



**Medical Assisting
Student
Handbook**

2015-2016

Introduction

Welcome to the Medical Assisting Program at Goodwin College.

The intent of this handbook is to provide you with user-friendly information that will enhance your experience as a student in the Goodwin College Medical Assisting program. This handbook is not meant to replace the Goodwin College Catalog or the Goodwin College Student Handbook but rather to augment and assist you to identify issues and policies specific to the Medical Assisting program.

As a Medical Assistant student, you are expected to function in an increasingly professional manner and some of your education is designed specifically to socialize you into the role of the healthcare profession. You also are expected to assume responsibility for your learning and related events. The faculty in the Medical Assisting program will attempt to give you the support necessary for completing the program. Please refer to your college catalog for complete information on all college policies and procedures.

Jillian McDonald
Program Director

Donnette Martin
Practicum Coordinator

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Career Description

Medical assistants work alongside physicians, mainly in outpatient or ambulatory care facilities, such as medical offices and clinics. Medical assisting is one of the nation's fastest growing careers, according to the United States Bureau of Labor Statistics. Medical assistants are cross-trained to perform administrative and clinical duties. Some of the administrative duties may include, but not limited to: answering telephones, greeting patient's, updating and filing patient medical records including electronic, coding and filing out insurance forms, scheduling appointments, handling correspondence, and billing and bookkeeping. Some of the clinical duties include, but not limited to: taking medical histories, explaining treatment procedures to patient's, preparing patient's for exams, performing basic laboratory tests, preparing and administering medications as directed by a physician (limited in some states), drawing blood (limited in some states), removing sutures, and electrocardiogram.

Mission, Philosophy, Goals and Objectives

The Mission of the Medical Assisting program is derived from the mission of Goodwin College. Graduates of the Certificate program are eligible to sit immediately upon graduation for the Certified Medical Assistant (CMA) examination given by the American Association of Medical Assistants (AAMA).

The Medical Assisting Program provides an atmosphere whereby its diverse student population can grow by promoting critical thinking, personal development, and community involvement, as well as competencies in clinical skills.

The philosophy of the Medical Assisting program of Goodwin College derives from the mission of the College.

The mission of Goodwin College is to educate a diverse student population in a dynamic environment that aligns education, commerce and community. Our innovative programs of study prepare students for professional careers while promoting lifelong learning and civic responsibility. As a nurturing college community we challenge students, faculty, staff and administration to fully realize their highest academic, professional and personal potential.

The Goals of Goodwin College provide additional guidance for the Program, specifically:

- To create an educational environment that blends professional preparation with the development of critical thinking skills and an appreciation of the humanities, arts, and sciences.
- To educate students in an environment that celebrates diverse cultures, ages, experiences, and opinions.
- To develop and refine methods to recruit and retain students who have the potential for success in both selective and open enrollment academic programs.
- To adapt our programs to the changing needs of our student body, the marketplace and society.
- To enrich our local and global communities by forming collaborative relationships that create educational, economic, and cultural benefits.
- To assist our graduates with identifying and securing career and growth opportunities.

Accreditation

The certificate program in Medical Assisting at Goodwin College is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB). Commission on Accreditation of Allied Health Education Programs, 1361 Park Street, Clearwater, FL 33756, (727)210-2350, www.caahep.org.

Student Health Requirements

Enrolled students must submit a physical examination report completed by a qualified health professional, prior to starting the 2nd semester courses. The following immunizations must be completed before the start of enrolling in – MED 152: Medical Assisting Diagnostic Procedures

- A current Hepatitis B vaccination – at least one dose prior to starting MED 152. Three doses completed by start of MED 153: Medical Assisting Laboratory Procedures. Update-to-date in the series or proof of positive titer result is also accepted.
- Varicella or titer result
- MMR
- Tetanus
- 2 Step PPD
- Students will be required to receive a flu vaccination dependent on the internship site location and its respective policy.

