



MDA139 Fundamentals of Medical Assisting (4 credits)

Syllabus Fall 2023

Combs High School Course MDA310

Program Director: Susan Horn, BS, CMA (AAMA)
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Office Hours: **by appointment**
Open Lab: **by appointment**

Teaching Philosophy: This will be an interactive class so expect to participate. This course is meant to provide you with basic knowledge of the below course outcomes.

COURSE DESCRIPTION: Medical Assisting: The Profession; Medical Science: History and Practice; Medical Law and Ethics; Medical Terminology; Communication: Verbal and Nonverbal; The Office Environment; Telephone Techniques; Patient Reception; Patient Education; Mental Health; Professionalism; and Externship and Career Opportunities. Prerequisites: *RDG100 and instructor consent.*

Required media/textbooks: **MyLab Health Professions for Beaman, Pearson's Comprehensive Medical Assisting 5th Edition.** Author(s): Beaman, Nina. Textbook ISBN-13: 9780134420202. Must have Access code for MyLab.

MAERB CORE CURRICULUM PLAN FOR MA: "To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains."

Each psychomotor and affective competency listed below must be successfully completed with a passing score of 100% in order to earn a passing grade for this course and progress in the program. Cognitive objectives must be passed with a C or better in order to earn a passing grade for the course.

STUDENT LEARNING OUTCOMES: Upon completion of this course, students will be able to:

Anatomy & Physiology I.C.:

- I.C.1. Describe structural organization of the human body
- I.C.2. Identify body systems
- I.C.3. Describe:
 - a. body planes
 - b. directional terms
 - c. quadrants
 - d. body cavities
- I.C.4. List major organs in each body system
- I.C.5. Identify the anatomical location of major organs in each body system
- I.C.6. Compare structure and function of the human body across the life span
- I.C.7. Describe the normal function of each body system
- I.C.8. Identify common pathology related to each body system including:
 - a. signs
 - b. symptoms
 - c. etiology

Infection Control III.A.:

- III.A.1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings

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Concepts of Effective Communication V.C.:

- V.C.1. Identify styles and types of verbal communication
- V.C.2. Identify types of nonverbal communication
- V.C.3. Recognize barriers to communication
- V.C.4. Identify techniques for overcoming communication barriers
- V.C.6. Define coaching a patient as it relates to:
 - b. disease prevention
 - d. community resources
- V.C.5. Recognize the elements of oral communication using a sender-receiver process
- V.C.9. Identify medical terms labeling the word parts
- V.C.10. Define medical terms and abbreviations related to all body systems
- V.C.11. Define the principles of self-boundaries
- V.C.12. Define patient navigator
- V.C.13. Describe the role of the medical assistant as a patient navigator
- V.C.14. Relate the following behaviors to professional communication:
 - a. assertive
 - b. aggressive
 - c. passive
- V.C.15. Differentiate between adaptive and non-adaptive coping mechanisms
- V.C.17. Discuss the theories of
 - a. Maslow
 - b. Erikson
 - c. Kubler-Ross
- V.C.18. Discuss examples of diversity:
 - a. cultural
 - b. social
 - c. ethnic

Concepts of Effective Communication V.P.:

- V.P.1. Use feedback techniques to obtain patient information including:
 - a. reflection
 - b. restatement
 - c. clarification
- V.P.3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients
- V.P.4. Coach patients regarding:
 - c. disease prevention
- V.P.5. Coach patient appropriately considering:
 - c. communication barriers
- V.P.6. Demonstrate professional telephone techniques
- V.P.7. Document telephone messages accurately
- V.P.9. Develop a current list of community resources related to patients' healthcare needs
- V.P.10. Facilitate referrals to community resources in the roles of a patient navigator

Concepts of Effective Communication V.A.:

- V.A.1 Demonstrate:
 - a. empathy
 - b. active listening
 - c. nonverbal communication
- V.A.2 Demonstrate the principles of self-boundaries
- V.A.3 Demonstrate respect for individual diversity including:

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- a. gender
- b. race
- c. religion
- e. economic status
- f. appearance

Basic Practice Finances VII P:

