

# **EAST ARKANSAS COMMUNITY COLLEGE**

## **ASSOCIATE OF APPLIED SCIENCE MEDICAL ASSISTING TECHNOLOGY PROGRAM**



### ***INFORMATION PACKET*** **2010-2011**

#### **DEADLINE FOR APPLICANTS**

**May 31<sup>st</sup> for Fall Admission**

**All information must be received by May 31<sup>st</sup>.**

## **ATTENTION**

The East Arkansas Community College's Associate of Applied Science Medical Assisting Technology Program *Information Packet* presents the program and requirements in effect at the time of publication but is no guarantee that they will not be changed or revoked. However, adequate and reasonable notice will be given to students and prospective students affected by any changes. This Information Packet is not intended to state contractual terms and does not constitute a contract between the student or prospective students and the school.

East Arkansas Community College's Associate of Applied Science Medical Assisting Technology Program reserves the right to make changes as required in course offerings, curricula, academic policies, and other rules and regulations affecting students to be effective whenever determined by the College. These changes will govern current and formerly enrolled students. Enrollment of all students is subject to these conditions.

Published and issued annually by  
East Arkansas Community College  
Department of Allied Health Science  
1700 Newcastle Road  
Forrest City, AR 72335  
Phone: (870) 633-4480  
Fax: (870) 633-7222

## **DESCRIPTION OF THE PROGRAM**

The Medical Assisting Technology Program will educate individuals to perform administrative and clinical tasks in a healthcare setting. Administrative tasks may include but not be limited to answering telephones, greeting patients, updating and filing patient's medical records, filling out insurance forms, handling correspondence, coding, scheduling appointments, arranging for hospital admission and laboratory services, and handling billing and bookkeeping. Clinical tasks may vary according to State law but may include but not be limited to taking medical histories, obtaining and recording vital signs, explaining treatment procedures, preparing patients for examination and assisting the physician during the examination, performing basic laboratory procedures and electrocardiograms, disposing of contaminated supplies, and sterilizing medical instruments.

Based on Arkansas laws, there are procedures that a medical assistant cannot perform, such as administering medications and performing specialized treatments.

## **DISCLAIMER**

The medical assisting technology program curriculum **does not** prepare the student to become a nurse, paramedic, or radiologic technician OR to apply to take the licensing and/or certification exams for nursing, paramedic, or radiologic technician.

## **NONDISCRIMINATION POLICY**

East Arkansas Community College's Associate of Applied Science Medical Assisting Technology Program does not discriminate against any applicant/student and adheres to the College's Equal Opportunity, Affirmative Action, Non-discrimination policy. East Arkansas Community College is committed to provide equal opportunity through its employment practices, educational programs, admissions policies, scholarship and loan programs and services it offer to the community. The College will make personnel decision and offer programs that will foster educational opportunities without regard to race, color, national origin, age sex or disability of qualified handicapped persons.

## **STUDENTS WITH DISABILITIES**

Students with disabilities who wish accommodations should contact the Coordinator located in Office Building 1. The admissions procedures for the Office for Students with Disabilities are as follows:

1. Student must provide the Office for Students with Disabilities Coordinator with appropriate documentation giving evidence of a bonafide disability.
2. If necessary, the student will sign a release of information form to obtain documentation of disability.
3. Student will fill out an application for disabled student services.
4. The Office for Students with Disabilities Coordinator will evaluate the needs of the student and inform him/her of accommodations, which will be provided.
5. The Student with Disabilities Coordinator will inform instructor, Student Support Services, or other College personnel as appropriate for necessary accommodations.

## **ABILITIES REQUIREMENT POLICY**

In order to achieve the medical assisting technology curriculum objectives, a student must be able to:

1. Physically tolerate an 8-10 hour work day at a pace conducive to safe and effective medical assisting technology practice.
2. Stand and/or walk for prolonged periods of time in a healthcare setting.
3. Walk up 2 flights of stairs and down 3 flights of stairs.
4. Lift and transfer patients as necessary.
5. Apply up to 10 pounds of pressure to bleeding sites.
6. Lift at least 50 pounds using appropriate body mechanics.
7. Respond and react immediately to auditory instructions, requests, and/or monitor equipment.
8. Accurately perform auditory auscultation.
9. Perform close and distance visual activities involving objects, paperwork, people, as well as, discriminate depth and color perception.
10. Discriminate between sharp/dull and hot/cold when using hands.
11. Perform fine and gross motor movements with upper and lower extremities.
12. Communicate effectively, both orally and in writing.
13. Make appropriate decisions quickly and under stressful situations.
14. React in a calm and courteous manner when encountering hostile and/or emergency situations.
15. Perform multiple tasks simultaneously in order of priority.

## **PLACEMENT ASSISTANCE**

In the spring semester of each academic year, recruiters from various healthcare facilities within the surrounding area come to recruit the senior students enrolled in Allied Health Science programs.

