



MDCA-1254-201HY
Certified Medical Assistant Exam Review
Thursday- 9:00 am- 11:00 pm
Fall 2025

Instructor Information: Darlene Alexander A.A.S., CMA, RMA. Email: dalexander@com.edu, Office 409-933-8231

Student Hours and Location: Thursday 12:30 pm to 1:30 pm. Other days and times by appointment only. (409) 933-8231, STEMS Bld. Rm 233

Required Textbook: Medical Assisting Review: Passing the CMA, RMA, and CCMA Exams; ISBN-13: 9781260021790. Publisher: McGraw Hill

Course Description: Preparation for the Certified Medical Assisting Exam. Including a review of all three components of the CMA exam. Presents an explanation of how the exam is scored and provides opportunities to take practice exams. This course is designed to review the entire medical assisting program in preparation for the CMA national examination. Administrative, clinical, and general information is covered. Testing procedures are addressed. Emphasis will be placed on job readiness and placement.

College of the Mainland cannot guarantee that any student will pass a certification or licensing exam. The goal of providing a certification exam studies class is to assist you in understanding the material sufficiently to provide a firm foundation for your studies as you prepare for the exam.

Course Requirements

1. Complete weekly practice exams within the Kaplan Review Book and McGraw – Hill Practice Tests w/code.
2. Pass the program capstone exam or RMA (AMT), CMA (AAMA) national test before the end of this course.

Determination of Course Grade/Detailed Grading Formula: Case studies, assignments, chapter quizzes, mid-term exam, and final exam. The Grading Rubric for graded activities is found on the course menu. Quizzes and exams are self-grading by D2L/Brightspace.

This course is a PASS or FAIL only.

Grading Formula

Assignment Type	Number	Pass/Fail	Grade
Program capstone exam	1		70
Practice Test	20		30

Modules 1 - 9 have practice tests and 1 final program capstone exam.

NOTE: I Grade ONLY with instructor's permission and student can complete the course within a specified amount of time.

Make-Up Work Policy: If a student misses a graded activity or test due to an emergency absence, or illness, it is the student's responsibility to promptly arrange for make-up work. Parameters for make-up work will be made at the discretion of the instructor and may not be an option, depending on the circumstances. Keep in mind, you must contact me and make submission arrangements, or any tests *WILL NOT be accepted.*) Do not expect the instructor to remind you.

Attendance Policy: Your attendance and active class participation are an integral component of your educational experience and that of your classmates. Because of this, it is critical that you attend all classes and labs. All lecture classes, labs, require mandatory attendance As the program handbook outlines. Class/Lab attendance is checked daily. A student is allowed to miss no more than 10% of the total course hours of class/lab time combined. As the program manual outlines, these must be excused absences, and the program director must approve unexcused absences, COM recognizes no excused absences other than those prescribed by law: religious holy days and military service. The student must make up any hours beyond the 10% class period and will be given a written warning for excessive absences. A student who misses 15% or more class periods is considered unable to complete the program objectives and can be removed from the class by an instructor-initiated withdrawal. Any missed lab days must be made up outside of their regularly scheduled class time. Additional absences will result in a review of the students' enrollment status, and they may be dropped from the course. Class activities missed during the absence may not be made up. To qualify for the RMA exam, you must attend 720 class/lab hours and 200 Clinical hours. Don't expect the instructor to remind you.

Communicating with your instructor: ALL electronic communication with the instructor must be through your COM email. Due to FERPA restrictions, faculty cannot share any information about performance in the class through other electronic means. (Faculty may add additional statement requiring monitoring and communication expectations via Brightspace or other LMS) dalexander@com.edu or 409-933-8231.

Course Student Learner Outcomes (SLOs)

Upon successful completion of this course, students will:

1. Develop time management skills.
2. Apply study techniques.
3. Perform test-taking strategies for exams covering content of medical assisting courses.

General Education Core Objectives: Students successfully completing this course will demonstrate competency in the following Core Objectives:

1. **Communication Skills** - Develop, interpret, and express ideas through written, oral, and visual communication.
2. **Critical Thinking Skills** – To include creative thinking, innovation, inquiry, and analysis, evaluation, and synthesis of information.
3. **Teamwork** -- To include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal.

