



YOUNGSTOWN

MEDICAL ASSISTANT SCHOOL

2025 Catalog

Volume 1

YoungstownMedicalAssistant.com

© Copyright 2020 by Zollege Healthcare Career School, LLC

All rights reserved.

No part of this catalog may be reproduced in any form, by Photostat, microfilm, photocopying, scanning, or any other means, or incorporated into any information retrieval system, electronic or mechanical, without the written permission of the copyright owner.

All inquiries should be addressed to:
Zollege Healthcare Career School, LLC
715 Discovery Blvd., Ste. 412
Cedar Park, TX 78613

TABLE OF CONTENTS

1.	Table of Contents	2
2.	Name and Street Address of School	3
3.	Identifying Data	3
4.	Historical Account of Institution	3
5.	Description of Available Space, Facilities, and Equipment	3
6.	A Listing of Officers	3
7.	A Listing of Key Staff and Faculty	3
8.	Tuition, Fees and/or Special Charges	4
9.	School Calendar	5
10.	Hours of Operation	5
11.	Admission/Enrollment Policies	6
12.	Policy for Granting Credit	7
13.	Cancellation and Refund Policy	7
14.	Program Outline	8
15.	Subject Descriptions	11
16.	Grading and Marking System	14
17.	Policy Concerning Satisfactory Progress	15
18.	School's Attendance Policy	16
19.	School's Policy Regarding Student Conduct	18
20.	Requirements for Graduation	18
21.	Description of School's Placement Assistance Policy	19
22.	Policies and Procedures to Resolve Student Grievances	19

2. NAME AND ADDRESS OF SCHOOL

- The name of the school is: Youngstown Medical Assistant School
- Certificate of registration number: TBD
- The address of the school is: 3622 Belmont Avenue, Ste. 20, Youngstown, OH 44505

3. IDENTIFYING DATA

- The catalog volume number is: 1
- Date of publication: July 2025
- Effective date of catalog: July 2025

4. HISTORICAL ACCOUNT OF INSTITUTION

This school was founded by Dr. Thomas Ince who saw the need for affordable hands-on medical assistant training. This school is owned by Zollege Healthcare Career School, LLC.

5. AVAILABLE SPACE, FACILITIES, AND EQUIPMENT

Available space: The waiting room will be the main classroom for the school. The school has four (4) treatment rooms, and they will be used for hands-on training.

Facilities

- Classroom: The classroom will seat 20 students.
- Four (4) treatment rooms: Students will do their hands-on training in these treatment rooms
- Lab area: Students will get hands-on training in the sterilization area on sterilization procedures.
- Breakroom: The breakroom is available.

Equipment

All school locations will have a minimum of:

- One (1) Physician's Beam Scale
- Two (2) Biohazard Sharps Containers
- One (1) Digital Thermometer
- Three (3) Examination Tables
- One (1) Stethoscope
- One (1) Blood Pressure Cuff

6. OFFICERS

Officers:

- Chief Executive Officer: Chris Lofton

7. KEY STAFF AND FACULTY

- Director: Haylee Stephens has over 9 years of experience in private postsecondary education administration.
- The school maintains a staff of qualified instructors: medical assistants, each with professional active medical experience of between 5 and 13 years.

8. TUITION AND FEES

Tuition	\$	3,431.00
Registration	\$	125.00
Textbook & Workbook	\$	234.00
Medical Supplies & Fees	\$	200.00
TOTAL COST	\$	3,990.00

Digital Textbook & Workbook Bundle Refund Policy:

The digital textbook is nonrefundable once the activation link has been processed and acknowledged. The Textbook code is specific to the individual user and cannot be reissued. The workbook, designed for write-in use, is also nonrefundable.

Additional Costs:

(Students are responsible for these costs separately from Tuition & Fees)

- **CCMA Exam beyond first attempt:** The school covers one attempt for the exam. Students who fail to complete the examination on the scheduled date, or do not pass the exam on the first attempt will be responsible for subsequent attempts. **The cost of this exam is \$165.00 and is administered directly by the National Healthcareer Association.** (Exam fees may be subject to change).
- **Make-up class:** There is a \$150.00 fee to attend a 4.5-hour make-up class.

Method of payment and payment schedule:

Payments are accepted via credit card, debit card, and ACH. Cash payments are not accepted. All payments should be made through the school's online payment service provider. Payment delivered to the school location will not be accepted. A deposit is required for class registration and enrollment closes five business days before the selected class begins. ***Please use ACH to avoid credit card fees. If you decide to pay with a credit card, you will be charged an additional 3% transaction fee for each payment made with a credit card.**

- Option 1: Pay in full \$3,990
- Option 2: \$1,950 deposit & 18 consecutive weekly auto-drafted payments of \$130.00 The total of payments will be \$4,290, which includes a \$300 payment plan fee.
- Option 3: \$950 deposit & 18 consecutive weekly auto-drafted payments of \$185.56. The total of payments will be \$4,290, which includes a \$300.00 payment plan fee.