CPR/FIRST AID Certification

Students are required to become certified in CPR for Healthcare Providers/BLS through the American Heart Association and First Aid, through the American Red Cross, prior to going out into an internship. The cost related to obtaining and maintaining CPR certification is the responsibility of the student. Goodwin College offers CPR classes to its students for Medical Assisting students on a first come, first serve basis. Please contact Nicole Green, administrative assistant for more information and a schedule of classes.

Attendance

- You are expected to attend every class. If you need to miss a class it is your responsibility to notify your instructor prior to the start of the class by leaving a phone message on the instructor's voice mail or via email. This reflects your professionalism and dependability.
- You are expected to stay for the duration of the class out of respect for your peers and your instructors. However if circumstances arise that require you to leave, you should be courteous and inform the instructor of your intent to leave early.
- Excessive absenteeism or multiple incidents of leaving class early may necessitate progressive discipline. See page 8 for the Progressive Discipline Policy.
- All examinations and labs are to be taken on the designated day. Please follow the instructor's policy on make-up exams and/or make-up labs.

Excused absences include:

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

- Arrangements for making up an exam for a graduation or court date must be made in advance with the instructor.
- For internship attendance requirements please refer to page 13.

Progression Policies

All Medical Assisting courses are graded based on the syllabi provided by each instructor and is subject to change based on the instructor.

All core course requirements must be completed with a grade of C (73%) or higher AND all competency skills in each specific course must be passed with a grade of B (85%) or higher. Students must successfully pass ALL competencies in order to be eligible to enroll in MED 299 and be placed on internship. Students who do not successfully pass a course(s) may progress with the cohort at the discretion of the Program Director. Decision will be based on student's individual situation, including, but not limited to: course grade, overall GPA, professionalism, and recommendation of faculty.

Any student who is out for more than 2 semesters must repeat core courses aligned with competency skills. Any mitigating circumstances require prior program director approval.

Repeating a Course

Students are allowed to repeat courses a second time before departmental permission is required. Those students who are attempting for the 3rd time, with permission, will follow these guidelines:

- Student will check in and be expected to meet with their academic advisor to sign the required paperwork.
- Failure to pass after the 3rd attempt will result in the student being dropped from the Medical Assisting Program.

Guidelines for Resolving Student Concerns

In the event that the student has a concern about any learning activity or grade within any Medical Assisting course, the guidelines below must be followed in resolving the issue:

- The student initiates a meeting with the faculty member.
- If the concern is not resolved, the student meets with the Program Director.
- If the concern is not resolved, the student meets with the Department Chair.
- If the concern is not resolved, the student submits their concern in writing to the Academic Review Committee.

For internships:

- The student meets with the Practicum Coordinator.
- If the concern is not resolved, the student meets with the Program Director.
- If the concern is not resolved, the student meets with the Department Chair.

- If the concern is not resolved, the student submits their concern in writing to the Academic Review Committee.
- At the aforementioned meeting(s), the student will come prepared to discuss the relevant concern and present appropriate documentation.
- If the student is not satisfied with the recommendation of the Medical Assisting faculty, (s) he should refer to the Student Appeal Process to appeal to ARC – fully outlined in the Goodwin College Catalog.

Access to Records

The student is referred to the policy governing rights under the Family Educational Rights and Privacy Act (FERPA) in the Goodwin College catalog.

Graduation Requirements

The following requirements must be met in order to graduate from the Medical Assisting program:

- All core medical assisting courses must be completed with a grade of “C” (73%) or higher.
- Successfully complete and pass all competencies with a grade of “B” (85%) or higher.
- Fulfillment of all financial obligations to the College.
- Students must maintain a 2.0 GPA in order to graduate. For more information on graduation, please see the College Catalog.

