



The provisions of this publication are not to be regarded as an irrevocable contract between the student and Ross Medical Education Center. The campus, through appropriate action, reserves the right to change any provision or requirement at any time prior to or within the student's scheduled training program. Any modification of the student's application and contract shall be agreed to, in writing, by all parties.

## CAMPUS CATALOG

### 2019-2020

#### VOLUME XLIII

MAIN CAMPUS			
G3630 Miller Road, Suite D Flint, MI 48507 <b>810-733-7488</b>			
NON-MAIN CAMPUSES			
4300 Fashion Square Blvd. 2 <sup>nd</sup> Floor, Suite 202 Saginaw, MI 48603 <b>989-791-5192</b>	2287 Kraft Rd., Suite 700 Port Huron, MI 48060 <b>810-982-0454</b>	950 Norton Avenue, Suite D Roosevelt Park, MI 49441 <b>231-739-1531</b>	3600 Capital Ave SW Suite 104 Battle Creek, MI 49015 <b>269-224-1381</b>
44958 Ford Road Canton, MI 48187 <b>734-459-1723</b>	1751 Scottsville Road, Suite 1 Bowling Green, KY 42104 <b>270-796-2052</b>	930 Old Monrovia Road NW Suite 9 Huntsville, AL 35806 <b>256-430-9740</b>	5177 W. Main Street, Ste. A Kalamazoo, MI 49009 <b>269-601-7151</b>

MAIN CAMPUS			
8110 Murphy Drive Brighton, MI 48116 <b>810-227-0160</b>			
NON-MAIN CAMPUSES			
4741 Washtenaw Ann Arbor, MI 48108 <b>734-434-7320</b>	815 South State Street Davison, MI 48423 <b>810-658-1424</b>	2150 West 4 <sup>th</sup> Street Ontario, OH 44906 <b>419-747-2206</b>	600 Rodeo Drive, Ste. 2 Erlanger, KY 41018 <b>859-342-0740</b>
411 W. Riggin Road Muncie, IN 47303 <b>765-282-1950</b>	2600 N. Saginaw, Ste. B Midland, MI 48640 <b>989-633-3068</b>		

MAIN CAMPUS			
11590 Century Blvd., Suite 210 Cincinnati, OH 45246 <b>513-851-8500</b>			
NON-MAIN CAMPUSES			
4490 Brandt Pike Dayton, OH 45424 <b>937-235-0510</b>	196 East Southway Blvd. Kokomo, IN 46902 <b>765-453-4864</b>	227 N. Green River Road Evansville, IN 47715 <b>812-475-9685</b>	3021 E. Oakland Avenue Johnson City, TN 37601 <b>423-232-6270</b>
2621 Maple Point Drive Lafayette, IN 47905 <b>765-755-0048</b>			

MAIN CAMPUS			
4106 W. Saginaw Highway Lansing, MI 48917 <b>517-703-9044</b>			
NON-MAIN CAMPUSES			
4528 Breton S.E. Kentwood, MI 49508 <b>616-698-3075</b>	4122 Lima Road, Unit A5 Fort Wayne, IN 46805 <b>260-471-4840</b>	5555 Youngstown-Warren Rd. Niles, OH 44446 <b>330-505-1436</b>	5707 MacCorkle Ave. S.E. Suite 20 Charleston, WV 25304 <b>304-925-5645</b>
206 N. Seven Oaks Dr. Knoxville, TN 37922 <b>865-297-4800</b>			

MAIN CAMPUS			
29429 John R Road Madison Heights, MI 48071 <b>248-548-4389</b>			
NON-MAIN CAMPUSES			
22311 Eureka Road Taylor, MI 48180 <b>734-374-8260</b>	51133 Birch Street Suite 100 New Baltimore, MI 48047 <b>586-716-3837</b>	445 E. University Drive Granger, IN 46530 <b>574-273-0304</b>	1064 Suncrest Towne Center Morgantown, WV 26505 <b>304-598-3689</b>
410 Southtown Blvd. Suite 6 Owensboro, KY 42303 <b>270-684-5334</b>	120 Market Drive Elyria, OH <b>440-328-8878</b>		

You are invited to visit the campus nearest you. Please call the campus for its hours of operation.

You may also call 1-800-833-ROSS or visit our website at [www.rosseducation.edu](http://www.rosseducation.edu)

Published July 1, 2019

Equal Opportunity Employer

Auxiliary aids and services may be available upon request to individuals with disabilities.

Dial TTY Number 7-1-1

For more information about our graduation rates, the median debt of students who completed the program and other important information, visit our website at <https://www.rosseducation.edu/consumer-info/>

Ross Medical Education Center is authorized by the Tennessee Higher Education Commission. This authorization must be renewed each year and is based on an evaluation of minimum standards concerning quality of education, ethical business practices, and fiscal responsibility.

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# CAMPUS INFORMATION

## ACCREDITATION

### Institutional Accreditation

Ross Medical Education Centers are institutionally accredited by:

#### Accrediting Bureau of Health Education Schools

7777 Leesburg Pike, Suite 314 North  
Falls Church, VA 22043  
Phone: 703-917-9503  
Fax: 703-917-4109



The Accrediting Bureau of Health Education Schools (ABHES) is listed by the U.S. Department of Education as a nationally recognized accrediting agency.

Evidence of the institution's accreditation is on display at the school or may be obtained from the Campus Director.

### Programmatic Accreditation

The Ross Medical Education Center campuses listed below that offer the **Veterinary Assistant** program are programmatically accredited by:

#### National Association of Veterinary Technicians in American (NAVTA)

Ross Medical Education Centers - Canton, Erlanger, Huntsville, New Baltimore, and Madison Heights are NAVTA approved.

P.O. Box 1227  
Albert Lea, MN 56007  
Phone: (888) 99-NAVTA  
Fax: (507) 489-4518



The Ross Medical Education Center campuses listed below that offer the **Pharmacy Technician** program are programmatically accredited by:

#### American Society of Health-System Pharmacists (ASHP)

Ross Medical Education Centers - Bowling Green, Brighton, Charleston, Cincinnati, Davison, Fort Wayne, Kalamazoo, Niles, Ontario and Saginaw locations are ASHP/ACPE accredited.

ASHP is located at:  
7272 Wisconsin Avenue  
Bethesda, MD 20814  
(866) 279-0681



Evidence of the institution's programmatic accreditation is on display at the school or may be obtained from the Campus Director.

## APPROVALS

Ross Medical Education Centers have state approvals in each state by the appropriate licensing agency as follows:

### **State of Alabama**

Licensed by the Department of Postsecondary Education  
P.O. Box 302130  
Montgomery, AL 36130

Authorized by the Alabama Commission on Higher Education  
100 North Union Street  
Montgomery, AL 36104

### **State of Indiana**

This institution is authorized by:  
The Indiana Board for Proprietary Education  
101 West Ohio Street, Suite 300  
Indianapolis, IN 46204-4206  
(317) 464-4400

### **State of Kentucky**

Licensed by the Kentucky Commission on Proprietary Education  
500 Mero Street, 4th Floor  
Frankfort, Kentucky 40601

### **State of Michigan**

Licensed by the Michigan Department of Licensing and Regulatory Affairs  
Proprietary School Unit  
2501 Woodlake Circle  
Okemos, MI 48864

### **Michigan Bureau of Health Services (Nursing Assistant program only)**

P.O. Box 30070  
Lansing, MI 48909

### **Michigan Department of Licensing and Regulatory Affairs' Board of Dentistry**

The Michigan Department of Licensing and Regulatory Affairs' Board of Dentistry is responsible for the licensing of individuals who want to practice dentistry, dental hygiene and advanced levels of dental assisting. Students attending a course in dental assisting that is offered by a licensed proprietary school that is not accredited by the American Dental Association are not eligible for licensure by the State of Michigan.

Ross Medical Education Center is classified as a licensed proprietary school and is not accredited by the American Dental Association's Commission on Dental Accreditation. Graduates of this program are not eligible for licensure as a Registered Dental Assistant in Michigan.



## State of Ohio

Programs are approved by the (Ohio) State Board of Career Colleges and Schools  
30 East Broad Street, Suite 2481  
Columbus, OH 43215

The following schools are registered with the (Ohio) State Board of Career Colleges and Schools:

Ross Medical Education Center, Cincinnati, Ohio	Registration Number: 10-07-1940T
Ross Medical Education Center, Dayton, Ohio	Registration Number: 11-03-1964T
Ross Medical Education Center, Elyria, Ohio	Registration Number: 15-07-2067T
Ross Medical Education Center, Niles, Ohio	Registration Number: 10-07-1941T
Ross Medical Education Center, Ontario, Ohio	Registration Number: 12-01-1981T

## State of Tennessee

Ross Medical Education Center is authorized by the Tennessee Higher Education Commission. This authorization must be renewed each year and is based on an evaluation of minimum standards concerning quality of education, ethical business practices, and fiscal responsibility.

Parkway Towers, Suite 1900  
404 James Robertson Parkway  
Nashville, TN 37243-0830

The institutional code for the Johnson City, TN location is: 1702.

The Tennessee Higher Education Commission program codes for the Johnson City, TN location are as follows:

Dental Assistant	Program Code: 5857-13
Medical Assistant	Program Code: 5858-13
Medical Insurance Billing and Office Administration	Program Code: 5859-13
Pharmacy Technician	Program Code: 5860-13

The institutional code for the Knoxville, TN location is: 1744.

The Tennessee Higher Education Commission program codes for the Knoxville, TN location are as follows:

Dental Assistant	Program Code: 6533-15
Medical Assistant	Program Code: 6534-15
Medical Insurance Billing and Office Administration	Program Code: 6535-15

## State of West Virginia

Authorized by the Community & Technical College School System of West Virginia  
1018 Kanawha Boulevard E., Suite 700  
Charleston, WV 25301

An applicant or student may review documentation of the school's state approval by submitting a written request to the Campus Director/Associate Campus Director.

## HISTORY/CORPORATE OFFICERS

Ross Education, LLC is the owner of Ross Medical Education Center and Ross College.

Initial Ross Education activities began in 1969 when J. M. Ross opened a school in Flint, Michigan, under the name Learning Foundations. That school provided “after school” academic instruction to kindergarten through twelfth grade students. Six additional schools were opened from 1969 through 1971 by Mr. Ross.

In 1971, the name of the company was changed to Ross Learning, Inc., and the focus of the company shifted to providing prevocational and vocational training services to adults. Ross Learning was purchased by Howard J. Hulsman in 1973 and the organization began evolving into career training centers.

In 2004, Mr. Hulsman sold Ross Learning, Inc., to three officers of the corporation: Christine Ossenmacher, Paul Mitchell, and Richard Lockman. Ross Education, LLC purchased the assets in 2005.

Today, Ross Education offers primarily medical training programs in 40 communities in the states of Alabama, Indiana, Iowa, Kentucky, Michigan, Ohio, Tennessee, and West Virginia. All campuses offer a Medical Assistant program. Additional program offerings vary by campus location and include the following: Dental Assistant, Medical Insurance Billing and Office Administration, Nursing Assistant, Pharmacy Technician, Veterinary Assistant and associate degree (AAS) programs.

Each facility operates independently. For individual campus histories, see Facilities on pages 10-14 of this catalog.

### **The officers of Ross Education, LLC are:**

George Grayeb – *Chief Executive Officer & President*

Anthony Iaquinto – *Chief Financial Officer/Chief Administrative Officer*

Sharon Treumuth – *Executive Vice President of Operations*

Shibu Thomas – *Executive Vice President - Marketing and Admissions*

Shaun Fracassi – *Executive Vice President of Career Services*

Gregory Brenner – *Chief Information Officer*

Ross Education, LLC is member-managed by its sole member Ross Education Holdings, LLC.

## FACILITIES

All facilities are carpeted and/or tiled, barrier free, handicap accessible, air conditioned, and well lit. In each campus, ample space is available to provide pleasant conditions conducive to proper instruction. In addition to space devoted to classroom use, all facilities house administrative offices and general purpose rooms.

**Ross Medical Education Center - Ann Arbor, MI** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Brighton. The Ann Arbor campus opened in 1983. This facility occupies a total of 9,804 square feet. Approximately 4,766 square feet is designated for classroom use: 3 clinical/lab rooms and 2 computer/lecture rooms.

**Ross Medical Education Center - Battle Creek, MI** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of the Ross Medical Education Center -

Flint. The Battle Creek campus opened in 2009. This facility occupies a total of 2,721 square feet. Approximately 2,000 square feet is designated for the classroom/lab.

**Ross Medical Education Center - Bowling Green, KY** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Flint, MI. The Bowling Green campus opened in 2012. The facility occupies a total of 10,400 square feet. Approximately 3,780 square feet is designated for classroom use; 2 computer/lecture rooms and 2 clinical/lab rooms.

**Ross Medical Education Center - Brighton, MI** is a Main campus accredited by the Accrediting Bureau of Health Education Schools. The Brighton campus opened in 1983. This facility occupies a total of 8,973 square feet. Approximately 4,250 square feet is designated for classroom use: 3 computer/lecture rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - Canton, MI** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Flint. The Canton campus opened in 2010. The facility occupies a total of 8,919 square feet. Approximately 4,635 square feet is designated for classroom use: 2 computer/lecture rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - Charleston, WV** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Lansing, Michigan. The Charleston campus opened in 2012. This facility occupies a total of 8,884 square feet. Approximately 4,952 square feet is designated for classroom use; 2 computer/lecture rooms and 2 clinical/lab rooms.

**Ross Medical Education Center - Cincinnati, OH** is a Main Campus accredited by the Accrediting Bureau of Health Education Schools. The Cincinnati campus was acquired by Ross Education, LLC on May 1, 2008. This facility occupies a total of 10,152 square feet. Approximately 5,364 square feet is designated for classroom use; 2 computer/lecture rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - Davison, MI** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Brighton. The Davison campus opened in 2009. The facility occupies a total of 9,773 square feet. Approximately 4,415 square feet is designated for classroom use: 2 computer/lecture rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - Dayton, OH** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Cincinnati. The Dayton campus opened in 2012. This facility occupies a total of 9,900 square feet. Approximately 4,248 square feet is designated for classroom use; 2 computer/lecture rooms and 2 clinical/lab rooms.

**Ross Medical Education Center - Elyria, OH** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Madison Heights, MI. The Elyria campus opened in 2015. The facility occupies a total of 7,500 square feet. Approximately 3,637 square feet is designated for classroom use; 2 computer/lecture rooms and 2 clinical/lab rooms.

**Ross Medical Education Center - Erlanger, KY** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Brighton, MI. The Erlanger campus opened in 2013. The facility occupies a total of 6,932 square feet. Approximately 2,968 square feet is designated for classroom use; 2 computer/lecture rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - Evansville, IN** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Cincinnati, OH. The Evansville campus opened in 2013. The facility occupies a total of 8,381 square feet. Approximately 4,194 square feet is designated for classroom use; 2 computer/lecture rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - Flint, MI** is a Main Campus accredited by the Accrediting Bureau of Health Education Schools. The Flint campus opened in 1976. This facility occupies a total of 11,900 square feet. Approximately 3,912 square feet is designated for classroom use; 2 computer/lecture rooms and 2 Clinical/lab rooms.

**Ross Medical Education Center - Fort Wayne, IN** is a Non-Main Campus. It is accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education center - Lansing. The Fort Wayne campus opened in 2008. The facility occupies a total of 10,082 square feet. Approximately 5,100 square feet is designated for classroom use; 3 computer/lecture rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - Granger, IN** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Madison Heights. The Granger campus opened in 2010. The facility occupies a total of 10,124 square feet. Approximately 6,300 square feet is designated for classroom use; 2 computer/lab rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - Huntsville, AL** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Flint. The Huntsville campus opened in 2014. The facility occupies a total of 8,780 square feet; 2 computer/lab rooms and 4 clinical/lab rooms.

**Ross Medical Education Center - Johnson City, TN** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Cincinnati, OH. The Johnson City campus opened in 2013. The facility is carpeted and/or tiled, barrier free, handicap accessible, air conditioned, and well lit. Ample space is available to provide pleasant conditions conducive to proper instruction. In addition to space devoted to classroom use, the facility houses administrative offices and general purpose rooms. This facility occupies a total of 9,700 square feet. Approximately 4,307 square feet is designated for classroom use: 2 computer/lecture room and 3 clinical/lab.

**Ross Medical Education Center - Kalamazoo, MI** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Flint. The Kalamazoo campus opened in 2016. The facility occupies a total of 9,722 square feet; 2 computer/lab rooms and 4 clinical/lab rooms.

**Ross Medical Education Center - Kentwood, MI** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Lansing. The Kentwood campus opened in 1989. This facility occupies a total of 8,461 square feet. Approximately 4,275 square feet is designated for classroom use: 2 computer/lecture rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - Kokomo, IN** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Cincinnati, Ohio. The Kokomo campus opened in 2012. This facility occupies a total of 8,277 square feet. Approximately 3,784 square feet is designated for classroom use; 3 computer/lecture rooms and 2 clinical/lab rooms.

**Ross Medical Education Center - Knoxville, TN** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Lansing, Michigan. The Knoxville campus opened in 2015. This facility occupies a total of 7,686 square feet, including 2 computer/lecture rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - Lafayette, IN** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Cincinnati, Ohio. The Lafayette campus opened in 2016. This facility features 6,885 square feet of administrative and educational training space. The campus contains 2 computer labs/lecture rooms, 1 medical lab and 1 dental classroom/lab.

**Ross Medical Education Center - Lansing, MI** is a Main Campus accredited by the Accrediting Bureau of Health Education Schools. The Lansing campus opened in 1981. This facility occupies a total of 7,620 square feet. Approximately 4,058 square feet is designated for classroom use: 2 computer/lecture rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - Madison Heights, MI** is a Main Campus accredited by the Accrediting Bureau of Health Education Schools. The Madison Heights campus opened in 1978. This facility occupies a total of 12,300 square feet. Approximately 4,928 square feet is designated for classroom use: 2 computer/lecture rooms and 4 clinical/lab rooms.

**Ross Medical Education Center - Midland, MI** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Brighton. The Midland campus opened in 2015. This facility occupies a total of 3,600 square feet. Approximately 1,700 square feet is designated for classroom use; 1 computer, 1 lecture rooms and 2 lab rooms with additional space provided for clinicals at two local healthcare facilities:

*Stratford -Pines Nursing and Rehabilitation Center* 2121 Rockwell Drive, Midland, MI 48642  
*Brittany Manor* 3615 East Ashman, Midland, MI 48642

**Ross Medical Education Center - Morgantown, WV** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Madison Heights. The Morgantown campus opened in 2012. This facility occupies a total of 9,555 square feet. Approximately 3,801 square feet is designated for classroom use; 2 computer/lecture rooms and 2 clinical/lab rooms.

**Ross Medical Education Center - Muncie, IN** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Brighton. The Muncie campus opened in 2014. This facility occupies a total of 9,984 square feet. Approximately 3,196 square feet is designated for classroom use; 2 computer/lecture rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - New Baltimore, MI** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Madison Heights. This campus opened in 2007. This facility occupies a total of 10,537 square feet. Approximately 4,567 square feet is designated for classroom use: 2 computer/lecture rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - Niles, OH** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Lansing. The Niles campus opened in 2010. The facility occupies a total of 11,941 square feet. Approximately 5,221 square feet is designed for classroom use: 2 computer/lecture rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - Ontario, OH** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Brighton, MI. The Ontario campus opened in 2012. This facility occupies a total of 9,984 square feet. Approximately 3,745 square feet is designated for classroom use; 2 computer/lecture rooms and 2 clinical/lab rooms.

**Ross Medical Education Center - Owensboro, KY** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Madison Heights, MI. The Owensboro campus opened in 2014. This facility occupies a total of 7,276 square feet. Approximately 3,484 square feet is designated for classroom use: 2 computer/lecture room and 2 clinical/lab.

**Ross Medical Education Center - Port Huron, MI** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of the Ross Medical Center - Flint. The Port Huron Campus originally opened in Jackson in 1988. This school moved from Jackson to Port Huron in 1999. The Port Huron facility occupies a total of 7,417 square feet. Approximately 2,900 square feet is designated for classroom use; 2 computer/lecture rooms and a clinical/lab room.

**Ross Medical Education Center - Roosevelt Park, MI** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of the Ross Medical Education Center - Flint. The Roosevelt Park campus opened in 1988. This facility occupies a total of 8,800 square feet. Approximately 3,154 square feet is designated for classroom use; 2 computer/lecture rooms and 2 clinical/lab rooms.

**Ross Medical Education Center - Saginaw, MI** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location of Ross Medical Education Center - Flint. The Saginaw campus opened in 1985. This facility occupies a total of 9,305 square feet. Approximately 4,792 square feet is designated for classroom use; 2 computer/lecture rooms and 3 clinical/lab rooms.

**Ross Medical Education Center - Taylor, MI** is a Non-Main Campus accredited by the Accrediting Bureau of Health Education Schools. It is an additional location for the Ross Medical Education Center - Madison Heights. This campus originally opened in Waterford in 1990. This school moved from Waterford to Redford in 2001; and from Redford to Taylor in 2012. This facility occupies a total of 7,125 square feet. Approximately 2,878 square feet is designated for classroom use: 2 computer/lecture rooms and a clinical/lab room.

## CENTRAL ADMINISTRATION

George Grayeb – *Chief Executive Officer & President*  
Anthony Iaquinto – *Chief Financial Officer/Chief Administrative Officer*  
Sharon Treumuth – *Executive Vice President of Operations*  
Shibu Thomas – *Executive Vice President - Marketing and Admissions*  
Shaun Fracassi – *Executive Vice President of Career Services*  
Gregory Brenner – *Chief Information Officer*  
Dave Fowler – *Vice President of Administrative Services*  
Stephen Reed – *Vice President of Marketing*  
Jeffrey Biltz – *Vice President of Licensure & Accreditation*  
Kelly Byrnes – *Regional Vice President*  
Mark Forsythe – *Regional Vice President*  
Ryan Middleton – *Regional Vice President*  
Nicole Sosa – *Regional Vice President*  
Shannon Spencer – *Regional Vice President*  
Eric Stoneking – *Regional Vice President*  
Allison McConnell – *Regional Vice President Admissions*  
April Boyd – *Director of Fiscal Operations*  
Kara Killeen Look – *Director of Online Operations*

Joseph Aranyosi – *Director of Online Academic Affairs*  
Sharon Smith – *Director of Education*  
Kim Zwierzchowski – *Director of Corporate Financial Aid*

The General Offices of Ross Education, LLC are located at:  
22800 Hall Road, Suite 800  
Clinton Township, MI 48036

1188 E. Paris  
Grand Rapids, MI 49546

## STATEMENT OF OWNERSHIP/GOVERNING BODY

Ross Medical Education Center is owned and governed by Ross Education, LLC which is located at 22800 Hall Road, Suite 800, Clinton Township, MI 48036. The owner of Ross Education, LLC is Ross Education Holdings, LLC.

## MISSION STATEMENT

The staff of Ross Medical Education Center believes our purpose is to make available to students, quality training and student services necessary to undertake careers in the allied health fields. The objectives to fulfill the mission of Ross Medical Education Center are:

- To prepare the graduate for entry-level positions in a dental office, physician's office, clinic, or other medical setting.
- To provide a program that focuses on the clinical and/or the administrative aspects of the allied health field.
- To maintain current industry standards and practices.
- To ensure that faculty have the necessary and relevant work experience and educational preparation for effective program delivery.
- To maintain a high level of employer and graduate satisfaction by providing active and ongoing career development services.

## ADMINISTRATIVE INFORMATION

(ALL PROGRAMS EXCEPT NURSING ASSISTANT)

*FOR NURSING ASSISTANT PROGRAM INFORMATION AND POLICIES, SEE PAGES 86-100*

## ADMISSIONS/ENROLLMENT

### ***ADMISSIONS PROCESS***

The school does not use erroneous, deceptive, or misleading practices. Students may inquire about the programs via the telephone, through the mail, email, or via the rosseducation.edu website. An appointment is then made with an admissions representative to visit the school and receive a tour of its facilities. Once the interview is complete, interested students will fill-out an application and take an entrance evaluation.\* Students receiving a passing score will be considered for entrance by the Campus Director/Associate Campus Director.

## ADMISSIONS REQUIREMENTS

- Each Student will satisfactorily complete an evaluation that measures general ability\*. The evaluation used is the Wonderlic Scholastic Level Exam. The following are the minimum score of correct answers required for entrance into each program:

Program	Minimum Wonderlic Score Required	Required Retest Guidelines Score
Dental Assistant - Diploma Program	15	10-14
Medical Assistant - Diploma Program	11	10
Medical Insurance Billing Office Administration - Diploma Program	16	10-15
Pharmacy Technician - Diploma Program	15	10-14
Veterinary Assistant - Diploma Program	15	10-14

**Note:** If an applicant does not meet the minimum Wonderlic score, a retest is allowed based on the guidelines listed above. A non-qualifier (DNQ) may retest after 7 days with a maximum of three (3) attempts within a year. If the applicant has three failed attempts, they must wait 12 months from the last failed attempt before the evaluation can be administered again.

\*Applicants holding an earned associate or higher degree from a college or university accredited by an agency recognized by the U.S. Department of Education or the Council for Higher Education Accreditation (CHEA) are exempt from the academic assessment minimum score requirement. Proof of degree (official or unofficial transcript only) must be provided to waive the Wonderlic evaluation.

\*\* **Medical Assistant Hybrid Program Students:** Students enrolling in the Medical Assistant Hybrid program offered at the Brighton, MI campus must successfully complete the program orientation and a Distance Learning Profile in order to be eligible to take online courses.

- Students entering Ross Medical Education Center must have graduated from a valid high school, must have completed a recognized equivalent (GED), or must have completed a secondary education in a home school setting that is treated as a home school or private school under state law to be eligible for admission to Ross Medical Education Center. Students will complete and submit an attestation\* for high school graduation or its equivalent\*\*. Students entering the Dental Assistant and Pharmacy Technician Program must also be 18 years of age. Students entering the Pharmacy Technician Program must also pass a required background check. All other students must be at least 18 years of age at the time they complete classroom training and begin externship.

\*Ross Medical Education Center will verify attestations through a random sampling of students admitted. If, for any reason the information on the attestation is found to be false, the student will be subject to immediate dismissal from Ross College and all credits earned will be invalidated.

\*\*For residents of Tennessee, an official transcript must be received prior to enrollment.

- The Medical Assistant, Dental Assistant or Medical Insurance Billing Office Administration diploma/certificate program course content must be satisfactorily completed at Ross College or Ross Medical Education Center (or transfer credits from a similar specialty program may be evaluated and applied towards admittance) in order to enroll in a degree completion program.

The Medical Assistant diploma/certificate program course content must be satisfactorily completed at Ross Medical Education Center or Ross College in order to enroll in the degree completion program. 720 clock hours and 44.5 credits from the Medical Assistant diploma/certificate program will transfer to the Medical Assistant Specialist Associate of Applied Science program. Additionally, transfer credits



may be evaluated to determine if the student is eligible to enroll in the Medical Assistant Specialist Program. Transfer students must be able to demonstrate successful completion (minimum 2.0 cumulative grade point average) of post-secondary education and 160 clock hours of externship, as evidenced by official transcripts(s), earned at another institution that is similar in description to the corresponding program at Ross. Credentialing is encouraged for graduates. The Medical Assistant Specialist program helps prepare students for national credentialing examinations.

The Medical Insurance Billing and Office Administration diploma/certificate program course content must be satisfactorily completed at Ross Medical Education Center or Ross College in order to enroll in the degree completion program (*currently only available at the Ross College, Sylvania, OH location*). 720 clock hours and 52.0 credits from the Medical Insurance Billing and Office Administration diploma/certificate program will transfer to the Medical Insurance Billing and Office Administration Specialist Associate of Applied Science program. Additionally, transfer credits may be evaluated to determine if the student is eligible to enroll in the Medical Insurance Billing and Office Administration Specialist Program. Transfer students must be able to demonstrate successful completion (minimum 2.0 cumulative grade point average) of post-secondary education and 120 clock hours of externship, as evidenced by official transcripts(s), earned at another institution that is similar in description to the corresponding program at Ross. Credentialing is encouraged for graduates. The Medical Insurance Billing and Office Administration Specialists program helps prepare students for national credentialing examinations.

Determination for admission is made by the Campus Director/Associate Campus Director after candidates are screened and evaluated to determine their academic capabilities and career potentials.