* The school utilizes a payment service provider to manage collection and receipt of all payments. Depending on the payment option selected, scheduled payments will be processed via automatic debit from either a valid debit or credit card, or bank account via ACH. **Students will incur a \$25 return fee for any returned payments and a \$25 late fee for any late payments. The school reserves the right to drop students from the program for non-payment.** *See section 19. Conduct Policy: "Policy for Readmission" for additional information. Prices are subject to change.

No scholarships or discounts are offered.

Immunization Requirements: Students are responsible for the costs of any required vaccinations. Students may obtain vaccinations at their primary care physician, their local pharmacy, or at the local health department. Serum titers may be obtained through the student's PCP or local clinics. **Costs vary and are determined by insurance coverage and availability, and provider.**

9. SCHOOL CALENDAR

Holidays Observed:

- New Year's: subject to the day on which the holiday falls
- Fourth of July: no class if the 4th falls on a Friday through Monday
- Thanksgiving Day: no class on the Saturday following Thanksgiving Day
- Christmas: subject to the day on which the holiday falls

Enrollment Periods:

Enrollment may be accomplished during normal office hours up to five business days before the next scheduled class start date.

This school offers two (2) class options: Saturday A.M. classes and Saturday P.M. classes. Students must select their option prior to enrolling.

Term Dates (Begin and End): Students will complete their training in 18 academic calendar weeks from beginning date. Maximum time allowed for completion of this program is 18 weeks. Available class start dates are posted on the school's website.

Definition of an Academic Week: A "week" is defined as the seven-day period from Saturday morning through Friday evening. This Saturday through Friday week structure is designed to align with the flow of the curriculum and coursework due dates.

10. HOURS OF OPERATION

Saturday Class Hours (Option 1).....8:00 A.M. – 12:30 P.M.

Saturday Class Hours (Option 2).....1:30 P.M. – 6:00 P.M.

Office Hours.....Monday – Friday: 8:00 A.M. – 5:00 P.M.

Class Schedule:

Due to the short duration of the class, there will be no scheduled breaks or lunches; however, small breaks to use the facilities or for medical reasons are permissible and will be granted at the instructor's discretion.

Class schedules are subject to change at the school's discretion in response to extenuating circumstances including, but not limited to, severe weather emergencies, local or national health threats, and/or school accessibility/safety issues. Should modifications to start dates be required, updates will be shared to the school's website.

Externship Schedule:

Students will coordinate their individual externship schedules directly with the participating externship office. It is highly recommended to start the externship after completing MA108. Each student's externship office and completion timeline will be based on their availability and the needs of the participating location. Students can fulfill the 80-hour requirement on a schedule that works best for them in collaboration with the externship office, as long as the hours are completed prior to week 18.

11. ADMISSION/ENROLLMENT POLICIES

- **Minimum Age:** Must be at least 17 years of age (applicants under the age of 18 require written permission from a parent or legal guardian in order to enroll).
- **Education:** Proof of secondary education which can include: a high school diploma, a transcript containing proof of graduation date, a GED certificate, or a reputable evaluation for U.S. high school equivalency.
- **Immunization:** Prospective medical assistant students must comply with both clinical facility requirements and state law related to immunizations. Students must provide documentation of vaccination or a serum titer confirming immunity signed by a healthcare provider, or the student must sign the vaccination declination form. Students should be aware that future employers may require vaccination as a condition of employment, and a student who declines vaccination may face difficulty in obtaining employment until the student is vaccinated. Documentation of vaccinations must include the following:
 - Influenza – must receive vaccination once yearly.
 - Tetanus-Diphtheria-Pertussis (T-DaP) – Must be current within the past 10 years.
 - Measles-Mumps-Rubella (MMR)
 - Hepatitis B – A complete three-injection series must be completed prior to admission into the program.
 - Varicella (Chicken pox) – Students may provide a physician-documented history of the disease as an alternative to shot record or serum titer.
 - Students must receive a non-reactive, two-step, Purified Protein Derivative (PPD) skin test for Tuberculosis and submit results to the Document Tracker when submitting Immunization Requirements. The cost will be the responsibility of the student and is determined by insurance coverage and availability, and provider. Testing is available at the local health department.
- **Identification:** Documentation must be a valid government-issued form of identification (driver's license, state ID, or passport.) Social Security cards are not acceptable forms of identification.
- Prospective students will be interviewed and must be able to complete the application forms and communicate with the representative without the assistance of an interpreter.
- **A valid social security number is required to enter the program.**
- The school does not require background checks or drug screens for students to enter the medical assistant program. However, upon graduation, many employers will perform a full background check and drug screen prior to employment. If the background check or drug screen is not passed, it may result in no employment offer.
- Students must maintain a professional appearance with the ability to hide any tattoos and/or piercings during future employment. If the school determines this is not possible, the school has the right to deny admission.
- Students must have access to the internet and have a computer for this course.