Student Conduct

Students are expected to conduct themselves in a manner that is consistent with the Mission, Philosophy, and Goals of Goodwin. Part of the student’s education focuses on preparing him/her for the work force. In order to meet this goal, a discipline policy, which is modeled after typical employment policies, is followed in order to facilitate the graduates’ transition into the workforce. The Progressive Discipline process is meant for those students who show unprofessional behaviors during their progress through the program. The faculty hopes that this policy will rarely be used. It is critical that the program groom students as total professionals in order to achieve future success. Failure to meet certain standards may cause the student to enter into progressive discipline. Examples of behaviors that can lead to progressive discipline include but are not limited to:

Infractions of academic integrity:

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

Academic Dishonesty-The department supports a “zero” tolerance for infractions and in cases where an issue can be proven, recommendations for expulsion from the program will be made. These issues may include:

- Removing exams from the classroom for any purpose
- Submitting another student's work as your own
- Utilizing another student's answers on an exam
- Deliberate misrepresentation of facts to faculty
- Utilizing cell phones to photograph exams
- Disruptive behaviors in the classroom
- Disrespectful behaviors toward the instructor. If the student is disrespectful towards the instructor the student will be asked to leave the classroom immediately. **NO exceptions!**
- Perceived threatening behaviors to faculty or peers
- Failure to adhere to the dress code
- Failure to complete assignments
- Performance issues
- Attendance and tardiness concerns

Progressive Discipline

The Medical Assisting program follows a progressive discipline policy that typically consists of four steps. Depending on the seriousness of any situation, however, any step may be skipped with the approval of the Program Director. A student will enter progressive discipline whenever he/she fails to meet the expectations of the department. Typically, progressive discipline adheres to the following:

- Counseling - Documented in the students file: documents verbal counseling and outlines expectations.
- 1st Written Warning - student has been counseled regarding the need to improve in a specific area and has failed to demonstrate improvement or performance precludes the opportunity for counseling; a performance improvement plan is automatically considered a written warning.
- 2nd Written Warning - occurs when the student has already received a 1st Written Warning and new issues or unresolved issues continue.
- 3rd Written Warning - follows the 2nd Written Warning if new issues or unresolved issues continue.
- Recommendation for Dismissal - This recommendation may be made when the student has received a 3rd written warning, continues to fail to meet the standards of the department and does not indicate the desire or willingness to change the behavior.

Although these steps usually follow a progressive pattern, please note that at the discretion of the Program Director any step may be skipped depending on the seriousness of the situation. Please refer to the following section, which describes specific criteria that constitute dismissal from the program.

Dismissal from the Program

The decision to dismiss a student from the program may result from a combination of behaviors, examples of which are listed below, that may have caused the student to enter the progressive discipline process.

Examples of such behaviors include but are not limited to:

- Failure to successfully complete any course required in the medical assisting curriculum, based on the number of repeats allowed, with a grade of “C” or higher.
- Unauthorized possession, use, sale or distribution of alcoholic beverages or of any illegal or controlled substance.
- Unauthorized use, possession, or storage of any weapon.
- Physical and/or psychological abuse, threat or harassment of any patient, visitor, agency staff, student or faculty member.
- Theft, abuse, misuse or destruction of another person’s or agency’s property.
- Unauthorized disclosure, removal or misuse of confidential information about any patient, student or agency staff.
- Violation of Internship Conduct policies as stated on pages of this Handbook.
- Engaging in or prompting others to engage in conduct that threatens or endangers the health, safety or physical/psychological well-being of another person.
- Being on an internship’s property, in a student capacity, without proper authorization.
- Failure to contact internship supervisor to give notice of lateness or absence; reporting to the wrong clinical site; or reporting on the wrong day to the clinical site, despite counseling.
- Unsafe practice at the internship site.
- Academic Dishonesty as previously defined.
- Dismissal from an internship site.

Any student who is dismissed from the program has a right to appeal this decision. The appeals process is as follows:

- If the concern is not resolved, the student meets with the Program Director.
- If the concern is not resolved, the student meets with the Department Chair.
- If the concern is not resolved, the student submits their concern in writing to the Academic Review Committee.