VII.P.4. Inform a patient of financial obligations for services

Third Party Reimbursement VIII.C.:

VIII.C.4. Define a patient-centered medical home (PCMH)

Legal Implications X.C.:

- X.C.1. Differentiate between scope of practice and standards of care for medical assistants
- X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care
- X.C.3. Describe components of the Health Insurance Portability & Accountability Act (HIPAA)
- X.C.5. Discuss licensure and certification as they apply to healthcare providers
- X.C.6. Compare criminal and civil law as it applies to the practicing medical assistant
- X.C.7. Define:
 - a. negligence
 - b. malpractice
 - c. Statute of Limitations
 - d. Good Samaritan Act(s)
 - e. Uniform Anatomical Gift Act
 - f. living will/ Advanced directives
 - g. medical durable power of attorney
 - h. Patient Self Determination Act (PSDA)
 - i. risk management
- X.C.8. Describe the following types of insurance:
 - a. liability
 - b. professional (malpractice)
 - c. personal injury
- X.C.11. Describe the process in compliance reporting:
 - a. unsafe activities
 - b. errors in patient care
 - c. conflicts of interest
 - d. incident reports
- X.C.12. Describe compliance with public health statutes:
 - a. communicable disease
 - b. abuse, neglect, and exploitation
 - c. wounds of violence
- X.C.13. Define the following medical legal terms:
 - a. informed consent
 - b. implied consent
 - c. expressed consent
 - d. patient incompetence
 - e. emancipated minor
 - f. mature minor
 - g. subpoena duces tecum
 - h. respondent superior
 - i. res ipsa loquitor
 - j. locums tenens

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- k. defendant-plaintiff
- l. deposition
- m. arbitration-mediation
- n. Good Samaritan laws

Legal Implications X.P.:

- X.P.1 Locate a state's legal scope of practice for medical assistants
- X.P.2. Apply HIPAA rules in regard to:
 - a. privacy
- X.P.4 Apply the Patient's Bill of Rights as it relates to:
 - a. choice of treatment
 - b. consent for treatment
 - c. refusal of treatment
- X.P.5. Perform compliance reporting based on public health statutes
- X.P.6. Report an illegal activity in the healthcare setting following proper protocol
- X.P.7. Complete an incident report related to an error in patient care

Legal Implications X.A.:

- X.A.1 Demonstrate sensitivity to patient rights

Ethical Consideration XI.C.:

- XI.C.1. Define:
 - a. ethics
 - b. morals
- XI.C.2. Differentiate between personal and professional ethics
- XI.C.3. Identify the effect of personal morals on professional performance

Ethical Considerations XI.P.:

- XI.P.1. Develop a plan for separation of personal and professional ethics
- XI.P.2. Demonstrate appropriate response(s) to ethical issues

Ethical Considerations X.A.:

- XI.A.1. Recognize the impact personal ethics and morals may have on the delivery of healthcare

Safety and Emergency Practices

Protective Practices XII.C.:

- XII.C.1. Identify:
 - a. safety signs
 - b. symbols
 - c. labels
- XII.C.2. Identify safety techniques that can be used in responding to accidental exposure to:
 - a. blood
 - b. other body fluids
 - c. needle sticks
 - d. chemicals
- XII.C.3. Discuss fire safety issues in an ambulatory healthcare environment
- XII.C.4. Describe fundamental principles for evacuation of a healthcare setting
- XII.C.5. Describe the purpose of Safety Data Sheets (SDS) in a healthcare setting
- XII.C.6. Discuss protocols for disposal of biological chemical materials
- XII.C.7. Identify principles of:
 - a. body mechanics
 - b. ergonomics

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Protective Practices XII.P.:

XII.P.1. Comply with:

- a. safety signs
- b. symbols
- c. labels

XII.P.2. Demonstrate proper use of:

- a. eyewash
- b. fire extinguishers

XII.P.3. Use proper body mechanics

XII.P.5. Evaluate the work environment to identify unsafe working conditions

Institutional Outcomes:

COMMON STUDENT LEARNING OUTCOMES (CSLOs):

Central Arizona College supports student success and academic achievement by providing a high quality education which integrates continuous improvement strategies in teaching and learning. CAC's graduates possess academic knowledge, skills, and attitudes of an educated citizen, including competency in our Common Student Learning Outcomes (CSLOs).

