



MDA140 Medical Assisting Clinical Skills I (5 credits)

Fall 2023

Combs High School Course MDA410

Medical Assisting 2

Program Director: Susan Horn, BS, CMA (AAMA)
Instructor's Name: Emelie Worthington
Room/Class Time: CHS Room 374
Email: eworthington@jocombs.org
Phone:
Office Hours:
Open Lab: TBA

Instructor Contact: The Course Messages (called "Messages"; little envelope in top-right corner of Bb tool in Blackboard is the preferred method of communication for this course. Messages allows students and faculty to send secure electronic messages within the course. It is helpful (in your Bb Profile) to turn on "email notifications" for "New Messages" in Blackboard to ensure successful correspondence. Instructors may also communicate via other methods (CAC email, text, phone, etc.) in order to best serve students

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 record, medical asepsis and the OSHA Standard, sterilization and disinfection, vital signs, the physical examinations, eye and ear assessment and procedures, nutrition, gynecologic, prenatal and pediatric examinations, Geriatrics, male reproductive health. *Prerequisites: RDG100 and instructor consent.*

Required media/textbooks: MyLab Health Professions for Beaman, Pearson's Comprehensive Medical Assisting 4th 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.9. Analyze pathology for each body system including:
b. treatment modalities

I.C.13. List principles and steps of professional/provider CPR

I.C.14. Describe basic principles of first aid as they pertain to the ambulatory healthcare setting

Anatomy & Physiology I P:

I.P.1 Measure and record:

- a. blood pressure
- b. temperature
- c. pulse
- d. respirations
- e. height
- f. weight
- g. length (infant)
- h. head circumference (infant)

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- i. pulse oximetry
- I.P.3 Perform patient screening using established protocols
- I.P.8 Instruct and prepare a patient for a procedure or a treatment
- I.P.9 Assist provider with a patient exam
- I.P.11. Obtain specimens and perform:
 - b. CLIA waived chemistry test
- I.P.12. Produce up-to-date documentation of provider/professional level CPR
- I.P.13. Perform first aid procedures for:
 - a. bleeding
 - b. diabetic coma or insulin shock
 - c. fractures
 - d. seizures
 - e. shock
 - f. syncope

Anatomy & Physiology I A

- I.A.1. Incorporate critical thinking skills when performing patient assessment
- I.A.2. Incorporate critical thinking skills when performing patient care

Applied Mathematics II P:

- II.P.4 Document on a growth chart

Infection Control III C:

- III.C.1. List major types of infectious agents
- III.C.2. Describe the infection cycle including:
 - a. the infectious agent
 - b. reservoir
 - c. susceptible host
 - d. means of transmission
 - e. portals of entry
 - f. portals of exit
- III.C.3. Define the following as practiced within an ambulatory care setting:
 - a. medical asepsis
 - b. surgical asepsis
- III.C.4. Identify methods of controlling the growth of microorganisms
- III.C.5. Define the principles of standard precautions
- III.C.6. Define personal protective equipment (PPE) for:
 - a. all body fluids, secretions and excretions
 - b. blood
 - c. non-intact skin
 - d. mucous membranes
- III.C.7. Identify Center for Disease Control (CDC) regulations that impact healthcare practices

Infection Control III P:

- III.P.1. Participate in bloodborne pathogen training
- III.P.2. Select appropriate barrier/personal protective equipment (PPE)
- III.P.3. Perform handwashing
- III.P.4. Prepare items for autoclaving
- III.P.5 Perform sterilization procedures
- III.P.6. Prepare a sterile field
- III.P.7. Perform within a sterile field
- III.P.8. Perform wound care
- III.P.9. Perform dressing change

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- III.P.10 Demonstrate proper disposal of biohazardous material
b. regulated wastes

Nutrition IV C:

IV.C.1. Describe dietary nutrients including:

- a. carbohydrates
- b. fat
- c. protein
- d. minerals
- e. electrolytes
- f. vitamins
- g. fiber
- h. water

IV.C.2. Define the function of dietary supplements

IV.C.3. Identify the special dietary needs for:

- a. weight control
- b. diabetes
- c. cardiovascular disease
- d. hypertension
- e. cancer
- f. lactose sensitivity
- g. gluten-free
- h. food allergies