Internship Student Conduct Policy

The Medical Assisting student is expected to demonstrate safe and ethical professional behavior in preparation for, provision of, and documentation of, according to course objectives. In addition, the student is expected to demonstrate professional behavior with regard to other students, faculty, and patients while on internship (i.e., patient-care) sites.

Examples of unsafe, unethical or unprofessional conduct include, but are not limited to:

- Failure to notify both the internship site supervisor and Practicum Coordinator of absence.
- Failure to follow Medical Assisting program or internship policy and procedures.
- Reporting for internship hours under the influence of drugs and/or alcohol.
- Refusing assignments based on the client's race, culture, religious preference, sex, national origin, and age, handicapping condition, medical diagnosis or any protected status category.
- Engaging in posting on Facebook, Twitter, or other social networks while in class, via cell phone or computer lab. No Facebook, Twitter, or other social network negative/derogatory comments about students, faculty, or others at Goodwin College.
- Failure to follow HIPAA policies and procedures while on internship, such as, but not limited to speaking about the internship sites and patients seen, discussing internship site regulations and policies that do not affect the student, etc.
- Denying, covering up or not reporting own errors while on internship.
- Ignoring or failing to report unethical behavior of other health care persons in the clinical setting, i.e., behavior that jeopardizes client welfare.
- Displaying mental, physical or emotional behavior(s) that may adversely affect well-being of self or others.
- Failing to follow through on suggested referrals or interventions to correct deficit areas that may result in harm to others.
- Acts of commission or omission in the preparation for and actual care of clients (i.e., including but not limited to physical abuse, emotional abuse, placing clients in hazardous positions, conditions or circumstances).
- Interacting inappropriately with agency staff, co-workers, peers, clients, families or faculty resulting in miscommunication.
- Lacking physical coordination essential for carrying out medical assisting procedures.
- Lacking critical or analytical thinking skills necessary for making appropriate judgments or decisions while on internship.
- Performing activities that are beyond the preparation or capabilities of the student.
- Performing activities that do not fall within the legal realm of professional medical assisting practice.

A faculty member or internship site supervisor may take the following measures if a student demonstrates unsafe or unethical behavior(s) in any setting (including classroom or internship site):

- Immediate dismissal from the learning setting and initiate immediate remediation in collaboration with the student.
- Recommend immediate dismissal from the Medical Assisting program – i.e., if the behavior is of a grave nature, including but not limited to safety violations, substance abuse, unlawful or unethical acts.

Internship Requirements

- Students must complete a 160-hour internship with patient contact in out-patient facilities, private practice, or clinic settings, without compensation. Internships provide an environment for students to observe and practice skills learned in the Medical Assisting program. Internships also provide an opportunity for students to, refine skills, interact with patients, staff, and physicians, as well as to use equipment in actual clinical settings.
- Students are expected to be present in the internship site dressed appropriately and ready to participate in the activities at the time and for the duration of the hours assigned.
- Students will be required to purchase and provide proof of Individual Professional Liability Insurance through HPSO.com prior to registration of your internship. (cost is approximately \$37.00 and is valid for one year)
- Students must provide proof of completion of the Health and Safety test from the Connecticut Hospital Association (CHA) by going to www.chime.org and completing the Health and Safety Training Course. This is a self-paced course. Student must hand in a copy of this test to the Practicum Coordinator prior to going out on internship, it will be graded, and a copy put into the student's internship file.
- Students will send a completed resume to the Goodwin College central network and Manny Sanchez (ESanchez@goodwin.edu) prior to being placed at an internship location.
- Students will be required to have a background check and drug screen completed within the given timeframe prior to eligibility to enroll in MED 299 and be placed on externship. Failure to do so may prohibit the student(s) progression in the program. In the event that there is any criminal record that might interfere with future certification or a positive drug screen that cannot be qualified by a physician, the student(s) will be notified. In either event, students must obtain (if granted) program director approval, in order to progress in the program. In the event that a clinical facility finds the results of a student's background check and or drug screen objectionable and, as a result, prohibits the student from participating in a clinical experience at their facility, the department will make one additional attempt to place the student in an alternative facility. If the additional attempt does not permit a placement for the student, he or she will not be permitted to progress in the program.
- Students that are placed at a hospital or clinic setting may be required to receive a flu vaccination, have an additional background check conducted and drug screen, and provide a copy of a Goodwin College transcript prior to the internship start date.