The four Common Student Learning Outcomes:

1. **Cultural and Civic Engagement:** Participate in diverse environments while demonstrating global citizenship and social consciousness
2. **Integrative Knowledge:** Identify, comprehend, apply and synthesize facts, concepts, theories and practices across broad and specialized knowledge areas
3. **Personal and Professional Skills:** Demonstrate skills which enhance personal and professional development
4. **Reasoning Skills:** Inquire and analyze to solve problems, draw logical conclusions, or create innovative ideas

The CSLOs were approved by the Pinal County Community College Governing Board on September 18, 2012.

Key Capabilities: Workplace readiness competencies that the student will develop/enhance in this course.

- Anatomy & Physiology
- Applied Mathematics
- Infection Control
- Nutrition
- Concepts of Effective Communication
- Legal Implications
- Protective Practices

Grade Scale and grade allocation: The following breakdown outlines how you can earn your "A" in this class. Please note that the College does not award the letter "D" for this course. The grading scale for this course follows the Central Arizona College policy.

<u>Percentage</u>	<u>Letter Grade</u>
100 – 90	A
89 – 80	B
79 – 70	C
Below 70	F

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A student must achieve a 100% to pass all psychomotor and affective competencies that are taught and assessed in this course to pass this course and progress in the program.

A student must achieve a cumulative score of 70% or higher to pass all cognitive competencies that are taught and assessed in this course to pass the course and progress in the program.

Grade Allocation

The following describes the method of computing the final grade for this course.

<u>Assignment</u>	<u>Percentage of final grade</u>
Psychomotor/Affective Skills Competencies	
Homework, Dynamic Study Module, Decision-making Case	
Critical Thinking Quiz, Professionalism Scenario Quiz, Procedural Videos Quiz	
Exams (Cognitive Objectives)	
Final Exam	

PSYCHOMOTOR SKILLS COMPETENCIES (PSC): All related course psychomotor skills assessments must be completed at 100% to pass the course. All students will have three attempts to successfully pass the psychomotor and/or affective competency at 100%. If a student fails after three attempts, the student will fail the course regardless of their cognitive objectives score (**58% of final grade**).

COGNITIVE OBJECTIVES: Cognitive must be passed with a C or higher in order to earn a passing grade for the course. A student will be given chapter exams and must achieve cumulative score of 70% or higher on their cognitive objectives. If the student does not achieve a cumulative score of 70% or higher on the cognitive objectives chapter exams, then the student will fail the course (**14% of final grade**).

Homework: Throughout the course, there are several homework assignments. These are given to assess the student's ability to apply knowledge of the course outcomes outside of the classroom setting (**13% of final grade**).

Chapter Quizzes: Chapter quizzes will be given strategically throughout the semester. These quizzes will assess your knowledge of the chapters discuss in the class (**11% of final grade**).

Final Exam: One final exam will be given at the end of the semester that is comprehensive for the materials taught after the midterm exam (**5% of final grade**).

Psychomotor Skills Competencies: Skill check offs are given to be sure you have a clear understanding of the course outcomes and also what is expected of you in the health care profession. Students will be given three attempts to pass each Psychomotor Skills Competency. **Psychomotor and affective skills assessments must be passed at 100%. If the student fails to successfully complete all of their psychomotor and affective skills assessments, they will fail the course.**

Late Work Policy: Late work that is not excused by the instructor prior to the due date will not be accepted.

Homework, Quizzes, and Exams: The homework and quizzes each week will consist of selected material from your book, MyLab (website) or handouts provided in class on via Blackboard to you by your instructor. Assignments and quizzes are due Tuesday's by 11:59pm or otherwise stated by your instructor. You will receive a zero on any late assignment unless arrangements are made prior to due date with your

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instructor. If you have a prolonged absence due to extenuating circumstances, you must communicate with your instructor to be able to obtain documentation (such as physician's note, an obituary, etc.) in order to make arrangements with your instructor to be able to obtain access to and submit your homework and/or quizzes. Your course schedule has been created for you to schedule your life at Central Arizona College over the semester, utilize this important tool.