12. GRANTING CREDIT/TRANSFER OF CREDIT

The school's staff will review transcripts of work previously completed to determine whether credit for previous training will be granted. A student will need to contact other schools to determine if hours earned at the school will transfer to those institutions.

13. CANCELLATION AND REFUND POLICY

Digital Textbook & Workbook Bundle Refund Policy: The digital textbook is nonrefundable once the activation link has been processed and acknowledged. The Textbook code is specific to the individual user and cannot be reissued. The workbook, designed for write-in use, is also nonrefundable.

Cancellation and Settlement Policy

This enrollment agreement may be canceled within five calendar days after the date of signing provided that the school is notified of the cancellation in writing. If such cancellation is made, the school will promptly refund in full all tuition and fees paid pursuant to the enrollment agreement and the refund shall be made no later than thirty days after cancellation. This provision shall not apply if the student has already started academic classes.

Refund Policy

If the student is not accepted into the training program, all monies paid by the student shall be refunded. Refunds for books, supplies and consumable fees shall be made in accordance with Ohio Administrative Code section 3332-1-10.1. Refunds for tuition and refundable fees shall be made in accordance with following provisions as established by Ohio Administrative Code section 3332-1-10:

- (1) A student who withdraws before the first class and after the 5-day cancellation period shall be obligated for the registration fee.
- (2) A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus the registration fee.
- (3) A student who starts class and withdraws after the academic term is 15% but before the academic term is 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee.
- (4) A student who starts class and withdraws after the academic term is 25% complete but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee.
- (5) A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees.

The school shall make the appropriate refund within thirty days of the date the school is able to determine that a student has withdrawn or has been terminated from a program. Refunds shall be based upon the last date of a student's attendance or participation in an academic school activity.

14. PROGRAM OUTLINE

Program Description: Medical Assistant - Hybrid Program

The 18-week Hybrid program is a comprehensive course designed to equip students with the essential skills and knowledge needed for entry-level medical assistant positions in various healthcare settings. These settings include physicians' offices, hospitals, urgent care facilities, and clinics. The program consists of a blended learning approach, combining theory delivered through multimedia coursework, in-person lab sessions, and an externship to ensure a well-rounded educational experience.

The program provides theoretical knowledge and hands-on training in basic and routine clinical and administrative procedures. Students will learn fundamental medical assisting competencies such as performing vital signs, phlebotomy, EKG, injections, appointment scheduling, claims processing, and electronic health records management. In addition, students will develop effective communication and essential career-seeking skills.

Prior to completion of the program, students will be eligible to take the Certified Clinical Medical Assistant (CCMA) exam administered by the National Healthcareer Association (NHA). Equipped with essential medical assisting skills and knowledge, graduates will be well-prepared to secure entry-level employment as clinical medical assistants, laboratory support staff, or administrative assistants across various healthcare sectors including general medicine, ancillary services, or alternative therapies.

Our Hybrid Approach to Learning and Instruction: Our program combines traditional and digital learning modalities to offer a flexible educational experience. Weekly in-person lab and lecture sessions are combined with weekly online course work. This approach accommodates the diverse needs of our learners, ensuring an engaging and constructive learning experience.

Online Learning / Lecture Coursework: Our online coursework offers an accommodating learning environment, enabling students to learn at their own pace while incorporating modern teaching methods. Students can access their weekly lecture coursework in their Student Learning Portal. Lectures include interactive instructional materials such as audio-recorded readings, lab simulations with detailed instructions, instructional videos, discussion questions, and quizzes. To actively engage students and reinforce their learning, the coursework additionally includes case studies and interactive practice exercises such as matching, labeling, fill-in-the-blank, and drag-and-drop. These low-risk activities provide the student with immediate feedback and help make the content retainable.