Dress Code

Students represent Goodwin College and the Medical Assisting Program. Students must dress professionally at all times while on campus or at the Internship site.

Students must adhere to the established dress code while on internship. Students who do not adhere to the dress code will be sent home from the internship site and enter into progressive discipline.

SHOES: Polished white uniform shoes or white clogs or white leather sneakers only. NO boots, high heels, canvas sneakers, “Cros”, or any leather soled shoes.

PANTS: Black uniform scrub pants. No jeans, stretch pants, or lightweight cotton casuals. No thong underwear should be worn. Undergarments should not be visible through clothing. Students will wear their scrubs while they are in the classroom. **NO exceptions!** Scrubs should be pressed and solid color only.

SKIRTS: Uniform skirt at knee length or 1-2 inches below the knee.

SHIRTS: Goodwin College ceil blue scrub top with Goodwin College insignia. These may be purchased from the Goodwin College bookstore.

LAB COAT: Short white (hip length) – optional.

MAKEUP: Minimal makeup. No bright or dark colors.

JEWELRY: Jewelry is limited to the use of stud earrings in the ear only. Dangling jewelry is not allowed, including necklaces. No other visible body piercing (face, tongue, eyebrow, etc.) is allowed. A wedding band is acceptable. Excessive amount of jewelry or rings may cause transmission of bacteria between patients or lead to ineffective hand washing. Body tattoos are not to be visible. Watches are required.

FINGERNAILS: Artificial fingernails are not allowed. Fingernails must be clean and short. Only clear or neutral nail coloring is allowed.

HYGIENE: Appropriate hygiene should be practiced. No perfume, scented after-shave lotions or hairspray are to be applied. Students should refrain from smoking to avoid introducing potential irritants into the clinical environment.

HAIR: Hair should be neat, clean and in a style that contains the hair and keeps it off the collar. Long hair must be pulled back to look professional and neat, and to prevent hair from falling toward the patient. Men should be clean shaven and any beards/mustaches should be neat and well groomed.

Cell Phone Policy

Cell phones must be turned off while at the internship site. Students should never use phones at internship sites to make personal calls, unless extenuating circumstances arrive. Arrangements can be made for receiving urgent personal calls following discussion with your instructor and/or internship site supervisor at the start of class or the student’s hours. **ZERO** tolerance for texting in class, or periodically checking your phone during class. Cell phones must be turned off. If a student is caught using their phone during class the instructor will take the phone for the duration of the class. The phone will be returned to the student at the end of class. If the student is caught using or “checking” their phone during class a second time the student will be asked to leave class and a “0” for attendance/assignments will be issued. Students must be respectful of the instructor and their peers and not disturb the class.

Required Equipment:

All students must have the following to participate in the internship:

- Working watch with a second hand or digital time
- Black pen for documenting in the medical record. No other colors are acceptable.
- Stethoscope

Recommended Equipment:

- Brassington, C. and Goretti, C. MA Notes – Medical Assistant’s Pocket Guide. F.A. Davis, Philadelphia, PA. – can be bought at the bookstore on campus.
- Small notebook – for note taking
- Failure to adhere to the above requirements may necessitate the student to enter progressive discipline.