Nutrition IV P:

IV.P.1. Instruct a patient according to patient's special dietary needs

Nutrition IV A:

IV.A.1. Show awareness of patient's concerns regarding a dietary change

Applied Communication V C:

V.C.6. Define coaching a patient as it relates to:

- a. health maintenance
- c. compliance with treatment plan

V.C.16. Differentiate between subjective and objective information

Applied Communication V.P:

V.P.4. Coach patients regarding:

- b. health maintenance
- d. treatment plan

V.P.5. Coach patient appropriately considering:

- a. cultural diversity
- b. developmental life stage

Applied Communication V A:

V.A.4. Explain to a patient the rationale for performance of a procedure

Protective Practices XII C:

XII.C.8. Discuss critical elements of an emergency plan for response to a natural disaster or other emergency

Protective Practices XII P:

XII.P.4. participate in a mock environmental exposure event with documentation of specific steps taken

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Protective Practices XII.A.:

- XII.A.1. Recognize the physical and emotional effects of on persons involved in emergency situation
XII.A.2. Demonstrate self-awareness in responding to emergency situations

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

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	50%

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Homework, Dynamic Study Module, Decision-making Case	5%
Critical Thinking Quiz, Professionalism Scenario Quiz, Procedural Videos Quiz	5%
Exams (Cognitive Objectives)	5%
Final Exam	35%

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.

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.

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.

Chapter Quizzes: Chapter quizzes will be given strategically throughout the semester. These quizzes will assess your knowledge of the chapters discussed in the class.

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.

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 or 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 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

HPM 140 Medical Assisting Skills I Course Schedule

Chapter 33	Read: pgs. 768-796 Infection Control Complete: Homework, Dynamic Study Module, Critical Thinking Quiz, Professionalism Scenario Quiz, Procedural Videos Quiz Standard(s): III.P.1., III.P.2., III.P.3., III.P.4., III.P.5., III.P.10.
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Chapter 34	Read: pgs. 797-831 Vital Signs Complete: Homework, Dynamic Study Module, Critical Thinking Quiz, Professionalism Scenario Quiz, Procedural Videos Quiz Standards(s): I.P.1.a., b., c., d., e., f., i.
Chapter 35	Read: pgs. 832-865 Assisting with Physical Examinations Complete: Homework, Dynamic Study Module, Critical Thinking Quiz, Professionalism Scenario Quiz Standard(s): I.P.9., X.A.1., X.P.3.
Chapter 36	Read: pgs. 866-889 Assisting with Medical Specialties Complete: Homework, Dynamic Study Module, Critical Thinking Quiz, Professionalism Scenario Quiz Standard(s): V.P.4.
Chapter 37	Read: pgs. 890-915 Assisting with Reproductive Specialties Complete: Homework, Dynamic Study Module, Critical Thinking Quiz, Professionalism Scenario Quiz. Standard(s): I.P.9., I.A.2., V.P.4.
Chapter 38	Read: pgs. 916-936 Assisting with Care of the Eye, Ear, Nose, and Throat Complete: Homework, Dynamic Study Module, Critical Thinking Quiz, Professionalism Scenario Quiz, Procedural Videos Quiz. Standard(s): I.P.3., I.P.8.
Chapter 39	Read: pgs. 937-959 Assisting with Life Span Specialties: Pediatrics Complete: Homework, Dynamic Study Module, Critical Thinking Quiz, Professionalism Scenario Quiz Standard(s): I.P.1.f., g., h.; II.P.4., V.P.5.a., b.
Chapter 40	Read: pgs. 960-984 Assisting with Life Span Specialties: Geriatrics Complete: Homework, Dynamic Study Module, Critical Thinking Quiz, Professionalism Scenario Quiz. Standard(s): V.A.4.
Chapter 41	Read: pgs. 985-1019 Assisting with Minor Surgery Complete: Homework, Dynamic Study Module, Critical Thinking Quiz, Professionalism Scenario Quiz. Standard(s): III.P.1., III.P.2., III.P.3., III.P.6., III.P.7., III.P.8., III.P.9., III.P.10., V.A.4.
Chapter 42	Read: pgs. 1020-1059 Assisting with Medical Emergencies and Emergency Preparedness Complete: Homework, Dynamic Study Module, Critical Thinking Quiz, Professionalism Scenario Quiz. Standard(s): I.P.12., I.P.13.a., b., c., d., e., f., I.A.1., XII.A.1., XII.A.2.
Chapter 56	Read: pgs. 1375-1402 Nutrition Complete: Homework, Dynamic Study Module, Critical Thinking Quiz, Professionalism Scenario Quiz. Standard(s): IV.P.1., IV.A.1.
Final	