Students failing to meet specific attendance requirements from their start date will be unregistered from courses. Please see Campus Director/Associate Campus Director for more information.

Ross Medical Education Center, an Equal Opportunity Employer offering equal opportunity programs, admits students of any race, color, sex, religion, age, political affiliation or belief, or national origin, and does not discriminate on the basis of handicap. Auxiliary aids and services may be available upon request to individuals with disabilities. These individuals may utilize the appropriate relay center, or 7-1-1. The relay center for each state is as follows:

Alabama 1-800-676-3777

Indiana 1-800-743-3333

Kentucky 1-800-648-6056

Michigan 1-800-649-3777

Ohio 1-800-750-0750

Tennessee 1-800-848-0299

West Virginia 1-800-767-3777

STUDENT APPLICATIONS ARE PROCESSED ON A FIRST-COME BASIS AND ARE SUBJECT TO APPROVAL BY THE CAMPUS DIRECTOR/ASSOCIATE CAMPUS DIRECTOR.

## ***ORIENTATION***

All enrolled students are required to attend orientation prior to the start of classroom training. Medical Assistant Hybrid students will also be required to complete a separate online orientation prior to the program start. Topics covered at orientation include Academics, Tuition Payments, Attendance, Dress Code, Computer Usage, and other helpful tips to help ensure student success.

## ***CLASS SCHEDULES***

It is the practice of Ross Medical Education Center to enroll students continuously throughout the calendar year. To meet individual student needs, day, afternoon and evening class schedules have been developed.

All program hours and credits are the same whether they are offered during day, afternoon or evening hours. Schedules vary by program and campus Monday through Friday. Externships are scheduled based on clinical sites' hours of operation.

## **START DATES**

Classes are scheduled regularly throughout the calendar year.

<b>2019-2020 START DATE CALENDAR</b>					
<b>MMA (MORNING MEDICAL ASSISTANT)</b>					
<b>Classroom</b>		<b>Externship***</b>		<b>Midpoint Credits Earned*</b>	<b>Anticipated Graduation Date</b>
07/09/2019	01/06/2020	01/07/2020	02/17/2020	10/30/2019	02/17/2020
08/06/2019	02/04/2020	02/05/2020	03/17/2020	11/27/2019	03/17/2020
09/04/2019	03/03/2020	03/04/2020	04/14/2020	01/07/2020	04/14/2020
10/02/2019	03/31/2020	04/01/2020	05/12/2020	02/05/2020	05/12/2020
10/30/2019	04/29/2020	04/30/2020	06/10/2020	03/04/2020	06/10/2020
11/27/2019	05/28/2020	05/29/2020	07/09/2020	04/01/2020	07/09/2020
01/07/2020	06/25/2020	06/26/2020	08/06/2020	04/30/2020	08/06/2020
02/05/2020	07/24/2020	07/27/2020	09/04/2020	05/29/2020	09/04/2020
03/04/2020	08/21/2020	08/24/2020	10/02/2020	06/26/2020	10/02/2020
04/01/2020	09/21/2020	09/22/2020	11/02/2020	07/27/2020	11/02/2020
04/30/2020	10/19/2020	10/20/2020	11/20/2020	08/24/2020	11/30/2020
05/29/2020	11/16/2020	11/17/2020	12/28/2020	09/22/2020	12/28/2020
06/26/2020	12/16/2020	12/17/2020	01/27/2021	10/20/2020	01/27/2021

<b>A/E MA (AFTERNOON / EVENING MEDICAL ASSISTANT)</b>					
<b>Classroom</b>		<b>Externship</b>		<b>Midpoint Credits Earned*</b>	<b>Anticipated Graduation Date</b>
07/29/2019	03/09/2020	03/10/2020	04/20/2020	12/18/2019	04/20/2020
09/03/2019	04/13/2020	04/14/2020	05/25/2020	02/04/2020	05/25/2020
10/08/2019	05/18/2020	05/19/2020	06/29/2020	03/10/2020	06/29/2020
11/12/2019	06/23/2020	06/24/2020	08/04/2020	04/14/2020	08/04/2020
12/18/2019	07/28/2020	07/29/2020	09/08/2020	05/19/2020	09/08/2020
02/04/2020	09/01/2020	09/02/2020	10/13/2020	06/24/2020	10/13/2020
03/10/2020	10/07/2020	10/08/2020	11/18/2020	07/29/2020	11/18/2020
04/14/2020	11/11/2020	11/12/2020	12/23/2020	09/02/2020	12/23/2020
05/19/2020	12/17/2020	12/21/2020	01/29/2021	10/08/2020	01/29/2021
06/24/2020	02/02/2021	02/03/2021	03/16/2021	11/12/2020	03/16/2021

**MMIBOA (MORNING MEDICAL INSURANCE BILLING & OFFICE ADMINISTRATION)**

Classroom		Externship		Midpoint Credits Earned*	Anticipated Graduation Date
07/22/2019	01/27/2020	01/28/2020	03/02/2020	11/05/2019	03/02/2020
08/26/2019	03/02/2020	03/03/2020	04/06/2020	12/11/2019	04/06/2020
10/01/2019	04/06/2020	04/07/2020	05/11/2020	01/28/2020	05/11/2020
11/05/2019	05/11/2020	05/12/2020	06/15/2020	03/03/2020	06/15/2020
12/11/2019	06/16/2020	06/17/2020	07/21/2020	04/07/2020	07/21/2020
01/28/2020	07/21/2020	07/22/2020	08/25/2020	05/12/2020	08/25/2020
03/03/2020	08/25/2020	08/26/2020	09/29/2020	06/17/2020	09/29/2020
04/07/2020	09/30/2020	10/01/2020	11/04/2020	07/22/2020	11/04/2020
05/12/2020	11/04/2020	11/05/2020	12/09/2020	08/26/2020	12/09/2020
06/17/2020	12/10/2020	12/14/2020	01/15/2021	10/01/2020	01/15/2021

**EMIBOA (EVENING MEDICAL INSURANCE BILLING & OFFICE ADMINISTRATION)**

Classroom		Externship		Midpoint Credits Earned*	Anticipated Graduation Date
07/17/2019	04/20/2020	04/21/2020	05/25/2020	01/06/2020	05/25/2020
09/10/2019	06/11/2020	06/15/2020	07/17/2020	02/27/2020	07/17/2020
10/31/2019	08/04/2020	08/05/2020	09/08/2020	04/21/2020	09/08/2020
01/06/2020	09/28/2020	09/29/2020	11/02/2020	06/15/2020	11/02/2020
02/27/2020	11/18/2020	11/19/2020	12/23/2020	08/05/2020	12/23/2020
04/21/2020	01/21/2021	01/25/2021	02/26/2021	09/29/2020	02/26/2021
06/15/2020	03/16/2021	03/17/2021	04/20/2021	11/19/2020	04/20/2021

**M/E DENTAL (MORNING / EVENING DENTAL ASSISTANT)**

Classroom		Externship		Midpoint Credits Earned*	Anticipated Graduation Date
08/05/2019	03/16/2020	03/17/2020	04/27/2020	01/06/2020	04/27/2020
09/10/2019	04/20/2020	04/21/2020	06/01/2020	02/11/2020	06/01/2020
10/15/2019	05/26/2020	05/27/2020	07/07/2020	03/17/2020	07/07/2020
11/19/2019	06/30/2020	07/01/2020	08/11/2020	04/21/2020	08/11/2020
01/06/2020	08/04/2020	08/05/2020	09/15/2020	05/27/2020	09/15/2020
02/11/2020	09/09/2020	09/10/2020	10/21/2020	07/01/2020	10/21/2020
03/17/2020	10/14/2020	10/15/2020	11/25/2020	08/05/2020	11/25/2020
04/21/2020	11/18/2020	11/19/2020	12/30/2020	09/10/2020	12/30/2020
05/27/2020	01/04/2021	01/05/2021	02/15/2021	10/15/2020	02/15/2021

**MORNING DENTAL ASSISTANT (CINCINNATI CAMPUS)**

Classroom		Externship		Midpoint Credits Earned*	Anticipated Graduation Date
07/16/2019	01/13/2020	01/14/2020	02/24/2020	11/06/2019	02/24/2020
08/13/2019	02/11/2020	02/12/2020	03/24/2020	12/06/2019	03/24/2020
09/11/2019	03/10/2020	03/11/2020	04/21/2020	01/14/2020	04/21/2020
10/09/2019	04/07/2020	04/08/2020	05/19/2020	02/12/2020	05/19/2020
11/06/2019	05/06/2020	05/07/2020	06/17/2020	03/11/2020	06/17/2020
12/06/2019	06/04/2020	06/05/2020	07/16/2020	04/08/2020	07/16/2020
01/14/2020	07/03/2020	07/06/2020	08/14/2020	05/07/2020	08/14/2020
02/12/2020	07/31/2020	08/03/2020	09/11/2020	06/05/2020	09/11/2020
03/11/2020	08/28/2020	08/31/2020	10/09/2020	07/06/2020	10/09/2020
04/08/2020	09/28/2020	09/29/2020	11/09/2020	08/03/2020	11/09/2020
05/07/2020	10/26/2020	10/27/2020	12/07/2020	08/31/2020	12/07/2020
06/05/2020	11/23/2020	11/24/2020	01/04/2021	09/29/2020	01/04/2021

**PHARMACY TECHNICIAN**

Classroom		Externship		Midpoint Credits Earned*	Anticipated Graduation Date
07/16/2019	02/25/2020	02/26/2020	04/07/2020	12/05/2019	04/07/2020
08/20/2019	03/31/2020	04/01/2020	05/12/2020	01/22/2020	05/12/2020
09/25/2019	05/04/2020	05/06/2020	06/16/2020	02/26/2020	06/16/2020
10/30/2019	06/10/2020	06/11/2020	07/22/2020	04/01/2020	07/22/2020
12/05/2019	07/15/2020	07/16/2020	08/26/2020	05/06/2020	08/26/2020
01/22/2020	08/19/2020	08/20/2020	09/30/2020	06/11/2020	09/30/2020
02/26/2020	09/24/2020	09/28/2020	11/06/2020	07/16/2020	11/06/2020
04/01/2020	10/29/2020	11/02/2020	12/11/2020	08/20/2020	12/11/2020
05/06/2020	12/07/2020	12/08/2020	01/18/2021	09/28/2020	01/18/2021
06/11/2020	01/20/2021	01/21/2021	03/03/2021	11/02/2020	03/03/2021

**VETERINARY ASSISTANT**

Classroom		Externship		Midpoint Credits Earned*	Anticipated Graduation Date
07/16/2019	02/25/2020	02/26/2020	04/07/2020	12/05/2019	04/07/2020
08/20/2019	03/31/2020	04/01/2020	05/12/2020	01/22/2020	05/12/2020
09/25/2019	05/04/2020	05/05/2020	06/16/2020	02/26/2020	06/16/2020
10/30/2019	06/10/2020	06/11/2020	07/22/2020	04/01/2020	07/22/2020
12/05/2019	07/15/2020	07/16/2020	08/26/2020	05/06/2020	08/26/2020
01/22/2020	08/19/2020	08/20/2020	09/30/2020	06/11/2020	09/30/2020
02/26/2020	09/24/2020	09/28/2020	11/06/2020	07/16/2020	11/06/2020
04/01/2020	10/29/2020	11/02/2020	12/11/2020	08/20/2020	12/11/2020
05/05/2020	12/07/2020	12/08/2020	01/18/2021	09/28/2020	01/18/2021
06/11/2020	01/20/2021	01/21/2021	03/03/2021	11/02/2020	03/03/2021

### SCHEDULED BREAKS

December 24, 2019 to January 1, 2020; returning January 2, 2020

December 24, 2020 to January 1, 2021; returning January 4, 2021

\* = end of module, date midpoint credits are earned.

\*\* = for financial aid purposes, date when midpoint funds can be disbursed. Beginning of 2nd payment period.

\*\*\* = externship dates are estimated dates of completion.

ON-GROUND ASSOCIATE DEGREE PROGRAMS					
PAYMENT PERIOD #1 (15 WEEKS) MINIMUM 18 CREDITS REQUIRED		PAYMENT PERIOD #2 (30 WEEKS) MINIMUM 36 CREDITS REQUIRED		PAYMENT PERIOD #3 (40 WEEKS) MINIMUM 48 CREDITS REQUIRED	
BEGIN	END	BEGIN	END	BEGIN	END
07/02/2019	11/20/2019	11/21/2019	04/22/2020	04/23/2020	07/06/2020
08/02/2019	01/07/2020	01/08/2020	06/01/2020	06/02/2020	08/10/2020
09/12/2019	02/12/2020	02/13/2020	07/06/2020	07/07/2020	09/16/2020
10/17/2019	03/18/2020	03/19/2020	08/10/2020	08/11/2020	10/21/2020
11/21/2019	04/22/2020	04/23/2020	09/16/2020	09/17/2020	11/25/2020
01/08/2020	06/01/2020	06/02/2020	10/21/2020	10/22/2020	01/12/2021
02/13/2020	07/06/2020	07/07/2020	11/25/2020	11/30/2020	02/17/2021
03/19/2020	08/10/2020	08/11/2020	01/12/2021	01/13/2021	03/24/2021
04/23/2020	09/16/2020	09/17/2020	02/17/2021	02/18/2021	04/28/2021
06/02/2020	10/21/2020	10/22/2020	03/24/2021	03/25/2021	06/07/2021

### ***LEGAL HOLIDAYS/SCHEDULED BREAKS***

School will be closed on the following days: Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving and the Friday after Thanksgiving, Christmas and New Year's break.

### ***CLASS SIZE***

Each class or laboratory will be limited to no more than 24 students. Individual class capacities will vary depending upon the scheduled programs. A typical class/ laboratory size varies from 1 to 24 students. Laboratory ratio of students to instructor does not exceed 20 to 1.

### ***TUITION AND FEES***

#### **Programs in Indiana, Michigan & Tennessee**

##### ***Diploma/Certificate Programs***

Program	Program Cost*
Medical Assistant	\$15,990.00
Medical Insurance Billing and Office Administration	\$15,990.00
Dental Assistant	\$15,990.00
Pharmacy Technician	\$14,990.00
Veterinary Assistant	\$14,200.00

\* The program cost includes tuition, books, laboratory fees and any other fees connected with the program.

## ***Degree Programs***

The degree package\* charge for tuition and books for the **Medical Assistant Specialist, Associate of Applied Science** program is \$10,950.00.

\* The degree package assumes prior completion of the respective diploma/certificate program.

## **Programs in Alabama, Kentucky & Ohio**

### ***Diploma Programs***

<b>Program</b>	<b>Tuition Semester 1</b>	<b>Tuition Semester 2</b>	<b>Books</b>	<b>Supplies</b>	<b>Total*</b>
Medical Assistant	\$7,575.00	\$7,575.00	\$440.00	\$400.00	\$15,990.00
Dental Assistant	\$7,575.00	\$7,575.00	\$440.00	\$400.00	\$15,990.00
Medical Insurance Billing and Office Administration	\$7,575.00	\$7,575.00	\$440.00	\$400.00	\$15,990.00
Pharmacy Technician	\$7,115.00	\$7,115.00	\$400.00	\$360.00	\$14,990.00
Veterinary Assistant	\$6,720.00	\$6,720.00	\$400.00	\$360.00	\$14,200.00

\* The total includes charges for tuition, books, supplies, and lab fees.

- The cost per clock hour for the **Dental Assistant**, the **Medical Assistant** and the **Medical Insurance Billing and Office Administration** programs is \$22.21.
- The cost per clock hour for the **Pharmacy Technician** program is \$16.66.
- The cost per clock hour for the **Veterinary Assistant** program is \$15.78.

The cost per quarter credit hour\* for each program is as follows:

- Dental Assistant program (50.5 hrs.) - \$316.63/per credit hour
- Medical Assistant program (44.5 hrs.) - \$359.32/per credit hour
- Medical Insurance Billing and Office Administration program (52 hrs.) - \$307.50/per credit hour
- Pharmacy Technician program (66.5 hrs.) - \$225.41/per credit hour
- Veterinary Assistant program (66.5 hrs.) - \$213.53/per credit hour

\*See [Credit Hour Calculations](#) for more information

## **Programs in West Virginia**

### ***Diploma Programs***

<b>Program</b>	<b>Tuition Term 1</b>	<b>Tuition Term 2</b>	<b>Program Cost*</b>
Medical Assistant	\$7,995.00	\$7,995.00	\$15,990.00
Dental Assistant	\$7,995.00	\$7,995.00	\$15,990.00
Medical Insurance Billing and Office Administration	\$7,995.00	\$7,995.00	\$15,990.00
Pharmacy Technician	\$7,495.00	\$7,495.00	\$14,990.00

\* The program cost includes tuition, books, laboratory fees and any other fees connected with the program.

# FINANCIAL INFORMATION

## (ALL PROGRAMS EXCEPT NURSING ASSISTANT)

FOR NURSING ASSISTANT PROGRAM INFORMATION AND POLICIES, SEE PAGES 86-100

### ***CANCELLATION & REFUND POLICY***

- A. An applicant may cancel an enrollment at any time before the commencement of class.
- B. An enrolled student later deemed to be ineligible shall be entitled to a refund of all monies paid. All refunds shall be returned within 30 days.
- C. All monies paid by an applicant after signing an enrollment agreement will be refunded within a specific time period as mandated by the state as follows:

ALABAMA - All monies paid by an applicant will be refunded if requested in writing within five calendar days after signing an enrollment agreement.

INDIANA - All monies paid by an applicant will be refunded if requested within six business days after signing an enrollment agreement.

KENTUCKY - All monies paid by an applicant will be refunded if requested within three business days after signing an enrollment agreement.

MICHIGAN - All monies paid by an applicant will be refunded if requested within three business days after signing an enrollment agreement.

OHIO - All monies paid by an applicant will be refunded if requested in writing within five calendar days after signing an enrollment agreement.

This provision shall not apply if the student has already started classes.

TENNESSEE - All monies paid by an applicant will be refunded if requested within three business days after signing an enrollment agreement.

WEST VIRGINIA - All monies paid by an applicant will be refunded if requested within three business days after signing an enrollment agreement.

- D. Other cancellations. An applicant subsequently requesting cancellation prior to class start shall be entitled to a refund of all monies paid. Also, students who have not visited the campus facility prior to enrollment will have the opportunity to withdraw without penalty within three days following either attendance at a regularly scheduled orientation or following a tour of the campus facilities and inspection of equipment.
- E. Attendance on any day within a seven-day period based on the start date will constitute a full week of attendance. Refunds will be made within 30 days (Alabama, Indiana, Kentucky, Michigan, Ohio and Tennessee) or (20 days West Virginia) of the date of cancellation or termination.

Once the refund liability for a particular student has been determined, the federal portion of the refund will be distributed back to the federal programs in the following manner.

1. Any refund monies will be applied first to reduce any student loans in the following order: Direct Unsubsidized Loans, Direct Subsidized Loans, Direct PLUS Loans, and will result in funds being sent to the U.S. Department of Education on the student's behalf.
2. Any remaining refund monies will then be applied to reduce the student's Federal Pell Grant award and will result in a deposit to that account.
3. Any remaining refund monies will be then applied as a reduction to any other federal program awards if applicable, and if not, then to any non-federal sources.

Procedure for determining the official date of termination – Regardless of notification, if a student is not in attendance for seven consecutive classroom training days (7 calendar days for WV and on-ground AAS programs) from the last date of attendance, the student will automatically be terminated. A student's last day of attendance is defined as the last day a student participated in lecture and/or clinical lab on-campus or externship. Students who notify the school prior to seven days having elapsed will be withdrawn on the date of notification.

### **STATE OF ALABAMA REFUND POLICY**

After a student starts school, he/she will be obligated for tuition payments as follows:

#### **FOR A STUDENT WHO TERMINATES**

1. within the first 10% of the term
2. within the first 20% of the term
3. within the first 30% of the term
4. within the first 40% of the term
5. within the first 50% of the term
6. within the first 60% of the term
7. after 60% of the term

#### **ROSS WILL REFUND**

- 90% of the term cost
- 80% of the term cost
- 70% of the term cost
- 60% of the term cost
- 50% of the term cost
- 40% of the term cost
- 0% of the term cost

### **STATE OF INDIANA REFUND POLICY – DIPLOMA PROGRAMS**

After a student starts school, he/she will be obligated for tuition payments as follows:

The postsecondary educational institution shall pay a refund to the student in the amount calculated under the refund policy specified in this section or as otherwise approved by the Commission/Board. The institution must make the proper refund no later than thirty-one (31) days of the student's request for cancellation or withdrawal.

(b) The following refund policy applies to each resident postsecondary educational institution, except as noted in:

- (1) A student is entitled to a full refund if one (1) or more of the following criteria are met:
  - (A) The student cancels the institutional student contract or enrollment agreement within six (6) business days after signing.
  - (B) The student does not meet the postsecondary educational institution's minimum admission requirements.
  - (C) The student's enrollment was procured as a result of a misrepresentation in the written materials utilized by the postsecondary educational institution.
  - (D) If the student has not visited the postsecondary educational institution prior to enrollment and, upon touring the institution or attending the regularly scheduled orientation/classes, the student withdrew from the program within three (3) days.
- (2) A student withdrawing from an instructional program, after starting the instructional program at a postsecondary educational institution and attending one (1) week or less, is entitled to a refund of



ninety percent (90%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

(3) A student withdrawing from an instructional program, after attending more than one (1) week but equal to or less than twenty-five percent (25%) of the duration of the instructional program, is entitled to a refund of seventy-five percent (75%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

(4) A student withdrawing from an instructional program, after attending more than twenty-five percent (25%) but equal to or less than fifty percent (50%) of the duration of the instructional program, is entitled to a refund of fifty percent (50%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

(5) A student withdrawing from an instructional program, after attending more than fifty percent (50%) but equal to or less than sixty percent (60%) of the duration of the instructional program, is entitled to a refund of forty percent (40%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

(6) A student withdrawing from an institutional program, after attending more than sixty percent (60%) of the duration of the instructional program, is not entitled to a refund.

### **STATE OF INDIANA REFUND POLICY – ASSOCIATE DEGREE PROGRAMS**

After a student starts school, he/she will be obligated for tuition payments as follows:

- A student who starts class and attends one (1) week or less, is entitled to a refund of ninety percent (90%) of the cost of the financial obligation.
- A student who withdraws after attending more than one (1) week, but equal to or less than twenty-five percent (25%) of the program, is entitled to a refund of seventy-five percent (75%) of the cost of the financial obligation.
- A student who withdraws after attending more than twenty-five percent (25%), but equal to or less than fifty percent (50%) of the program, is entitled to a refund of fifty percent (50%) of the cost of the financial obligation.
- A student who withdraws after attending more than fifty percent (50%), but equal to or less than sixty percent (60%) of the program, is entitled to a refund of forty percent (40%) of the cost of the financial obligation.
- A student withdrawing after attending more than sixty percent (60%) of the program is not entitled to a refund.

### **STATE OF KENTUCKY REFUND POLICY**

After a student starts school, he/she will be obligated for tuition payments as follows:

#### **FOR A STUDENT WHO TERMINATES**

1. within the first 10% of the program
2. within the first 20% of the program
3. within the first 30% of the program
4. within the first 40% of the program
5. within the first 50% of the program
6. within the first 60% of the program
7. after 60% of the program

#### **ROSS WILL REFUND**

- 90% of the program cost
- 80% of the program cost
- 70% of the program cost
- 60% of the program cost
- 50% of the program cost
- 40% of the program cost
- 0% of the program cost

### STATE OF MICHIGAN REFUND POLICY

After a student starts school, he/she will be obligated for tuition payments as follows:

#### FOR A STUDENT WHO TERMINATES

1. within the first 10% of the program
2. within the first 20% of the program
3. within the first 30% of the program
4. within the first 40% of the program
5. within the first 50% of the program
6. within the first 60% of the program
7. after 60% of the program

#### ROSS WILL REFUND

- 90% of the program cost
- 80% of the program cost
- 70% of the program cost
- 60% of the program cost
- 50% of the program cost
- 40% of the program cost
- 0% of the program cost

### STATE OF OHIO REFUND POLICY

After a student starts school, he/she will be obligated for tuition payments as follows:

#### FOR A STUDENT WHO TERMINATES

1. within the first 10% of the term
2. within the first 20% of the term
3. within the first 30% of the term
4. within the first 40% of the term
5. within the first 50% of the term
6. within the first 60% of the term
7. after 60% of the term

#### ROSS WILL REFUND

- 90% of the term cost
- 80% of the term cost
- 70% of the term cost
- 60% of the term cost
- 50% of the term cost
- 40% of the term cost
- 0% of the term cost

### STATE OF TENNESSEE REFUND POLICY

After a student starts school, he/she will be obligated for tuition payments as follows:

#### FOR A STUDENT WHO TERMINATES

1. within the first 10% of the program
2. within the first 20% of the program
3. within the first 30% of the program
4. within the first 40% of the program
5. within the first 50% of the program
6. within the first 60% of the program
7. after 60% of the program

#### ROSS WILL REFUND

- 90% of the program cost
- 80% of the program cost
- 70% of the program cost
- 60% of the program cost
- 50% of the program cost
- 40% of the program cost
- 0% of the program cost

### STATE OF WEST VIRGINIA REFUND POLICY

After a student starts school, he/she will be obligated for tuition payments as follows:

- A student who begins a term and withdraws after completing up to one (1) week or ten percent (10%) of the term is entitled to a refund of ninety percent (90%) of the charges less the application fee.
- A student who begins a term and withdraws after completing more than ten percent (10%) through twenty-five percent (25%) of the term is entitled to a refund of seventy-five percent (75%) of the charges less the application fee.
- A student who withdraws after completing more than twenty-five percent (25%) through fifty percent (50%) of the term is entitled to a refund of fifty percent (50%) of the charges less the application fee.
- A student who withdraws after completing more than fifty percent (50%) of the term is not entitled to a refund.

## ***RETURN OF TITLE IV FUNDS POLICY***

For any student terminating from the program after entering the school, the statutory RETURN OF TITLE IV FUNDS policy will be implemented to calculate the amount of financial aid funds earned by the student during his/her enrollment. Sample worksheets used to calculate the policy are available upon request.

The institution will calculate the amount of Title IV aid that was earned as of your last date attended, and calculated upon a payment period basis. Refunds will continue to be calculated by the enrollment period. The institution will determine:

1. The Title IV Aid disbursed or that could have been disbursed.
2. The percentage of Title IV aid earned by that student.
3. The amount of Title IV aid earned by that student.
4. The total Title IV aid to be disbursed or returned.
5. The amount of unearned Title IV aid to be returned by the school.
6. The amount of Title IV funds to be returned to each program by the school.
7. The initial amount of unearned Title IV funds to be returned by the student.
8. The amount of Title IV funds to be returned to each program by the student.

The student will be obligated for any tuition, fees, books or equipment not covered by Title IV funds. To begin the withdrawal process, a student should contact the Campus Director/Associate Campus Director. This procedure will enable Ross Medical Education Center to apply the maximum possible earned Title IV aid to institutional charges.

## **FINANCIAL ASSISTANCE**

Tuition assistance and other financial aid are available to qualified students. Forms can be obtained from the Financial Aid Student Support Representative at your local campus. The following agencies or programs may provide financial or other assistance to students.

### ***ACTIVE MILITARY AND SPOUSE OF ACTIVE MILITARY GRANT***

\$1,000.00 (Disbursed in two equal amounts - once when midpoint requirements are met and once at program completion requirements are met).

Eligibility Requirements:

All Active Military and Spouse of Active Military Grant applicants must:

1. Meet Ross admission requirements as stated in the catalog.
2. Prior to enrollment, provide documentation showing that the applicant is Active Military or the spouse of Active Military.
3. Remain in good academic and attendance standing (based on Satisfactory Academic Progress requirements) in order to be eligible for disbursements.

### ***ROSS ALUMNI GRANT***

Ross graduates that enroll at Ross College, Sylvania (online) in either the Medical Assistant, Associate of Applied Science Degree or Medical Billing Administrative Specialist Associate of Applied Science Degree programs may qualify for the Ross Alumni Grant up to a maximum of \$600. Ross graduates enrolling in the Health Administrative Services, Medical Office Management, or Human, Social and Health Services Associate of Applied Science Degree programs may qualify for the Ross Alumni Grant up to a maximum of \$1,500. This grant is to be used for direct tuition cost and fees.