Entry Level Competencies for the Medical Assistant taken from the 2022 Standards and Guidelines for the Medical Assisting Educational Programs:

The Medical Assisting program use a competency-based evaluation process that provides the students with three attempts to pass. If the student completes a competency on their first attempt, the student would earn a grade of 100%. If the student completes on their second attempt, the student would earn a grade of 90%. If the student completes on their third attempt, the student would earn a grade of 80%. Should the competency not be passed with an 80% or higher, the student will be required to repeat the course. Competency evaluations are averaged at the end of term for the student's final grade. A student must receive a "C" (75%) or better". If a student receives a grade of a "D", or "F" for the same MDCA course on two occasions, the student will not be eligible to continue in the Medical Assistant Program".

Student Learning Outcomes:

SLO	Maps to Core Objective	Assess by Activity
SLO #1:	Communication Skills: Students completing MDCA 1254 will be able to demonstrate knowledge on normal human anatomy and physiology of cells, tissue organs and system with overview of common pathophysiology, administrative procedures, law & ethics, ICD-10/CPT	Chapter review quizzes
SLO #2:	Critical Thinking Skills: Students completing MDCA 1254 will be able to demonstrate knowledge of terms associated with interview patients, lab test, medication dosing, and nutrition	Quizzes

SLO #3:	Teamwork: Students will consider different points of view and work effectively with others to support a shared purpose or goal.	Practice test
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Entry Level Competencies for the Medical Assistant taken from the 2022 Standards and Guidelines for the Medical Assisting Educational Programs:

This course includes the following competencies: (C-Cognitive, P-Psychomotor, A-Affective)

I.C Anatomy & Physiology

- 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 the 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.
- I.C.9. Analyze pathology for each body system including a. diagnostic measures, b. treatment modalities.
- I.C.10. Identify CLIA waived tests associated with common diseases.
- I.C.11. Identify the classifications of medications including a. indications for use; b. desired effects; c. side effects; d. adverse reactions.
- I.C.12. Identify quality assurance practices in healthcare.
- 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.

II.C Applied Mathematics

- II.C.1. Demonstrate knowledge of basic math computations
- II.C.2. Apply mathematical computations to solve equations.
- II.C.3. Define basic units of measurement in a. the metric system b. the household system.
- II.C.4. Convert among measurement systems.
- II.C.5. Identify abbreviations and symbols used in calculating medication dosages.
- II.C.6. Analyze healthcare results as reported in a. graphs; b. tables

III.C Infection Control

- 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.

IV.C Nutrition

- 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

V.C Concepts of Effective Communication

- 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.5. Recognize the elements of oral communication using a sender-receiver process.
- V.C.6. Define coaching a patient as it relates to: a. health maintenance; b. disease prevention; c. compliance with treatment plan; d. community resources; e. adaptations relevant to individual patient needs
- V.C.7. Recognize elements of fundamental writing skills
- V.C.8. Discuss applications of electronic technology in professional communication
- 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.16. Differentiate between subjective and objective information.
- 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

VI.C Administrative Functions

- VI.C.1. Identify different types of appointment scheduling methods.
- VI.C.2. Identify advantages and disadvantages of the following appointment systems: a. manual; b. electronic.
- VI.C.3. Identify critical information required for scheduling patient procedures.
- VI.C.4. Define types of information contained in the patient's medical record.
- VI.C.5. Identify methods of organizing the patient's medical record based on: a. problem-oriented medical record (POMR); b. source-oriented medical record (SOMR)
- VI.C.6. Identify equipment and supplies needed for medical records in order to: a. Create; b. Maintain; c. Store.
- VI.C.7. Describe filing indexing rules.
- VI.C.8. Differentiate between electronic medical records (EMR) and a practice management system.
- VI.C.9. Explain the purpose of routine maintenance of administrative and clinical equipment.
- VI.C.10. List steps involved in completing an inventory.
- VI.C.11. Explain the importance of data back-up.
- VI.C.12. Explain meaningful use as it applies to EMR.

VII.C Basic Practice Finances

- VII.C.1. Define the following bookkeeping terms: a. charges; b. payments; c. accounts receivable; d. accounts payable; e. adjustments.
- VII.C.2. Describe banking procedures related to the ambulatory care setting.
- VII.C.3. Identify precautions for accepting the following types of payments: a. cash; b. check; c. credit card; d. debit card.
- VII.C.4. Describe types of adjustments made to patient accounts including: a. non-sufficient funds (NSF) check; b. collection agency transaction; c. credit balance; d. third party
- VII.C.5. Identify types of information contained in the patient's billing record.
- VII.C.6. Explain patient financial obligations for services rendered.