Medical Assistant - Hybrid Program Outline

Number	Subject Title	Contact Hours		Total Hours
		Week	e-Learn Lecture/In-person Lecture & Lab/Ext	
MA 100	Class Pre-Work	Week 0	2 / 0 / 0 / 0	2
MA 101	Introduction to Medical Assisting, Infection Control, Patient Intake and Vital Signs	Week 1	2 / 4.5 / 0	6.5
MA 102	Scheduling and Documentation	Week 2	2 / 4.5 / 0	6.5
MA 103	Urinalysis, Urine HCG, Rapid Flu and Strep Tests, and Vital Signs	Week 3	2 / 4.5 / 0	6.5
MA 104	Injection Practice and Vital Signs	Week 4	2 / 4.5 / 0	6.5
MA 105	Phlebotomy and Vital Signs	Week 5	2 / 4.5 / 0	6.5
MA 106	Finger Sticks and Vital Signs	Week 6	2 / 4.5 / 0	6.5
MA 107	Electrocardiograms (EKGs), Wound Care and Vital Signs	Week 7	2 / 4.5 / 0	6.5
MA 108	Basic Life Support Provider Certification	Week 8	2 / 4.5 / 0	6.5
MA 109	Vital Signs and Injections	Week 9	2 / 4.5 / 0	6.5
MA 110	Pap Smear Setup and Vital Signs	Week 10	2 / 4.5 / 0	6.5
MA 111	Advanced Phlebotomy and Vital Signs	Week 11	2 / 4.5 / 0	6.5
MA 112	Vision and Hearing Tests, Pediatric Care and Body Measurements	Week 12	2 / 4.5 / 0	6.5
MA 113	Applying Splints and Other Procedures	Week 13	2 / 4.5 / 0	6.5
MA 114	Resume Review and Mock Interviews	Week 14	2 / 4.5 / 0	6.5
MA 115	Medical Assisting Certification Examination Review	Week 15	2 / 4.5 / 0	6.5
MA 116	Skills Practice	Week 16	2 / 4.5 / 0	6.5
MA 117	Practical Skills Assessment	Week 17	2 / 4.5 / 0	6.5
MA 118	Medical Assisting Certification	Week 18	2 / 4.5 / 0	6.5
MA 200	Medical Assistant Externship	Week 8-18	0 / 0 / 0 / 80	80
TOTAL HOURS: e-Learning Lecture / In-Person Lecture & Lab / Externship = 38 / 81 / 80				199

Course Synopsis:

The 199-hour program is designed to be completed over 18 weeks. This program offers a blend of 38 online e-Learning Lecture hours, 18 in-person lecture hours, 63 in-person lab hours, and an 80-hour medical office externship.

Week 0:

2 hours of online preparatory work is required to begin the class.

Week 1 - Week 7:

Each week students will complete two hours of online e-Learning Lecture plus one hour of in-person lecture and three hours of in-person lab. Each week is aligned with a subject, so during weeks 1 - 7, the following subjects will be covered: MA 101, MA 102, MA 103, MA 104, MA 105, MA 106, and MA 107.

Week 8:

Students will earn their Basic Life Support certification during their week 8 lab session (MA 108).

Week 9 - Week 16

Students will continue to complete two hours of online e-Learning Lecture plus one hour of in-person lecture and three hours of in-person lab. Each week is aligned with a subject, so during weeks 9 - 16, the following subjects will be covered: MA 109, MA 110, MA 111, MA 112, MA 113, MA 114, MAY 115, and MA 116.

Week 17 - Week 18:

MA 117 is the clinical lab skills final, happening during the lab portion of the 17th week. The lecture portion of MA 117 will be dedicated to reviewing for the CCMA exam. MA 118 is the CCMA exam which will be taken in-person during the lab portion of the 18th week.

Medical Assisting Externship (MA 200):

In addition to completing the program coursework, students must complete their mandatory externship between week 8 and week 18 of class. The student will coordinate externship schedules with their chosen externship office(s). You can find a comprehensive overview of the externship in the "Subject Descriptions" section of this catalog.

Certificate of Completion:

After successful completion of the program as outlined in the Graduation Requirements section of this catalog, students will receive a digital copy of their Certificate of Completion via email.

Certification Disclosure:

While medical assistants are not required to be nationally certified or licensed, professional training through a vocational-technical program is highly valued by employers. Our program prepares students for the National Healthcareer Association (NHA) certification. Upon successful completion of the NHA Certified Clinical Medical Assistant (CCMA) examination, students earn the title of Certified Clinical Medical Assistant. Though not legally mandated, this certification is widely recognized and esteemed within the healthcare industry, enhancing employability and career advancement opportunities.

15. SUBJECT DESCRIPTIONS

MA 100

Class Pre-Work (2 e-Learning Lecture hours): This course includes all the preparatory work that must be completed before the first day of class. Students will work through assigned online, interactive learning modules covering the fundamentals of medical assisting.