**Eligibility Requirements:**

All Ross Alumni Grant applicants must:

1. Meet Ross admission requirements as stated in the catalog.
2. Must exhaust all federal, state and local grants and educational benefits available to the student.
3. Complete all program requirements. The grant will be disbursed once program requirements are met.

This is funding provided by Ross Education, LLC that does not have to be repaid.

***ROSS EDUCATION INSTITUTIONAL GRANT***

A maximum of \$600 to be used for direct tuition cost and fees only, after all Title IV funding options as well as any federal, state and local grants and/or educational benefits available to the student have been exhausted. Disbursed once program completion requirements are met.

**Eligibility Requirements:**

All Ross Education Institutional Grant applicants must:

1. Meet Ross admission requirements as stated in the catalog.
  2. Eligibility is for zero EFC, Full Award Year Pell recipients (per federal methodology as established for Federal Student Aid).
  3. Must be the first enrollment at Ross Medical Education Center. Does not apply to reentry or reinstated students.
  4. Complete all program requirements. Grant will be disbursed once program requirements are met.
- This is funding provided by Ross Education, LLC that does not have to be repaid.

*\* Available to Veteran Affairs students that meet all Eligibility Requirements.*

***FLINT HEALTHCARE EMPLOYMENT OPPORTUNITIES (FHEO) PROGRAM GRANT***

Applicants are eligible for up to \$9,402.00 (\$7,402.00 contributed by Ross and \$2,000.00 contributed by the FHEO) to be used for direct/tuition costs only. (Disbursed in two equal amounts - once when program midpoint requirements are met and once when program completion requirements are met.)

**Eligibility Requirements:**

1. Must meet Ross admissions requirements as stated in the catalog.
2. Must have a zero Expected Family Contribution (EFC) per the Free Application for Federal Student Aid (FAFSA).\*
3. Must be a first-time enrollee at Ross Medical Education Center. Does not apply to reentry or reinstated students.
4. Must be currently registered with the FHEO Program and meet State of Michigan Workforce Innovation and Opportunity Act (WIOA) eligibility requirements.
5. Must have a letter of referral from the FHEO Program Director.
6. Must remain in good academic and meet program attendance requirements (based on Satisfactory Academic Progress requirements) in order to be eligible for disbursements.

*\*For those who qualify*

***ROSS HEALTH PARTNERS INSTITUTIONAL GRANT***

In an effort to reduce the amount of potential debt for students currently working in positions within local health care settings, Ross Education LLC created the Ross Health Partners Institutional Grant. Eligibility for this grant is specific to students enrolled under a partnership agreement with local health care agencies/businesses. Recipients of the Ross Health Partners Institutional Grant are eligible to receive a total award of up to \$2,500. The grant amount will post to the student account per payment period as a tuition credit. Please note: This program is currently offered at the Ontario campus only.

## ***ROSS EDUCATION PAYMENT FORGIVENESS PLAN (Indiana and Kentucky only)***

This loan forgiveness program is for eligible students who successfully complete (graduate) from their on-ground associate degree program (Bowling Green, Evansville, Ft. Wayne, Kokomo, Granger and Muncie). The value of the loan forgiveness varies from student to student. Eligibility is for zero EFC, Full Award Year Pell recipients (per federal methodology as established for Federal Student Aid) who are also graduates of Ross Medical Education Center's on-ground associate degree programs. The Ross Education Payment Plan will be granted as a forgiveness of any unresolved tuition debt to the institution post-completion of the on-ground associate degree program. In-school deferment on unresolved tuition balances is granted to all on-ground associate degree students while enrolled at the institution. The program is funded by the school and is a one-time forgiveness program. Application is made after enrollment into the respective program of study.

## ***ROSS EDUCATION PAYMENT PLANS***

Ross Education provides various payment options to students. Any payment plan is serviced internally by Ross Education, LLC. Ross Education may periodically assign/sell/transfer all rights to any outstanding receivables to independent third parties and/or change/add receivable service entities. Please note: if payments due in this program fall substantially in arrears, training may be interrupted and termination from your program could occur.

## ***FEDERAL PELL GRANT***

This is funding from the federal government that does not have to be repaid. It is available to eligible students based on financial need determined on the basis of a formula developed by the Department of Education and reviewed by Congress annually. Awards will vary based on an expected family contribution.

## ***WILLIAM D. FORD FEDERAL DIRECT LOAN (DIRECT LOAN) PROGRAM***

Loans made through this program are referred to as Direct Loans. Eligible students and parents borrow directly from the U.S. Department of Education. Direct Loans include subsidized and unsubsidized Direct Stafford Loans (also known as Direct Subsidized Loans and Direct Unsubsidized Loans) and Direct PLUS Loans.

Direct Subsidized Loans are based on financial need and the federal government pays the interest on the loan while the student is in school or in deferment.

Direct Unsubsidized Loans are non-need based, and the student pays the interest during in-school and deferment periods. The interest may accumulate until a student is out of school or until a deferment ends; however, that interest will be added to the principle of the "unsubsidized" loan.

Direct Plus Loans are for parent borrowers. This loan provides additional funds for educational expenses.

## ***VETERANS BENEFITS***

Specific Ross Medical Education Center campuses are eligible VA education training facilities. Please contact your school to see if they participate.

**All Veterans Affairs Students:** Ross Medical Education Center will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement of a payment to be provided by the Secretary under chapter 31 or 33 of United State Code 38, Veteran's Benefits.

## ***WORKFORCE INVESTMENT ACT***

Workforce Investment Act-Individual Training Account eligibility varies from campus to campus. Please see your financial aid student services representative for additional information.

## ***MICHIGAN REHABILITATION***

Approved for education benefits to the disabled.

# **FINANCIAL AID – ACADEMIC ITEMS**

## ***SATISFACTORY ACADEMIC PROGRESS***

Please refer to separate section of this catalog for guidelines for maintaining Satisfactory Academic Progress for financial assistance.

## ***CREDITS FOR FINANCIAL AID***

In determining financial aid awards, Ross Medical Education Center follows the formula mandated by Federal Regulations. This formula includes hourly requirements for outside classroom/homework assignments that are factored into an overall grade for each course.

# **ACADEMICS**

## **(ALL PROGRAMS EXCEPT NURSING ASSISTANT)**

*FOR NURSING ASSISTANT PROGRAM INFORMATION AND POLICIES, SEE PAGES 86-100*

## ***CREDIT HOUR CALCULATIONS***

Ross Medical Education Center measures progress by quarter credits. One quarter credit hour is awarded for a minimum of 10 clock hours of lecture and a minimum of 20 clock hours of lab. One quarter credit is awarded for a minimum of 30 clock hours of externship. These credits include the appropriate outside preparation time by the student. A clock hour is a class period of 50 to 60 minutes of instruction. See the Course Descriptions for the specific credits per course.

## ***EXTERNSHIP ASSIGNMENTS***

The externship is the final requirement for graduation for all certificate and diploma programs at Ross. It is arranged by Career Services and assigned to students two weeks prior to the scheduled start date. The Externship can begin no sooner than the day after the last day of classroom training. The duration will vary based on program of study.

All students are required to attend the mandatory Externship Seminars for the class. The seminars are scheduled every Friday during externship from 1:00 p.m. to 3:00 p.m. During externship students are required to attend weekly 2-hour seminars at the campus and complete all externship assignments.

### **Externship Eligibility**

In order to be eligible for externship, students must meet the following requirements:

- Successfully passed all other courses in the program of study with a minimum grade of 1.0/D
- Minimum attendance of 85%
- Tuition paid in full or payments up to date depending on the most recent tuition package worksheet or arrangements agreed to with the Central Financial Aid Office.

### Determination of Externship Grade

The externship evaluation is based on 0% to 100% which includes the following:

1. Professionalism
2. Clinical Skills/Technical Skills
3. Administrative Skills
4. Campus Seminars

## ***GRADUATION REQUIREMENTS***

A Certificate of Completion or Diploma will be awarded to each student who successfully completes all program requirements in the specified time, has a grade point average of 2.0/C or higher, with no less than a 1.0/D in any individual course.

Associate of Applied Science Degree (AAS) will be awarded to each student who successfully completes all program requirements in the specified time, has a grade point average of 2.0/C or higher, with no less than a 1.0/D in any individual course.

It should be noted that successful completion of the externship is a course requirement for all programs except the Nursing Assistant program, which incorporates clinicals that are completed offsite under the direct supervision of Nursing Assistant faculty. In addition, the student must satisfy his/her financial obligations to Ross Medical Education Center in order to receive his/her transcript, Certificate of Completion/Diploma AAS and/or placement assistance. It is the student's responsibility to maintain their credentialing documents, such as diploma, certificate and degree.

## ***CRITERIA FOR HONORS DESIGNATIONS***

To promote academic excellence and to recognize exemplary academic achievement, the following system is recommended for honor designations at evaluation periods and upon graduation.

4.0	High Academic Honors
3.5-3.99	Academic Honors

## ***HONORS DESIGNATION AT GRADUATION***

Students who achieve a CGPA of 3.5 or better are designated as Honor Graduates.

## ***ACADEMIC TRANSCRIPT***

An unofficial copy of each student's transcript is available upon request by the student at <https://www.rosseducation.edu/transcripts/>. This service is subject to the Family Educational Rights and Privacy Act of 1974, as amended. The school reserves the right to limit, in its discretion, the number of official academic transcripts provided without a processing fee.

## ***STANDARDS OF SATISFACTORY ACADEMIC PROGRESS***

All students must maintain Satisfactory Academic Progress (SAP). In order to maintain Satisfactory Academic Progress, a student must meet minimum standards of cumulative grade point average (qualitative measurement) and cumulative rate of completion (quantitative measurement). Cumulative Rate of Completion is defined as credit hours earned versus credit hours attempted. In order to graduate, a student must successfully complete all courses in the program with a grade point average of 2.0/C or higher with no a grade less than 1.0/D in any individual course.

### **1. MAXIMUM TIME FRAME**

A student who enrolls in a program must complete the program no more than one-and-one-half times the normal published length of the program. That is, the credit hours attempted cannot exceed 1.5

times the credit hours required to complete the program. If the student cannot complete the program during the maximum time period, the student will be terminated from school and will be no longer eligible for Title IV funds.

## 2. EVALUATION POINTS

The school determines whether students are meeting the minimum Satisfactory Academic Progress requirements at evaluation points described below. The student receives academic, attendance and/or financial aid advising from the school, as the school deems necessary in its discretion.

The student’s Cumulative Grade Point Average and Cumulative Rate of Completion will be evaluated after each scheduled payment period during the program (at midpoint of the program/academic year and at program completion). Please refer to the “Start Date” section of this catalog to determine when your program/academic year midpoint date will occur as based on your program start date.

## 3. MINIMUM SAP ACADEMIC ACHIEVEMENT AND COMPLETION REQUIREMENTS

At the progress report evaluations, a student must meet the following minimum cumulative grade point average (CGPA) and cumulative completion rate by program (CROP) – CROP is evaluated by credit hour (i.e., credit hours attempted versus credit hours successfully completed). These standards are listed by program as follows:

### Certificate/Diploma Programs:

#### Medical Assistant, Dental Assistant, Pharmacy Technician, Veterinary Assistant, Medical Insurance Billing and Office Administration

Progress Report Evaluation	Cumulative Grade Average	Cumulative Rate of Completion
End of Scheduled Payment Period #1 (Midpoint Date)	2.0 CGPA	75%
End of Program	2.0 CGPA	75%

### On-Ground Associate Degree Programs:

#### Medical Assistant Specialist, Associate of Applied Science

Progress Report Evaluation	Cumulative Grade Average *	Cumulative Rate of Completion
End of Scheduled Payment Period #1 (Midpoint Date)	2.0 CGPA	75%
End of Scheduled Payment Period #2 (Academic Year #1 End date)	2.0 CGPA	75%

## 4. PROGRESS REPORTS

Students will receive regular evaluations of their progress which will occur officially at the end of each scheduled payment period.

A summary of the grades and pace for each phase of the program, as well as cumulatively, is given to each student. The appropriate instructor, Assistant Campus Director/Associate Campus Director of Education, Campus Director/Associate Campus Director will be available to discuss any concerns.



## **5. SAP WARNING**

If the minimum standards for CGPA or CROP are not met at the end of a scheduled payment period, a student may be placed on Financial Aid Warning. The Financial Aid Warning period will be one payment period. Title IV funds may be disbursed during the Financial Aid Warning periods.

If a student is substantially below the CGPA or CROP standards on any progress report, the student may be dismissed without a Financial Aid Warning period. This may be done if, in the opinion of the Campus Director/Associate Campus Director/ Director of Online Education, the student cannot meet the minimum standards for Satisfactory Academic Progress during the Financial Aid Warning payment period.

A student will be terminated at the end of the Financial Aid Warning period if the minimum standards of Satisfactory Academic Progress are not met. In addition, students may be terminated after a single module within the Financial Aid Warning period if it is determined the student will be unable to meet the conditions of the warning. Students who satisfy the conditions of Satisfactory Academic Progress at the end of the Financial Aid Warning period will be considered to be meeting Satisfactory Academic Progress standards.

## **6. NOTIFICATION**

Students are notified in writing should they fail to meet the minimum standards of Satisfactory Academic Progress following an evaluation period.

## **7. SAP APPEALS (DEGREE PROGRAMS ONLY)**

Students who wish to appeal the determination that they are in violation of the SAP Policy must submit an appeal to the Campus Director/Associate Campus Director. Appeals will be considered when extraordinary circumstances such as health, family, financial, transportation, childcare or other personal issues exist. The student's appeal must include why the student failed to meet SAP standards and what has changed. The letter must be postmarked within 3 calendar days of the end of the SAP evaluation point. The letter should describe any circumstances that the student feels deserve further consideration. An appeal decision will be made and the student notified accordingly.

## **8. SAP PROBATION (DEGREE PROGRAMS ONLY)**

Students who are notified of an approved appeal will be placed on Satisfactory Academic Progress (SAP) Probation for one payment period. While on SAP Probation, the student is eligible to receive financial aid. Students who do not meet SAP requirements or the requirements of an Academic Plan upon the end of the SAP Probation period will be terminated. No additional appeal may be taken.

## **9. GRADING SYSTEM**

The grading scale is based on a 4.0 system. Students are expected to maintain satisfactory progress in each course. All tests and assignments are graded against a 100% scale which is assigned a letter grade and a grade point average according to the chart below:

Numeric Grade	Letter Grade	Grade Point
90-100	A	4.0
85-89.99	B+	3.5
80-84.99	B	3.0
75-79.99	C+	2.5
70-74.99	C	2.0
65-69.99	D+	1.5
60-64.99	D	1.0
Below 60	F	0
Withdraw	W	0
Incomplete	I	0

In order to receive credit for any course, the student must earn a minimum of a D/1.0 and successfully complete all required proficiencies.

## 10. WITHDRAWALS

Non-punitive grades for courses awarded by the school include: “W”. Non-punitive grades are not included in the computation of a student’s overall CGPA. The credit hours associated with any courses for which non-punitive grades are received by a student are included in the student’s Maximum Time Frame and credit completion percentage as credits attempted.

## 11. COURSE REPETITIONS AND INCOMPLETES

If a course must be repeated, all attempts will count as credits attempted in the credit completion percentage. All grades earned will be included in the calculation of the GPA.

A student who receives an Incomplete grade in any course will have 14 calendar days to complete the requirements of the course(s) with a final grade of 1.0/D or higher. The student will receive a failing grade in the course if all course requirements are not satisfactorily completed by the end of the two-week period. The single course attempt will count as credits attempted in the credit completion percentage calculation. The final grade, including a failing grade, will be included in the calculation of the CGPA.

## 12. READMISSION

Students terminated due to Satisfactory Academic Progress may apply for readmission and will be reviewed on an individual basis. A student must submit a written request for reentry and meet with the Campus Director/Associate Campus Director before being considered for readmission. The student’s Cumulative Grade Point Average and Cumulative Rate of Completion will be evaluated again at the end of the next scheduled payment period.

## ***ATTENDANCE POLICY***

Ross Medical Education Center believes that preparation for a career includes developing the proper work habits of punctuality and good attendance. Students will be marked absent for any time missed and are required to maintain a minimum of 85% attendance.\* Attendance reviews will occur after the completion of each module with Official Attendance Monitoring Periods at the end of every other module for all certificate/diploma programs. Students not meeting the 85% attendance requirement will be issued a Module Attendance Alert or an Attendance Warning depending of the number of modules completed. “Alerts” are issued at the non-official attendance tracking periods and “Warnings” issued at

the official attendance monitoring periods. If at the end of either an unofficial or official monitoring period, it is determined that the student will not be able to meet the attendance requirements on alert or warning, the student may be terminated from their program. Please see section on Attendance Appeals for more information on the appeal process.

*\* This includes 85% classroom attendance for students enrolled in the Medical Assistant, Hybrid program.*

### ***ATTENDANCE POLICY – MEDICAL ASSISTANT HYBRID COURSES ONLY***

Online students are required to login to their online classrooms regularly. For online courses, the definition of attendance is student submission of a gradable item. The definition of a 'gradable item' includes:

- Threaded discussion post
- Submission of a quiz/test
- Submission of a written assignment

Note: Gradable items must be submitted within the online course system as instructed. Sending an email to an instructor does not count as a gradable item.

Meeting the attendance requirements does not indicate that the student has completed all of the required class work for a particular week. Meeting the attendance requirements indicates only that the student has participated sufficiently to be considered in attendance for that week. Assignments are graded on their merit and according to the guidelines established within the course and for the individual assignment. Online students who have not met attendance requirements in all classes for more than 7 days will automatically be dismissed from the College. Failing to meet the attendance requirement for one class while continuing to meet attendance in a second class will not result in dismissal but may adversely affect a student's grade in the class in which the student fails to meet the attendance requirements. The College may withdraw a student from the class in which the attendance requirements are not met. In such cases, a final grade of 'F' will be issued for the course. Failure to attend or withdrawing from a class may adversely affect a student's financial aid status.

### ***ATTENDANCE MAKE-UP POLICY***

Students will be required to maintain a minimum of 85% attendance during classroom training, with make-up time allowance only granted by an approved attendance appeal.

### ***ATTENDANCE APPEAL POLICY***

A student that violates the attendance policy due to extenuating circumstances may appeal the determination that they are in violation of the Attendance Policy to avoid termination from school. The student must submit a written appeal to the Campus Director/Associate Campus Director within three (3) calendar days of the end of the Official Attendance Monitoring Period (two modules). Student must also complete the Attendance Policy Appeal form and provide supporting documentation to substantiate the special circumstances for the appeal.

### ***ATTENDANCE PROBATION***

Students who are notified of an approved Attendance Policy Appeal will be placed on Attendance Probation for the subsequent Official Attendance Monitoring Period (two modules) and may be required to make-up classroom hours in order to meet the 85% attendance requirement by the end of the probationary period. Students who do not meet the Attendance Policy requirements upon the end of the subsequent Attendance Monitoring period will be terminated from school. No additional appeal will be granted.

### ***ATTENDANCE TERMINATION POLICY***

Regardless of notification, if a student is not in attendance for seven consecutive classroom training days (7 calendar days for WV and on-ground AAS programs) from the last date of attendance, the student will

automatically be terminated. A student's last day of attendance (LDA) is defined as the last day a student participated in lecture and/or clinical lab on-campus or externship. Students who notify the school prior to the seven days having elapsed will be withdrawn on the date of notification. The Campus Director/Associate Campus Director has the discretion to waive the termination based upon extenuating circumstances. The LDA is used in calculating applicable refunds, and may determine the extent of the student's financial obligation to the school.

## ***STUDENT WITHDRAWALS***

In the event that a student withdraws or is terminated from the program before the program completion date, the refund policy will be applied to the total tuition and fees assessed. If it is determined that a tuition and fees obligation remains to be paid, payments are expected to continue according to the enrollment agreement until the remaining balance is paid in full/

### **Official Student Withdraws**

A student maintains the right to withdraw from a program any time after the cancellation period. The student must take the following steps to official withdrawal from school:

- Notify the Campus Director/Associate Director or school official in person or writing of the intent to withdrawal from school
- Complete the Student Official Withdrawal form
- If a student is receiving Financial Aid, he/she is advised to meet with the Financial Aid Student Services Representative on campus

In the event the student fails to complete the Student Official Withdrawal form they will be considered an unofficial withdrawal.

### **Unofficial Withdrawal**

Regardless of notification, if a student is not in attendance for seven consecutive classroom training days (7 calendar days for WV and on-ground AAS programs) from the last date of attendance, the student will automatically be terminated.

Students who notify the school prior to seven days having elapsed will be withdrawn on the date of notification. In the event that a student withdraws or is terminated from the program before the program completion date, the refund policy will be applied to the total tuition and fees assessed. If it is determined that a tuition and fees obligation remains to be paid, payments are expected to continue according to the enrollment agreement until the remaining balance is paid in full.

## ***READMISSION***

Students terminated due to violating the attendance policy may apply for readmission and will be reviewed on an individual basis. A student must submit a written request for reentry and meet with the Campus Director/Associate Campus Director before being considered for readmission.

## ***MAKE-UP WORK***

Each student is responsible for contacting the course instructor regarding coursework missed or not submitted on time due to an absence. Unless other arrangements have been made with the instructor, all out of class assignments are due to the instructor the day the student returns to class following an absence. Students must complete tests and quizzes that are missed due to absence in the presence of the instructor or campus administrative staff member at a mutually agreed upon time.

## ***ADVISING***

The student receives academic, attendance and/or financial aid advising from the school, as the school deems necessary in its discretion.

## ***TUTORING***

Tutoring and academic guidance are provided to students when needed.

Students may receive extra help by making a request to their instructor, assistant Campus Director/Associate Campus Director of education and/or the Campus Director/Associate Campus Director. Tutoring will be arranged outside the normal classroom instruction hours to assist the student.

## ***TUTORING - Medical Assistant Hybrid courses only***

Tutoring and academic guidance are provided to students when needed. The student is responsible for submitting all assignments within the appropriate course week. Acceptance of assignment submissions after the end of the course week is up to the discretion of the instructor, and may be subject to approval by the Director of Online Education.

## ***ACADEMIC FREEDOM***

Academic freedom exists within the framework of a standardized curriculum. Faculty members are encouraged to exercise academic freedom within this framework to clarify the curriculum content while at the same time not violating existing copyright laws. Faculty are also encouraged to use academic freedom to select appropriate instructional methodologies for specific classroom needs and to suggest curricula or text changes based on their experience and education, using the established curriculum review process to see these changes realized.

## ***LEAVE OF ABSENCE***

Ross Medical Education Center does not offer a leave of absence.

## ***TRANSFER CREDIT***

Ross Medical Education Center is not designed as a transfer institution and does not currently have articulation agreements with any post-secondary institutions. Ross Medical Education Center offers no guarantee of transferability of credits or clock hours to any other institution. The receiving institution (college) rather than the training institution (Ross) makes the final determination whether or not transfer credits or clock hours will be accepted. Students should plan that the educational credits and/or clock hours received at Ross will not transfer to another institution.

## ***TRANSFERABILITY OF CREDIT DISCLOSURE (TENNESSEE STATEMENT TO PROSPECTIVE STUDENTS)***

Credits earned at Ross Medical Education Center may not transfer to another educational institution. Credits earned at another educational institution may not be accepted by Ross Medical Education Center. You should obtain confirmation that Ross Medical Education Center will accept any credits you have earned at another educational institution before you execute an enrollment contract or agreement. You should also contact any educational institutions that you may want to transfer credits earned at Ross Medical Education Center to determine if such institutions will accept credits earned at Ross Medical Education Center prior to executing an enrollment contract or agreement. Accreditation does not guarantee transferability. The ability to transfer credits from Ross Medical Education Center to another educational institution may be very limited. Your credits may not transfer and you may have to repeat courses previously taken at Ross Medical Education Center if you enroll in another educational institution. You should never assume that credits will transfer to or from any educational institution. It is highly recommended, and you are advised, to make certain that you know the transfer of credit policy of Ross Medical Education Center and of any other educational institutions you may in the future want to transfer the credits earned at Ross Medical Education Center before you execute an enrollment contract or agreement.

## ***CREDIT FOR PREVIOUS EDUCATION***

It is the policy of Ross Medical Education Center to require that each student complete the entire course of study. Entry into a program in progress denies the student the opportunity to take full advantage of the campus' uniquely structured modular format. However, the campus will consider credits/clock hours earned at another institution accredited by an agency recognized by the United States Department of Education or the Council of Higher Education Accreditation as long as those credits/clock hours fit satisfactorily into the school's modular format. The student must request this consideration before starting classes at Ross Medical Education Center. The student must present evidence demonstrating that the previous campus attended is accredited by an agency recognized by the United States Department of Education or the Council of Higher Education Accreditation as well as an official transcript of grades from the former institution. The Director of Education will assess the courses taken and grades earned at the previous institution and determine if credit/clock hours for prior education can be granted. Students receiving Veterans Administration education benefits must furnish official transcripts, including military, prior to (preferred) or immediately after their start date. Transcripts will be evaluated and credit given, **if appropriate**, and the training period shortened proportionately.

Credit/clock hours or advanced placement will not be granted for previous work experience.

## ***COMMUNITY RESOURCES***

Information about national community resources is listed below:

<b>Organizations</b>	<b>Website</b>	<b>Phone Number</b>
Alcohol Abuse and Crisis Intervention	<a href="http://www.aa.org">www.aa.org</a>	1(800)234-0246
Al-Anon	<a href="http://www.al-anon.org">www.al-anon.org</a>	1(888)425-2666
Drug and Alcohol Helpline	<a href="http://www.alcoholdrughelp.org.nz">http://www.alcoholdrughelp.org.nz</a>	See website
Family and Children's Services	<a href="http://www.acf.hhs.gov">www.acf.hhs.gov</a>	See website
National Domestic Violence Hotline	<a href="http://www.thehotline.org">www.thehotline.org</a>	1(800)799-7233
Rape Crisis Center	<a href="http://www.therapececrisiscenter.org">www.therapececrisiscenter.org</a>	1(888)366-1640
Suicide Hotline	<a href="http://www.suicidepreventionlifeline.org">www.suicidepreventionlifeline.org</a>	1(800)273-8255
United Way	<a href="http://www.unitedway.org">www.unitedway.org</a>	211

Please see the Campus Director/Associate Campus Director for additional information concerning local community resources that may be available.

## **STUDENT INFORMATION**

**(ALL PROGRAMS EXCEPT NURSING ASSISTANT)**

*FOR NURSING ASSISTANT PROGRAM INFORMATION AND POLICIES, SEE PAGES 86-100*

## ***STANDARDS OF CONDUCT***

Students should maintain a professional and positive attitude toward their schoolwork, the faculty and other classmates. Disruptiveness and disrespect on campus and on public property (which is in the same reasonably contiguous geographic area of the campus) will be considered cause for dismissal. Substance abuse, theft, cheating or plagiarism will also be causes for dismissal.

Students who disregard the rules and regulations will be subject to dismissal. In most cases, students will be warned and then dismissed if the misconduct continues. The Campus Director makes all determinations regarding conduct.

A copy of the Student Guidelines, which also explains these rules, is issued at enrollment.

## ***READMISSION***

Application for readmission to Ross Medical Education Center will be reviewed on an individual basis. A student must submit a written request for reentry and meet with the Campus Director/Associate Campus Director before being considered for readmission.

## ***DRESS CODE***

The dress code requirements for Ross Medical Education Center follow the typical protocol found in most medical facilities. All students, with the exception of associate degree programs, are required to wear a school-issued uniform or comparable style as determined by the Campus Director/Associate Campus Director during their classroom training. Additionally, during the admissions process, further guidelines are explained which ensures compliance to OSHA regulations as well as to prepare students for the professional work environment. Please refer to the Student Guidelines ([www.rosseducation.edu](http://www.rosseducation.edu)) for a complete dress code policy.

## ***CAMPUS SECURITY***

Each Ross Medical Education Center strives to promote and maintain a safe and secure learning environment. The Ross Annual Security report is available on the Ross Education Website, [www.rosseducation.edu](http://www.rosseducation.edu) or by request from the Campus Director/Associate Campus Director. This report includes information regarding campus security policies and campus crime statistics.

## ***ROSS EDUCATION L.L.C. COPYRIGHT POLICY***

The unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may subject students and individuals to civil and criminal liabilities. Almost all of the music, movies, television shows, software, games and images found on the Internet are protected by federal copyright law. The owner of the copyright in these works has the right to control their distribution, modification, reproduction, public display and public performance. It is therefore generally illegal to use file sharing networks to download and share copyrighted works without the copyright owner's permission unless "fair use" or another exemption under copyright law applies.