Internship Attendance

Students are expected to attend all hours of his or her internship. All absences must be made up, with permission of internship site supervisor. Failure to complete all hours of internship may result in an “F” and it will be the student’s responsibility to find another internship site to continue the hours.

Privacy Regulations

Privacy regulations as stated in the Health Insurance Portability and Accountability Act (HIPAA) will be followed by students and no information that explicitly identifies patients by name will leave the facility.

Consequence to this regulation will result progressive discipline and/or dismissal from the internship and Goodwin College Medical Assisting Program.

The Code of Ethics of the American Association of Medical Assistants shall set 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:

- render service with full respect for the dignity of humanity;
- respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information;
- uphold the honor and high principles of the profession and accept its disciplines;
- seeks to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues;
- participates in additional service activities aimed toward improving the health and well-being of

the community.

Functional Abilities

In order to perform the tasks required of a medical assistant, certain physical capabilities are required. Students must demonstrate the ability to perform required functions as a routine part of classroom, laboratory, or while on internship. Students should be aware that successful completion of the Medical Assisting Program will depend upon the ability to meet the following technical standards:

Gross Motor Skills

- Move within confined spaces
- Maintain balance in multiple positions
- Reach above shoulders (e.g.: monitors)
- Reach below waist (e.g.: plug electrical appliances in wall outlet)
- Reach out front

Fine Motor Skills

- Pick up objects with hands
- Grasp small objects with hands (e.g.: pencil)
- Write with pen or pencil
- Key/type (e.g.: use a computer)
- Pinch/pick or otherwise work with fingers (e.g.: manipulate a syringe)
- Twist (e.g.: turn objects/knobs using hands, assemble objects)
- Squeeze with finger (e.g.: medication ampules)

Physical endurance

- Stand (e.g.: at patient side during surgical or therapeutic procedures)
- sustain repetitive movements (e.g.: CPR)
- Maintain physical tolerance (e.g.: work on your feet for 8 hours)

Physical Strength

- Push and pull 50 pounds (e.g.: position client, move equipment)
- Support 50 pounds of weight
- Lift 50 pounds (e.g.: pick up a child, transfer client, bend to lift an infant or child)

- Carry equipment/supplies
- Use upper body strength (e.g.: perform CPR, physically restrain a client)
- Squeeze with hands (operate fire extinguisher)

Mobility

- Twist, bend, stand/squat, kneel, move quickly (e.g.: respond to an emergency), climb stairs, walk

Hearing

- Hear normal speaking-level sounds (e.g.: person-to-person report)
- Hear faint voices
- Hear faint body sounds (e.g.: blood pressure sounds, lung auscultation)
- Hear in situations when not able to see lips (e.g.: when masks used)

Visual

- See objects up to 20 inches away (e.g.: information on a computer screen, read medication labels)
- See objects up to 20 feet away (e.g.: patient in a room)
- Use depth perception
- Use peripheral vision
- Distinguish color and color intensity (e.g.: color code on supplies, skin color)

Tactile

- Feel vibrations (e.g.: palpate pulses)
- Detect temperature (e.g.: skin, solutions)
- Feel differences in surface characteristics (e.g.: skin turgor, rashes)
- Feel differences in sizes, shapes (e.g.: palpate vein, artery, identify body landmarks)
- Detect environmental temperature.

Smell

- Detect odors (e.g.: foul smelling drainage, alcohol break, smoke, gases or noxious smells)

Environment

- Tolerate exposure to allergens (e.g.: latex gloves, chemical substances)
- Tolerate strong soaps

- Tolerate strong odors

Reading

- Read and understand written documents (e.g.: flow sheets, charts, graphs)
- Read digital displays

Math

- Calibrate equipment
- Convert numbers from metric, apothecaries', and American systems (e.g.: dosages)
- Tell time
- Measure time (e.g.: CPR, etc.)
- Count rates (e.g.: breaths per min., pulse)
- Read and interpret measurement marks (e.g.: measurement tapes and scales)
- Add, subtract, multiply, and/or divide whole numbers
- Compute fractions and decimals (e.g.: medication dosages)
- Document numbers in records (e.g.: charts, computerized data bases)