## **RECRUITMENT POLICY**

East Arkansas Community College, Associate of Applied Science Medical Assisting Technology Program recruits its students from within a culturally diverse community and seeks to reach traditional and non-traditional students, male and female, in a variety of age groups. The East Arkansas Community College's Associate of Applied Science Medical Assisting Technology Program conducts activities to attract prospective students in the private and public sector of education, as well as, in the general public.

## ADMISSION REQUIREMENTS

To be eligible for admission, the applicant must:

1. Be admitted to East Arkansas Community College (see current East Arkansas Community College Catalog for application and admission procedure.)
2. Complete any required College developmental courses.
3. Complete all prerequisites with a minimum grade of “C” by the May 31<sup>st</sup> deadline.
4. Have credits for science, math and computer fundamentals no older than 5 years.
5. Have a 2.5 grade point average (GPA) by the May 31<sup>st</sup> deadline.
6. Take the Pre-Entrance Critical Thinking Exam (Cost \$23.00 and subject to change).

The Pre-Entrance Exams are provided by Assessment Technologies, Inc. and **may be taken only once per academic year**. This is a timed computerized test. The Critical Thinking Entrance Assessment exam is a non-nursing assessment given to assess the student’s ability to use the phases of the critical thinking process.

The ATI, Inc. exam is administered to applicants by computer on the campus of EACC. The exam is proctored. The applicant may register for the exam in the Allied Health Science Department after paying the fee at the cashier’s office. Fee is non-refundable.

## APPLICATION PROCESS

All applicants must:

1. Submit a Medical Assisting Technology Application to the Department of Allied Health Science. Applicants who misrepresent/omit information from the application form become ineligible for admission or subject to dismissal after admission has been granted.
2. Request official transcript(s) to be mailed to both the registrar's office and the medical assisting technology program.

A. Registrar's Office  
East Arkansas Community College  
1700 Newcastle Road  
Forrest City, AR 72335

B. Department of Allied Health Science  
Medical Assisting Technology Program  
1700 Newcastle Road  
Forrest City, AR 72335

Transcripts must be sent from any college, university, vocational/technical, and/or any other school(s) attended beyond high school or completion of a GED.

**Note: Each transcript must be sent even if grades are recorded on another transcript. All transcripts must be mailed directly from the institution(s) to be considered official. All requested transcripts/information must be received by the application deadline.**

3. Submit score of the Pre-Entrance Critical Thinking Exam to the Department of Allied Health Science.

## APPLICATION DEADLINE

Students are admitted to East Arkansas Community College's Associate of Applied Science Medical Assisting Technology Program once a year for Fall Admission.

**DEADLINE FOR**  
**MEDICAL ASSISTING TECHNOLOGY**  
**APPLICANTS**

**All information must be received by May 31<sup>st</sup>.**

**If qualified applicant pool is not met by application deadline, the  
deadline may be extended at the discretion of the Restricted Enrollment  
Committee.**

## APPLICATION REVIEW/NOTIFICATION

Applicants whose files are completed by the May 31st deadline will be considered by the Restricted Enrollment Committee for admission to the medical assisting technology program. Notification of the committee's action will be made by letter during the month of June. Meeting all criteria and submitting an application does not guarantee admission into the medical assisting technology program. The number of students admitted will vary according to resources and space available. There are no provisional acceptance for applicants not meeting the minimum requirements. East Arkansas Community College's Associate of Applied Science Medical Assisting Technology Program does not maintain a waiting list for students who meet the minimum requirements, but who are not offered admission.

## ACCEPTANCE

Once an applicant has been accepted to East Arkansas Community College's Associate of Associate of Applied Science Medical Assisting Technology Program, the candidate must:

1. Accept in writing by the date indicated on the acceptance letter.
2. Obtain CPR certification. Certification **must be** American Heart Association Healthcare Provider and include Adult, Child, Infant, Conscious, Unconscious, and Choking. Certification must be obtained prior to registration and must remain current for the entire program of study.
3. Have the following required immunizations with statement of proof:
  - a. Hepatitis B (The first shot in a series of three must be completed prior to registration or a waiver must be signed. Shots #2 and #3 must be completed as prescribed.)
  - b. Tetanus (Must be within the last 10 years)
  - c. Measles, Mumps, Rubella (MMR)
  - d. Tuberculin Test (TB). Proof of a current, negative TB skin test (within the last 12 months) or a negative chest x-ray is a requirement for registration.
4. Submit proof of health insurance.
5. Provide proof of malpractice insurance while in the medical assisting technology program.

## CREDIT BY EXAMINATION OR EXPERIENCE

Students who possess knowledge for certain courses offered by the College may petition for credit by examination or experience. Credit may be earned by passing a comprehensive test prepared by either a commercial testing service (i.e. CLEP) or the Department of the College in which the credit is to be awarded. Credit for courses offered by EACC may also be granted upon related work experience. A maximum of 12 semester hours of college credit can be awarded through examination, experience or a combination of the two. Please see College Catalog for further information.