VIII.C Third Party Reimbursement

- VIII.C.1. Identify: a. types of third-party plans; b. information required to file a third-party claim; c. the steps for filing a third-party claim
- VIII.C.2. Outline managed care requirements for patient referral.
- VIII.C.3. Describe processes for: a. verification of eligibility for services; b. precertification; c. preauthorization.
- VIII.C.4. Define a patient-centered medical home (PCMH)
- VIII.C.5. Differentiate between fraud and abuse.

IX.C Procedural and Diagnostic Coding

- IX.C.1. Describe how to use the most current procedural coding system.
- IX.C.2. Describe how to use the most current diagnostic coding classification system.
- IX.C.3. Describe how to use the most current HCPCS level II coding system.
- IX.C.4. Discuss the effects of: a. upcoding; b. downcoding
- IX.C.5. Define medical necessity as it applies to procedural and diagnostic coding.

X.C Legal Implications

- 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.4. Summarize the Patient Bill of Rights
- X.C.5. Discuss licensure and certification as they apply to healthcare providers.
- X.C.6. Compare criminal and civil law as they apply 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.9. List and discuss legal and illegal applicant interview questions.
- X.C.10. Identify: a. Health Information Technology for Economic and Clinical Health (HITECH) Act; b. Genetic Information Nondiscrimination Act of 2008 (GINA); c. Americans with Disabilities Act Amendments
- 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 diseases; 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 loquitur; j. locum tenens; k. defendant-plaintiff; l. deposition; m. arbitration-mediation; n. Good Samaritan laws

XI.C Ethical Considerations

- 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.

XII.C Protective Practices

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

I.P Anatomy & Physiology

- 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); i. pulse oximetry
- I.P.2. Perform: a. electrocardiography; b. venipuncture; c. capillary puncture; d. pulmonary function testing
- I.P.3. Perform patient screening using established protocols.
- I.P.4. Verify the rules of medication administration: a. right patient; b. right medication; c. right dose; d. right route; e. right time; f. right documentation.
- I.P.5. Select proper sites for administering parenteral medication.
- I.P.6. Administer oral medications.
- I.P.7. Administer parenteral (excluding IV) medications.
- 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.10. Perform a quality control measure.
- I.P.11. Obtain specimens and perform a. CLIA waived hematology test, b. CLIA waived chemistry test, c. CLIA waived urinalysis, d. CLIA waived immunology test, e. CLIA waived microbiology 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

II.P Applied Mathematics

- II.P.1. Calculate proper dosages of medication for administration.
- II.P.2. Differentiate between normal and abnormal test results.
- II.P.3. Maintain lab test results using flow sheets.
- II.P.4. Document on a growth chart

III.P Infection Control

- III.P.1. Participate in bloodborne pathogen training.
- III.P.2. Select appropriate barrier/personal protective equipment (PPE)
- III.P.3. Perform hand washing.
- 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.
- III.P.10. Demonstrate proper disposal of biohazards material: a. sharps; b. regulated wastes

IV.P Nutrition

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

V.P Concepts of Effective Communication

- V.P.1. Use feedback techniques to obtain patient information including: a. reflection; b. restatement; c. clarification
- V.P.2. Respond to nonverbal communication.
- V.P.3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients.
- V.P.4. Coach patients regarding: a. office policies; b. health maintenance; c. disease prevention; d. treatment plan
- V.P.5. Coach patients appropriately considering: a. cultural diversity; b. developmental life stage; c. communication barriers
- V.P.6. Demonstrate professional telephone techniques.
- V.P.7. Document telephone messages accurately
- V.P.8. Compose professional correspondence utilizing electronic technology.
- 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 role of a patient navigator.
- V.P.11. Report relevant information concisely and accurately

VI.P Administrative Functions

- VI.P.1. Manage appointment schedule using established priorities.
- VI.P.2. Schedule a patient procedure
- VI.P.3. Create a patient's medical record.
- VI.P.4. Organize a patient's medical record.
- VI.P.5. File patient medical records

- VI.P.6. Utilize an EMR
- VI.P.7. Input patient data utilizing a practice management system.
- VI.P.8. Perform routine maintenance of administrative or clinical equipment.
- VI.P.9. Perform an inventory with documentation.

VII.P Basic Practice Finances

- VII.P.1. Perform accounts receivable procedures to patient accounts including posting: a. charges; b. payments; c. adjustments.
- VII.P.2. Prepare a bank deposit.
- VII.P.3. Obtain accurate patient billing information.
- VII.P.4. Inform a patient of financial obligations for services rendered.