In class Participation: If you are absent, there will be no make up for any class assignments, lab time or class activities. The instructor has provided these in class activities to help you master the concepts and ideas that are being presented in the classroom setting.

Cognitive Objectives: In the course schedule, your instructor will provide you due dates related to all written assignments related to this course. Ultimately, it is your responsibility to follow these due dates and submit your work in a timely fashion. If you are late submitting a written, Blackboard, or Connect, you will receive 10% deduction for each week it is late. If your written, Blackboard, or Connect assignment is more than 1 week late, it will result in a zero for that assignment. Quizzes (and exams) will be timed with one attempt.

Final Exam: If you must miss the final exam, you must provide documentation (serious medical condition, bereavement, etc.) and notify the instructor prior to the scheduled due date in order to make up the final exam. In addition, the makeup final exam must be completed within one week from the day of the missed exam. The final exam is given the last week of the semester. If you miss the final exam, you will receive a zero for the final exam and fail the course. Only extenuating circumstances (such as death, hospitalization, or serious medical condition) with proper documentation need to be provided to the instructor in order to make up the final exam. You need to notify the instructor prior the start of finals week.

HPM 139 Fundamentals of Medical Assisting Course Schedule

Chapter 1	• Read pages 2-16 • MyLab assignments • Test Competency: X.P.1.
Chapter 2	• Read pages 17-43 • MyLab assignments • Test
Chapter 3	• Read pages 44-74 • MyLab assignments • Test Competencies: X.P.2.; X.P.4.; X.P.5.; X.P.6.; X.A.1.; XI.P.1.; XI.P.2.; XI.A.1.
Chapter 4	• Read pages 75-101 • MyLab assignments • Test Competency: V.P.3.
Chapter 5	• Read pages 102-133 • MyLab assignments • Test Competencies: V.P.1.; V.A.1.; V.A.2.; V.A.3.
Chapter 6	• Read pages 134-156 • MyLab assignments • Test Competencies: III.A.1.; X.P.7.; XII.P.1.; XII.P.2.; XII.P.3.; XII.P.5.
Chapter 7	• Read pages 157-179 • MyLab assignments

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	• Test Competencies: V.P.6.; V.P.7.
Chapter 8	• Read pages 180-198 • MyLab assignments • Test Competency: VII.P.4.
Chapter 55	• Read pages 1358-1374 • MyLab assignments • Test Competencies: V.P.4.; V.P.5.; V.P.9.; V.P.10.
Chapter 57	• Read pages 1403-1420 • MyLab assignments • Test
Chapter 58	• Read pages 1422-1433 • MyLab assignments • Test
Chapter 59	• Read pages 1434-1453 • MyLab assignments Procedure 59-2 Preparing your Resume and References Procedure 59-3 Preparing your Cover Letter • Test

MDA 171 Administrative Medical Procedures Course Schedule, Semester 2

Pearson Chapter 9	Read: Chapter 9 – Appointment Scheduling My Lab Assignments Procedures and Test Standard(s): VI.P.1., VI.P.2., VI.A.1.
Chapter 10	Read: Chapter 10 – Office Facilities, Equipment, and supplies My Lab Assignments Procedures and Test Standard(s): VI.P.8., VI.P.9.
Chapter 11	Read: Chapter 11 – Written communication My Lab Assignments Procedures and Test Standard(s): V.P.8.
Chapter 13	Read: Chapter 13 – The Medical Record My Lab Assignments Procedures and Test Standard(s): VI.P.3., VI.P.4., VI.P.5., VI.P.6., VI.P.7., X.P.2.b., X.A.2.
Chapter 14	Read: Chapter 14 – Medical Insurance My Lab Assignments Procedures and Test Standard(s): VII.P.4., VIII.P.1., VIII.P.2., VIII.P.3., VIII.P.4., VIII.A.1., VIII.A.2., VIII.A.3.
Chapter 15 Chapter 16	Read: Chapter 15 – Diagnosis Coding and Chapter 16 – Procedure Coding My Lab Assignments Procedures and Test Standard(s): IX.P.1., IX.P.2., IX.P.3., IX.A.1.
	Read: Chapter 17 – Billing and Collections My Lab Assignments