Fair use under the Federal Copyright Act allows the use without permission of copyrighted material for the purpose of criticism, comment, news reporting or teaching under certain limited circumstances. There is no blanket exception from liability for students or employees of educational institutions, however, whether the use of copyrighted material without permission falls with "fair use" or one of the other exceptions in the Act depends on a very detailed, case-by-case analysis of various factors. Students should be aware that sharing music, videos, software and other copyrighted materials is very likely not to be considered a "fair use" and therefore may be a violation of the law. A violation of the school's copyright policy by students result in termination of the school's network access and/or other disciplinary action including dismissal from school.

### **Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws**

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement. Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages. For more information, please see the website of the U.S. Copyright Office at [www.copyright.gov](http://www.copyright.gov).

Ross Education L.L.C.'s policies in regard to copyright infringement via the Internet prohibit the illegal downloading or unauthorized distribution of copyrighted materials using the school's information technology system. The school's policies prohibit use of Ross' computer network to engage in illegal copying or distribution of copyrighted works such as by unauthorized peer-to-peer file sharing (i.e., the sharing of copyrighted works, typically in digital or electronic files) without permission and will subject the individual to disciplinary action up to and including possible dismissal from school.

## ***DISCLOSURE OF EDUCATIONAL RECORDS***

The Family Educational Rights and Privacy Act of 1974, as amended ("FERPA") sets out requirements designed to afford students certain rights with respect to their education records. (An "eligible student" under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution.) In addition, it puts limits on what information the school may disclose to third parties without receiving prior written consent from the student.

### **1. Procedure to Inspect Education Records**

Students have the right under FERPA to inspect and review their education records. A student who wishes to inspect and review his/her records should submit a written request to the Campus Director/Associate Director. The request should identify as precisely as possible the records the student wishes to inspect. If the requested records are subject to inspection and review by the student, arrangements for access will be made within a reasonable period of time but in no case more than 45 days after the request was made, and the student will be notified of the time and place where the records may be inspected. The school may require the presence of a school official during the inspection and review of a student's records.

Certain limitations exist on a student's right to inspect and review their own education records. Those limitations include, for example, the following:

- Financial information submitted by parents
- When a record contains personally identifiable information about more than one student, the student may inspect and review only the information that relates to him/her personally

### **2. Disclosure of Educational Records**

The school generally will not permit disclosure of personally identifiable information from the records of a student without prior written consent of the student. Personally identifiable information is disclosed (some items are mandatory, some discretionary) from the records of a student without that student's prior written consent to the following individuals or institutions or in the following circumstances:

- To institution officials who have been determined by the school to have legitimate educational interests in the records. A school official is a person employed by the school or its corporate parent in an administrative, supervisory, academic or research, or support staff position. This includes, but is not limited to human resources and accounting staff for purposes of the tuition reimbursement plan; or a person employed by or under contract to the school to perform specific tasks, such as an auditor, consultant, or attorney, a person on the Board of Trustees, or a student serving on an official committee or assisting another school official; or any school official who needs information about a student in the course of performing instructional, supervisory, advisory, or administrative duties for the school has a legitimate educational interest.
- To certain officials of the United States Department of Education, the Comptroller General of the United States, the Attorney General of the United States, and state and local educational authorities in connection with state or federally supported educational programs.
- In connection with the student's request for, or receipt of, financial aid necessary to determine the eligibility, amounts or conditions of financial aid, or to enforce the terms and conditions of the aid.
- To organizations conducting certain studies for or on behalf of the school.
- To accrediting commissions or state licensing or regulatory bodies to carry out their functions.
- To parents of a dependent student, as defined in Section 152 of the Internal Revenue Code.
- To comply with a judicial order or lawfully issued subpoena.



- To appropriate parties in health or safety emergencies.
  - To officials of another school in which a student seeks or intends to enroll.
  - To an alleged victim of a crime of violence or a non-forcible sexual offense, the final results of the disciplinary proceedings conducted by the school against the alleged perpetrator of that crime or offense with respect to that crime or offense.
  - To persons in addition to the victim of a crime of violence or non-forcible sexual offense, the final results of the disciplinary proceedings described above but only if the school has determined that a student is the perpetrator of a crime of violence or non-forcible sexual offense, and with respect to the allegation made against him or her, the student has committed a violation of the institution's rules or policies. (The school, in such instances, may only disclose the name of the perpetrator -- not the name of any other student, including a victim or witness -- without the prior written consent of the other student(s)).
- (a) Both the accuser and the accused must be informed of the outcome of any institutional disciplinary proceeding brought alleging a sex offense. Compliance with this paragraph does not constitute a violation of the Family Educational Rights and Privacy Act (20 U.S.C. 1232g). For the purpose of this paragraph, the outcome of a disciplinary proceeding means only the institution's final determination with respect to the alleged sex offense and any sanction that is imposed against the accused.
- To a parent regarding the student's violation of any federal, state, or local law or of any rules or policy of the school governing the use or possession of alcohol or a controlled substance if the school determines that the student has committed a disciplinary violation with respect to that use or possession, and the student is under 21 at the time of the disclosure to the parent.

Directory information (see Section IV below).

- Student recruiting information as requested by the U.S. Military. Student recruiting information includes ONLY: name, address, telephone listing, age or date of birth, class level, academic major, place of birth, degrees received and most recent educational institution attended. It does not include and Ross will not provide: social security numbers, race, ethnicity, nationality, GPA, grades, low performing student lists, religious affiliation, students with loans in default, veteran's status, students no longer enrolled. Students who opt out of the directory also opt out of student recruiting information.

### **3. Record of Requests for Disclosure**

Except with respect to those requests made by the student themselves, those disclosures made with the written consent of the student, or to requests by or disclosures to school officials with legitimate educational interests and disclosures of directory information (or other exceptions described in the applicable regulations), Ross will maintain a record indicating the parties who have requested or obtained personally identifiable information from a student's education records and the legitimate interests those parties had in requesting or obtaining the information. This record may be inspected by the student.

### **4. Directory Information**

Ross designates the following information as Directory Information. (Directory Information is personally identifiable information which may be disclosed without the student's consent):

- Student's name
- Address: local, email and website
- Telephone number (local)
- Date and place of birth
- Program of study
- Participation in officially recognized activities
- Dates of attendance
- Degrees and certificates awarded

- Most recent previously attended school
- Photograph of the student, if available
- Enrollment status (i.e., enrolled, continuing, future enrolled student, reentry, leave of absence, etc.)
- Student honors and awards received

Notice of these categories and of the right of an individual in attendance at Ross to request that his/her directory information be kept confidential will be given to the student during the financial aid process. Students may request nondisclosure of student directory information by specifying nondisclosure, in writing, to the Campus Director. Failure to request nondisclosure of directory information will result in routine disclosure of one or more of the above-designated categories of personally identifiable directory information.

## **5. Correction of Educational Records**

Students have the right under FERPA to ask to have records corrected which they believe are inaccurate, misleading, or in violation of their privacy rights. The following are the procedures for the correction of records:

- A student must ask the Campus Director/Associate Director to amend a record. As part of the request, the student should identify the part of the record they want to have changed and specify why they believe it to be inaccurate, misleading, or in violation of his/her privacy rights.
- Ross may either amend the record or decide not to amend the record. If it decides not to amend the record, it will notify the student of its decision and advise the student of the right to a hearing to challenge the information believed to be inaccurate, misleading, or in violation of the student's privacy rights.
- Upon request, Ross will arrange for a hearing and notify the student reasonably in advance of the date, place, and time of the hearing. The hearing will be conducted by an individual who does not have a direct interest in the outcome of the hearing. That individual may be an official of the school. The student shall be afforded a forum for the opportunity to present evidence relevant to the issues raised in the original request to amend the student's education records. The student may be assisted by other people, including an attorney.
- The school will prepare a written decision based solely on the evidence presented at the hearing. The decision will include a summary of the evidence, and the reasons for the decision.
- If, as a result of the hearing, the school decides that the information is inaccurate, misleading, or otherwise in violation of the privacy rights of the student, it will (a) amend the record accordingly; and (b) inform the student of the amendment in writing.
- If, as a result of the hearing, the school decides that the information in the education record is not inaccurate, misleading, or otherwise in violation of the privacy rights of the student, it shall inform the student of the right to place a statement in the record commenting on the contested information in the record or stating why he or she disagrees with the decision of the school.
- If a statement is placed in the education records of a student under the paragraph above, the Ross will:
  - (a) maintain the statement with the contested part of the record for as long as the record is maintained; and
  - (b) disclose the statement whenever it discloses the portion of the record to which the statement relates.

## **6. Student Right to File Complaint**

A student has the right to file a complaint with the United States Department of Education concerning alleged failures by the school to comply with the requirements of FERPA. The name and address of the governmental office that administers FERPA is:

**Family Policy Compliance Office  
United States Department of Education  
400 Maryland Avenue, S.W.  
Washington, DC 20202**

## ***EQUIPMENT AND AUDIO-VISUAL AIDS***

In order to prepare graduates for allied health careers, a variety of equipment is available for program instruction. Knowledge and proficiency are attained by both demonstration and actual operation of equipment. Each campus is supplied with audio-visual equipment, anatomy and physiology charts, an array of educational videos and DVDs to provide a variety of learning modes including, DVD player, LCD projectors, transparencies and models. A program specific equipment list is available as needed.

## ***OPERATING SYSTEM REQUIREMENTS – MEDICAL ASSISTANT HYBRID COURSES ONLY***

### **Computer Specifications**

Canvas and its hosting infrastructure are designed for maximum compatibility and minimal requirements. Students are required to have reliable access to a PC or Mac but may use a mobile device such as a phone or tablet as a secondary means of access coursework in Canvas. Accessibility to Canvas is extremely limited when using a Chromebook or Kindle.

### **Screen Size**

Canvas is best viewed at a minimum resolution of 800x600. If you want to view Canvas on a device with a smaller screen, we recommend using the Canvas mobile app.

### **Operating Systems**

- Windows 7 and newer
- Mac OSX 10.6 and newer
- Linux - ChromeOS

### **Mobile Operating System Native App Support**

As of January 5, 2019, Android apps require version 5.0 or later and iOS apps require version 11 or later. All Android and iOS both support the two most recent versions of their respective operating systems.

### **Computer Speed and Processor**

- Use a computer 5 years old or newer when possible
- 1GB of RAM
- 2GHz processor

### **Internet Speed**

- Along with compatibility and web standards, Canvas has been carefully crafted to accommodate low bandwidth environments.
- Minimum of 512kbps

### **Supported Browsers**

Canvas supports the current and first previous major releases of the following browsers:

- Chrome 75 and 76
- Firefox 67 and 68 (Extended Releases are not supported\*)
- Edge 44 (Windows only)
- Respondus Lockdown Browser (supporting the latest system requirements)
- Safari 11 and 12 (Macintosh only)

You should always use the most current version of your preferred browser. Your browser will notify you if there is a new version available.

### ***LEARNING ENVIRONMENT REQUIREMENTS – MEDICAL ASSISTANT HYBRID COURSES ONLY***

Internet access with a 28.8K modem or faster. (A minimum 56k modem is recommended to download components such as audio files)

Ability to accept browser cookies

JavaScript enabled on your Web browser

Latest version of Adobe Flash Player

Latest version of Adobe Reader

Set your browser to refresh at every page

Not be behind a firewall that blocks cookies or blocks access to a secure server

All pop-up blockers turned off

Have speakers connected to your computer and turned on programs.

### ***PROFESSIONAL CREDENTIALING***

Requirements to work as allied health professionals varies from state to state. Graduates of Ross Medical Education Center may be eligible to sit for national credentialing examinations. See Campus Director/Associate Campus Director for additional information regarding state requirements and/or national credentialing examinations.

### ***COURSE AND PROGRAM ASSESSMENT***

Refer to course description and syllabi for additional information.

### ***STUDENT CONCERNS/COMPLAINTS PROCEDURE***

We encourage any suggestions or concerns students may have. Please offer these suggestions or voice concerns to the appropriate staff member. If the concern has not been resolved after meeting with the Campus Director/Associate Campus Director, please adhere to the following procedure:

Contact in writing the Concern Resolution Department of Ross Education, LLC via one of the following methods:

**Address:**

Ross Education, LLC, Concern Resolution Department  
22800 Hall Road, Suite 800, Clinton Township, MI 48036

**Email:**

[RossStudentConcerns@rosseducation.edu](mailto:RossStudentConcerns@rosseducation.edu)

The Concerns Resolution Department will forward the concern to the appropriate corporate supervisor and a written concern will be acknowledged within three (3) working days. A response in writing will follow within ten (10) working days. Any and all parties regarding the complaint in question are aware of the progress of the complaint as it escalates and have the opportunity to speak on their own behalf when it comes to the complaint. If the response does not rectify the situation, contact the Ross Student Resolution Department at (810) 637-6100 Extension 20050, or if at any time a student cannot resolve the complaint in question at the institutional location level, he/she is not obligated to go straight to corporate but has the opportunity to go to the state instead of going to corporate first. A meeting will be arranged for the concerned principals as needed.

### **Complaint Policy for Students Receiving VA Education Benefits**

For students receiving VA education benefits, any complaint against the school should be routed through the VA GI Bill Feedback System by going to the following link:

<http://www.benefits.va.gov/GIBILL/Feedback.asp>. The VA will then follow up through the appropriate channels to investigate the complaint and resolve it satisfactorily.

Please direct all state inquiries as follows:

#### **Alabama Community College System**

P.O. Box 302130  
Montgomery, AL 36130

A Student Complaint Form can be found on their website at: <https://www.accs.edu/student-complaints/>

#### **The Indiana Commission for Higher Education/Board for Proprietary Education**

The Commission for Higher Education is responsible for responding to formal complaints against public, independent non-profit and proprietary institutions of higher education in Indiana. The Board for Proprietary Education handles complaints for proprietary schools.

Board for Proprietary Education  
Indiana Commission for Higher Education  
101 West Ohio Street, Suite 300  
Indianapolis, IN 46204-4206  
Phone: (317) 464-4400

A complaint form can be found on their website at <https://www.in.gov/bpe/2329.htm>.

**Discrimination:** If a student believes that an institution has acted in a discriminatory manner, he/she may wish to contact the Indiana Civil Rights Commission (ICRC) using the ICRC's complaint form or call them at (800) 628-2909.

**Financial Aid:** If a student has been denied state of Indiana financial aid, they may file an appeal. Students should complete the student financial aid complaint form or call (888) 528-4719 for assistance.

**Law Violations:** If a student believes that a college or university has violated state or federal law, he/she may wish to contact the Office of the Indiana Attorney General at (317) 232-6201 or by using this comment form: <https://www.in.gov/attorneygeneral/3063.htm>

#### **Kentucky Commission on Proprietary Education**

##### Filing a Complaint with the Kentucky Commission on Proprietary Education

To file a complaint with the Kentucky Commission on Proprietary Education, a complaint shall be in writing and shall be filed on Form PE-24, Form to File a Complaint, accompanied, if applicable, by Form PE-25, Authorization for Release of Student Records. The form may be mailed to the following address: Kentucky Commission on Proprietary Education, 500 Mero Street, 4th Floor, Frankfort, Kentucky 40601. The forms can be found on the website at <http://kcpe.ky.gov>.

#### **Michigan Department of Licensing and Regulatory Affairs**

Proprietary School Unit  
2501 Woodlake Circle  
Okemos, MI 48864  
Phone: (517) 241-7000  
Fax: (517) 373-2162

If you wish to file a complaint with the State of Michigan, you may do so by clicking “Complaints” at the following site: [www.michigan.gov/pss](http://www.michigan.gov/pss)

**(Ohio) State Board of Career Colleges and Schools**

30 East Broad Street, 24th Floor

Columbus, OH 43215

Phone: (614) 466-2752

Fax: (614) 466-2219

Toll Free: (877) 275-4219

Email: [bpsr@scr.state.oh.us](mailto:bpsr@scr.state.oh.us)

A Student Complaint Form can be found on their website at:

<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

**Tennessee Higher Education Commission**

**Division of Postsecondary State Authorization**

Parkway Towers, Suite 1900

404 James Robertson Parkway

Nashville TN 37243-0830

Phone: (615) 741-5293

Fax: (615) 532-8845

Attention: Complaints

Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1540-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization.

A Student Complaint Form can be downloaded on the Postsecondary State Authorization page of their website at: <https://www.tn.gov/content/tn/thec.html>

**(West Virginia) Community & Technical College School System of West Virginia**

1018 Kanawha Boulevard E., Suite 700

Charleston, WV 25301

or Fax to: (304) 598-3675

A Student Complaint Form can be found on their website at: <https://www.wvctcs.org/complaints>

***KENTUCKY STUDENT PROTECTION FUND***

**Existence of the Kentucky Student Protection Fund**

Pursuant to KRS 165A.450 All licensed schools, resident and nonresident, shall be required to contribute to a student protection fund. The fund shall be used to reimburse eligible Kentucky students, to pay off debts, including refunds to students enrolled or on leave of absence by not being enrolled for one (1) academic year or less from the school at the time of the closing, incurred due to the closing of a school, discontinuance of a program, loss of license, or loss of accreditation by a school or program.

**Process for Filing a Claim Against the Kentucky Student Protection Fund**

To file a claim against the Kentucky Student Protection Fund, each person filing must submit a signed and completed Form for Claims Against the Student Protection Fund, Form PE-38 and provide the requested information to the following address: Kentucky Commission on Proprietary Education, 500 Mero Street, 4th Floor, Frankfort KY, 40601. The form can be found on the website at [www.kcpe.ky.gov](http://www.kcpe.ky.gov).

# STUDENT SERVICES

## (ALL PROGRAMS EXCEPT NURSING ASSISTANT)

*FOR NURSING ASSISTANT PROGRAM INFORMATION AND POLICIES, SEE PAGES 86-100*

### ***CAREER DEVELOPMENT***

Ross Medical Education Center is committed to assisting program graduates with career development services.

To help ensure the success of every graduate, Ross Medical Education Center offers job placement assistance at no additional charge. To help prepare students for allied health entry level position, professional development and communication skills are presented throughout the perspective program to prepare each graduate for employment. This includes, but is not limited to, job seeking skills such as resume writing, networking and interviewing techniques.

Campus personnel maintain regular contact with health care employers to obtain first-hand information about their employment needs. This information is then shared with students and program graduates.

The objective of career development is to assist students with the skills necessary to secure an entry-level position in an allied health setting. Naturally, securing rewarding employment for a graduate depends upon a mutual effort between campus personnel and the graduate. Ross cannot in any way or any time guarantee employment. Specific recent placement information can be obtained at the campus.

### ***HOUSING***

Ross Medical Education Center does not offer housing; however, rooms and apartments are usually available in the immediate area.

### ***SPECIAL LECTURES, FIELD TRIPS & STUDENT PROJECTS***

Guest speakers are periodically invited to acquaint students with the latest techniques, equipment, and materials. Field trips are arranged as schedules permit.

Students may participate in class projects such as charity fund-raisers and community service projects.

### ***LIBRARY AND RESOURCE MATERIALS***

Ross Medical Education Center maintains an annual contract for students to utilize GALE Cengage Learning's Virtual Library. This virtual library significantly expands on the campus' library holdings through ready access to professional articles, journals and periodicals. With the virtual library and campus' hard copy reference collection, the students have easy access to a collection of recent medical reference materials, which include professional articles, journals and periodicals provided to enhance the training programs.

### ***STUDENT REFERRAL SERVICES (NON-ACADEMIC)***

In the event that a student feels they need additional services, such as counseling for non-academic issues, the Student Services staff at each campus will make referrals to the appropriate services within the local community. Campus staff maintain a list of beneficial resources that may be needed by students.

### ***THE ROSS EDUCATION COMMITMENT TO STUDENTS WITH DISABILITIES***

Ross Education, LLC (Ross) is committed to ensuring equal opportunity in educational programs in accordance with Section 503/504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, as amended by the ADA Amendments Act of 2008 (ADA). Ross prohibits discrimination against any

student or prospective student on the basis of physical disability, mental disability or perceived disability. Ross will provide reasonable accommodations to enable students with disabilities to fully and equally participate in the programs and services offered by Ross.

Students with disabilities are encouraged to contact the Executive Vice President of Operations about any necessary accommodations and services. The Executive Vice President of Operations coordinates services for students with disabilities including assistance in registration, advisement, parking, referrals, adapted classroom activities and other special needs. It is the responsibility of the student to request any needed assistance from this office. Students may initiate their requests for reasonable accommodation through the Executive Vice President of Operations, (810) 637-6100, extension 20045. Questions, difficulties or concerns should be directed to the Executive Vice President of Operations as soon as possible.

### **ADA Definition of Disabled**

The ADA's protection applies primarily, but not exclusively, to "disabled" individuals.

"Disability" is defined as:

- A physical or mental impairment that substantially limits one or more major life activities;
- A record of a physical or mental impairment that substantially limited a major life activity; or
- An actual or perceived impairment

### **Requesting an Accommodation**

All students seeking accommodation under the Americans with Disabilities Act or section 504 of the Rehabilitation of Act of 1973 must submit a completed Request for Reasonable Accommodation Form to the office of the Executive Vice President of Operations. The form can be obtained by contacting the EVP of Operations at (810) 637-6100, extension 20045. If the student's disability is not obvious, the student may be required to submit documentation from a qualified and licensed medical or testing source. Expenses incurred in obtaining the professional verification are the student's responsibility.

Timing: Making timely accommodation requests is essential. Some accommodation requests require more extensive activities to evaluate and/or to implement and involve greater time than other requests. In general, Ross tries to act upon a request for accommodation within one week after the individual has submitted the Request for Reasonable Accommodation form, together with supporting paperwork, if necessary. Requests relating to accommodations in the admissions process must be made at least two weeks in advance. Generally, requests for accommodations in a particular course or program should be made at least two weeks prior to the commencement of that course or program. However, requests will not be rejected solely based on untimeliness.

Academic Adjustments: Academic requirements for programs may be examined for modification based upon the needs of the student, and may require submission of appropriate documentation. Requests to modify academic requirements must be made to the Executive Vice President of Operations.

Upon receipt of a Request for Reasonable Accommodation Form and any supporting documentation submitted or subsequently requested and submitted, the Executive Vice President of Operations will assess the request to ensure that the requested accommodation is reasonable, or whether an alternative accommodation is appropriate.

### **Undue Burden**

Ross may deny a requested accommodation that fundamentally alters the nature of the program or presents an undue burden for Ross. However, even when a requested accommodation would result in a fundamental alteration or undue burden, Ross will nevertheless still provide an alternative accommodation, if one exists, to ensure that the student still receives the benefits of the program to the maximum extent possible.



## Complaint Procedure

A student with concerns about Ross' legal obligations under federal or state disability laws, or who believes that Ross is not meeting those obligations, or who believes that he or she has been discriminated against because of a disability, should pursue one of the below options to bring a complaint. A student shall suffer no retaliation by Ross for filing a complaint or exercising any right protected by the ADA.

- Option #1. The student may consult with the Executive Vice President of Operations in an effort to resolve the complaint. The Executive Vice President of Operations can be reached at (810) 637-6100 ext. 20045.
- Option #2. The student may consult with Ross' Chief Administrative Officer in an effort to resolve the complaint. The Chief Administrative Officer can be reached at (810) 637-6100 ext. 20010 or via email at [RossAdaCompliance@rosseducation.edu](mailto:RossAdaCompliance@rosseducation.edu).
- Option #3. The student may file a formal complaint with Ross' Chief Administrative Officer. To do so, the student should provide a written summary of his or her concerns and mail it to the Chief Administrative Officer at the following address: 22800 Hall Road, Suite 800, Clinton Township, MI 48036. The Chief Administrative Officer is responsible for formally investigating the facts and circumstances behind the complaint and, if warranted, ensuring that steps are taken to prevent recurrence of the event and to correct any improper conduct as appropriate.

Students may also file complaints with outside agencies, based on location, as listed below.

### All locations:

U.S. Department of Justice  
950 Pennsylvania Avenue, NW  
Civil Rights Division  
Disability Rights Section - NYA  
Washington, D.C. 20530  
Phone: (202) 307-0663 (voice and TTY)  
Email: [ADA.complaint@usdoj.gov](mailto:ADA.complaint@usdoj.gov)

### Alabama:

Department of Human Resources, Office of Equal Employment and Civil Rights  
50 North Ripley Street  
Montgomery, AL 36130  
Phone: (334) 242-1550  
Fax: (334) 353-1491  
Email: [oeecr@dhr.alabama.gov](mailto:oeecr@dhr.alabama.gov)

### Indiana:

Indiana Civil Rights Commission  
Indiana Government Center North  
100 North Senate Ave., Room N103  
Indianapolis, IN 46204-2211  
Phone (toll-free): (800) 628-2909  
Fax: (317) 232-6580  
Website: [www.in.gov/icrc/](http://www.in.gov/icrc/)

Office for Civil Rights, Chicago Office  
U.S. Department of Education  
Citigroup Center  
500 W. Madison Street, Ste. 1475  
Chicago, IL 60661  
Phone: (312) 730-1560  
Email: [ocr.chicago@ed.gov](mailto:ocr.chicago@ed.gov)

**Kentucky:**

Kentucky Commission on Human Rights  
332 W. Broadway, 7<sup>th</sup> Floor  
Louisville, KY 40202  
Phone (toll-free): (800) 292-5566  
Website: [www.kchr.ky.gov](http://www.kchr.ky.gov)

**Michigan:**

Michigan Department of Civil Rights  
Capital Tower Building  
110 W. Michigan Ave., Ste. 800  
Lansing, MI 48933  
Phone: (517) 335-3165  
Website: [www.michigan.gov/mdcr](http://www.michigan.gov/mdcr)

**Ohio:**

Ohio Civil Rights Commission  
Rhodes State Office Tower  
30 E. Broad Street, 5<sup>th</sup> Floor  
Columbus, OH 43215  
Phone (toll-free): (888) 278-7107  
Website: [www.crc.ohio.gov](http://www.crc.ohio.gov)

Office for Civil Rights, Cleveland Office  
U.S. Department of Education  
600 Superior Avenue East, Ste. 750  
Cleveland, OH 44114  
Phone: (216) 522-4970  
Email: [ocr.cleveland@ed.gov](mailto:ocr.cleveland@ed.gov)

**Tennessee:**

Tennessee Human Rights Commission  
312 Rosa L. Parks Ave., 23<sup>rd</sup> Floor  
Nashville, TN 37243  
Phone (toll-free) (800) 251-3589  
Fax: (615) 253-1186  
Website: [www.tn.gov/humanrights/](http://www.tn.gov/humanrights/)

**West Virginia:**

West Virginia Human Rights Commission  
1321 Plaza East, Room 108A  
Charleston, WV 25301-1400  
Phone (toll-free): (888) 676-5546  
Fax: (304) 558-0085  
Website: [www.hrc.wv.gov/](http://www.hrc.wv.gov/)

***LIMITED ENGLISH PROFICIENCY***

Ross prohibits discrimination against any student or prospective student on the basis of their national origin. Language assistance measures are communication accommodations that enable Limited English Proficiency (LEP) persons to access program services and or experience them at an acceptable level.

The purpose of this policy is to establish effective guidelines, consistent with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, for agency personnel to follow when providing services to, or interacting with, individuals who have limited English proficiency (LEP). Following these guidelines is essential to the success of our mission.

Ross will provide reasonable accommodations to enable students with LEP to fully and equally participate in the programs and services offered by Ross.

Individuals with LEP are encouraged to contact the Executive Vice President of Operations about any necessary accommodations and services. The Executive Vice President of Operations coordinates services for students with LEP including assistance in admissions, registration, financial aid, advisement, adapted classroom activities and other special needs. It is the responsibility of the student to request any needed assistance from this office. Students may initiate their requests for reasonable accommodation through the Executive Vice President of Operations, (810) 637-6100, extension 20045. Questions, difficulties or concerns should be directed to the Executive Vice President of Operations as soon as possible.

### **Definition of Limited English Proficient**

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP." These individuals may be entitled language assistance with respect to a particular type or service, benefit, or encounter.