Emotional Stability

- Establish professional relationships
- Adapt to changing environment/stress
- Deal with the unexpected (e.g.: patient condition, crisis)
- Focus attention on task
- Cope with own emotions
- Perform multiple responsibilities concurrently
- Cope with strong emotions in others (e.g.: grief)

Analytical Thinking

- Transfer knowledge from one situation to another
- Process and interpret information from multiple sources
- Analyze and interpret abstract and concrete data
- Evaluate outcomes

- Problem solve
- Prioritize tasks
- Use long-term memory
- Use short-term memory

Critical Thinking

- Identify cause-effect relationships
- Plan/control activities for others
- Synthesize knowledge and skills
- Sequence information
- Make decisions independently
- Adapt decisions based on new information

Interpersonal Skills

- Establish rapport with individuals, families, and groups
- Respect/value cultural difference in others
- Negotiate interpersonal conflict

Communication Skills

- Teach (e.g.: client/family about health care)
- Influence people
- Direct/manage/delegate activities of others
- Speak English
- Write English
- Listen/comprehend spoken/written word
- Collaborate with others (e.g.: health care workers, peers)

Student Support Services

Academic Success Center & The Math Lab

The Academic Success Center is located in room 209 and The Math Lab is located in room 219 of the River Campus. Both centers are staffed with Peer and Professional tutors that students can see on a walk-in or appointment basis. The centers provide students with consistent support and guidance throughout the learning process and encourage students to be actively involved. This is done through one-on-one, group tutoring and Academic Skills Workshops.

Academic Success Center & Math Lab Hours:

Monday-Friday 8am-9pm

Saturday 8am-2:30pm

To make a tutoring appointment please call 860-913-2090, email ASCStaff@goodwin.edu or walk into either center

eTutoring

Goodwin College offers eTutoring services through an agreement with the Connecticut Distance Learning Consortium (CTDLC). Students using the eTutoring platform may work with an eTutor in a live session or may submit a question or course assignment for an instructor to correct and/or provide feedback. eTutoring offers instruction, guidance and resources to help each student succeed. Specific information concerning eTutoring is located on the Academic Success Center webpage:

http://www.goodwin.edu/academic_success_center/

Testing

The ASC also provides testing services for those who have missed a test in their class or who have accommodations approved by the Office of AccessAbility Services. Students must talk to their teachers to test in the ASC. Students with accommodations may have their tests proctored in alternate locations. The Academic Success Center provides two testing rooms for students to make up tests that have been previously dropped off by their instructor. These rooms are located in the center.

Scheduling Exams:

Students should contact the Academic Success Center to schedule an appointment in advance. Students can walk-in or call 860-913-2090 to schedule their exam. It is strongly recommended that students reserve a testing room in advance and confirm that their exam has been delivered to the center.

Students are also welcome to take their test without reserving a room; however, if both rooms are occupied or if they are scheduled to be occupied before the student would finish their test (given the time allotted by their teacher), the student will be unable to take their test and will instead be asked to make a reservation or to return when a room becomes available.

Library Services

Read the following paragraph or download the Hoffman Family Library APP to your phone! The Hoffman Family Library is open seven days a week (7am-9:30pm Monday to Thursday, 7-9 Fridays, 8-4 Weekends). Librarians are on site during all open hours to help students conduct research, find valuable resources, and create citations. There are many ways to get help from a librarian: call 860-913-2042, text

ASKGOOD and your question to 66746, email GoodwinLibraryPersonnel@goodwin.edu, click the "Ask a Librarian" button on the library web site, or just walk in. The campus library offers computers, Wi-Fi, group study rooms, a quiet atmosphere, and an ever-growing collection of resources. The majority of the library's resources are available online 24/7 via the web site <http://www.goodwin.edu/library>. Through the web site students can access the research databases and find helpful guides and tutorials on where to find good resources for any subject, tips on how to write great papers with proper citation and formatting, and much more.