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Chapter 17	Procedures and Test Standard(s): VII.P.1.a., VII.P.1.b., VII.P.1.c., VII.P.3., VII.P.4., VII.A.1., VII.A.2.
Chapter 18 Chapter 19	Read: Chapter 18 – Banking and Practice Finances and Chapter 19 – Medical Office Management My Lab Assignments Procedures and Test Standard (s): VII.P.2., V.P.4.

Attendance Expectations and Policy: Students are expected to attend class regularly to be successful in the class. Attendance will be recorded weekly by your instructor based on your documented access to each class in Blackboard or your physical attendance in a classroom.

- Students are required to call or email the instructor whenever they have a problem with attendance or to be excused from class.
- A verbal warning will be given after the first absence and/or late arrival to class
- A written warning will be given after the second absence and/or late arrival to class
- A third absence or late arrival will possibly lead to being dropped from class.
- Homework must be handed in by the due date.
- Late work that is not excused by the instructor will not be accepted
- If the student is absent, he/she must make up missed work during the next scheduled class period.

Dress Code and Personal Expectations:

- Students must dress in clean navy blue scrub shirt and pants and clean, white shoes (recommended nurse's shoes or sturdy sneakers) for class. Uniform must fit correctly. Appropriate under garments must be worn under scrubs.
- The name tags must be worn in HPM140 and HPM141 classes and at the Practicum.
- Students must wear no jewelry except small post earrings and a wedding band if desired.
- Students must keep nails short and wear no nail polish or artificial nails for class.
- Students must not wear perfume to class.
- No visible piercings or visible tattoos are allowed to be visible in class and during the practicums
- Students must keep their hair under control if it is long, such as tied back.
- When students register for the course, they will also receive their malpractice insurance.
- Cell phones, iPods, etc., must be turned off prior to coming into the classroom.
- Students must wear an analog watch.
- Students must wear CAC name tag.

Classroom Etiquette and Professionalism: It is expected that all members of the class will adhere to and respect the policies set forth by the instructor and the College. Students should adhere to the following to promote a positive learning environment.

- Please arrive to class on time or before the starting time. Class begins and ends on time and arriving late or leaving early disrupts the class and interferes with a positive learning environment. Come prepared to learn.
- Silence all cell phones. No texting or usage of cell phones are permitted during class time. If you must answer your phone during class hours, please step out to do so.
- Please come prepared to every class by having all the reading done. Be prepared to discuss.
- Please be pleasant and positive in the classroom. Take your turn in all discussions. Loud outbursts, swearing or insults are inappropriate

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- Demonstrate respect for the classroom and the instructor. Disrespect toward classmates and/or the instructor will not be tolerated. You will be asked to leave the classroom.
- No food or drinks in the lab.

Classroom regulations:

- The instructor will provide each student with a pocket folder that will stay in the classroom.
- Homework will be done in blackboard as well as reviewing power points.
- Quizzes will be done in class
- Students must work in an orderly, quiet fashion and help each other when needed.
- Cheating will be punished by a grade of 0 for that assignment or activity and the student risks expulsion from this course or CAC.
- To prepare for check off in a procedure, the student must do the following:
- Complete assigned chapter homework and take the chapter test on assigned dates.
- Students are expected to help with the set-up and clean-up of the lab.
- At the end of class, all equipment must be cleaned and returned to its proper location in the lab.
- All trash must be disposed of properly.
- It is the responsibility of the students to assist with the maintenance of the lab.

Use of Technology: It is expected and required that the student use the computer for various projects. Students must bring laptop and/or tablet to each class session.

Course Messages: The Course Messages tool in Blackboard allows students and faculty to send secure electronic messages within the course without relying on external email addresses. Any communication relevant to this course should be communicated through Course Messages in Blackboard.