MA 101

Introduction to Medical Assisting, Infection Control, Patient Intake and Vital Signs (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): This course includes an overview of medical assisting occupations and facilities that employ medical assistants. Students will learn both theory and practical applications of medical assisting basics such as medical terminology; patient intake and vital signs; OSHA regulations that govern asepsis and infection control; and the use of personal protective equipment. [Prerequisites: MA 100]

MA 102

Scheduling and Documentation (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): This lesson covers the fundamental concepts of scheduling patients and documenting their health records using Tebra. Students will practice scheduling appointments, documenting health history and physicals, and understanding the importance of accurate record-keeping in clinical settings. [Prerequisites: MA 101]

MA 103

Urinalysis, Urine HCG, Rapid Flu and Strep Tests, and Vital Signs (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): Students will document health histories and physicals in Tebra, measure vital signs, perform urinalysis and urine HCG, and conduct rapid flu and strep tests. This course highlights the importance of precise documentation and the role of urinalysis in diagnosing various health conditions and quick diagnostic testing in clinical settings. [Prerequisites: MA 102]

MA 104

Injection Practice and Vital Signs (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): Students will document health histories and physicals in Tebra, measure vital signs, and practice various injection techniques. The lesson focuses on the importance of accurate documentation and safe injection practices. [Prerequisites: MA 103]

MA 105

Phlebotomy and Vital Signs (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): In this course, students will document health histories and physicals in Tebra, measure vital signs, and perform phlebotomy. The lesson emphasizes the importance of precision in documenting patient information and conducting blood draws. [Prerequisites: MA 104]

MA 106

Finger Sticks and Vital Signs (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): This course focuses on documenting health histories and physicals in Tebra, measuring vital signs, and performing finger sticks for blood glucose testing. Students will learn the significance of accurate patient documentation and blood testing procedures. [Prerequisites: MA 105]

MA 107

Electrocardiograms (EKGs), Wound Care and Vital Signs (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): Students will document health histories and physicals in Tebra, measure vital signs, and conduct electrocardiograms (EKGs). This lesson highlights the importance of accurate documentation and the role of EKGs in diagnosing heart conditions as well as effective wound management. [Prerequisites: MA 106]

MA 108

Basic Life Support Provider Certification (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): In this course, students will complete the requirements as outlined by the American Heart Association to attain a Basic Life Support Provider certification card. The course combines lecture, video, and skills practice/testing sessions to teach basic life support techniques for adults, children, and infants to Healthcare Providers. BLS recertification must be completed every two years following initial certification. [Prerequisites: MA 107]

MA 109

Vital Signs and Injections (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): Students will learn to document health histories and physicals in Tebra, accurately measure and record vital signs, and perform intramuscular (IM) deltoid and ventrogluteal injections as well as subcutaneous injections. The course emphasizes the significance of precise documentation and safe administration of injections. [Prerequisites: MA 108]

MA 110

Pap Smear Setup and Vital Signs (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): Students will document health histories and physicals in Tebra, measure vital signs, and set up for Pap smears. This lesson emphasizes the importance of accurate documentation and the role of Pap smears in women's health. [Prerequisites: MA 109]

MA 111

Advanced Phlebotomy and Vital Signs (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): Building on prior knowledge, students will continue to document health histories and physicals in Tebra, measure vital signs, and perform advanced phlebotomy techniques. This course reinforces the critical skills needed for effective patient care. [Prerequisites: MA 110]

MA 112

Vision and Hearing Tests, Pediatric Care and Body Measurements (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): Students will document health histories and physicals in Tebra, measure vital signs, and conduct vision and hearing tests. The lesson emphasizes the importance of thorough documentation and the role of sensory tests in patient assessments. Students will measure vital signs, and body measurements, and provide care for pediatric patients. The lesson focuses on the unique aspects of pediatric care and the importance of accurate documentation. [Prerequisites: MA 111]

MA 113

Applying Splints and Other Procedures (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): This lesson focuses on documenting health histories and physicals in Tebra, measuring vital signs, and applying splints. Students will gain hands-on experience in these essential clinical procedures, ensuring patient safety and effective treatment. [Prerequisites: MA 112]

MA 114

Resume Reviews and Mock Interviews (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): This course prepares students for a job by reviewing resumes and practicing interview techniques. [Prerequisites: MA 113]

MA 115

Medical Assisting Certification Examination Review (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): This course prepares students for the certification examination. [Prerequisites: MA 114]

MA 116

Skills Practice (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): This course prepares students for the hands-on labs test. [Prerequisites: MA 115]

MA 117

Practical Skills Assessment (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): This course assesses student comprehension of the hands-on lab skills covered during the course. [Prerequisites: MA 116]

MA 118

Medical Assisting Certification (2 e-Learning Lecture hours | 1 lecture hour | 3.5 lab hours): This course provides an opportunity for students to sit for the national certification examination to obtain credentialing. [Prerequisites: MA 117]