VIII.P Third Party Reimbursement

- VIII.P.1. Interpret information on an insurance card.
- VIII.P.2. Verify eligibility for services including documentation.
- VIII.P.3. Obtain precertification or preauthorization including documentation.
- VIII.P.4. Complete an insurance claim form.

IX.P Procedural and Diagnostic Coding

- IX.P.1. Perform procedural coding.
- IX.P.2. Perform diagnostic coding.
- IX.P.3. Utilize medical necessity guidelines.

X.P Legal Implications

- 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; b. release of information
- X.P.3. Document patient care accurately in the medical record
- 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.

XI.P Ethical Considerations

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

XII.P Protective Practices

- XII.P.1. Comply with: a. safety signs; b. symbols; c. labels
- XII.P.2. Demonstrate proper use of: a. eyewash equipment; b. fire extinguishers; c. sharps disposal containers
- XII.P.3. Use proper body mechanics.
- XII.P.4. Participate in a mock exposure event with documentation of specific steps.
- XII.P.5. Evaluate the work environment to identify unsafe working conditions.

I.A Anatomy & Physiology

- I.A.1. Incorporate critical thinking skills when performing patient assessment.
- I.A.2. Incorporate critical thinking skills when performing patient care.
- I.A.3. Show awareness of a patient's concerns related to the procedure being performed.

II.A Applied Mathematics

- II.A.1. Reassure a patient of the accuracy of the test results.

III.A Infection Control

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

IV.A Nutrition

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

V.A Concept of Effective Communication

- 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: a. gender; b. race; c. religion; d. age; e. economic status; f. appearance
- V.A.4. Explain to a patient the rationale for performance of a procedure.

VI.A Administrative Functions

- VI.A.1. Display sensitivity when managing appointments.

VII.A Basic Practice Finances

- VII.A.1. Demonstrate professionalism when discussing patient's billing record.
- VII.A.2. Display sensitivity when requesting payment for services rendered.

VIII.A Third-Party Reimbursement

- VIII.A.1. Interact professionally with third party representatives.
- VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements.
- VIII.A.3. Show sensitivity when communicating with patients regarding third party requirements.

IX.A Procedural and Diagnostic Coding

- IX.A.1. Utilize tactful communication skills with medical providers to ensure accurate code selection.

X.A Legal Implications

- X.A.1. Demonstrate sensitivity to patient rights.
- X.A.2. Protect the integrity of the medical record.

XI.A Ethical Considerations

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

XII.A Protective Practices

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

Academic Dishonesty Policy: Any incident of academic dishonesty will be dealt with in accordance with college policy and the Student Handbook. Academic dishonesty – such as cheating on exams is an extremely serious offense and will result in a **grade of zero** on that assignment and the student will be referred to the Dean of Students for appropriate disciplinary action.

Student Concerns: If you have any questions or concerns about any aspect of this course, please contact me using the contact information previously provided. If, after discussing your concern with me, you continue to have questions, please contact Kay Carrier Allied Health Careers Chairperson at 409-933-8414 / kcarrier3@com.edu.

Notice to Students Regarding Licensing: Effective September 1, 2017, HB 1508 amends the Texas Occupations Code Section 53 that requires education providers to notify potential or enrolled students that a criminal history may make them ineligible for an occupational license upon program completion. The following website provides links to information about the licensing process and requirements:

Course Outline

WEEK	CONTENT&SELF-ASSESSMENTS	GRADED ACTIVITIES
Module 1: <i>Getting Started</i>	<ul style="list-style-type: none"> Read Week 1 Overview Read chapter (CMA Review) 	<ul style="list-style-type: none"> Complete question practice exams (Medical Assisting Review)
Module 2:	<ul style="list-style-type: none"> Read Week 2 Overview Read chapters (CMA Review) Complete practice exams 	<ul style="list-style-type: none"> Complete question practice exams (Medical Assisting Review)
Module 3:	<ul style="list-style-type: none"> Read Week 3 Overview Read chapters (CMA Review) Complete practice exams 	<ul style="list-style-type: none"> Complete question practice exams (Medical Assisting Review)
Module 4:	<ul style="list-style-type: none"> Read Week 4 Overview Read chapters (CMA Review) Complete practice exams 	<ul style="list-style-type: none"> Complete question practice exams (Medical Assisting Review)
Module 5:	<ul style="list-style-type: none"> Read Week 5 Overview Read chapters (CMA Review) 	<ul style="list-style-type: none"> Complete question practice exams (Medical Assisting Review)
Module 6:	<ul style="list-style-type: none"> Read Week 6 Overview Read chapters (CMA Review) Complete practice exams 	<ul style="list-style-type: none"> Complete question practice exams (Medical Assisting Review)
Module 7:	<ul style="list-style-type: none"> Read Week 7 Overview Read chapters (CMA Review) Complete practice exams 	<ul style="list-style-type: none"> Complete question practice exams (Medical Assisting Review)
Module 8:	<ul style="list-style-type: none"> Read Week 8 Overview Read chapters (CMA Review) Complete practice exams 	<ul style="list-style-type: none"> Complete question practice exams (Medical Assisting Review)
Module 9:	<ul style="list-style-type: none"> Read Week 9 Overview Read chapters (CMA Review) Complete practice exams 	<ul style="list-style-type: none"> Complete question practice exams (Medical Assisting Review)
Module 10:	Complete capstone program exam	Complete capstone program exam or pass the AAMA board exam