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HPM 141 Medical Assisting Skills II Course Schedule
Semester 2

Learning Module 1	Read: Chapter 43 The Clinical Laboratory Complete: MyLab, procedures, and quiz Standard(s): I.P.10.; II.P.3.; II.A.1.
Learning Module 2	Read: Chapter 44 Microbiology Complete: MyLab, procedures, and quiz Standard(s): I.P.10.; I.P.11.d-e.
Learning Module 3	Read: Chapter 45 Urinalysis Complete: MyLab, procedures, and quiz Standard(s): I.P.8.; I.P.11.; II.P.2.
Learning Module 4	Read: Chapter 46 Phlebotomy and Blood Collection Complete: MyLab, procedures, and quiz Standard(s): I.P.2.b-c.; I.A.3.; III.P.10.a.; XII.P.2. c.
Learning Module 5	Read: Chapter 47 Hematology Complete: MyLab, procedures, and quiz Standard(s): I.P.11.a., b., d.; II.P.2.
Learning Module 6	Read: Chapter 48 Radiology and Diagnostic Testing Complete: MyLab, procedures, and exam Standard(s): none
Learning Module 7	Read: Chapter 49 Electrocardiography Complete: MyLab, procedures, and quiz Standard(s): I.P.2.a.; V.P.2.
Learning Module 8	Read: Chapter 50 Pulmonary Function Complete: MyLab, procedures, and quiz Standard(s): I.P.2.d.
Learning Module 9	Read: Chapter 51 Physical Therapy and Rehabilitation Complete: MyLab, procedures, and quiz Standard(s): none
Learning Module 10	Read: Chapter 52, 53, and 54 Math for Pharmacology, Pharmacology, and Administering Medications Complete: MyLab, procedures, and quiz Standard(s): I.P.4.a-f.; I.P.5.; I.P.6.; I.P.7.; II.P.1.

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.

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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.

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 MDA140 and MDA141 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 CHS 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
- 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

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- 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.

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.

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:

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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 or email StudentAccessibility@centralaz.edu. The Student Accessibility Services department travels to all campuses and centers. All information is kept confidential.

For additional information, contact <https://centralaz.edu/current-students/student-support/disability-resources-2/> or click the "Student Accessibility Services" link found under "Admissions" on the CAC website

Title IX Syllabus Statement

Addressing Incidents of Title IX Sexual Harassment

In accordance with Title IX of the Education Amendments of 1972, Central Arizona College (CAC) prohibits unlawful sexual harassment against any participant in its education programs or activities. Sexual harassment includes quid pro quo (this for that) harassment, hostile environment, sexual assault, dating/domestic violence, and stalking. This prohibition against sexual harassment—including sexual violence—applies to students, CAC employees, and visitors to campus.

The policy of Central Arizona College (CAC) is to provide an educational, employment, and business environment free of sexual violence, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct or communications constituting sexual harassment as prohibited by state and federal law. Incidents of sexual misconduct should be reported via email, phone, or in person to the college Title IX Coordinator or any other [Official with Authority](#), as outlined in the policy. For more information on Title IX please visit <https://centralaz.edu/about-cac/title-ix/>. Incidents can be submitted through the following link https://cm.maxient.com/reportingform.php?CentralAZCollege&layout_id=40

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:

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.

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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.

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

Start Date/Week	Length of Class (Must withdrawal by Thursday of)			
	5 week (3 rd Week)	8 week (5 th Week)	10 week (6 th Week)	16 week (10 th Week)

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Non- Stand. Length Class*	Prior to the first day of class			

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.