MA 200

Medical Assistant Externship (80 externship hours): The externship portion of the course represents a vital opportunity for students to immerse themselves in a real-world medical office setting. Under the guidance of seasoned professionals, students will observe and participate in the day-to-day operations of a healthcare facility. This hands-on experience will bridge the gap between theoretical knowledge and practical application, enabling students to put into practice the skills they have learned throughout the course. They will gain invaluable exposure to patient care, medical office administration, and collaborative healthcare delivery, all while fostering professional relationships within the field. The externship not only reinforces and expands their skillset, but also provides a window into the dynamics and demands of their future careers as Certified Clinical Medical Assistants. [Prerequisites: MA 108]

Detailed Externship Description:

Students are eligible to begin their externships after completing MA108 and must have a minimum of 80 hours submitted by the end of week 18. While Student Advisors will provide guidance and support during the process to secure an externship, it is ultimately the student's responsibility to solidify their externship placement. This process encourages the development of initiative, professional communication, and self-advocacy skills, which are essential attributes in the medical field. While a single externship site is sufficient, students may choose to

distribute their hours across more than one location.

Prior to starting their externship, students are required to submit an externship office form with a projected completion schedule. This will need to be submitted before MA 110 to show that progress is being made towards meeting the externship requirement. Once students begin their externship, they are responsible for documenting their hours weekly. This process resembles a "clock-in/clock-out" system and requires verification from both the externship supervisor and the school's Student Advisor. During the externship, the supervisor at the office will evaluate the student based on demonstrated skills such as punctuality, overall professionalism, adherence to various medical assistant protocols, and proficiency in clinical and administrative tasks. This feedback will be submitted to the Student Advisor. The school may use the feedback and insights for targeted remediation or reinforced learning in areas identified as deficient.

Voluntary Extended Learning: While the program requires a minimum of 80 hours of externship, medical offices have highlighted the value of additional experience that externs can gain by volunteering at their practices. If a student is interested in volunteering after the completion of their 80 hours and it is approved by the participating medical office, the following benefits may be observed:

- Reinforced hands-on experience: By participating in additional volunteer hours, students can further refine their practical skills, reinforcing their learning in a real-world medical environment.
- Increased exposure to the industry: Students will have the opportunity to further immerse themselves in the medical field, gaining valuable insights into its dynamics, trends, and professional practices.
- Additional time to build industry contacts: Volunteering offers students extended periods of engagement within medical offices, fostering connections with healthcare professionals, potential mentors, and future colleagues.
- The opportunity to secure a developed employment reference: By demonstrating commitment and dedication through volunteer work, students can cultivate solid references that validate their skills and work ethic, bolstering their employment prospects.

By taking advantage of these benefits, students can significantly enhance their educational journey and position themselves for future career opportunities within the medical field. **Participation in a volunteering opportunity is purely voluntary and will not affect students' grade or standing in the program.**

16. GRADING AND MARKING SYSTEM

Grading Requirements for Program Completion

- Achieve a minimum cumulative GPA of 2.0 (70%) on program coursework.
- Complete a minimum of 80 externship hours.

Program Coursework: The final grade for the Medical Assisting program coursework is determined by a combination of online coursework, lab assignments, and final exams. The breakdown of the final grade and each subsequent grading category is as follows:

- **Online Coursework = 40% of Final Grade**
 - Quizzes: 30%

- o Discussion Questions: 5%
- o Career Readiness Assignments: 5%
- **Lab Assignments = 30% of Final Grade**
 - o Lab grades are based on the grading criteria for each lab session, with a focus on active participation in the beginning and a gradual shift towards assessing skill proficiency as the course progresses.
- **Final Exams = 30% of Final Grade**
 - o Assessment of Skills Lab Final: 10%
 - o Professionalism and Career Readiness Final: 5%
 - o CCMA Exam: 15%

Externship: The externship is graded on a Pass or Fail basis, determined on the satisfactory completion of a minimum of 80 hours. Upon completion of the required hours, students are evaluated on their clinical, administrative, and professionalism skills by the cooperating medical office.

Grades will be determined using the following scale:

90% - 100%	= A	(4 Grade Points)
80% - 89%	= B	(3 Grade Points)
70% - 79%	= C	(2 Grade Points)
60% - 69%	= D	(1 Grade Point)
0% - 59%	= F	(0 Grade Points)

17. POLICY CONCERNING SATISFACTORY PROGRESS

Definition of Satisfactory Progress: Satisfactory Progress is defined as continuous advancement in academic performance, skill competency, and professional behavior. This includes maintaining a minimum cumulative GPA of 2.0 (70%) across all program coursework, consistent attendance during all program coursework modalities, and successful completion of the 80-hour externship.

While the institution makes every effort to monitor students who may be at risk of not meeting the program's requirements, it is ultimately the students' responsibility to keep track of their own progress. Students are provided with all the necessary tools to proactively monitor their progress, as detailed below.