When corresponding with a course instructor or other CAC employees, remember to use professional, business-like communications. Course messages should be formatted appropriately, with proper use of spelling and grammar. This is your chance to practice your communications as you would in a work environment. Inappropriate communications are not acceptable.

For problems accessing the **CAC email account** or **Blackboard account**, call the CAC Help Desk at **520-494-5678**.

Online Course Participation: Online learning offers students more flexibility than traditional on-campus classes, however you must log-in to your class at least weekly. You can access your course work and submit assignments on your time schedule - early in the morning or late at night. Like any educational experience, there will be challenges as well as rewards.

Homework Expectations:

This is a 4-credit hour course and students are expected to spend three hours for the class plus about 4-6 hours per week on course work (number of credits x 2-3 hours per credit = estimated time per week required). This is compatible to the amount of time you would be expected to spend in a face-to-face classroom/traditional course.

The more effort put into homework assignments, the more points you are likely to earn. Thorough, complete and accurate responses to homework assignments will result in the highest points. Brief, incomplete, and inaccurate work will result in fewer points.

The utilization of proper grammar is expected throughout all course activities, assignments and discussion boards, as well as email correspondence with the instructor. Grading of improper grammar and misspelled words will be at the instructor's discretion.

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This course is divided and organized into weeks within Blackboard. Assignments are accessed by clicking each week's menu folder. Each week contains, but is not limited to the following:

- Discussion Boards
- Exams
- Group Work
- Homework Assignments
- Power Point Presentations
- Quizzes
- Reading Assignments

Blackboard Information:

- Students' CAC e-mail address and password are to be used to log into Blackboard.
- Chrome and Firefox are recommended for use with this version of Blackboard.
- Blackboard maintenance is conducted weekly during a window of time every Thursday from 11 pm – 3 am Arizona time. It may be unavailable during this timeframe.
- If you are being locked out of tests repeatedly, there may be a compatibility problem with your computer and Blackboard. Contact the HelpDesk at **520-494-5678** to correct this problem. However, after three attempts the student must contact the instructor and is advised to seek a secure Internet connection, such as coming to campus, in order to proceed.

Instructor Availability:

Central Arizona College requires all instructors to access and respond to student course messages within 24 to 48 hours. Please note, instructors are not required to access their course on weekends. If you do not understand an assignment, contact the instructor in a timely fashion.

Disability Accommodations:

Central Arizona College provides reasonable accommodations for students with documented disabilities, including documented temporary medical conditions, in compliance with Federal Law (ADA). Students must be registered with the Student Accessibility Service office. Students may contact the office at 520-494-5409. The Student Accessibility Services department travels to all campuses and centers. All information is kept confidential.

Student Code of Conduct:

Click below to access the Student Handbook:

<https://centralaz.edu/wp-content/uploads/2017/07/Complete-Student-Handbook-2017-2018.pdf>

Prohibited conduct includes but is not limited to the following: All forms of student academic dishonesty, including but not limited to, cheating, inventing facts or sources, causing others to be dishonest, or representing another's words as one's own. Cheating is defined as the use or attempted use of information, academic work, research or property of another as one's own. Cheating includes, but is not limited to, plagiarism, sharing knowledge during an examination, the unauthorized use of notes or other materials in an examination, or the willful disobedience of testing rules.

Behavioral Guidelines:

Central Arizona College is an educational institution committed to excellence in learning, student achievement and success, leadership, and service to community, and to providing a quality environment for achieving personal excellence and growth.

Students are expected to exhibit professional behavior in the classroom and in all activities (including email communication) associated with this course. Professional behavior includes:

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1. Participation – Students are expected to participate in class, participation enhances learning and understanding.
2. Dependability – Students are expected to abide by all course assignment due dates. Students are responsible to be familiar with the College catalog and the student handbook.
3. Respectful – Students are expected to respect their fellow classmates. Students are expected to relate well with others by demonstrating a positive attitude and team skills. Disruptive behavior will not be tolerated, and you may be asked to leave the classroom.

Penalties for not abiding CAC's Student Code of Conduct or not adhering to CAC's behavioral guidelines may range from failure of an assignment to failure of a course, to referral to the Dean, to dismissal from a program of study.