This Schedule is subject to change at the discretion of the instructor

Institutional Policies and Guidelines

Grade Appeal Process: Concerns about the accuracy of grades should first be discussed with the instructor. A request for a change of grade is a formal request and must be made within six months of the grade assignment. Directions for filing an appeal can be found in the student handbook <https://www.com.edu/student-services/student-handbook.html>

An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement with the instructor's professional judgment of the quality of the student's work and performance is also not an admissible basis for a grade appeal.

Academic Success & Support Services: The College of the Mainland is committed to providing students with the necessary support and tools for success in their college career. Support is offered through our Tutoring Services, Library, Counseling, and through Student Services. Please discuss any concerns with your faculty or an advisor.

Textbook Purchasing Statement: A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

ADA Statement: Any student with a documented disability needing academic accommodations is requested to contact:

- Kimberly Lachney, Student Accessibility Services Coordinator
- Phone: 409-933-8919
- Email: AccessibilityServices@com.edu
- Location: COM Doyle Family Administration Building, Student Success Center

Withdrawal Policy: Students may withdraw from this course for any reason prior to the last eligible day for a "W" grade. Before withdrawing students should speak with the instructor and consult an advisor. Students are permitted to withdraw only six times during their college career by state law. The last date to withdraw from the 1st 8-week session is Oct 1st. The last date to withdraw for the 2nd 8-week session is Nov 25th. The last date to withdraw from the 16-week session is Nov 14th.

FN Grading: The FN grade is issued in cases of failure due to a lack of attendance, as determined by the instructor. The FN grade may be issued for cases in which the student ceases or fails to attend class, submit assignments, or participate in required capacities, and for which the student has failed to withdraw. The issuing of the FN grade is at the discretion of the instructor.

Early Alert Program: The Student Success Center at College of the Mainland has implemented an Early

Alert Program because student success and retention is very important to us. I have been asked to refer students to the program throughout the semester if they are having difficulty completing assignments or have poor attendance. If you are referred to the Early Alert Program, you will be contacted by someone in the Student Success Center who will schedule a meeting with you to see what assistance they can offer in order for you to meet your academic goals.

Resources to Help with Stress: If you are experiencing stress or anxiety about your daily living needs including food, housing or just feel you could benefit from free resources to help you through a difficult time, please click here <https://www.com.edu/community-resource-center/>. College of the Mainland has partnered with free community resources to help you stay on track with your schoolwork, by addressing life issues that get in the way of doing your best in school. All services are private and confidential. You may also contact the Dean of Students office at deanofstudents@com.edu or communityresources@com.edu.

Nondiscrimination Statement: The College District prohibits discrimination, including harassment, against any individual on the basis of race, color, religion, national origin, age, veteran status, disability, sex, sexual orientation, gender (including gender identity and gender expression), or any other basis prohibited by law. Retaliation against anyone involved in the complaint process is a violation of the College District policy.

Tardiness Policy: A student who is not in class at the given start time of the class will be considered tardy. A student who is more than 5 minutes late may be refused entry into the class for that period at the discretion of the instructor. Entering class late or leaving early disrupts the class and is disrespectful to faculty and peers. Class activities missed during the absence may not be made up. Excessive tardiness will result in remediation. A student who cannot successfully complete a remediation plan due to excessive tardiness, can be removed from the class by an instructor-initiated withdrawal. Extenuating Circumstances can be discussed with Program faculty.