Progress Feedback

- **Program Coursework:** Online assignments and assessments, conducted via the student learning portal, are automatically graded. Students can review these grades at any time under the "Grades" tab in the student learning portal. In-person lab grades will be updated on the student learning portal within one week of each lab session. Additionally, feedback and guidance on lab skills performance will be communicated verbally during in-person labs. The Assessment of Skills Lab Final grade will be posted to the student learning portal within one week of taking the final. Lastly, results of the CCMA Exam will be posted on the student learning portal within one week of the exam, subject to the fulfillment of all graduation requirements.
- **Externship:** Students are responsible for asking the cooperating office and healthcare team members for constructive feedback over the duration of their externship. They additionally may request submitted externship feedback from their Student Advisor upon the conclusion of their externship.

Conditions

- **For Termination:** A student's enrollment may be terminated if they have not shown sufficient satisfactory progress prior to MA 108. This includes failing to maintain a GPA of 2.0 (70%) for four consecutive weeks leading up to MA 108. Additionally, students must submit a projected completion schedule for their externship by the end of MA 112 and complete a minimum of 80 hours of externship prior to week 18 to remain enrolled in the course. *Students are strongly encouraged to submit their externship intent prior to week 112 to allow adequate time for completion of hours. There is no penalty for starting an externship later than week 12, provided that the minimum hours are still completed prior to week 18.*
- **For Readmittance:** A student whose enrollment was terminated for unsatisfactory progress may be allowed to re-enroll in an upcoming course. Such reenrollment does not circumvent the approved refund policy.

18. ATTENDANCE POLICY

The Medical Assistant Hybrid program totals 199 hours, which includes 80 hours for externship and 119 hours for coursework. This coursework is further divided into 63 hours for labs, 38 hours for online learning, and 18 hours for lectures. Students must adhere to the attendance policy outlined below to successfully complete the program.

Due to the accelerated nature of the program, the school does not distinguish between excused and unexcused absences. All absences, regardless of reason, are recognized equally in accordance with the attendance policy. Additionally, the school does not offer a leave of absence.

Students must not be absent for more than 25% of the total course hours and must not be absent for more than 25% of any individual part of the course.

Enrollment will be terminated for a student that accumulates absences for:

- more than 25% of the total lab time (>16 out of 63 hours);
- more than 25% of the total online learning time (>11 out of 38 hours);
- more than 25% of the total in-person lecture learning time (>4.5 out of 18 hours);
- any combination of lab and online learning hours that equals more than 25% of the lab and online learning time combined (>30 out of 129 hours)

Additionally, students are required to complete a minimum of 80 externship hours by the end of Week 18 to be eligible for graduation and program completion. Enrollment will be terminated if a student does not meet the 80 externship hours requirement by the end of Week 18*.

**Requested exceptions to the externship deadline are considered on a case-by-case basis and determined by committee.*

Lab Attendance Policy:

Students are permitted to miss up to four in-person lab/lecture classes, or 18 lab/lecture hours equivalent to <25% of the total in-person time, without penalty. Missing more than four lab classes will result in termination from the program. Any lab class that a student is not present for will result in a 0% grade for that lab. If a student has missed four lab classes, they are strongly encouraged to schedule and attend a lab make-up class. In the event of missing a fifth lab class, for any

reason, students will be irreversibly terminated from the program if they have not previously made-up a lab class prior to missing the fifth lab class.

Lab Make-Up Policy:

Students will have the opportunity to make-up a 4.5-hour class during the program to receive hands-on practice of the skills they have missed due to an absence. Participation in a lab make-up session is credited as four and a half attendance hours and permits students to complete the lab assignments for that day, without any grade penalties. It is the student's responsibility to find out when the make-up lab is scheduled, sign-up to attend, and pay for it in advance. The school will provide a minimum of one and maximum of two lab class make-up options. Make-up lab class date options are typically scheduled for the Sunday after Week 8 Lab and/or the Sunday after Week 16 Lab. Students can contact the school to find out the date(s) of the make-up class.

The make-up class shall:

- be supervised by an instructor approved for the class being made up;
- require the student to demonstrate substantially the same level of knowledge or competence expected of a student who attended the scheduled class session;
- be documented by the school as being completed, recording the date, time, duration of the make-up session, and the name of the supervising instructor.

There is a \$150.00 fee to attend the 4.5-hour in-person lab make-up class.

Payment in advance is required for students to schedule and attend a make-up class.

Online Learning Attendance Policy:

Students must complete the lessons in their online learning coursework section each week, before they are able to take their weekly Attendance/Learning Assessment Quiz. A total of 18 Attendance/Learning Assessment Quizzes will be administered throughout the program and each quiz submission is equivalent to two lecture hours. If a student fails to submit a weekly Attendance/Learning Assessment Quiz by the due date, they will receive a 0% for that quiz and will NOT receive the two hours of online learning credit for that week.