**Timing:** Making timely accommodation requests is essential. Some accommodation requests require more extensive activities to evaluate and/or to implement and involve greater time than other requests. In general, Ross tries to act upon a request for accommodation within one week after the individual has submitted the Request for Reasonable Accommodation form, together with supporting paperwork, if necessary. Requests relating to accommodations in the admissions process must be made at least two weeks in advance. Generally, requests for accommodations in a particular course or program should be made at least two weeks prior to the commencement of that course or program. However, requests will not be rejected solely based on untimeliness.

## ***UNLAWFUL HARASSMENT POLICY***

Ross Education, LLC strives to maintain a pleasant learning environment free from intimidation, humiliation, and insult. Harassment on the basis of any lawfully protected characteristic, which includes race, color, religion, gender, sex, pregnancy, national origin, age, disability, height, weight and marital status ("protected characteristics"), will not be tolerated.

### **Definition**

Unlawful harassment is defined as verbal or physical conduct or communication based on a protected characteristic when:

1. Submission to the conduct or communication is made either an explicit or implicit term or condition of the staff-student or student-student relationship;
2. Submission to or rejection of the conduct or communication by an individual is used as a basis for a decision affecting that individual's relationship with Ross Education, LLC; or
3. The conduct or communication has the purpose or effect of unreasonably interfering with an individual's relationship with Ross Education, LLC or creating an intimidating, hostile or offensive learning environment.

Examples of prohibited sexual harassment include, but are not limited to: unwelcome sexual advances; requests for sexual favors and other verbal abuse of sexual nature; graphic verbal commentary about an individual's body, sexual prowess or sexual deficiency; sexually degrading, lewd, or vulgar words to describe an individual; leering; pinching or touching a private area of the body; displaying sexual suggestive objects, pictures, posters or cartoons.

Examples of prohibited harassment based on protected characteristics other than sex include, but are not limited to, insults, verbal, written, graphic or physical conduct or communication degrading or hostile to a person. Harassment prohibited by this policy must be distinguished from conduct or communication that,

even though unpleasant or disconcerting, is not inappropriate in the context of carrying out instructional, advisory, counseling or supervisory responsibilities.

### **Reporting a Violation**

If a student believes that a violation of this policy has occurred, the student has an obligation to report the alleged violation immediately, preferably within 48 hours, to the Campus Director/Associate Campus Director, to the Chief Administrative Officer or to the CEO of the company. While there is no requirement that the incident be reported in writing, a written report that details the nature of the harassment, dates, times and other persons present when the harassment occurred will enable the Company to take effective, timely and constructive action.

An investigation of all complaints will begin promptly. If a Director or the CEO learns that a student believes this policy has been violated, he or she must take adequate steps to ensure that the complaint is investigated.

### **Investigation**

After notification of the complaint, an investigation will be initiated to gather relevant facts about the complaint. An investigation may include interviews of possible witnesses including the person claiming the harassment occurred, and the person or persons claimed to be involved in or witnesses to the harassment. The Company will conduct all investigations as confidentially and objectively as possible, to the extent consistent with thorough investigation and appropriate corrective action.

### **Resolution**

After the investigation has been completed, a determination will be made regarding the appropriate resolution of the matter. The determination will be reported to the student who was allegedly subjected to harassment. If the investigation establishes that unlawful harassment or other inappropriate behavior has occurred, immediate and appropriate corrective action, up to and including termination of the employee or student, will be taken to stop the harassment and prevent its recurrence. Misconduct, including unprofessional or harassing conduct or behavior, will be dealt with appropriately. Responsive action would be at the Company's discretion and could include but would not be limited to the following: counseling, warning, demotion, suspension, reprimand, decrease in pay, reassignment, or transfer, or termination of the employee or student.

### **Good Faith Rule and False Claims**

Ross Education, LLC takes all reports of harassment seriously, and will investigate all alleged violations of this policy. Therefore, employees are expected to bring violations to the Company's attention in good faith. Good faith means that the student has a sincerely held belief, even if erroneous, that the policy has been violated.

### **No Retaliation**

The Company will not tolerate retaliation against any employee, student, or other person who in good faith reports a violation or perceived violation of this policy, or retaliation against any employee, student, or other person who participates in any investigation as a witness or otherwise. Retaliation is a serious violation of this policy and is subject to the investigation and corrective measures described in this policy. Any acts of retaliation must be promptly reported to the Campus Director/Associate Campus Director, the Chief Administrative Officer, or to the CEO.

# PROGRAM INFORMATION

(ALL PROGRAMS EXCEPT NURSING ASSISTANT)

FOR NURSING ASSISTANT PROGRAM INFORMATION AND POLICIES, SEE PAGES 86-100

## MEDICAL ASSISTANT PROGRAM

(Offered at several locations. Check with the Admissions Office or refer to "Program Offering by Location" section at the end of this catalog to determine if it is offered in your area.)

720 Clock Hours\* - 44.5 Quarter Credits

COURSE #	COURSE	CLOCK HOURS	CREDITS
MA101A	Medical Terminology/Anatomy and Physiology	15	1.5
MA101B	Medical Terminology/Anatomy and Physiology	15	1.5
MA101C	Medical Terminology/Anatomy and Physiology	15	1.5
MA101D	Medical Terminology/Anatomy and Physiology	15	1.5
MA101E	Medical Terminology/Anatomy and Physiology	15	1.5
MA101F	Medical Terminology/Anatomy and Physiology	15	1.5
MA 103	Fundamentals of Assisting	30	2
MA 104	Cardiopulmonary Procedures	30	2
MA 105	Urinalysis	15	1
MA 106	Medical/Surgical Asepsis and Infection Control	15	1
MA 107	Administration of Medicine	45	3
MA 108	Basic Office First Aid	15	1
MA 109	Hematology	40	2.5
MA 110	Keyboarding	30	1.5
MA 111	Introduction to the Office Laboratory	15	1
MA 112	Introduction to Word Processing for the Medical Office	30	1.5
MA 113	Mathematical Applications in the Medical Office	15	1
MA 114	Financial Recordkeeping	30	2
MA 115	Medical Insurance Coding Procedures	15	1
MA 116	Medical Insurance Billing Procedures	15	1
MA 117	Medical Office Automation	30	2
MA 118	Medical Office Procedures	45	3
MA 119	Professional Growth and Communication Skills	20	2
MA 120	Externship	180	6
MA 121	Specialty Examinations and Procedures	15	1

### **PROGRAM OBJECTIVES:**

During the Medical Assistant Program students will be instructed:

- Basic human anatomy and physiology and disease processes along with medical terminology.
- Administrative office skills that includes medical charting and filing, basic word processing and computer information and other routine medical office procedures.
- Good interpersonal and customer service skills that consist of oral and written communication, including telephone communication.
- Financial recordkeeping skills that include accounts receivable and payable as well as preparing a payroll.

- How to properly complete medical insurance claim forms including the required coding.
- Skills in taking patient vital signs, assisting with examinations, sterilizing instruments and equipment, administering medications, performing hematology procedures and EKGs.
- Basic knowledge of first aid procedures.
- Adult, child and infant CPR/AED

Upon completion of the program, the student should be prepared to work in entry-level positions in a physician's office, clinic or other medical setting.

**PROGRAM LENGTH:** The Medical Assistant Program is 30 weeks for day students and 36 weeks for afternoon and evening students.

**PROGRAM DELIVERY:** The Medical Assistant Program is a residential training program and no portion is offered by distance learning.

**PROGRAM CREDENTIAL:** Diploma/Certificate (MI only)

**\*OUTSIDE COURSEWORK:** During the program, all students are required to complete 192.50 clock hours of required outside classroom work. All required outside classroom work is graded by Ross Medical Education Center and factored into student's course grades. Ross Medical Education Center's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

## **MEDICAL ASSISTANT PROGRAM COURSE DESCRIPTIONS**

### **MA 101A - Medical Terminology/Anatomy and Physiology 1.5 Credits**

A discussion of the structure and function of the body, including cells and tissues, organs, systems, and the body as a whole, including a study of body cells and the types of tissues. Students will be introduced to anatomical position and direction, as well as body function balance, which includes homeostasis, feedback loop, negative and positive feedback. Students will also learn the root words, prefixes and suffixes related to tissues, organs, systems body cavities, and the body as a whole. **Prerequisite:** None

### **MA 101B - Medical Terminology/Anatomy and Physiology 1.5 Credits**

A discussion of the structure and function of the Integumentary, Skeletal, and Urinary Systems of the Body, including words, prefixes, and suffixes related to the:

- Integumentary System - appendages, integument, and membranes, synovia and synovial fluid, skin damage by burns and the classes of burns, and skin disorders, functions, and infections.
- Skeletal System - the names, functions, and types of bones, microscopic structures of bone and cartilage, formation and growth of bones, normal and abnormal spinal curves, differences of male and female skeleton, joints and movement of joints, range of motion, and skeletal disorders.
- Urinary System - the location, microscopic and internal structure and function of the kidneys, urinalysis, urine formation, ureters, bladder and urethra, micturition, renal and urinary disorders such as obstructive disorders, UTI's, acute and chronic glomerulonephritis, and renal failure. **Prerequisite:** None

**MA 101C - Medical Terminology/Anatomy and Physiology****1.5 Credits**

A discussion of the structure and function of the Muscular and Digestive Systems of the Body, including the root words, prefixes, and suffixes as follows:

- Muscular System - includes an introduction to and discussion of disorders and types of muscle movement as well as the distinction between skeletal, cardiac, and smooth muscle.
- Digestive System - an introduction to the alimentary canal, gastrointestinal tract, digestion, absorption and metabolism. Introduces the mouth, palates, uvula, teeth, and salivary glands, liver, gallbladder, pancreas, and intestines. A discussion of nutrition and nutritive deficiency diseases are also covered.

**Prerequisite:** None

**MA 101D - Medical Terminology/Anatomy and Physiology****1.5 Credits**

A discussion of the structure and function of the heart, blood and blood vessels and the respiratory systems of the body, including the roots words, prefixes, and suffixes related to the heart, blood and blood vessels and the respiratory system. Specific areas of study will include the chambers of the heart, layers of the heart, heart action, heart valves, heart sounds, blood flow, coronary circulation, pulmonary and systemic circulation, the lungs, trachea, larynx, pharynx, and nasal cavity, and the two basic functions of air distribution and gas exchange, as well as cardiopulmonary procedures, and disorders. **Prerequisite:** None

**MA 101E - Medical Terminology/Anatomy and Physiology****1.5 Credits**

An introduction to the structure and function of the Endocrine and Reproductive Systems of the Body, including the regulation of hormone secretion, hormone glands (pituitary, thyroid, parathyroid, adrenal glands, pancreas, and the male and female hormones and sex glands) and their functions, as well as male and female reproductive organs, their structural plan, function, disorders, and diseases. Also includes the root words, prefixes, and suffixes related to the endocrine and reproductive systems of the body.

**Prerequisite:** None

**MA 101F - Medical Terminology/Anatomy and Physiology****1.5 Credits**

A discussion of the structure and function of the Special Senses and Nervous System of the Body, including classification of sense organs and receptors, structure of the eye and structure of the ear. The senses of taste and smell are examined. Also includes an introduction to the root words, prefixes, and suffixes related to the nervous system and special senses of the body. **Prerequisite:** None

**MA 103 - Fundamentals of Assisting****2 Credits**

Introduction to the basic routine of the medical office. Emphasis on skills relative to patient physical examination, including charting, measuring vital signs, obtaining a medical history and assisting the physician with examinations. Instruction in radiology: its uses, clinical indications, and patient preparation. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. **Prerequisite:** None

**MA 104 - Cardiopulmonary Procedures****2 Credits**

An introduction to the electrical conduction system of the heart, a review of the cardiac cycle (waves, baseline, segments, and intervals) as it relates to ECGs, including the use of the ECG machine as a diagnostic tool. Cardiac arrhythmias and the clinical indication of each type will be covered. The student will perform PFTs using the spirometer as a diagnostic tool and will use the nebulizer as a therapeutic tool.

**Prerequisite:** None

**MA 105 - Urinalysis****1 Credit**

An introduction to the structure and function of the kidney, ureters and bladder as it relates to urine production. Types of urine collection, proper care and handling of urine specimens utilizing universal precautions, chemical and physical analysis along with patient teaching are elements of this course.

**Prerequisite:** None

**MA 106 - Medical/Surgical Asepsis and Infection Control** **1 Credit**

Fundamental principles of microbial control with emphasis on the mechanisms of disease. Familiarization with various techniques and procedures used to prohibit and maintain medical and surgical asepsis. Medical office surgical procedures, wound care and bandaging are included. **Prerequisite:** None

**MA 107 - Administration of Medicine** **3 Credits**

An introduction to administering, prescribing, and dispensing medication, along with the common routes of administration. A basic introduction to pharmacology is part of this course which covers drug nomenclature, classification, and measurement as well as drug actions and interactions. Use of the PDR is covered. An overview of the guidelines for preparation and administering oral and topical medication is included. Parenteral drug administration introduces the student to the parts of a needle and syringe and needle safety while practicing intradermal, subcutaneous, and intramuscular injections. Accurate calculation of drug dosages is included. **Prerequisite:** None

**MA 108 - Basic Office First Aid** **1 Credit**

The proper application of dressings and bandages are basics of this course. Appropriate handling of medical emergencies is emphasized. In addition, students will learn adult/child and infant cardiopulmonary resuscitation (CPR)/automatic external defibrillator (AED). **Prerequisite:** None

**MA 109 - Hematology** **2.5 Credits**

Includes the three methods of venipuncture, the general guidelines of patient preparation and positioning, application of tourniquets, site selection, and alternative sites. This course requires student participation in invasive procedures using strict adherence to Standard Precautions. The student will be able to demonstrate a variety of invasive blood-drawing procedures and hematology tests using equipment such as centrifuges, needles, hematocrit tubes, glucose & hemoglobin meters, various sizes and types of vacuum tubes, multisample needles, needle holders, safety needles and holders, and sharps containers. The student will perform finger punctures for glucose and hemoglobin tests. The student will perform blood tests and understand their diagnostic value, including red and white blood count tests and significance of, learn that types of white blood cells, and normal adult test results. The student will learn patient teaching regarding anemia. **Prerequisite:** None

**MA 110 - Keyboarding** **1.5 Credits**

Presentation of the keyboard and touch typing techniques. Practice for speed and accuracy. **Prerequisite:** None

**MA 111 - Introduction to the Office Laboratory** **1 Credit**

This course provides fundamental principles of the stages of infection, microorganisms and disease, and the proper and safe handling of microbial specimens. Familiarization with various laboratory departments' laboratory safety and working as a liaison with the medical lab. OSHA and CLIA regulations and guidelines are emphasized. **Prerequisite:** None

**MA 112 - Introduction to Word Processing for the Medical Office** **1.5 Credits**

Hands-on experience to learn basic operations and functions of word processing systems. **Prerequisite:** None

**MA 113 - Mathematical Applications in the Medical Office** **1 Credit**

Practical application of fundamental mathematical concepts are applied to the medical office, including preparation of payroll, check writing, inventory, and reading number lines and scales. **Prerequisite:** None



**MA 114 - Financial Recordkeeping****2 Credits**

Fundamental math concepts are applied to accounts receivable, including determining fees and charges. Principles and procedures of electronic billing are introduced to include electronic account posting of charges and payments and creation of balance reports. Collection procedures are introduced. Students will also gain an understanding of financial literacy. **Prerequisite:** None

**MA 115 - Medical Insurance Coding Procedures****1 Credit**

An introduction to insurance coding procedures as well as practical application of the various coding manuals for extracting information to determine appropriate diagnostic and procedural codes for filing insurance claims. **Prerequisite:** None

**MA 116 - Medical Insurance Billing Procedures****1 Credit**

A practical application of insurance billing procedures, including completion of insurance claim forms, tracking claims, and extracting information from medical records are included. Basic insurance terminology to include the total patient encounter and revenue cycle and various insurance plans including Medicare, Medicaid, Blue Cross/Blue Shield, HMOs and private insurance claims submissions are discussed. **Prerequisite:** None

**MA 117 - Medical Office Automation****2 Credits**

Practical application of electronic medical records for insurance billing and medical office management techniques are included in this course. Students will gain an understanding of the clinical application of the electronic health record to include the total patient encounter and revenue cycle. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. **Prerequisite:** None

**MA 118 - Medical Office Procedures****3 Credits**

This course introduces students to the administrative routines of a medical office. Records management systems, appointment scheduling, receptionist duties, telephone techniques, managed practice routines and procedures along with an introduction to the electronic medical record and electronic charting are all part of this course. Students will also study cultural and ethnic sensitivity as it applies to patient interaction.

**Prerequisite:** None

**MA 119 - Professional Growth and Communication Skills****2 Credits**

A comprehensive course to help students develop confidence and independent job-seeking skills. Includes preparation of resume and cover letter, interviewing techniques, job search and follow-up, and discussion of employer-employee relations. Covers the responsibilities of health care providers and the need for effective communication in a medical office. Cultural and ethnic sensitivity issues are also addressed.

**Prerequisite:** None

**MA 121 - Specialty Examinations and Procedures****1 Credit**

A discussion of procedures involving the eye and ear, physical agents that promote tissue healing, obstetrics, and pediatrics. Topics covered include the structure of the eye and ear, irrigations and instillations, visual and hearing acuity, in addition to application of heat and cold, therapeutic ultrasound, measurement of infant head/chest circumference, pediatric vital signs and infant urine specimen collection.

**Prerequisite:** None

**MA 120 - Externship****6 Credits**

The externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 168 hours off-site at a clinical facility where they will receive hands-on experience in a doctor's office, clinic or

other medical setting. Students will also spend two (2) hours per week on campus (a total of 12 hours) where there will be supervised practical experiences promoting the acquisition and demonstration of knowledge and skills. Only in extenuating circumstances, and with approval by the Campus Director/Associate Campus Director, may seminar hours be replaced with equivalent hours in an approved practical offsite setting. These practical experiences will include activities such as role-playing, discussion and problem-solving (critical thinking) of actual externship site experiences, and other practical activities related to the health care setting. Students who need additional help with program-specific skills will have the opportunity to work with a faculty member in a non-threatening environment during the seminar to advance their skill-set. Ross Medical Education Center will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Development Representative. A site visit and site approval must be completed by Ross Medical Education Center for any student developed Externship experience. Student performance will be evaluated by Ross Medical Education Center personnel and site supervision will be conducted in compliance with accrediting standards. **Prerequisite:** Completion of all other courses in the Medical Assistant Program.

# MEDICAL ASSISTANT HYBRID PROGRAM

*This blended program is currently only offered and active at the Brighton, Michigan campus. The program requires attendance at the resident campus and online.*

720 Clock Hours\* - 44.5 Quarter Credits

COURSE #	COURSE	CLOCK HOURS	CREDITS
MAH101A-O	Medical Terminology/Anatomy and Physiology	15	1.5
MAH101B-O	Medical Terminology/Anatomy and Physiology	15	1.5
MAH101C-O	Medical Terminology/Anatomy and Physiology	15	1.5
MAH101D-O	Medical Terminology/Anatomy and Physiology	15	1.5
MAH101E-O	Medical Terminology/Anatomy and Physiology	15	1.5
MAH101F-O	Medical Terminology/Anatomy and Physiology	15	1.5
MAH 103-G	Fundamentals of Assisting	30	2
MAH 104-G	Cardiopulmonary Procedures	30	2
MAH 105-G	Urinalysis	15	1
MAH 106-G	Medical/Surgical Asepsis and Infection Control	15	1
MAH 107-G	Administration of Medicine	45	3
MAH 108-G	Basic Office First Aid	15	1
MAH 109-G	Hematology	40	2.5
MAH 110-O	Keyboarding	30	1.5
MAH 111-G	Introduction to the Office Laboratory	15	1
MAH 112-O	Introduction to Word Processing for the Medical Office	30	1.5
MAH 113-O	Mathematical Applications in the Medical Office	15	1
MAH 114-O	Financial Recordkeeping	30	2
MAH 115-O	Medical Insurance Coding Procedures	15	1
MAH 116-O	Medical Insurance Billing Procedures	15	1
MAH 117-O	Medical Office Automation	30	2
MAH 118-O	Medical Office Procedures	45	3
MAH 119-G	Professional Growth and Communication Skills	20	2
MA 120	Externship	180	6
MAH 121-G	Specialty Examinations and Procedures	15	1

*G = On-ground course, O = Online courses*

## **PROGRAM OBJECTIVES:**

During the Medical Assistant Hybrid Program students will be instructed:

- Basic human anatomy and physiology and disease processes along with medical terminology.
- Administrative office skills that includes medical charting and filing, basic word processing and computer information and other routine medical office procedures.
- Good interpersonal and customer service skills that consist of oral and written communication, including telephone communication.
- Financial recordkeeping skills that include accounts receivable and payable as well as preparing a payroll.
- How to properly complete medical insurance claim forms including the required coding.
- Skills in taking patient vital signs, assisting with examinations, sterilizing instruments and equipment, administering medications, performing hematology procedures and EKGs.
- Basic knowledge of first aid procedures.
- Adult, child and infant CPR/AED

Upon completion of the program, the student should be prepared to work in entry-level positions in a physician's office, clinic or other medical setting.

**PROGRAM LENGTH:** The Medical Assistant Hybrid Program is 30 weeks for day students and 36 weeks for afternoon and evening students.

**PROGRAM DELIVERY:** The Medical Assistant Hybrid Program is a blended training program.

**PROGRAM CREDENTIAL:** Diploma/Certificate (MI only)

**\*OUTSIDE COURSEWORK:** During the program, all students are required to complete 192.50 clock hours of required outside classroom work. All required outside classroom work is graded by Ross Medical Education Center and factored into student's course grades. Ross Medical Education Center's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

## MEDICAL ASSISTANT HYBRID PROGRAM COURSE DESCRIPTIONS

### **MAH 101A-O - Medical Terminology/Anatomy and Physiology** **1.5 Credits**

A discussion of the structure and function of the body, including cells and tissues, organs, systems, and the body as a whole, including a study of body cells and the types of tissues. Students will be introduced to anatomical position and direction, as well as body function balance, which includes homeostasis, feedback loop, negative and positive feedback. Students will also learn the root words, prefixes and suffixes related to tissues, organs, systems body cavities, and the body as a whole. **Prerequisite:** None

### **MAH 101B-O - Medical Terminology/Anatomy and Physiology** **1.5 Credits**

A discussion of the structure and function of the Integumentary, Skeletal, and Urinary Systems of the Body, including words, prefixes, and suffixes related to the:

- Integumentary System - appendages, integument, and membranes, synovia and synovial fluid, skin damage by burns and the classes of burns, and skin disorders, functions, and infections.
- Skeletal System - the names, functions, and types of bones, microscopic structures of bone and cartilage, formation and growth of bones, normal and abnormal spinal curves, differences of male and female skeleton, joints and movement of joints, range of motion, and skeletal disorders.
- Urinary System - the location, microscopic and internal structure and function of the kidneys, urinalysis, urine formation, ureters, bladder and urethra, micturition, renal and urinary disorders such as obstructive disorders, UTI's, acute and chronic glomerulonephritis, and renal failure. **Prerequisite:** None

### **MAH 101C-O - Medical Terminology/Anatomy and Physiology** **1.5 Credits**

A discussion of the structure and function of the Muscular and Digestive Systems of the Body, including the root words, prefixes, and suffixes as follows:

- Muscular System - includes an introduction to and discussion of disorders and types of muscle movement as well as the distinction between skeletal, cardiac, and smooth muscle.
- Digestive System - an introduction to the alimentary canal, gastrointestinal tract, digestion, absorption and metabolism. Introduces the mouth, palates, uvula, teeth, and salivary glands, liver, gallbladder, pancreas, and intestines. A discussion of nutrition and nutritive deficiency diseases are also covered.

**Prerequisite:** None

**MAH 101D-O - Medical Terminology/Anatomy and Physiology** **1.5 Credits**

A discussion of the structure and function of the heart, blood and blood vessels and the respiratory systems of the body, including the roots words, prefixes, and suffixes related to the heart, blood and blood vessels and the respiratory system. Specific areas of study will include the chambers of the heart, layers of the heart, heart action, heart valves, heart sounds, blood flow, coronary circulation, pulmonary and systematic circulation, the lungs, trachea, larynx, pharynx, and nasal cavity, and the two basic functions of air distribution and gas exchange, as well as cardiopulmonary procedures, and disorders. **Prerequisite:** None

**MAH 101E-O - Medical Terminology/Anatomy and Physiology** **1.5 Credits**

An introduction to the structure and function of the Endocrine and Reproductive Systems of the Body, including the regulation of hormone secretion, hormone glands (pituitary, thyroid, parathyroid, adrenal glands, pancreas, and the male and female hormones and sex glands) and their functions, as well as male and female reproductive organs, their structural plan, function, disorders, and diseases. Also includes the root words, prefixes, and suffixes related to the endocrine and reproductive systems of the body.

**Prerequisite:** None

**MAH 101F-O - Medical Terminology/Anatomy and Physiology** **1.5 Credits**

A discussion of the structure and function of the Special Senses and Nervous System of the Body, including classification of sense organs and receptors, structure of the eye and structure of the ear. The senses of taste and smell are examined. Also includes an introduction to the root words, prefixes, and suffixes related to the nervous system and special senses of the body. **Prerequisite:** None

**MAH 103-G - Fundamentals of Assisting** **2 Credits**

Introduction to the basic routine of the medical office. Emphasis on skills relative to patient physical examination, including charting, measuring vital signs, obtaining a medical history and assisting the physician with examinations. Instruction in radiology: its uses, clinical indications, and patient preparation. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. **Prerequisite:** None

**MAH 104-G - Cardiopulmonary Procedures** **2 Credits**

An introduction to the electrical conduction system of the heart, a review of the cardiac cycle (waves, baseline, segments, and intervals) as it relates to ECGs, including the use of the ECG machine as a diagnostic tool. Cardiac arrhythmias and the clinical indication of each type will be covered. The student will perform PFTs using the spirometer as a diagnostic tool and will use the nebulizer as a therapeutic tool.

**Prerequisite:** None

**MAH 105-G - Urinalysis** **1 Credit**

An introduction to the structure and function of the kidney, ureters and bladder as it relates to urine production. Types of urine collection, proper care and handling of urine specimens utilizing universal precautions, chemical and physical analysis along with patient teaching are elements of this course.

**Prerequisite:** None

**MAH 106-G - Medical/Surgical Asepsis and Infection Control** **1 Credit**

Fundamental principles of microbial control with emphasis on the mechanisms of disease. Familiarization with various techniques and procedures used to prohibit and maintain medical and surgical asepsis. Medical office surgical procedures, wound care and bandaging are included. **Prerequisite:** None

**MAH 107-G - Administration of Medicine****3 Credits**

An introduction to administering, prescribing, and dispensing medication, along with the common routes of administration. A basic introduction to pharmacology is part of this course which covers drug nomenclature, classification, and measurement as well as drug actions and interactions. Use of the PDR is covered. An overview of the guidelines for preparation and administering oral and topical medication is included. Parenteral drug administration introduces the student to the parts of a needle and syringe and needle safety while practicing intradermal, subcutaneous, and intramuscular injections. Accurate calculation of drug dosages is included. **Prerequisite:** None

**MAH 108-G - Basic Office First Aid****1 Credit**

The proper application of dressings and bandages are basics of this course. Appropriate handling of medical emergencies is emphasized. In addition, students will learn adult/child and infant cardiopulmonary resuscitation (CPR)/automatic external defibrillator (AED). **Prerequisite:** None

**MAH 109-G - Hematology****2.5 Credits**

Includes the three methods of venipuncture, the general guidelines of patient preparation and positioning, application of tourniquets, site selection, and alternative sites. This course requires student participation in invasive procedures using strict adherence to Standard Precautions. The student will be able to demonstrate a variety of invasive blood-drawing procedures and hematology tests using equipment such as centrifuges, needles, hematocrit tubes, glucose & hemoglobin meters, various sizes and types of vacuum tubes, multisample needles, needle holders, safety needles and holders, and sharps containers. The student will perform finger punctures for glucose and hemoglobin tests. The student will perform blood tests and understand their diagnostic value, including red and white blood count tests and significance of, learn that types of white blood cells, and normal adult test results. The student will learn patient teaching regarding anemia. **Prerequisite:** None

**MAH 110-O - Keyboarding****1.5 Credits**

Presentation of the keyboard and touch typing techniques. Practice for speed and accuracy. **Prerequisite:** None

**MAH 111-G - Introduction to the Office Laboratory****1 Credit**

This course provides fundamental principles of the stages of infection, microorganisms and disease, and the proper and safe handling of microbial specimens. Familiarization with various laboratory departments laboratory safety and working as a liaison with the medical lab. OSHA and CLIA regulations and guidelines are emphasized. **Prerequisite:** None

**MAH 112-O - Introduction to Word Processing for the Medical Office****1.5 Credits**

Hands-on experience to learn basic operations and functions of word processing systems. **Prerequisite:** None

**MAH 113-O - Mathematical Applications in the Medical Office****1 Credit**

Practical application of fundamental mathematical concepts are applied to the medical office, including preparation of payroll, check writing, inventory, and reading number lines and scales. **Prerequisite:** None

**MAH 114-O - Financial Recordkeeping****2 Credits**

Fundamental math concepts are applied to accounts receivable, including determining fees and charges. Principles and procedures of electronic billing are introduced to include electronic account posting of charges and payments and creation of balance reports. Collection procedures are introduced. Students will also gain an understanding of financial literacy. **Prerequisite:** None

**MAH 115-O - Medical Insurance Coding Procedures** **1 Credit**

An introduction to insurance coding procedures as well as practical application of the various coding manuals for extracting information to determine appropriate diagnostic and procedural codes for filing insurance claims. **Prerequisite:** None

**MAH 116-O - Medical Insurance Billing Procedures** **1 Credit**

A practical application of insurance billing procedures, including completion of insurance claim forms, tracking claims, and extracting information from medical records are included. Basic insurance terminology to include the total patient encounter and revenue cycle and various insurance plans including Medicare, Medicaid, Blue Cross/Blue Shield, HMOs and private insurance claims submissions are discussed.