This includes all breaks during any on-campus class times. Failure to interact with course content via Brightspace/D2L as indicated on the Course Schedule and module overview pages in Brightspace/D2L can likewise negatively impact a student's final course grade. Unless arranged by the instructor BEFORE the due date, a late submission will be given a score of zero. Once the class is closed it WILL NOT be reopened.

Weekly Quizzes: Please Note—Weekly quizzes will be given in class at the beginning, and they will appear on the calendar. If you are in class at the start of the test, you will not be able to take the test.

Quizzes cannot be made up. No exceptions.

Cell Phone Use: Cell phone use is strictly prohibited during any lab/class session.

Please keep in “silent” mode during lectures and be respectful of instructors and other students. Should you need to answer the call, please do so outside of the classroom. Due to cheating in the past, we cannot allow any wireless devices to be on during the tests. In an emergency, you may be reached by contacting Campus Police at 409-933-8403.

Use of Camera and/or Recording Devices: As a student active in the learning community of this course, it is your responsibility to be respectful of the learning atmosphere in your classroom. **To show respect for your fellow students and instructor, you will turn off your phone and other electronic devices and will not use these devices in the classroom unless you receive permission from the instructor.** Use of recording devices, including camera phones and tape recorders, is prohibited in classrooms, laboratories, faculty offices, and other locations where instruction, tutoring, or testing occurs. Students with disabilities who need to use a recording device as a reasonable accommodation should contact the Office for Students with Disabilities for information regarding assistance.

Classroom Behavior: Students are expected to conduct themselves as mature adults observing all college rules and classroom etiquette. Disruptive behavior of any kind will not be tolerated in the classroom at any time. As a student active in the learning community of this course, it is your responsibility to be respectful of the learning atmosphere in your classroom. Failure to comply could mean dismissal from the program. Students can refer to the student handbook for all requirements.

Class Activities: Course topics are introduced and discussed during classroom sessions. Additional group exercises and workbook activities are conducted throughout the class meetings. Generally, ongoing feedback for assessments and assignments will be conducted before and after the assigned due dates.

Plagiarism Policy: Plagiarism is using someone else’s words or ideas and claiming them as your own. Plagiarism is a very serious offense. Plagiarism includes paraphrasing someone else’s words without giving proper citation, copying directly from a website, and pasting it into your paper, or using someone else’s words without quotation marks. Any assignment containing plagiarized material will receive a grade of zero, and the student will be referred to the Dean of Students for appropriate disciplinary action. This includes copying another student’s post on discussion boards. In this course you may not use AI for any assignment in any way, shape, or form. Use of AI will be treated as plagiarism.

Use of Artificial Intelligence (AI): Any assignment containing material generated by Artificial Intelligence (AI) will receive a grade of zero and the student will be referred to the Office of Student Conduct for appropriate disciplinary action.

Professionalism: Success in one’s career is almost as dependent on professional behavior as on one’s

academic knowledge and abilities. Therefore, students are expected to exhibit professional behavior in the classroom as well as all activities with this course. Professional behavior includes:

- **Attends class is punctual-** The student attends every class period, arrives on time for class activities or informs the instructor in a timely manner of unavoidable situations that cause the student to be late or miss class.
- **Dependable-** the student meets assignment deadlines and follows through to completion of responsibilities.
- **Effective interpersonal and team skills-** The student relates well to people, shows respect to others, deals tactfully and effectively with others, influences as opposed to directs, provides constructive critics without altering others, negotiates or mediates when appropriate, exhibits openness to new ideas, and demonstrates a positive attitude.
- **Effective communication skills-** The student listens, speaks using correct grammar and without excess fillers. Example: Umm, you know, and like.
- **Ethical Conduct-** The student maintains honesty, integrity, and confidentiality of patient provider, fellow student, and college information.

Success Tips for Students:

- Read all assignments and understand requirements for completing assignment prior to coming to class.
- **Three Prior to Me:** The MA faculty encourages students to problem-solve, work as a team as well as utilize available resources. In order to develop these skills, we will employ the “**Three Prior to Me**” process. This means that before you contact the instructor with a course-related question, you must have attempted to find the information in three other places. For instance, if you are unsure about the meaning of a term used in the course, you would attempt to locate this information in three places prior to asking the instructor. Hence, you might do a Google search for the term, ask a classmate, and refer to your textbook. Instructors will question you regarding what research methods you utilized to locate information on your own. This process is not meant to be a barrier to you, but instead to provide the following benefits:
 - Preparation for the workforce.
 - Increased research skills.
 - Instructors will have more time to provide feedback and interact with students.