Counseling Services

Counseling services are free, confidential and available to currently enrolled students. Students visit counseling services for a variety of reasons, including:

- Mental Health: anxiety, depression, low self-esteem, mood disorders
- Relationships: family, friends, partner, bereavement
- Financial: medical, housing, food, employment
- Physical: poor body image, sexual orientation, gender identity, eating disorder
- Academic: lack of study skills, struggling with a learning disability or yet to be identified, challenges with a professor, not getting accepted into your career choice, low GPA

Please visit the website for further details: <http://www.goodwin.edu/counseling/>

- Also on the Counseling page you will find a tab on the left labeled "Resources" that offers many links to supports that may be helpful as well.

Goodwin College Policies

These general academic policies of Goodwin College may be found on the college web site at <http://www.goodwin.edu/policies/>. Additional information may be found in the college catalog at <http://www.goodwin.edu/academics/catalogs.asp>.

Academic Integrity

The Academic Integrity Policy prohibits cheating, fabrication or falsification of information, multiple submissions of academic work, plagiarism, abuse of academic materials, and complicity in academic dishonesty as well as other forms of fraudulence. It is the students' responsibility to know and observe the requirements of the Goodwin College Code of Academic Integrity. The entire policy is located in the Academic Dean's Office. Academic Integrity policy may be found at http://www.goodwin.edu/student_handbook/

AccessAbility Services

Students with disabilities may be eligible to receive accommodations as mandated by the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Students may request accommodations by contacting the AccessAbility Services Coordinator. Accommodations become effective on the date that a Letter of Accommodation is delivered to the professor. Accommodations are not retroactive. Please visit the website for further details: <http://www.goodwin.edu/AccessAbility/>

Establishing Attendance

Students must establish attendance in each course for which they are registered. Faculty report attendance on Census Day which occurs on the fifteenth calendar day of each semester/module and records attendance through the fourteenth calendar day. Students who have not attended and/or participated in their course by the fourteenth day of the semester or module will be withdrawn from the course.

In order to establish attendance, students must do at least one of the following, prior to Census Day:

Student attends an on-ground class OR

Student posts to online discussion about an academic matter OR

Student submits an academic assignment either on-ground or online OR

Student takes a quiz or test either on-ground or online

Please note that posting to an introductory discussion board assignment does not constitute as establishing attendance.

Students who do not establish attendance will be administratively withdrawn from the course(s) and will be listed as a No Start (NS). These courses will not be listed on the transcripts or counted as credits attempted.

For students who do not establish attendance for all/any course(s) by Census Day a refund of 100% of applicable tuition charges less applicable fees and books, less \$500 for course withdrawn will be granted.

Students receiving Title IV funds should reference the Financial Aid and Refund Policy in the catalog or on the Goodwin College website for any financial consequences related to non-attendance.

Online Discussion Board Policy

Faculty members retain the right to remove posts deemed to contribute to a negative online environment.

Technology Policy

Access to all computer systems, networks and electronic devices owned by Goodwin College imposes certain responsibilities and obligations to all faculty, staff and students. The college's technology policy outlines the acceptable usage for all computers and peripherals, network resources, telephones and all other electronic devices owned and maintained by Goodwin College. Users failing to adhere to this policy may face disciplinary actions by Goodwin College and/or local and federal law enforcement agencies. The complete technology policy is located on the Goodwin website <http://www.goodwin.edu/pdfs/policies/technologypolicy.pdf> and in the student handbook.

Handbook Signature Sheet

I acknowledge the receipt of the Goodwin College Medical Assisting Program Student Handbook. I realize I am responsible for reviewing its content, being familiar with policies and procedures, and meeting established standards.

Print name

Signature

Date