Plagiarism:

CAC recognizes the seriousness of plagiarism, which is defined as turning in someone else's work and calling it your own. At CAC plagiarism is treated as a dishonest action, an issue of dishonorable behavior. There are two types of plagiarism to beware of - intentional and unintentional plagiarism. Intentional plagiarism is an obvious type of cheating that includes turning in writing that you are falsely presenting as your own. It may be writing that was produced by a roommate, a spouse, an essay bought from the Internet, and passages copied from a research source such as a book, magazine, or web site. Allowing another student to copy your work is another type of intentional plagiarism.

In addition, students are expected to avoid unintentional plagiarism, which means including in your own work and passing off as your own writing, phrases, sentences, paragraphs, or more, that are only slightly changed from the original source. To avoid unintentional plagiarism, you must paraphrase properly and identify the original writer and source; this is called citing your work. Citations can be done in a few different formats, and your instructors are eager to help you learn how to cite your sources correctly. Unintentional plagiarism can also include passing off somebody else's ideas (not just words) as your own without indicating that the idea or information came from somewhere else. Finally, unintentional plagiarism also can be allowing someone else to make significant wording alterations or editing changes to your writing.

Penalties for plagiarism, according to CAC's Violations of the Student Code of Conduct, can be severe. They may range from failure of an assignment to failure of a course, to referral to the Dean, to dismissal from a program of study. These actions are not meant to be threatening, but to ensure that students understand that the school takes plagiarism seriously. The underlying message of the CAC plagiarism policy is that instructors are committed to encouraging student writers to use source material correctly and develop the confidence to express themselves in their own unique ways.

Academic Concern Process:

Step 1: If you have a concern about a grade, content of a course/lecture or other academic issue with an instructor, you must speak directly to the instructor involved. You can speak with the instructor during office hours, by college e-mail, by telephone or during a scheduled appointment. If you are uncertain how to speak with your instructor about your concern visit the following site for suggestions.

<http://vis.lbl.gov/~romano/Ed198-SEM/HowToTalkToFaculty.pdf>

Step 2 (if necessary): If you and the instructor cannot resolve the concern satisfactorily, then you should speak to the Division Chair or Department Director. If you need help in identifying the Division Chair or Department Director go to: <https://centralaz.edu/academics/divisions-programs/>

Step 3 (if necessary): If you and the Division Chair or Department Director cannot resolve the concern satisfactorily, then you should speak to the Dean of the Division or Department.

Step 4 (if necessary): If you cannot resolve the concern with the Dean of the Division or Department, the Dean will assist you in identifying the appropriate Vice President to contact.

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If you are in need of assistance in resolving your concerns, please contact The Central Arizona College Ombudsman Program. For more information on the CAC Ombudsman Program please email ombuds@centralaz.edu

[illegible]

These dates are established with the district wide operating hours of Monday-Thursday. Withdrawals will not be processed after the dates established above. Emails will be accepted if sent prior to midnight of the established date.

Regular/Short Term Courses:

Students can request an official withdrawal during the first two-thirds of the class based on the beginning and end date as listed in the schedule of classes. During this period a student may withdraw regardless of reason and must initiate and complete the withdrawal request through the registration office. *Instructor permission is not needed during this time period.* During the final one-third of the course, if there are extenuating circumstances, a student may request an official withdrawal. The approval of the instructor, the division chair or program director and the academic dean will be required for processing through the registrar. Documentation of the extenuating circumstance is required

Open Entry/Open Exit Courses:

Students can request an official withdrawal based two-thirds of the days between the date of the registration and the last day of the semester. During this period a student may withdraw regardless of reason and must initiate and complete the withdrawal request through the registration office. *Instructor permission is not needed during this time period.*

During the final one-third of the course, if there are *extenuating circumstances*, a student may request an official withdrawal. The approval of the instructor, the division chair or program director and the academic dean will be required for processing through the registrar. Documentation of the extenuating circumstance is required.

*Non-Standard Length Class examples are: one day class, one week class, one week-end class, etc.