**Prerequisite:** None

**MAH 117-O - Medical Office Automation** **2 Credits**

Practical application of electronic medical records for insurance billing and medical office management techniques are included in this course. Students will gain an understanding of the clinical application of the electronic health record to include the total patient encounter and revenue cycle. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. **Prerequisite:** None

**MAH 118-O - Medical Office Procedures** **3 Credits**

This course introduces students to the administrative routines of a medical office. Records management systems, appointment scheduling, receptionist duties, telephone techniques, managed practice routines and procedures along with an introduction to the electronic medical record and electronic charting are all part of this course. Students will also study cultural and ethnic sensitivity as it applies to patient interaction.

**Prerequisite:** None

**MAH 119-G - Professional Growth and Communication Skills** **2 Credits**

A comprehensive course to help students develop confidence and independent job-seeking skills. Includes preparation of resume and cover letter, interviewing techniques, job search and follow-up, and discussion of employer-employee relations. Covers the responsibilities of health care providers and the need for effective communication in a medical office. Cultural and ethnic sensitivity issues are also addressed.

**Prerequisite:** None

**MAH 121-G - Specialty Examinations and Procedures** **1 Credit**

A discussion of procedures involving the eye and ear, physical agents that promote tissue healing, obstetrics, and pediatrics. Topics covered include the structure of the eye and ear, irrigations and instillations, visual and hearing acuity, in addition to application of heat and cold, therapeutic ultrasound, measurement of infant head/chest circumference, pediatric vital signs and infant urine specimen collection.

**Prerequisite:** None

**MA 120 - Externship** **6 Credits**

The externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 168 hours off-site at a clinical facility where they will receive hands-on experience in a doctor's office, clinic or other medical setting. Students will also spend two (2) hours per week on campus (a total of 12 hours) where there will be supervised practical experiences promoting the acquisition and demonstration of knowledge and skills. Only in extenuating circumstances, and with approval by the Campus Director/Associate Campus Director, may seminar hours be replaced with equivalent hours in an approved practical offsite setting. These practical experiences will include activities such as role-playing, discussion and problem-solving (critical thinking) of actual externship site experiences, and other practical activities

related to the health care setting. Students who need additional help with program-specific skills will have the opportunity to work with a faculty member in a non-threatening environment during the seminar to advance their skill-set. Ross Medical Education Center will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Development Representative. A site visit and site approval must be completed by Ross Medical Education Center for any student developed Externship experience. Student performance will be evaluated by Ross Medical Education Center personnel and site supervision will be conducted in compliance with accrediting standards. **Prerequisite:** Completion of all other courses in the Medical Assistant Hybrid Program.



# DENTAL ASSISTANT PROGRAM

720 Clock Hours\* - 50.5 Quarter Credits

(Offered at several locations. Check with the Admissions Office or refer to "Program Offering by Location" section at the end of this catalog to determine if it is offered in your area.)

COURSE #	COURSE	CLOCK HOURS	CREDITS
DA 301	Fundamentals of Dental Assisting	45	4.5
DA 302	Dental Law and Ethics	15	1.5
DA 303	Introduction to the Dental Team	10	1
DA 304	Dental Radiography and Clinical Procedures	90	6.5
DA 305	Skull Anatomy/Human Dentition	15	1.5
DA 306	Infection Control/Microbiology	20	1.5
DA 307	Oral Surgery/Endodontics	30	2.5
DA 308	Anatomy/Cranial Nerves	15	1.5
DA 309	Chairside Dental Assisting	90	7
DA 310	Dental Instruments and Equipment	20	1.5
DA 311	Dental Materials	60	4.5
DA 312	Dental Laboratory Procedures and Prosthodontics	40	3
DA 313	Dental Records Management	30	3
DA 314	Administrative Dental Assisting	20	2
DA 315	Periodontics/Orthodontics	25	2
DA 316	Dental Emergencies/CPR	15	1
DA 317	Externship	180	6

## ***PROGRAM OBJECTIVES:***

During the Dental Assistant Program students will be instructed:

- How to perform basic administrative tasks, including preparation of a new patient chart, filing of medical records, and using proper telephone techniques and appointment scheduling skills.
- How to complete dental insurance claim forms, prepare a ledger card, post and balance a day sheet, write a check, and reconcile a bank statement.
- How to process exposed radiographs using the manual and automatic methods, mount full-mouth set of radiographs, identify radiographic errors, and demonstrate how to correct those errors.
- The role OSHA plays in operation of the dental office.
- To identify and demonstrate correct operatory disinfection, instrument decontamination, and sterilization techniques.
- How to prepare and dispose of local anesthetic.
- How to take and record vital signs.
- To identify and explain the use of dental specialties instrumentation.
- Dental assistant chair-side assisting duties and responsibilities.
- Use and care of all rotary instruments.
- The types of dental restorative materials and their properties.
- The types of dental cements; explain their properties, composition, uses and manipulation.
- The steps of cavity preparation, terminology and the role of the dental assistant.
- How to aspirate on a patient.
- How to take impressions and construct study and master casts.
- How to develop independent job-seeking skills which include resume and cover letter preparation, interviewing techniques, job search and follow-up, as well as an understanding of employer-employee relations.

- Adult, child and infant CPR/AED

Upon completion of the program, the student should be prepared to work in entry-level positions in a dentist's office, dental clinic or other dental setting.

**PROGRAM LENGTH:** The Dental Assistant program is 36 weeks in length for day and evening students attending 4 days per week. The Dental Assistant program is 30 weeks in length for students attending 5 days per week (Cincinnati campus).

**PROGRAM DELIVERY:** The Dental Assistant Program is a residential program and no portion is offered by distance education.

**PROGRAM CREDENTIAL:** Diploma/Certificate (MI only)

**\*OUTSIDE COURSEWORK:** During the program, all students are required to complete 222.5 clock hours of required outside classroom work. All required outside classroom work is graded by Ross Medical Education Center and factored into student's course grades. Ross Medical Education Center's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

## **DENTAL ASSISTANT PROGRAM COURSE DESCRIPTIONS**

**DA 301 - Fundamentals of Assisting** **4.5 Credits**  
This course introduces the student to the basic routine of the dental office. **Prerequisite:** None

**DA 302 - Dental Law and Ethics** **1.5 Credits**  
This course provides an introduction to the legal, ethical, privacy, security, and confidentiality issues in dental health care. **Prerequisite:** None

**DA 303 - Introduction to the Dental Team** **1 Credit**  
In this course, students will be familiarized with basic information about the dental health team.  
**Prerequisite:** None

**DA 304 - Dental Radiography and Clinical Procedures** **6.5 Credits**  
Students will learn to maintain radiation safety while obtaining the best possible diagnostic quality on dental radiographs. Theory, laboratory skills, and clinical practice meet guidelines necessary for compliance with state regulations for certifying radiographic operators. Students practice techniques of film exposure and mounting in equipped dental operatories with industry-approved structural and monitoring devices. Students perform exposure techniques, including bitewings, bisecting, and parallel techniques on a patient simulator manikin. Students process film using a fully equipped darkroom or automatic processor. Students are also required to mount processed radiographs and evaluate the diagnostic quality according to established criteria. Students retake nondiagnostic films. They also learn about the professional responsibilities regarding the state radiation safety certificate. Students, in addition learn soft skill strategies to use in the workplace. **Prerequisite:** None

**DA 305 - Skull Anatomy/Human Dentition****1.5 Credits**

This course introduces students to the basic anatomy of the head and teeth in order to familiarize them with the anatomical structures involved in dental radiographs. Students are introduced to related dental terminology. **Prerequisite:** None

**DA 306 - Infection Control/Microbiology****1.5 Credits**

In this course, students are introduced to Occupational Safety and Health Administration (OSHA) Standards for infection control and hazard communication. Topics include microbiology, contagious diseases concerning the dental team, universal precautions, barrier techniques and handling hazardous chemicals. Students practice step-by-step instrument decontamination using approved sterilization agents and methods. Students learn operatory disinfection using approved agents and methods. **Prerequisite:** None

**DA 307 - Oral Surgery/Endodontics****2.5 Credits**

Students will learn about skills performed by the dental assistant in the specialty areas of oral surgery and endodontics (root canals), including procedures for the administration of topical and local anesthetics. Students are instructed on an introduction to methods for taking and recording vital signs and blood pressure. Career development instruction focuses on interview techniques. Students will also study related dental terminology. **Prerequisite:** None

**DA 308 - Anatomy/Cranial Nerves****1.5 Credits**

This course introduces students to the cranial nerves. They will study cranial anatomy as it relates to anesthesia administration and pain control. **Prerequisite:** None

**DA 309 - Chairside Dental Assisting****7 Credits**

This course introduces students to chair-side assisting duties and techniques practiced in general dentistry with emphasis on sit-down, four-handed dentistry. Properties and manipulation of common dental materials, including amalgam, composites, glass ionomers and sealants, are presented. Basic concepts of psychology and communication are discussed with emphasis on helping dental patients overcome anxieties related to dental treatment. Special consideration for disabled and abused patients is presented. Children's dentistry (pediatric dentistry) as a specialty is presented. **Prerequisite:** None

**DA 310 - Dental Instruments and Equipment****1.5 Credits**

Students learn how to handle and transfer dental instruments and place materials on models. Career development training concentrates on the self-directed job search. Students also study related dental terminology. **Prerequisite:** None

**DA 311 - Dental Materials****4.5 Credits**

In this course, students will receive hands-on training in taking impressions and constructing study casts and master casts. Students will be exposed to a variety of impression and gypsum materials and procedures for their use. Students will use the casts to practice dental procedures, such as fabrication of custom trays, stints, and temporary crowns. **Prerequisite:** None

**DA 312 - Dental Laboratory Procedures and Prosthodontics****3 Credits**

Students will learn about prosthodontics as a specialty with instruction in crown and bridge procedures and full and partial dentures. Students will be introduced to dental implants and the various types of mouth guards such as night guards, sports guards, and bleaching trays. Students will learn about laboratory safety and infection control. Instruction in career development focuses on starting a new job. Students will study related dental terminology. **Prerequisite:** None

**DA 313 - Dental Records Management****3 Credits**

Students will become familiar with records management systems, billing, banking, and insurance processing, and taking case histories and obtaining information for the completion of dental records.

**Prerequisite:** None

**DA 314 - Administrative Dental Assisting****2 Credits**

Students will learn about routine office procedures, such as appointment scheduling, filing, mail handling, inventory control and telephone communication. Career development instruction is included and focuses on identifying skills necessary for employment. Students will also gain an understanding of financial literacy.

**Prerequisite:** None

**DA 315 - Periodontics/Orthodontics****2 Credits**

An introduction to working with dental specialties will be covered, including working in orthodontics and periodontics. **Prerequisite:** None

**DA 316 - Dental Emergencies/CPR****1 Credit**

Students will learn to identify specific dental emergencies and explain the role of the dental assistant during an emergency. Career development instruction is included and focuses on identifying skills necessary for employment. Students will also study essential dental terminology, as well as adult, child and infant CPR/AED. **Prerequisite:** None

**DA 317 - Externship****6 Credits**

The externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 168 hours off-site at a dental facility where they will receive hands-on experience in a dental office, clinic or other dental setting. Students will also spend two (2) hours per week on campus (a total of 12 hours) where there will be supervised practical experiences promoting the acquisition and demonstration of knowledge and skills. Only in extenuating circumstances, and with approval by the Campus Director/Associate Campus Director, may seminar hours be replaced with equivalent hours in an approved practical offsite setting. These practical experiences will include activities such as role-playing, discussion and problem-solving (critical thinking) of actual externship site experiences, and other practical activities related to the health care setting. Students who need additional help with program-specific skills will have the opportunity to work with a faculty member in a non-threatening environment during the seminar to advance their skill-set. Ross Medical Education Center will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Development Representative. A site visit and site approval must be completed by Ross Medical Education Center for any student developed Externship experience. Student performance will be evaluated by Ross Medical Education Center personnel and site supervision will be conducted in compliance with accrediting standards. **Prerequisite:** Completion of all other courses in the Dental Assistant Program.

# MEDICAL INSURANCE BILLING AND OFFICE ADMINISTRATION PROGRAM

720 Clock Hours\* - 52.0 Quarter Credits

(Offered at several locations. Check with the Admissions Office or refer to “Program Offering by Location” section at the end of this catalog to determine if it is offered in your area.)

COURSE #	COURSE	CLOCK HOURS	CREDITS
MB 201A	BioMedical Science	45	4.5
MB 201B	BioMedical Science	45	4.5
MB 201C	BioMedical Science	45	4.5
MB 201D	BioMedical Science	45	4.5
MB 201E	BioMedical Science	30	3
MB 202A	Medical Office Administration	45	3
MB 202B	Medical Office Administration	45	3
MB 202C	Medical Office Administration	30	2
MB 202D	Medical Office Administration	30	2
MB 202E	Medical Office Administration	40	2.5
MB 203	Fundamentals of Assisting	30	2
MB 204	Medical Law and Ethics	15	1.5
MB 205	Medical Asepsis and Infection Control	15	1
MB 206	Medical Office Procedures	45	3
MB 207	Mathematical Applications in the Medical Office	15	1
MB 208	Financial Recordkeeping	30	2
MB 209	Basic Office First Aid	15	1
MB 210	Medical Office Management	15	1
MB 211	Professional Growth and Communication Skills	20	2
MB 220	Externship	120	4

## ***PROGRAM OBJECTIVES:***

During the Medical Insurance Billing and Office Administration Program students will be instructed on:

- Basic human anatomy and physiology and disease processes and the associated pharmacotherapy along with medical terminology.
- Administrative office skills that includes medical charting and filing, basic word processing and computer information and other routine medical office procedures.
- Good interpersonal and customer service skills that consist of oral and written communication, including telephone communication.
- Financial recordkeeping skills that include accounts receivable and payable as well as preparing a payroll.
- How to properly complete medical insurance claim forms including the required coding.
- Adult, child and infant CPR/AED

Graduates in the Medical Insurance Billing and Office Administration Program should be prepared to seek entry-level employment in a variety of healthcare settings, including, but not limited to: physician’s offices, multi-specialty clinics, surgery centers, hospitals, long-term care facilities and home healthcare agencies.

Upon completion of the program, the student should be prepared to work in entry-level positions in a physician’s office, clinic or other medical office setting.

**PROGRAM LENGTH:** The Medical Insurance Billing and Office Administration Program is 30 weeks in length for day students and 42.5 weeks for evening students.

**PROGRAM DELIVERY:** The Medical Insurance Billing and Office Administration Program is a residential training program and no portion is offered through distance learning.

**PROGRAM CREDENTIAL:** Diploma/Certificate (MI only)

**\*OUTSIDE COURSEWORK:** During the program, all students are required to complete 240 clock hours of required outside classroom work. All required outside classroom work is graded by Ross Medical Education Center and factored into student's course grades. Ross Medical Education Center's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

## **MEDICAL INSURANCE BILLING AND OFFICE ADMINISTRATION PROGRAM COURSE DESCRIPTIONS**

### **MB 201A - Biomedical Science**

**4.5 Credits**

This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 1 are skeletal, muscular and integumentary. Students are also instructed on how to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. **Prerequisite:** None

### **MB 201B - Biomedical Science**

**4.5 Credits**

This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 2 are cardiovascular, respiratory and lymphatic. Students are also instructed on how to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities. **Prerequisite:** None

### **MB 201C - Biomedical Science**

**4.5 Credits**

This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 3 are urinary and digestive. A study of basic nutrition is also included. Students are also instructed on how to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities. **Prerequisite:** None

### **MB 201D - Biomedical Science**

**4.5 Credits**

This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 4 are endocrine and reproductive. Students are instructed on how to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. **Prerequisite:** None

**MB 201E - Biomedical Science****3 Credits**

This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 5 are nervous and special senses. Students are instructed on how to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities. **Prerequisite:** None

**MB 202A - Medical Office Administration****3 Credits**

This multi-didactic course is a practical application of insurance billing instruction and medical office management techniques applied to an automated office environment including the clinical application of the electronic health record to include the total patient encounter and revenue cycle. Included in this course are a presentation of the keyboard and touch-typing techniques along with practice for speed and accuracy and hands-on experience to learn basic operations and functions of word processing systems. Medical billing procedures will include completion of insurance claim forms, tracking claims, and extracting information from medical records in order to complete Blue Cross/Blue Shield, HMOs and private insurance claim submissions. A series of case studies using coding assignments related to the skeletal, muscular and integumentary systems will be completed. **Prerequisite:** None

**MB 202B - Medical Office Administration****3 Credits**

This multi-didactic course is a practical application of insurance billing instruction and medical office management techniques applied to an automated office environment including the clinical application of the electronic health record to include the total patient encounter and revenue cycle. Included in this course are a presentation of the keyboard and touch-typing techniques along with practice for speed and accuracy and hands-on experience to learn basic operations and functions of word processing systems. Medical billing procedures will include completion of insurance claim forms, tracking claims, and extracting information from medical records in order to complete Medicare claims. A series of case studies using coding assignments related to the cardiovascular, respiratory and lymphatic systems are applied as part of this class. **Prerequisite:** None

**MB 202C - Medical Office Administration****2 Credits**

This multi-didactic course is a practical application of insurance billing instruction and medical office management techniques applied to an automated office environment. Medical billing procedures include completion of Medicaid claim forms. A series of case studies using complex assignments related to the urinary and digestive systems are applied as part of this class. **Prerequisite:** None

**MB 202D - Medical Office Administration****2 Credits**

This multi-didactic course is a practical application of insurance billing instruction and medical office management techniques applied to an automated office environment. Medical billing procedures including, tracking claims, and extracting information from medical records in order to complete TRICARE claim forms are covered. A series of case studies using coding assignments of the reproductive and endocrine systems are applied as part of this class. **Prerequisite:** None

**MB 202E - Medical Office Administration****2.5 Credits**

This multi-didactic course is a practical application of insurance billing instruction and medical office management techniques applied to an automated office environment including the clinical application of the electronic health record to include the total patient encounter and revenue cycle. Included in this course are a presentation of the keyboard and touch-typing techniques along with practice for speed and accuracy and hands-on experience to learn basic operations and functions of word processing systems. Medical billing procedures include completion of Worker's Compensation insurance claim forms. A series of case studies using coding assignments of the nervous system and special senses are applied as part of this class. **Prerequisite:** None

**MB 203 - Fundamentals of Assisting** **2 Credits**

This course introduces the student to the basic routine of the medical office. Emphasis is placed on skills relative to patient physical examinations including charting, measuring vital signs and obtaining medical history. Students will also study cultural and ethnic sensitivity as it applies to patient interaction.

**Prerequisite:** None

**MB 204 - Medical Law and Ethics** **1.5 Credits**

This course provides an introduction to the legal ethical, privacy, security, and confidentiality issues and practices in healthcare. The HIPAA (Health Insurance Portability and Accountability Act) privacy rule and professional ethics are also discussed. **Prerequisite:** None

**MB 205 - Medical Asepsis and Infection Control** **1 Credit**

This course provides fundamental principles of microbial control with emphasis on the mechanisms of disease. Familiarization with various techniques and procedures used to prohibit and maintain medical asepse. Proper hand-washing techniques are discussed and practiced. **Prerequisite:** None

**MB 206 - Medical Office Procedures** **3 Credits**

This course introduces students to the administrative routines of a medical office. Records management systems, appointment scheduling, receptionist duties, telephone techniques, managed practice routines and procedures along with an introduction to the electronic medical record and electronic charting are all part of this course. Students will gain an understanding of the clinical application of the electronic health record to include the total patient encounter and revenue cycle. Students will learn to identify and apply therapeutic communication skills. A discussion of medical law and ethics and the history of medicine are included. Students will also study cultural and ethnic sensitivity as it applies to patient interaction.

**Prerequisite:** None

**MB 207 - Mathematical Applications in the Medical Office** **1 Credit**

Practical application of fundamental mathematical concepts are applied to the medical office, including preparation of payroll, check writing, inventory, and reading number lines and scales. **Prerequisite:** None

**MB 208 - Financial Recordkeeping** **2 Credits**

Fundamental math concepts are applied to accounts receivable, including determining fees and charges. Principles and procedures of electronic billing are introduced to include electronic account posting of charges and payments and creation of balance reports. Students will gain an understanding of the clinical application of the electronic health record to include the total patient encounter and revenue cycle. Collection procedures are introduced. Students will also gain an understanding of financial literacy.

**Prerequisite:** None

**MB 209 - Basic Office First Aid** **1 Credit**

The proper application of dressings and bandages are basics of this course. Appropriate handling of medical emergencies is emphasized. In addition, students will learn adult/child and infant cardiopulmonary resuscitation (CPR)/automatic external defibrillator (AED). **Prerequisite:** None

**MB 210 - Medical Office Management** **1 Credit**

This course teaches the skills necessary to manage the day-to-day operations in a medical office such as employee relations and management and inventory control as well as oral and written business communication. Cultural and ethnic sensitivity issues are also addressed. **Prerequisite:** None

**MB 211 - Professional Growth and Communication Skills** **2 Credits**

A comprehensive course to help students develop confidence and independent job-seeking skills which includes resume and cover letter preparation, interviewing techniques, job search and follow-up, and



discussion of employer-employee relations. The responsibilities of health care providers and the need for effective communication in a medical office are covered. Cultural and ethnic sensitivity issues are also addressed. **Prerequisite:** None

### **MB 220 - Externship**

**4 Credits**

The externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 110 hours off-site at a clinical facility where they will receive hands-on experience in the doctor's office, clinic or other medical setting. Students will also spend 10 hours on campus spend two (2) hours per week on campus (a total of 10 hours) where there will be supervised practical experiences promoting the acquisition and demonstration of knowledge and skills. Only in extenuating circumstances, and with approval by the Campus Director/Associate Campus Director, may seminar hours be replaced with equivalent hours in an approved practical offsite setting. These practical experiences will include activities such as role-playing, discussion and problem-solving (critical thinking) of actual externship site experiences, and other practical activities related to the health care setting. Students who need additional help with program-specific skills will have the opportunity to work with a faculty member in a non-threatening environment during the seminar to advance their skill-set. Ross Medical Education Center will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Development Representative. A site visit and site approval must be completed by Ross Medical Education Center for any student developed Externship experience. Student performance will be evaluated by Ross Medical Education Center personnel and site supervision will be conducted in compliance with accrediting standards. **Prerequisite:** Completion of all other courses in the Medical Insurance Billing and Office Administration Program.

# PHARMACY TECHNICIAN PROGRAM

900 Clock Hours\* - 66.5 Quarter Credits

(Offered at several locations. Check with the Admissions Office or refer to “Program Offering by Location” section at the end of this catalog to determine if it is offered in your area.)

COURSE #	COURSE	CLOCK HOURS	CREDITS
PHT 401	Introduction to Pharmacy	48	4.5
PHT 402	Pharmacy Operations	72	6
PHT 403	Basic Principles and Concepts of Mathematics	48	4.5
PHT 404	Measurement Systems and Dosage Calculations	72	7
PHT 405	Medical Terminology for the Pharmacy Technician	72	7
PHT 406	Pharmacy Law and Ethics	48	4.5
PHT 407	General Pharmacy	72	7
PHT 408	Pharmaceutical Agents for Human Physiological Systems	48	4.5
PHT 409	Community/Retail Pharmacies	96	6.5
PHT 410	Non Sterile Compounding	24	1
PHT 411	Hospital and Health Systems Pharmacies	72	5.5
PHT 412	Sterile Compounding	48	2.5
PHT 413	Externship	180	6

## ***PROGRAM OBJECTIVES:***

During the Pharmacy Technician program students will be instructed:

- To function at an entry-level competency as an assistant to a licensed pharmacist in both retail and hospital settings. Training encompasses a thorough understanding of the duties and responsibilities of pharmacy technicians, including the standards of ethics and law, as they pertain to the practice of pharmacy.
- A sufficient knowledge base in pharmaceutical and medical terminology, abbreviations and symbols used in prescribing, dispensing, and documenting medications. The student will achieve a working knowledge of both trade and generic names, dosages, routes of administration and dosage forms of medications. The student will also be prepared to perform the necessary calculations used in dosage determination and preparation of drugs.
- To perform the essential functions related to drug procurement and inventory control and to provide a working knowledge of manufacturing and packaging operations, including the physical and chemical nature of drugs used in a pharmacy, and the packaging and labeling requirements as well as manufacturing techniques used for drug dispensing.
- A working knowledge of aseptic technique, parenteral admixtures, compounding procedures, and microbiology as it applies to disease and the use of aseptic techniques in the health care field.
- A working knowledge of computers and pharmacy software for entry-level employment in a pharmacy setting.

Upon completion of the program, the student should be prepared to work in entry-level positions in a community/retail and/or hospital/health systems pharmacy.

***PROGRAM LENGTH:*** The Pharmacy Technician program is 36 weeks for day and evening students.

***PROGRAM DELIVERY:*** The Pharmacy Technician Program is a residential training program and no portion is offered by distance learning.

**PROGRAM CREDENTIAL:** Diploma/Certificate (MI only)

**\*OUTSIDE COURSEWORK:** During the program, all students are required to complete 302.5 clock hours of required outside classroom work. All required outside classroom work is graded by Ross Medical Education Center and factored into student's course grades. Ross Medical Education Center's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

## PHARMACY TECHNICIAN PROGRAM COURSE DESCRIPTIONS

**PHT 401 - Introduction to Pharmacy** **4.5 Credits**

This course examines the role of the pharmacy technician as part of the health care team, addressing the history and background of medicine and the introduction of pharmacy practice. It orients students to the day-to-day dynamics of the pharmacy, the preparing of medications and filing prescriptions. **Prerequisite:** None

**PHT 402 - Pharmacy Operations** **6 Credits**

This course introduces inventory control and management, data entry, billing and collection practices operations of the pharmacy. The computer and information technology, hardware and pharmacy software along with commonly used applications and practical skills are introduced. Effective verbal, written and nonverbal communication skills are developed. **Prerequisite:** None

**PHT 403 - Basic Principles and Concepts of Mathematics** **4.5 Credits**

This course provides a foundation in the basic principles and concepts of mathematics necessary for use in pharmacy practice including conversion to metric measures and equivalents. **Prerequisite:** None

**PHT 404 - Measurement Systems and Dosage Calculations** **7 Credits**

This course provides a foundation in the basic principles and concepts of dosage calculations necessary for use in pharmacy practice. **Prerequisite:** None

**PHT 405 - Medical Terminology for the Pharmacy Technician** **7 Credits**

This course presents basic terms and abbreviations used in pharmacy, based upon the origin of medical language. It introduces the major body structures and functions, related to diagnosis and treatment. **Prerequisite:** None

**PHT 406 - Pharmacy Law and Ethics** **4.5 Credits**

This course provides an introduction to the legal, ethical, privacy, security and confidentiality issues and practices in pharmacy and an understanding of the legal requirements that relate to the daily professional activities of a pharmacy technician. Students gain perspective concerning privacy and security of patient confidentiality as governed by the Occupational Safety and Health Administration (OSHA) and Health Insurance Portability and Accountability. **Prerequisite:** None

**PHT 407 - General Pharmacy** **7 Credits**

This course introduces the basic concepts of pharmacology and the dispensing of medications as preventative and therapeutic agents. Focus is on drug classifications, properties, actions and effects on the human body. **Prerequisite:** None

**PHT 408 - Pharmaceutical Agents for Human Physiological Systems** **4.5 Credits**

This course discusses the actions and effects on the human body and in the management of disease as pharmacology relates to specific body systems and disease processes/disorders. **Prerequisite:** None

**PHT 409 - Community/Retail Pharmacies** **6.5 Credits**

This course explains and defines the community pharmacy, focusing on the necessary skills needed to interpret, prepare, label and maintain prescription records in this pharmacy setting. Students train in supply, inventory, and data entry. Students will also gain an understanding of financial literacy.