Online Learning Make-Up Policy:

Students have three weeks from the original due date to make-up a missed quiz for lecture attendance credit and grade points, as long as it is submitted before the program end date. However, a late submission penalty of 3% per day will be imposed on the quiz score, up to a maximum of 21 days. If a quiz is not made up within this three-week period, the score will remain 0%. Students will be responsible for completing the coursework and submitting the quiz in order to advance in their online learning coursework, regardless of whether or not the allotted time to make-up the quiz for credit has passed.

19. CONDUCT POLICY

Students are expected to uphold professional conduct throughout their participation in the program. Violations of this policy will result in disciplinary action leading up to and including termination from the program.

In-Class Conduct

During class, students are expected to:

- maintain respectful and non-disruptive behavior towards instructors and peers.
- refrain from aggressive behavior including physical violence, verbal abuse, or harassment.
- respect the property of peers, instructors, and the school (students will not steal, damage, or vandalize the property of others).
- abstain from using personal cell phones without prior permission.
- keep a professional appearance (managing visible tattoos or piercings, unkempt body hair, offensive odor).
- not sleep or otherwise disengage during class time.
- not be under the influence of drugs or alcohol.

Online Conduct

During online interactions, students should:

- use respectful and professional language in all written communications, such as discussion posts and emails.
- refrain from any form of cyberbullying or harassment.
- respond in a timely manner to communications from instructors or administrative staff.

Externship Conduct

While at their externship, students are expected to:

- adhere to the externship office policies and maintain professional behavior.
- be present for all scheduled hours and notify the relevant parties in case of necessary absences.
- abstain from using personal cell phones without prior permission.
- document externship schedule and participation accurately.
- once received, wear the scrubs or same color scrubs issued by the school.

Additionally, students must comply with their tuition payment schedules and collaborate with the school's efforts in job placement by actively seeking employment in the medical field.

Policy for Readmission: A student seeking to be readmitted after termination from the program for violations of the conduct policy must reapply with a formal statement of intended self-remediation. The case will go before an Enrollment Committee for review and readmission will be granted only at the discretion of the committee. Any outstanding balances or monies owed to the school must be paid in full in order for readmission to be considered.

20. GRADUATION REQUIREMENTS

In order to graduate from the program and receive a Certificate of Completion, students must meet the following criteria – if criteria is not met you will be dropped from the course:

- achieve a minimum cumulative GPA of 2.0 (equivalent to 70%) upon completion of the program.
- fulfill all financial obligations to the institution.

- adhere to the program's attendance policy.
- successfully complete a minimum of 80 externship hours prior to week 18.
- complete the program within the stipulated time frame.
- demonstrate active pursuit of employment, including responding to all inquiries/assistance from academic advisors.
- **successfully pass the CCMA exam taken through the NHA with scores equaling 390 or 78%.**

Upon meeting these requirements, students will be eligible to receive their Certificate of Completion, as well as their CCMA exam score and if earned, Certified Clinical Medical Assistant certificate.

Please note that release of CCMA scores and certifications is contingent upon the fulfillment of all graduation requirements.

21. PLACEMENT ASSISTANCE POLICY

The school offers placement assistance to students by maintaining an employer database and consistently communicating opportunities for employment. The school is committed to providing assistance and sharing opportunities for students both during the program and continuing post-graduation. Additionally, the school provides career-readiness training, general support, and direction for interview preparation and overall job-seeking. Successful placement requires that students take the initiative to develop job-seeking skills, pursue employment, attend interviews, and fully cooperate with the school's efforts to help. **The school does not, under any circumstance, guarantee employment to students or graduates.**

22. STUDENT GRIEVANCES

Students must address their concerns about this school or any of its educational programs by following the grievance process as follows: Student grievances should initially be directed to the class instructor. The instructor will act to either address the concern or escalate to the director if needed. If the matter is not resolved by approaching the instructor, a student grievance should then be directed to the school's director in writing within seven calendar days of the incident. This can be accomplished by sending an email to the attention of "School Director" to: info@youngstownmedicalassistant.com. A response to grievances will be issued by the school director in writing no more than three business days after receipt of the written grievance. Students are welcome to call the school office during business hours. Open communication between the student and the school is encouraged to resolve the student's concerns. Whether or not the problem or complaint has been resolved to his/her satisfaction by the school, the student may direct any problem or complaint to the Executive Director, State Board of Career Colleges and Schools, 30 East Broad Street, Suite 2481, Columbus, Ohio, 43215, Phone 614-466-2752; toll free 877-275-4219.