MSN, RN (Dean of Nursing and Health Programs)	1309U	777-0689	Lisa.gatti-arnold@muskegoncc.edu

\* Faculty office hours are posted **outside offices** and on individual course Blackboard sites.

### **ADJUNCT FACULTY CONTACT INFO**

To contact adjunct faculty, please email them via the official MCC email system or call the Medical Assistant Office.

<b>NAME</b>	<b>E-MAIL</b>
Wanda MacLeod, CMAA (NHA), AHI (Administrative Instructor)	Wanda.MacLeod@muskegoncc.edu

For **EMERGENCIES** please have family members contact the Medical Assistant Program Office 231.777.0548 or Chris Nowak, Administrative Assistant at 231-777-0223; we will assist them to locate you.