**Prerequisite:** None

**PHT 410 - Non-Sterile Compounding** **1 Credit**

This course provides familiarization with basic pharmaceutical compounding techniques and laboratory procedures. Students practice proper hand-washing techniques, pharmaceutical calculations related to non-sterile compounding; and, medication and workplace safety techniques. **Prerequisite:** None

**PHT 411 - Hospital and Health Systems Pharmacies** **5.5 Credits**

This course provides exploration in the unique role and career opportunities for the pharmacy technician in a hospital and/or health system. Hospital pharmacy organization, work flow and the hospital team, workplace and medication safety, data entry, packaging and labeling operations, extemporaneous compounding, inpatient drug distribution systems, unit dose cart fills, quality assurance, proper drug storage, dealing with drug shortages and inventory control. **Prerequisite:** None

**PHT 412 - Sterile Compounding** **2.5 Credits**

This course introduces the student to proper aseptic techniques and the appropriate steps in compounding sterile products; the proper order of preparing for and entering the clean room, working in a laminar flow hood and factors effecting the preparation of sterile products. **Prerequisite:** None

**PHT 413 - Externship** **6 Credits**

The externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 168 hours off-site at a pharmacy practice where they will receive hands-on experience in the pharmacy. Students will also spend two (2) hours per week on campus (a total of 12 hours) where there will be supervised practical experiences promoting the acquisition and demonstration of knowledge and skills. Only in extenuating circumstances, and with approval by the Campus Director, may seminar hours be replaced with equivalent hours in an approved practical offsite setting. These practical experiences will include activities such as role-playing, discussion and problem-solving (critical thinking) of actual externship site experiences, and other practical activities related to the health care setting. Students who need additional help with program-specific skills will have the opportunity to work with a faculty member in a non-threatening environment during the seminar to advance their skill-set. Ross Medical Education Center will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Development Representative. A site visit and site approval must be completed by Ross Medical Education Center for any student developed Externship experience. Student performance will be evaluated by Ross Medical Education Center personnel and site supervision will be conducted in compliance with accrediting standards.

**Prerequisite:** Completion of all other courses in the Pharmacy Technician Program

# VETERINARY ASSISTANT PROGRAM

900 Clock Hours\* - 66.5 Quarter Credits

(Offered at several locations. Check with the Admissions Office or refer to “Program Offering by Location” section at the end of this catalog to determine if it is offered in your area.)

COURSE #	COURSE	CLOCK HOURS	CREDITS
VA 101	Veterinary Medicine Profession and Practice	60	6
VA 102	Veterinary Office Administration	60	4.5
VA 103	Veterinary Office Practices	90	6
VA 104	Veterinary Medical Terminology	30	3
VA 105	Animal Restraint and Handling	60	5
VA 106	Veterinary Pharmacy and Pharmacology	60	6
VA 107	Veterinary Anatomy and Physiology	60	6
VA 108	Veterinary Laboratory Procedures	30	2
VA 109	Common Diseases and Medical Conditions of Animals	30	3
VA 110	Domestic Animal Care	90	7.5
VA 111	Examination Room Procedures	90	7
VA 112	Surgical Preparation and Assisting	60	4.5
VA 201	Externship	180	6

## ***PROGRAM OBJECTIVES:***

During the Veterinary Assistant program students will be instructed:

- To function at an entry-level competency as a veterinary assistant to serve and work with veterinarians and veterinary technicians and all members of the veterinary medicine healthcare team. Training encompasses a thorough understanding of the duties and responsibilities of the veterinary assistant, including the standards of ethics and law, as they pertain to the practice and services of veterinary medicine.
- A sufficient knowledge base in veterinary/animal anatomy and physiology and terminology, abbreviations and symbols used in diagnosis, assessment, evaluation, planning, treatment and documentation of veterinary medicine.
- To perform the essential functions of the veterinary assistant through student achievement of a working knowledge (practical skills and underpinning knowledge) of both the clerical (administrative) and clinical roles of the veterinary assistant.
- A working knowledge of computers and the software utilized, medical records and documentation and administrative/clerical procedures and duties for entry-level employment in the role of the veterinary assistant.
- A working knowledge of animal care activities, medical disorders and conditions treated, the associated treatment protocols, methods and agents, technology and equipment utilized.

Upon completion of the program, the student should be prepared to work in entry-level positions in an animal clinic or hospital.

***PROGRAM LENGTH:*** The Veterinary Assistant program is 36 weeks for day and evening students.

***PROGRAM DELIVERY:*** The Veterinary Assistant program is a residential training program and no portion is offered by distance learning.

**PROGRAM CREDENTIAL:** Diploma/Certificate (MI only)

**\*OUTSIDE COURSEWORK:** During the program, all students are required to complete 302.5 clock hours of required outside classroom work. All required outside classroom work is graded by Ross Medical Education Center and factored into student's course grades. Ross Medical Education Center's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

## VETERINARY ASSISTANT PROGRAM COURSE DESCRIPTIONS

### VA 101 - Veterinary Medicine Profession and Practice

6 Credits

In this course, you will be introduced to veterinary medicine; the history, the settings, the standard practices and operational procedures, and a thorough understanding of the role of each member of the veterinary team, including the veterinarian, veterinary assistant, veterinary technician and all other animal hospital staff while learning the professional ethics of this occupation and obtaining rudimentary knowledge of veterinary laws and legalities. Effective client communication skills are also a focus of this course. The delicate subject of euthanasia is also covered in this course. **Prerequisites:** None

### VA 102 - Veterinary Office Administration

4.5 Credits

In this course, scheduling and appointments, the procedures of admitting and discharging patients and developing a complete appreciation for the importance of the human/animal bond is presented. This course covers the creation, documentation within and maintaining of medical records and certificates, inventory and restocking procedures, as well as safety measures and precautions. Professional development and writing resumes and cover letters is covered as well. **Prerequisites:** None

### VA 103 - Veterinary Office Practices

6 Credits

In this course, you will be instructed on the computer software system; and, other computer based processes and the automation in a veterinarian's office. The course focuses on keyboarding and computer skills and their practical applications in the veterinary medicine setting. Students will also gain an understanding of financial literacy. **Prerequisites:** None

### VA 104 - Veterinary Medical Terminology

3 Credits

In this course, the fundamentals of learning medical language (identify meaning of common prefixes, suffixes and root words) and the ability to define and use common veterinary medical terms and abbreviations related to aspects of veterinary practice and animal species and care is the focus.

**Prerequisites:** None

### VA 105 - Animal Restraint and Handling

5 Credits

In this course, the fundamentals and the fine points of animal restraint will be addressed. You will be given an in-depth explanation of ropes and knots as they pertain to animal restraint, and be educated on the differences of various forms of physical and psychological restraint techniques, and knowledge of normal and abnormal behavior. You will be instructed on the proper placement and removal of different animals from enclosures, the handling of fractious patients, restraint methods during the physical examination, and how to properly open a patient's mouth. This course also covers the proper positioning protocols for different animals and the standard veterinary terminology for each of these positions. **Prerequisites:** None

**VA 106 - Veterinary Pharmacy and Pharmacology****6 Credits**

In this course, the use of pharmaceuticals in a veterinary office will be addressed. Detailed information pertaining to the legal issues in drug handling, specifically the proper prescription labeling and packaging of medications, the correct way to store biological and therapeutic agents, and the efficient performance of inventory control will be included. You will be presented with information to recognize general types and groups of drugs and the difference between prescription and over-the-counter medications. You will also be presented the proper routes and methods of drug and vaccine administration as well as proper terminology. **Prerequisites:** None

**VA 107 - Veterinary Anatomy and Physiology****6 Credits**

The foundational study of anatomy and physiology is presented; and, the study of the anatomy and physiology of cats and dogs in particular, and many other domestic and some farm animals, comprises this course. **Prerequisites:** None

**VA 108 - Veterinary Laboratory Procedures****2 Credits**

In this course, you will be instructed on basic knowledge of laboratory procedures. Your studies will include recording laboratory results, and identifying common external parasites. You will learn how to collect voided urine samples, how to determine the physical properties of urine, how to collect fecal samples for parasitological exams and how to prepare fecal flotation solutions. Furthermore, you will be instructed on proper specimen collection and processing for culture and sensitivity. **Prerequisites:** None

**VA 109 - Common Diseases and Medical Conditions of Animals****3 Credits**

In this course, presentation of the medical conditions and diseases most common to cats and dogs and that result in a visit to the veterinarian is the focus. Diseases and conditions of many domestic animals and some farm animals are also presented. **Prerequisites:** None

**VA 110 - Domestic Animal Care****7 Credits**

In this course, you will be instructed on the fundamentals of small animal care. This course is richly informative and will provide you with the essential tools needed to properly nurture the animals in your care. The course focuses on the skills needed to identify different breeds of dogs and cats and properly care for the hospitalized patient in your charge. The essentials of patient housing, including environmental considerations, feeding and watering, nutrition, socialization and exercise will also be addressed. Preventative care such as grooming, ear cleaning, nail trimming, bathing and dipping, along with dental hygiene will be covered as well. The prevention of nosocomial infections and zoonotic diseases are also part of this course. **Prerequisites:** None

**VA 111 - Examination Room Procedures****7 Credits**

In this course, examination room protocol will be covered. You will learn basic examination room preparation, and patient background and physical examination procedures. Highlights of this portion of the stage will include general cleaning and disinfecting, obtaining and documenting the patient's history, which includes a history of their chief complaint, and a complete medical and environmental history. This stage also prepares you to record observations, test and monitor vital signs, and determine the patient's weight, respiratory rate, and temperature. You will be instructed on the proper techniques of radiology and ultrasound as a means of diagnoses. Positioning small and large patients, basic safety practices and techniques, and proper methods of equipment care will be explored. Also included are the methods of processing various data received from radiology and ultrasound to include quality control, film identification, and how to use automatic processing methods. You will also develop an understanding of vaccination protocols. **Prerequisites:** None

**VA 112 - Surgical Preparation and Assisting****4.5 Credits**

In this course, you will learn the skills every veterinary assistant should possess in order to best serve the animal hospital staff before, during and after a surgical procedure. This section provides detailed information on the preparation of surgical equipment and supplies, the appropriate sterilization methods for instruments and supplies, and the identification of common instruments and suture materials, both types and sizes. You will also be given explicit instruction on how to assist with the preparation of patients using aseptic techniques, how to operate and maintain autoclaves, and assist with positioning of surgical patients while maintaining proper operating room conduct and asepsis. Other critical components of this section include the understanding of operating room sanitation and care protocol, performing post-surgical clean-up of animals and equipment, proper storage of surgical gowns and drapes, and the identification and appropriate care of common surgical equipment and supplies along with the proper disposition of hazardous medical wastes. **Prerequisites:** None

**VA 201 - Externship****6 Credits**

The externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 168 hours off-site at a veterinary setting where they will receive hands-on experience in a veterinary office, clinic or other veterinary setting. Students will also spend two (2) hours per week on campus (a total of 12 hours) where there will be supervised practical experiences promoting the acquisition and demonstration of knowledge and skills. Only in extenuating circumstances, and with approval by the Campus Director/Associate Campus Director, may seminar hours be replaced with equivalent hours in an approved practical offsite setting. These practical experiences will include activities such as role-playing, discussion and problem-solving (critical thinking) of actual externship site experiences, and other practical activities related to the health care setting. Students who need additional help with program-specific skills will have the opportunity to work with a faculty member in a non-threatening environment during the seminar to advance their skill-set. Ross Medical Education Center will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Development Representative. A site visit and site approval must be completed by Ross Medical Education Center for any student developed Externship experience. Student performance will be evaluated by Ross Medical Education Center personnel and site supervision will be conducted in compliance with accrediting standards. **Prerequisite:** Completion of all other courses in the Veterinary Assistant Program



# MEDICAL ASSISTANT SPECIALIST - ASSOCIATE OF APPLIED SCIENCE DEGREE

1,345 Clock Hours\* - 104.5 Quarter Credits

(Offered at several locations. Check with the Admissions Office or refer to “Program Offering by Location” section at the end of this catalog to determine if it is offered in your area.)

The Medical Assistant diploma/certificate program course content must be satisfactorily completed at Ross Medical Education Center or Ross College in order to enroll in the degree completion program. 720 clock hours and 44.5 credits from the Medical Assistant diploma/certificate program will transfer to the Medical Assistant Specialist Associate of Applied Science program. Only graduates of Ross Medical Education Center or Ross College’s Medical Assistant program are eligible to apply for this degree.

COURSE #	COURSE	CLOCK HOURS	CREDITS
GEN 114	Introduction to Communication	45	4.5
GEN 115	Introduction to Psychology	45	4.5
GEN 116	Introduction to Sociology	45	4.5
GEN 210	Critical Thinking	45	4.5
GEN 211	Lifespan Development	45	4.5
BC 102	Introduction to Pharmacology	40	4
BC 104	Introduction to Epidemiology	40	4
BC 105	Core Concepts in Health	40	4
BC 203	Introduction to Biology for Non Majors	45	4
BC 211	Computer Fundamentals	45	4
BC 212	Dosage Calculations	45	4
MA 207	Medical Law and Ethics	15	1.5
MA 208	Healthcare Information Management	45	4
MA 214	Computer Software Applications in Healthcare	45	4
MA 224	Capstone Medical Assistant Specialist	40	4

TRANSFER HOURS AND CREDITS FROM THE MEDICAL ASSISTANT DIPLOMA/CERTIFICATE PROGRAM.....	720.....	44.5
TOTAL PROGRAM CLOCK HOURS AND CREDITS.....	1,345.....	104.5

## ***PROGRAM OBJECTIVES:***

During the Medical Assistant Specialist Associate of Applied Science degree program students will be instructed:

- Understanding of the US Healthcare Delivery System.
- Basic human anatomy and physiology, disease processes, associated pharmacotherapy and medical terminology.
- Administrative office skills that include fashioning and management of electronic medical records, word processing and computer skills to best utilize current office automation/ software related to client data management and insurance billing filing and reimbursement procedures; and, other routine office procedures.
- Interpersonal and customer service skills that are consistent with superior oral and written communication and professional and effective interaction with healthcare team members and clientele.

- Financial recordkeeping skills that include accounts receivable and payable as well as preparing a payroll.
- Accurate completion of insurance claim forms including evaluating and determining the most appropriate and required coding for maximum reimbursement.
- Basic principles of patient health education and promotion and their application to community and public health services.
- Basic understanding of epidemiology and its application to community and public health services.

As well as:

- Ability and desire for advancement in the profession through a dedication to life-long learning.
- Appreciation for studies of the arts, sciences and humanities for development of a more learned professional as manifest in communication and behavior.
- Critical thinking applied to approach in performing all duties and responsibilities of their role.

Upon completion of the program, the graduate should be eligible to work in positions such as: Medical Assistant (Administrative, Clinical or both), Community Support Worker, Community Outreach Worker, Social Services Aide, and Office Manager.

**PROGRAM LENGTH:** The total program length of the Medical Assistant Specialist Associate of Applied Science Degree program is 76 weeks for evening students, excluding holidays.

**PROGRAM DELIVERY:** The Medical Assistant Specialist Associate of Applied Science Degree Program is a residential training program and no portion is offered by distance learning.

**PROGRAM CREDENTIAL:** Associate of Applied Science

\***OUTSIDE COURSEWORK:** During the program, all students are required to complete 1,392.5 clock hours of required outside classroom work. All required outside classroom work is graded by Ross Medical Education Center and factored into student's course grades. Ross Medical Education Center's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

## **MEDICAL ASSISTANT SPECIALIST ASSOCIATE OF APPLIED SCIENCE DEGREE COURSE DESCRIPTIONS**

### **GENERAL EDUCATION COURSES**

#### **GEN 114 - Introduction to Communication**

**4.5 Credits**

This course introduces students to the theories and principles of speech communication from a wide range of perspectives. The evolution of communication theory is examined and foundational principles, such as the communication process, perception, verbal/nonverbal communication, and listening, are introduced. These principles are then applied to communication in interpersonal, small group, public, and organizational contexts. The dynamics of relationships, intercultural and gender communication issues, and conflict and negotiation are also explored, along with ethical issues inherent in the communication process. Discussions of current viewpoints related to interviewing, mass media, and new technologies present a contemporary view of the communication process. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

**GEN 115 - Introduction to Psychology****4.5 Credits**

This course provides a general survey of psychology, including the relationship between biology and behavior, such as how stress impacts personal health. Other topics introduced in the course include intelligence and reasoning, personality, gender and sex, memory, ethics, and research methods.

**Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

**GEN 116 - Introduction to Sociology****4.5 Credits**

This course provides a broad overview of sociology and how it applies to everyday life. Major theoretical perspectives and concepts are presented, including sociological imagination, culture, deviance, inequality, social change, and social structure. Students also explore the influence of social class and social institutions such as religion, education, healthcare, government, economy, and environment. The family as a social structure is also examined.

**Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

**GEN 210 - Critical Thinking****4.5 Credits**

This course offers a comprehensive introduction to critical thinking. Students gain knowledge of deductive and inductive arguments, evaluate the strength of premises, and analyze arguments. The role of language in critical thinking is emphasized. Other topics include categorical statements and syllogisms, compound statements and syllogisms, fallacies of relevance, and fallacies of insufficient evidence. Students explore the basics of critical thinking in research and discover how to construct and write arguments. The course concludes with practical advice on how to be a critical consumer of media messages, in addition to identifying pseudoscientific claims.

**Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

**GEN 211 - Lifespan Development****4.5 Credits**

This course provides students with a lifespan perspective of human development, including physical, cognitive, and psychosocial changes. The stages of development are discussed, and factors influencing development are examined. This course also explores death, dying, and bereavement, in addition to some of the controversial issues surrounding this last stage of life.

**Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

**BASIC COURSES****BC 102 - Introduction to Pharmacology****4 Credits**

This course introduces the basic concepts of pharmacology and the dispensing of medications as preventative and therapeutic agents. Focus is on drug classifications, properties, actions, and effects on the human body.

**Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

**BC 104 - Introduction to Epidemiology****4 Credits**

The study of the transmission and distribution of diseases in populations and of factors that influence the occurrence of disease, this course introduces the basic principles and concepts of epidemiology and an understanding of the key concepts in the following: using epidemiology to identify the causes and spread of disease; the epidemiologic approach to disease intervention and prevention; and, applying epidemiology to public health evaluation, policy and services.

**Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

**BC 105 - Core Concepts in Health****4 Credits**

This course provides a concise and current introduction to health topics and issues, bringing students scientifically based and accurate information about health and wellness topics which include: Taking Charge of Your Health, Stress: The Constant Challenge, Psychological Health, Contraception, Pregnancy and

Childbirth, The Use and Abuse of Psychoactive Drugs, The Responsible Use of Alcohol, Tobacco Use and Cessation, Nutrition Basics, Exercise for Health and Fitness , Weight Management, Cardiovascular Health, Cancer, Immunity and Infection, Sexually Transmitted Diseases , Environmental Health, Personal Safety, Aging: A Vital Process; and, Dying and Death. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

**BC 203 - Introductory Biology for Non-Majors**

**4 Credits**

This course is an introduction to the biological sciences for the non-major student. Topics include cell structure and function, bioenergetics, DNA structure and function, cell reproduction, taxonomy, evolution, ecology, and an overview of the anatomy and physiology of the major organ systems. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

**BC 211 - Computer Fundamentals**

**4 Credits**

Computer Fundamentals provides students with a foundation in the skills and knowledge needed for today's technology-based careers. Students learn the components of systems—from the CPU and memory to input devices and peripherals—and how these components interact with an operating system to perform critical tasks. They develop a basic understanding of what can go wrong and how to recover. Learners also explore how computers connect to the Internet, what services can be found online, how they can be used, and what dangers exist in the form of viruses, Trojans, and other malware. Students prepare to work with different types of applications, including spreadsheets, word processors, presentation creation tools, and more. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

**BC 212 - Dosage Calculations**

**4 Credits**

This course consists of topics designed to provide students with the skills required to interpret drug orders, understand drug labels and package inserts, and calculate the amount of medication to administer to patients using the appropriate dosing equipment. Topics presented include dosage calculation methodology, dosage equipment, and units of measure. Individual topics on calculations and administration of oral, intravenous, and parenteral medications are included. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

**PROGRAM REQUIRED COURSES**

**MA 208 - Healthcare Information Management**

**4 Credits**

This course introduces information, concepts, methods, and theories in healthcare delivery systems and computer applications in healthcare. Focus is placed on the evolution and trends in managed healthcare, including research, statistics, quality management, and integrating information technologies into medical office practices. Other processes such as staffing, productivity, and improving quality are also discussed. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

**MA 214 - Computer Software Applications in Healthcare**

**4 Credits**

This course introduces information, concepts, methods, and processes for using computer software in healthcare applications. Focus is specifically placed on EHR and its many uses, functions, and applications in the medical office. Other processes such as medical office billing, information technology, and HIPAA are also discussed. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

**MA 207 - Medical Law and Ethics****1.5 Credits**

This course provides an introduction to the legal, ethical, privacy, security and confidentiality issues and practices in healthcare. The HIPAA (Health Insurance Portability and Accountability Act) privacy rule and professional ethics are also discussed. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

**CAPSTONE COURSE****MA 224 - Capstone Medical Assistant Specialist****4 Credits**

This capstone course is designed to be a culminating educational experience for the medical assistant student. Students will complete a research project that integrates and focuses on the coursework, knowledge, skills and experiential learning to enable the student to demonstrate mastery of learning across the curriculum.

Topics will be discussed and reviewed in class and final approval and format will be determined by the instructor. Students will be required to present their project or research paper in class during the final week of the course. **Prerequisite:** Completion of all other courses in the Medical Assistant Specialist Associate of Applied Science degree program.

# NURSING ASSISTANT PROGRAM INFORMATION AND POLICIES

*(NURSING ASSISTANT PROGRAM ONLY, PAGES 86-100)*

## ***ADMISSIONS REQUIREMENTS***

Ross Medical Education Center has an open enrollment policy. Students who wish to enroll in the Nursing Assistant program must be:

- 16 years of age and above (Applicants who are under the age of 18 will require written authorization from current legal guardian)
- Able to understand basic Reading, Math, Writing and Comprehension skills
- Able to demonstrate functional hearing
- Able to demonstrate ability to perform the physical requirements\* of the job for which they will be instructed

\* All students must be able to pass a criminal background check before beginning the clinical portion of the program: No convictions of crimes involving violence to person or property, abuse, neglect, fraud, recent and/or repeated theft of items of more than token value, or other types of dishonestly, ever.

\*Students must be able to perform the physical requirements of the job, which includes walking, standing for long periods of time, some bending and stooping, lifting up to 75 pounds while using proper body mechanics. Students with weight and lifting restrictions will be declined admission to the program. Pregnant students must get written clearance from their Obstetrician.

Determination for admission is made by the Campus Director/Associate Campus Director after candidates are screened and evaluated to determine their academic capabilities and career potentials.

Students failing to meet specific attendance requirements from their start date will be unregistered from the program. Please see Campus Director/Associate Campus Director for more information.

Ross Medical Education Center, an Equal Opportunity Employer offering equal opportunity programs, admits students of any race, color, sex, religion, age, political affiliation or belief, or national origin, and does not discriminate on the basis of handicap. Auxiliary aids and services may be available upon request to individuals with disabilities. These individuals may utilize the appropriate relay center, or 7-1-1. The relay center for each state is as follows:

Michigan 1-800-649-3777

## ***CLASS SCHEDULES***

It is the practice of Ross Medical Education Center to enroll students continuously throughout the calendar year. To meet individual student needs, day and evening class schedules have been developed. Schedules vary by program and campus Monday through Friday. Externships are scheduled based on clinical sites' hours of operation.

## ***START DATES***

Classes are scheduled regularly throughout the calendar year.

<b>NURSING ASSISTANT TRAINING - Class Schedule</b>			
<b>Day Classes (2 Weeks) Monday - Friday</b>	<b>Scheduled Days Off</b>	<b>Evening Classes (4 Weeks) Monday - Thursday</b>	<b>Scheduled Days Off</b>
07/09/2019 – 07/22/2019		07/09/2019 – 08/05/2019	
07/23/2019 – 08/05/2019		08/06/2019 – 09/03/2019	09/02/2019
08/06/2019 – 08/19/2019		09/04/2019 – 10/01/2019	
08/20/2019 – 09/03/2019	09/02/2019	10/02/2019 – 10/29/2019	
09/04/2019 – 09/17/2019		10/30/2019 – 11/26/2019	
09/18/2019 – 10/01/2019		11/27/2019 – 12/30/2019	11/28/2019 & 11/29/2019
10/02/2019 – 10/15/2019		01/02/2020 – 01/30/2020	01/20/2020
10/16/2019 – 10/29/2019		02/03/2020 – 02/27/2020	
10/30/2019 – 11/12/2019		03/02/2020 – 03/26/2020	
11/13/2019 – 11/26/2019		03/30/2020 – 04/23/2020	04/10/2020
11/27/2019 – 12/12/2019	11/28/2019 & 11/29/2019	04/27/2020 – 05/21/2020	
12/13/2019 – 12/30/2019	12/24/2019 & 12/25/2019	05/26/2020 – 06/22/2020	05/25/2020
01/02/2020 – 01/15/2020		06/23/2020 – 07/21/2020	07/03/2020
01/16/2020 – 01/30/2020	01/20/2020		
01/31/2020 – 02/13/2020			
02/14/2020 – 02/27/2020			
02/28/2020 – 03/12/2020			
03/13/2020 – 03/26/2020			
03/27/2020 – 04/09/2020	04/10/2020		
04/13/2020-04/24/2020			
04/27/2020-05/08/2020			
05/11/2020-05/22/2020			
05/26/2020-06/08/2020	05/25/2020		
06/09/2020-06/22/2020			

### ***LEGAL HOLIDAYS/SCHEDULED BREAKS***

School will be closed on the following days: Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving and the Friday after Thanksgiving, Christmas and New Year's break.

### ***CLASS SIZE***

Each lecture class will be limited to no more than 22 students per instructor. Laboratory ratio of students to instructor does not exceed 12 to 1. Clinical ratio of students to instructor does not exceed 8 to 1.

### ***TUITION AND FEES***

The Nursing Assistant Program Tuition\* is \$1,000.00

The Nursing Assistant program costs also include the following fees\*:

- \*Background Check 10.00 non-refundable
- \*Administration Fee 25.00 non-refundable
- \*Equipment Fee 55.00 optional (includes gait belt, stethoscope, and blood pressure cuff)
- \*Tuition and fees are subject to change without prior notice.

Timely payments of tuition and fees are expected to be made according to the payment schedule outlined by the school and detailed in the executed (signed) enrollment agreement.

### ***CANCELLATION & REFUND POLICY***

A. An applicant may cancel an enrollment at any time before the commencement of class.

B. An enrolled student later deemed to be ineligible shall be entitled to a refund of all monies paid. All refunds shall be returned within 30 days of ineligibility.

C. All monies paid by an applicant after signing an enrollment agreement will be refunded if requested within three business days after signing an enrollment agreement.

D. Other cancellations. An applicant subsequently requesting cancellation prior to class start shall be entitled to a refund of all monies paid.

E. There are no refunds tuition and fees, textbooks, supplies and costs (Criminal Background Checks and TB Tests) after the first day of class has begun.

F. Refunds will be made within 30 days of the date of cancellation or termination.

### ***ROSS EDUCATION PAYMENT PLANS***

Ross Education provides various payment options to students. Any payment plan is serviced internally by Ross Education, LLC. Ross Education may periodically assign/sell/transfer all rights to any outstanding receivables to independent third parties and/or change/add receivable service entities.

Please note that if payments due in this program fall substantially in arrears, training may be interrupted and termination from the program could occur. Timely payments of tuition and fees are expected to be made according to the payment schedule outlined by the school and detailed in the executed (signed) enrollment agreement.

### ***GRADUATION REQUIREMENTS***

A Certificate of Completion will be awarded to each student who successfully completes all Nursing Assistant program requirements in the specified time and is ready to attempt the state's applicable Certification Exam; to include completion of all hours of instruction, achieved a minimum 75% grade average, obtained satisfactory assessment in the Laboratory and Clinical settings (achieving 100% competency in lab prior to taking clinicals and 100% competency in clinicals prior to graduation), and completed payment of a tuition and supply fees as applicable.

It is the student's responsibility to maintain their credentialing documents, such as diploma, certificate and degree.

### ***ACADEMIC TRANSCRIPT***

An unofficial copy of each student's transcript is available from the campus upon request by the student. This service is subject to the Family Educational Rights and Privacy Act of 1974, as amended. The school reserves the right to limit, in its discretion, the number of official academic transcripts provided without a processing fee.

Student records are kept for a minimum of three years; academic transcripts are retained indefinitely.



## ***STANDARDS OF SATISFACTORY ACADEMIC PROGRESS***

In order to maintain satisfactory progress, students must meet minimum standards of academic achievement and attendance. Students must achieve a cumulative average of 75% in the Nursing Assistant program. A grade of 75% is a passing grade. The average of all tests in the program must be 75% or above, to successfully complete the program. Students must also pass (100%) clinical/lab competencies to successfully complete the program.

A test grade of less than 75% will generate a review by the Program Coordinator. At that time, the student and Program Coordinator will discuss the learning environment and evaluate the need to put in place any additional or special learning practices.

All missed program time must be made up before a student receives a Certificate of Completion. Please refer to the Attendance Policy and Graduation Requirements for more detail.

## ***CLINICAL TRAINING COMPETENCY***

Students must achieve 100% accuracy in lab prior to taking clinicals and 100% on clinicals to pass the course. Students will not be permitted to attend the clinical training portion of their program if they have not sufficiently mastered the care skills to be safe and competent.

During the program, all students are required to complete outside classroom work. All required outside classroom work is graded by Ross Medical Education Center and factored into student's course grades.

## ***GRADING SYSTEM***

All tests and assignments are graded against a 100% scale.

In order to successfully complete the program a student must complete all Nursing Assistant program requirements to include completion of all hours of instruction, achieved a minimum 75% grade average, obtained satisfactory assessment in the Laboratory and Clinical settings (achieving 100% competency in lab prior to taking clinicals and 100% competency in clinicals prior to graduation).

## ***WITHDRAWALS***

In the event that a student withdraws or is terminated from the program before the program completion date, the refund policy will be applied to the total tuition and fees assessed. If it is determined that a tuition and fees obligation remains to be paid, payments are expected to continue according to the enrollment agreement until the remaining balance is paid in full.

## ***ATTENDANCE POLICY***

All missed program time must be made up before a student receives a Certificate of Completion. Missed days will need to be made up with a subsequent class at the discretion of the Program Coordinator.

The consequences of Official Attendance Occurrences are as follows:

- Occurrence I: Student receives a written warning and works with his/her instructor to schedule make-up time. Make-up time is at the discretion of the instructor.
- Occurrence II: Student receives written notification, is placed on attendance probation and works with the instructor to schedule make-up time. Make-up time is at the discretion of the instructor.

- Occurrence III: Student is suspended from the program and must return with the next available class to complete his/her program. Students have ninety (90) days from their originally scheduled completion date to complete all program requirements and scheduling will be based upon class space availability.

Class time missed in excess of three (3) hours requires make-up time that exactly corresponds to the missed date and time. For example, if a student misses the last five hours of the first Wednesday class, he/she must attend the last five hours of the first Wednesday of the next available scheduled class. Students will not be allowed to attend clinical until this time has been completed. This is a State requirement for the Certified Nurse Aide Training Program.

In the event of an absence that has not been made up prior to graduation, the student will not be able to graduate and receive Certificates of Completion with their current class. The student will have to come back within 90 days and make up the missed time with a subsequent class.

### ***ATTENDANCE MAKE-UP POLICY***

Ross Medical Education Center believes that preparation for a career includes developing the proper work habits of punctuality and good attendance. Students will be marked absent for any time missed. Students who exceed the attendance requirement will be considered unexcused and will be required to make up these absences according to the Nursing Assistant attendance policy. Students unable to maintain the attendance requirements will be subject to program termination for violation of the attendance policy.

### ***ADVISING***

The student receives academic, attendance and/or financial aid advising from the school, as the school deems necessary in its discretion.

### ***TUTORING***

Tutoring and academic guidance are provided to students when needed.

Students may receive extra help by making a request to their instructor, assistant Campus Director/Associate Campus Director of education and/or the Campus Director/Associate Campus Director. Tutoring will be arranged outside the normal classroom instruction hours to assist the student.

### ***ACADEMIC FREEDOM***

Academic freedom exists within the framework of a standardized curriculum. Faculty members are encouraged to exercise academic freedom within this framework to clarify the curriculum content while at the same time not violating existing copyright laws. Faculty are also encouraged to use academic freedom to select appropriate instructional methodologies for specific classroom needs and to suggest curricula or text changes based on their experience and education, using the established curriculum review process to see these changes realized.

### ***LEAVE OF ABSENCE***

Ross Medical Education Center does not offer a leave of absence.

### ***TRANSFER CREDIT***

Ross Medical Education Center is not designed as a transfer institution and does not currently have articulation agreements with any postsecondary institutions. Ross Medical Education Center offers no guarantee of transferability of credits or clock hours to any other institution. The receiving institution (college) rather than the training institution (Ross) makes the final determination whether or not transfer credits or clock hours will be accepted. Students should plan that the educational credits and/or clock hours received at Ross will not transfer to another institution.

## ***CREDIT FOR PREVIOUS EDUCATION***

It is the policy of Ross Medical Education Center to require that each Nursing Assistant student complete the entire two week course of study at Ross. However, the campus will consider clock hours earned at another institution accredited by an agency recognized by the United States Department of Education or the Council of Higher Education Accreditation as long as those clock hours fit satisfactorily into the Nursing Assistant program's two-week format. *The student must request this consideration before starting classes at Ross Medical Education Center.* Additionally, the student must present evidence demonstrating that the prior institution attended is accredited by an agency recognized by the United States Department of Education or the Council of Higher Education Accreditation as well as provide an official transcript of course completion from the prior institution attended. The Director of Education will then assess the content taken and outcomes achieved at the prior institution and determine if clock hours for prior education can be granted. However, students of the Nursing Assistant program should plan that the educational clock hours received at another institution will not transfer into the Ross Nursing Assistant program.

Clock hours or advanced placement in the Nursing Assistant program will not be granted for previous work experience.

## ***COMMUNITY RESOURCES***

Information about national community resources is listed below:

<b>Organizations</b>	<b>Website</b>	<b>Phone Number</b>
Alcohol Abuse and Crisis Intervention	<a href="http://www.aa.org">www.aa.org</a>	(800) 234-0246
Al-Anon	<a href="http://www.al-anon.org">www.al-anon.org</a>	(888) 425-2666
Drug and Alcohol Helpline	<a href="http://www.alcoholdrughelp.org.nz">http://www.alcoholdrughelp.org.nz</a>	See website
Family and Children's Services	<a href="http://www.acf.hhs.gov">www.acf.hhs.gov</a>	See website
National Domestic Violence Hotline	<a href="http://www.thehotline.org">www.thehotline.org</a>	(800) 799-7233
Rape Crisis Center	<a href="http://www.therapeccrisiscenter.org">www.therapeccrisiscenter.org</a>	(888) 366-1640
Suicide Hotline	<a href="http://www.suicidepreventionlifeline.org">www.suicidepreventionlifeline.org</a>	(800) 273-8255
United Way	<a href="http://www.unitedway.org">www.unitedway.org</a>	211

Please see the Campus Director/Associate Campus Director for additional information concerning local community resources that may be available.

## ***STANDARDS OF CONDUCT***

Students should maintain a professional and positive attitude toward their schoolwork, the faculty and other classmates. Disruptiveness and disrespect on campus and on public property (which is in the same reasonably contiguous geographic area of the campus) will be considered cause for dismissal. Substance abuse, theft, cheating or plagiarism will also be causes for dismissal.

Students who disregard the rules and regulations will be subject to dismissal. In most cases, students will be warned and then dismissed if the misconduct continues. The Campus Director makes all determinations regarding conduct.

A copy of the Student Guidelines, which also explains these rules, is issued at enrollment.

## ***READMISSION***

Application for readmission to Ross Medical Education Center will be reviewed on an individual basis. A student must submit a written request for reentry and meet with the Campus Director/Associate Campus Director before being considered for readmission.

## ***DRESS CODE***

The dress code requirements for Ross Medical Education Center follow the typical protocol found in most medical facilities. All Nursing Assistant students are required to wear scrubs and must have a watch with a second hand. Additionally, during the admissions process, further guidelines are explained which ensures compliance to OSHA regulations as well as to prepare student for the professional work environment. Please refer to the Nursing Assistant Program Student Guidelines for a complete dress code policy.

## ***CAMPUS SECURITY***

Each Ross Medical Education Center strives to promote and maintain a safe and secure learning environment. The Ross Annual Security report is available on the Ross Education Website, [www.rosseducation.edu](http://www.rosseducation.edu) or by request from the Campus Director/Associate Campus Director. This report includes information regarding campus security policies and campus crime statistics.

## ***ROSS EDUCATION L.L.C. COPYRIGHT POLICY***

The unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may subject students and individuals to civil and criminal liabilities. Almost all of the music, movies, television shows, software, games and images found on the Internet are protected by federal copyright law. The owner of the copyright in these works has the right to control their distribution, modification, reproduction, public display and public performance. It is therefore generally illegal to use file sharing networks to download and share copyrighted works without the copyright owner's permission unless "fair use" or another exemption under copyright law applies.

Fair use under the Federal Copyright Act allows the use without permission of copyrighted material for the purpose of criticism, comment, news reporting or teaching under certain limited circumstances. There is no blanket exception from liability for students or employees of educational institutions, however, whether the use of copyrighted material without permission falls with "fair use" or one of the other exceptions in the Act depends on a very detailed, case-by-case analysis of various factors. Students should be aware that sharing music, videos, software and other copyrighted materials is very likely not to be considered a "fair use" and therefore may be a violation of the law. A violation of the school's copyright policy by students result in termination of the school's network access and/or other disciplinary action including dismissal from school.

### **Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws**

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement. Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages. For more information, please see the website of the U.S. Copyright Office at [www.copyright.gov](http://www.copyright.gov).

Ross Education L.L.C.'s policies in regard to copyright infringement via the Internet prohibit the illegal downloading or unauthorized distribution of copyrighted materials using the school's information technology system. The school's policies prohibit use of Ross' computer network to engage in illegal copying or distribution of copyrighted works such as by unauthorized peer-to-peer file sharing (i.e., the sharing of copyrighted works, typically in digital or electronic files) without permission and will subject the individual to disciplinary action up to and including possible dismissal from school.

## ***DISCLOSURE OF EDUCATIONAL RECORDS***

The Family Educational Rights and Privacy Act (FERPA) affords eligible students certain rights with respect to their education records. (An “eligible student” under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution.)

## ***EQUIPMENT AND AUDIO-VISUAL AIDS***

In order to prepare graduates for allied health careers, a variety of equipment is available for program instruction. Knowledge and proficiency are attained by both demonstration and actual operation of equipment. Each campus is supplied with audio-visual equipment, anatomy and physiology charts, an array of educational videos and DVDs to provide a variety of learning modes including, DVD player, LCD projectors, transparencies and models. A program specific equipment list is available as needed.

## ***COURSE AND PROGRAM ASSESSMENT***

Refer to course description and syllabi for additional information.

## ***STUDENT CONCERNS/COMPLAINTS PROCEDURE***

A copy of the Student Guidelines is issued to each student at enrollment. These guidelines contain the appropriate procedures for addressing suggestions, concerns or complaints. Students must follow the established procedures in order to resolve their concerns. If, after all Ross avenues are exhausted, the student is not satisfied, the student may consider contacting the appropriate state regulatory agency. Please direct all state inquiries as follows:

### **Michigan Department of Licensing and Regulatory Affairs**

Proprietary School Unit  
2501 Woodlake Circle  
Okemos, MI 48864  
or Fax to: (517) 373-3085

If you wish to file a complaint with the State of Michigan, you may do so by clicking “Complaints” at the following site: [www.michigan.gov/pss](http://www.michigan.gov/pss)

## ***CAREER DEVELOPMENT***

Ross Medical Education Center is committed to assisting program graduates with career development services.

To help ensure the success of every graduate, Ross Medical Education Center offers job placement assistance at no additional charge. To help prepare students for allied health entry level position, professional development and communication skills are presented throughout the perspective program to prepare each graduate for employment. This includes, but is not limited to, job seeking skills such as resume writing, networking and interviewing techniques.

Campus personnel maintain regular contact with health care employers to obtain first-hand information about their employment needs. This information is then shared with students and program graduates.

The objective of career development is to assist students with the skills necessary to secure an entry-level position in an allied health setting. Naturally, securing rewarding employment for a graduate depends upon a mutual effort between campus personnel and the graduate. Ross cannot in any way or any time guarantee employment. Specific recent placement information can be obtained at the campus.

## ***HOUSING***

Ross Medical Education Center does not offer housing; however, rooms and apartments are usually available in the immediate area.

## ***SPECIAL LECTURES, FIELD TRIPS & STUDENT PROJECTS***

Guest speakers are periodically invited to acquaint students with the latest techniques, equipment, and materials. Field trips are arranged as schedules permit.

Students may participate in class projects such as charity fund-raisers and community service projects.

## ***LIBRARY AND RESOURCE MATERIALS***

Ross Medical Education Center maintains an annual contract for students to utilize GALE Cengage Learning's Virtual Library. This virtual library significantly expands on the campus' library holdings through ready access to professional articles, journals and periodicals. With the virtual library and campus' hard copy reference collection, the students have easy access to a collection of recent medical reference materials, which include professional articles, journals and periodicals provided to enhance the training programs.

## ***LIMITED ENGLISH PROFICIENCY***

Ross prohibits discrimination against any student or prospective student on the basis of their national origin. Language assistance measures are communication accommodations that enable Limited English Proficiency (LEP) persons to access program services and or experience them at an acceptable level.

The purpose of this policy is to establish effective guidelines, consistent with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, for agency personnel to follow when providing services to, or interacting with, individuals who have limited English proficiency (LEP). Following these guidelines is essential to the success of our mission.

Ross will provide reasonable accommodations to enable students with LEP to fully and equally participate in the programs and services offered by Ross.

Individuals with LEP are encouraged to contact the Executive Vice President of Operations about any necessary accommodations and services. The Executive Vice President of Operations coordinates services for students with LEP including assistance in admissions, registration, financial aid, advisement, adapted classroom activities and other special needs. It is the responsibility of the student to request any needed assistance from this office. Students may initiate their requests for reasonable accommodation through the Executive Vice President of Operations, (810) 637-6100, extension 20045. Questions, difficulties or concerns should be directed to the Executive Vice President of Operations as soon as possible.

### ***Definition of Limited English Proficient***

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP." These individuals may be entitled language assistance with respect to a particular type or service, benefit, or encounter.

***Timing:*** Making timely accommodation requests is essential. Some accommodation requests require more extensive activities to evaluate and/or to implement and involve greater time than other requests. In general, Ross tries to act upon a request for accommodation within one week after the individual has submitted the Request for Reasonable Accommodation form, together with supporting paperwork, if necessary. Requests relating to accommodations in the admissions process must be made at least two weeks in advance. Generally, requests for accommodations in a particular course or program should be

made at least two weeks prior to the commencement of that course or program. However, requests will not be rejected solely based on untimeliness.

## ***UNLAWFUL HARASSMENT POLICY***

Ross Education, LLC strives to maintain a pleasant learning environment free from intimidation, humiliation, and insult. Harassment on the basis of any lawfully protected characteristic, which includes race, color, religion, gender, sex, pregnancy, national origin, age, disability, height, weight and marital status ("protected characteristics"), will not be tolerated.

### **Definition**

Unlawful harassment is defined as verbal or physical conduct or communication based on a protected characteristic when:

1. Submission to the conduct or communication is made either an explicit or implicit term or condition of the staff-student or student-student relationship;
2. Submission to or rejection of the conduct or communication by an individual is used as a basis for a decision affecting that individual's relationship with Ross Education, LLC; or
3. The conduct or communication has the purpose or effect of unreasonably interfering with an individual's relationship with Ross Education, LLC or creating an intimidating, hostile or offensive learning environment.

Examples of prohibited sexual harassment include, but are not limited to: unwelcome sexual advances; requests for sexual favors and other verbal abuse of sexual nature; graphic verbal commentary about an individual's body, sexual prowess or sexual deficiency; sexually degrading, lewd, or vulgar words to describe an individual; leering; pinching or touching a private area of the body; displaying sexual suggestive objects, pictures, posters or cartoons.

Examples of prohibited harassment based on protected characteristics other than sex include, but are not limited to, insults, verbal, written, graphic or physical conduct or communication degrading or hostile to a person. Harassment prohibited by this policy must be distinguished from conduct or communication that, even though unpleasant or disconcerting, is not inappropriate in the context of carrying out instructional, advisory, counseling or supervisory responsibilities.

### **Reporting a Violation**

If a student believes that a violation of this policy has occurred, the student has an obligation to report the alleged violation immediately, preferably within 48 hours, to the Campus Director/Associate Campus Director, to the Chief Administrative Officer or to the CEO of the company. While there is no requirement that the incident be reported in writing, a written report that details the nature of the harassment, dates, times and other persons present when the harassment occurred will enable the Company to take effective, timely and constructive action.

An investigation of all complaints will begin promptly. If a Director or the CEO learns that a student believes this policy has been violated, he or she must take adequate steps to ensure that the complaint is investigated.

### **Investigation**

After notification of the complaint, an investigation will be initiated to gather relevant facts about the complaint. An investigation may include interviews of possible witnesses including the person claiming the harassment occurred, and the person or persons claimed to be involved in or witnesses to the harassment.

The Company will conduct all investigations as confidentially and objectively as possible, to the extent consistent with thorough investigation and appropriate corrective action.

### **Resolution**

After the investigation has been completed, a determination will be made regarding the appropriate resolution of the matter. The determination will be reported to the student who was allegedly subjected to harassment. If the investigation establishes that unlawful harassment or other inappropriate behavior has occurred, immediate and appropriate corrective action, up to and including termination of the employee or student, will be taken to stop the harassment and prevent its recurrence. Misconduct, including unprofessional or harassing conduct or behavior, will be dealt with appropriately. Responsive action would be at the Company's discretion and could include but would not be limited to the following: counseling, warning, demotion, suspension, reprimand, decrease in pay, reassignment, or transfer, or termination of the employee or student.

### **Good Faith Rule and False Claims**

Ross Education, LLC takes all reports of harassment seriously, and will investigate all alleged violations of this policy. Therefore, employees are expected to bring violations to the Company's attention in good faith. Good faith means that the student has a sincerely held belief, even if erroneous, that the policy has been violated.

### **No Retaliation**

The Company will not tolerate retaliation against any employee, student, or other person who in good faith reports a violation or perceived violation of this policy, or retaliation against any employee, student, or other person who participates in any investigation as a witness or otherwise. Retaliation is a serious violation of this policy and is subject to the investigation and corrective measures described in this policy. Any acts of retaliation must be promptly reported to the Campus Director/Associate Campus Director, the Chief Administrative Officer, or to the CEO.



# PROGRAM INFORMATION

## NURSING ASSISTANT PROGRAM

76 Clock Hours

***COURSE DESCRIPTION:*** The Nursing Assistant program prepares the student for employment in a variety of entry-level medical positions. Students will be following the curriculum of instruction as described in the 1991 State of Michigan Nurse Aide Training Curriculum Model. Students will be instructed to perform the specific nursing skills that are required to pass the skills portion of the State of Michigan Nurse Aide Certification Examination as administered by Thompson Prometric. Students will also be instructed and tested on the concepts and information which are required for the written portion of the State of Michigan Nurse Aide Certification Exam as administered by Thompson Prometric.

NURSING ASSISTANT UNITS	HOURS OF LECTURE	HOURS OF LAB	CLINICAL HOURS	TOTAL
Unit 1 – Long Term Care Facility	1	0	0	1
Unit 2 – Long Term Care Resident	1	0	0	1
Unit 3 – Residents Right	2	0	0	2
Unit 4 – Member of Health Care Team	2	0	0	2
Unit 5 – Human Interaction Skills	2	0	0	2
Unit 6 – Infection Control	2	2	0	4
Unit 7 – Safety and Emergency	2	2	0	4
Unit 8 – Basis Personal Skills (Breakdown by course below)				
Unit 8-1 Introduction	0.5	0	0	0.5
Unit 8-2 Oral Hygiene	1	0.5	0	1.5
Unit 8-3 Skin Care	1	0	0	1
Unit 8-4 Hand and Foot Care	0.5	0.5	0	1
Unit 8-5 Hair Care and Shaving	0.5	1.5	0	2
Unit 8-6 Perineal Care	0.5	1	0	1.5
Unit 8-7 Bathing	0.5	1	0	1.5
Unit 8-8 Dressing Appearance	0.5	0.5	0	1
Clinic Hours for 8A-8H	0	0	6	6
Unit 9 – Care of Resident Environment	0.5	1	2	3.5
Unit 10 – Care of Resident with Cognitive Impairment	5	0	1	6
Unit 11 – Creating an Environment for Restraint, Elimination, Reduction, Appropriate Use	3	0.5	0.5	4
Unit 12 – Vital Signs, Height, Weight	1	1	2	4
Unit 13 – Meeting Nutrition/Hydration Needs	2	1	1	4
Unit 14 – Elimination	2	1	1	4
Unit 15 – Restorative/Rehabilitation Care	2	2	4	8
Unit 16 – Care of Resident with Development Disability	1	0	0	1

Unit 17 – Depression	1	0	0	1
Unit 18 – Death and Dying	0.5	0.5	0	1
Unit 19 – Care of Resident with Communicable Disease	1	0	0	1
Unit 20 – Clinical Practicum – Integration of Clinical Skills	0	0	6.5	6.5
<b>Program Total Hours</b>	<b>36</b>	<b>16</b>	<b>24</b>	<b>76</b>
Student to instructor Ratio	22/1	12/1	8/1	

### ***PROGRAM OBJECTIVES:***

During the Nursing Assistant program students will be instructed on:

- Identify duties and responsibilities
- Discuss the importance of the healthcare team
- Describe professionalism
- Discuss professional boundaries
- Explain the importance of confidentiality
- Recognize unacceptable behavior
- Explain residents rights
- Identify legal issues
- Define quality of life
- Discuss differences in beliefs and customs
- Exam personal beliefs
- Recognize abuse and explain how to deal with abuse
- Identify basic needs
- Demonstrate ways to develop positive relationships
- Recognize the concerns of residents
- Use effective communication skills
- Discuss emotional barriers
- Recognize defense behavior
- Communicate with residents who are physically impaired
- Demonstrate good body mechanics and lifting techniques
- Explain ambulatory procedures and the importance of positioning
- Identify proper positioning
- Demonstrate how to move residents in bed and how to transfer residents
- Describe ways to prevent infection
- Practice precautions
- Identify procedures for medical asepsis
- Explain the importance of hand washing
- Demonstrate proper hand washing technique and proper use of gloves
- Describe sterilizing and disinfecting
- Discuss the need for protective HBV
- Identify ways to prevent HIV/AIDS
- Demonstrate procedures for weighting and measuring residents
- Identify fluid measurements
- Describe personal hygiene
- Identify three methods of bathing
- Explain procedure for foot and nail care
- Demonstrate procedures for oral hygiene
- Describe hair care

- Identify pressure points
- Demonstrate the use of bed pans
- Discuss bowel and bladder problems
- Explain the effects of aging on digestion
- Explain how to measure intake and output
- Describe specimen collection and special care for residents with tubing
- Demonstrate proper application of bandages, dressings and bed making
- Name the vital signs
- Identify four locations for measuring temperatures
- Explain how to use thermometers
- Identify pulse points
- Demonstrate how to count respirations and take blood pressures
- Discuss accident preventions
- Define first aid
- List life threatening emergencies and discuss the purpose of CPR
- Demonstrate the use of protective devices
- Describe alternatives to restraints
- Identify basic food groups
- Explain the importance of good nutrition
- Recognize conditions that affect eating habits
- Discuss changes in behavior that may relate to improper nutrition
- Explain how to prevent complications from dysphagia
- Recognize emotional and social needs
- Describe behavior management, body systems and changes related to aging, confusion and reality orientation, and phases of Alzheimer's disease
- Discuss respiratory disorders
- Recognize side effects of cancer treatment
- Identify symptoms of diabetes
- Discuss steps to take during a seizure
- Describe the symptoms and side effects of a stroke
- Explain the goals of rehabilitation
- Discuss the use and care of assistive devices
- Explain the benefits of exercise
- Describe the complications of immobility, activities of daily living and ROM
- Explain the importance of careful observation and detecting problems early
- Recognize symptoms of abnormal change
- Discuss the reporting process and need for accuracy
- Explain charting procedures
- Define grief
- Explain the five stages of grief
- Discuss reactions to death and dying
- Describe care for someone who is dying
- Identify signs of approaching death and describe postmortem care
- Define home care
- Explain the role and responsibility of the Home Health Aide
- Discuss the role of the healthcare team, home maintenance and safety issues
- Describe special concerns for home care and family care

***PROGRAM LENGTH:*** The total program length of the Nursing Assistant Program is two weeks for the day program and four weeks for the evening program, excluding holidays.

***PROGRAM DELIVERY:*** The Nursing Assistant Program is a residential training program and no portion is offered by distance learning.

***PROGRAM CREDENTIAL:*** Credential awarded Certificate

# PROGRAM OFFERINGS BY LOCATION

*Credential Awarded - Diploma or Certificate (MI only):*

CAMPUS	Medical Assistant	Dental Assistant	Medical Insurance Billing and Office Administration	Veterinary Assistant	Pharmacy Technician	Medical Assistant Hybrid	Nursing Assistant
ANN ARBOR, MI	X	X	X		*		
BATTLE CREEK, MI	X						
BOWLING GREEN, KY	X		X		X		
BRIGHTON, MI	X	X	X		X	X	
CANTON, MI	X	X	X	X			
CHARLESTON, WV	X	X	X		X		
CINCINNATI, OH	X	X	X		X		
DAVISON, MI	X	X	X		X		
DAYTON, OH	X	X	X				
ELYRIA, OH	X	X	X				
ERLANGER, KY	X	X	X	X			
EVANSVILLE, IN	X	X	X		X		
FLINT, MI	X	X	X				
FORT WAYNE, IN	X	X	X		X		
GRANGER, IN	X	X	X		X		
HUNTSVILLE, AL	X	X	X	X	X		
JOHNSON CITY, TN	X	X	X		X		
KALAMAZOO, MI	X	X	X	X	X		X
KENTWOOD, MI	X	X	X		X		
KNOXVILLE, TN	X	X	X				
KOKOMO, IN	X	X	X				
LAFAYETTE, IN	X	X	X				
LANSING, MI	X	X	X		X		

CAMPUS	Medical Assistant	Dental Assistant	Medical Insurance Billing and Office Administration	Veterinary Assistant	Pharmacy Technician	Medical Assistant Hybrid	Nursing Assistant
MADISON HEIGHTS, MI	X	X	X	X	X		
MIDLAND, MI	X						X
MORGANTOWN, WV	X	X	X				
MUNCIE, IN	X	X	X				
NEW BALTIMORE, MI	X	X	X	X			
NILES, OH	X	X	X		*		
ONTARIO, OH	X		X		X		
OWENSBORO, KY	X	X	X				
PORT HURON, MI	X		X				
ROOSEVELT PARK, MI	X	X	X				
SAGINAW, MI	X	X	X		X		
TAYLOR, MI	X		X				

\* Program has been discontinued.

***Credential Awarded - Associate of Applied Science Degree:***

CAMPUS	Medical Assistant Specialist
FORT WAYNE, IN	X
GRANGER, IN	X
KOKOMO, IN	X