## MEDICAL ASSISTING TECHNOLOGY PROGRAM

### CURRICULUM PLAN

<b>Prerequisites</b>			<b>Semester Hours</b>
BIO	2114	Anatomy and Physiology I	4
BIO	2134	Anatomy and Physiology II	4
HSC	1003	Medical Terminology	3
ENG	1013	English Comp I	3
MTH	1113	College Algebra	3
<b>Total</b>			<b>17</b>
<b>Term I</b>			<b>Semester Hours</b>
BUS	1603	Computer Fundamentals	3
PSY	1003	General Psychology	3
MAT	1012	Introduction to Medical Assisting	2
ENG	1023	English Comp II	3
BUS	1353	Basic Filing/Records Management	3
<b>Total</b>			<b>14</b>
<b>Term II</b>			<b>Semester Hours</b>
PSY	2003	Developmental Psychology	3
BUS	2013	Technical Communication	3
HSC	2123	Healthcare Law and Ethics	3
MAT	1043	Coding and Insurance Processing	3
<b>Total</b>			<b>12</b>
<b>Term III</b>			<b>Semester Hours</b>
HSC	1023	Pharmacology	3
MAT	2034	Medical Assisting Procedures I	4
MAT	2030	Clinical Applications of Medical Assisting Procedures I	0
<b>Total</b>			<b>7</b>
<b>Term IV</b>			<b>Semester Hours</b>
BUS	2423	Machine Transcription	3
BUS	2483	Medical Office Management	3
MAT	2044	Medical Assisting Procedures II	4
MAT	2040	Clinical Applications of Medical Assisting II	0
<b>Total</b>			<b>10</b>
<b>Term V</b>			<b>Semester Hours</b>
SOC	2043	Introduction to Anthropology	3
MAT	2062	Professional Concepts of Medical Assisting	2
MAT	2052	Medical Assisting Procedures III	2
MAT	2054	Medical Assisting Externship	4
<b>Total</b>			<b>11</b>
Total Credit Hours – Prerequisites			17
Total Credit Hours – Medical Assisting			24
Total Credit Hours – General Education			18
Total Credit Hours – Business			12
<b>Total Program Hours</b>			<b>71</b>

## CLOCK HOUR DEFINED

The clock hour is the basis for the unit of instruction. A clock hour is defined as a fifty-minute period. A credit hour is equivalent to one clock hour of classroom study or three hours of clinical practice per week.

## HOURS OF COMMITMENT

The minimum hours of commitment for students will be approximately forty (40) hours per week.

## COURSE DESCRIPTIONS

### **BUS 1353 Basic Filing/Records Management (3-0-3)**

This course introduces the alphabetic, numeric, subject, and geographic filing systems and provides sufficient practice to develop skill in the operation of these systems. Projects include hands-on practice in manual filing and electronic data based management. Some data entry is required.

**Prerequisite: BUS 1603 must be completed with the past 5 years with Grade > C or permission.**

### **BUS 1603 Computer Fundamentals (3-0-3)**

This course provides an introduction to computer systems. The course stresses computer system hardware, software, data storage, terminology and procedures. Additionally, the course provides the student with beginning skills required to use a microcomputer system, operating system software and an integrated software package. **Prerequisite: BUS 1343 or keyboarding skills.**

### **BUS 2013 Technical Communication (3-0-3)**

In this course, students learn correct writing and oral presentation techniques. Topics include electronic communication, informal and formal reports, proposals and feasibility studies, page design, graphics, oral communication and research. This course utilizes computers and required keyboarding skills or 25 words per minute or better. **Prerequisite: ENG 1013**

### **BUS 2423 Machine Transcription (3-0-3)**

This course is designed to include instruction and practice in the operation of a transcription machine using a microcomputer. By using commercially prepared tapes in one of the following business areas: general, medical, or legal, basic language skills will be reviewed and documents will be prepared according to the students' chosen area.

### **BUS 2483 Medical Office Management (3-0-3)**

This course is designed to familiarize one with computerized account management and to enable one to understand and perform the duties necessary to manage a medical office electronically.

### **HSC 1023 Pharmacology (3-0-3)**

The course is designed to give the student an up-to-date look at the pharmacological aspects of drugs. Students must learn and apply principles of pharmacology to safely administer medications and to educate clients and caregivers to effectively manage a therapeutic drug regimen. Along with drug therapy, teaching-learning, and critical thinking will be integrated.

**HSC 2123 Healthcare Law and Ethics (3-0-3)**

This course will present legal guidelines and requirements for health care. Medical ethics and related issues will also be presented. Emphasis will be on confidentiality and performance within the legal and ethical boundaries of healthcare. Also, federal and state health care legislation and regulations will be discussed.

**MAT 1012 Introduction to Medical Assisting Technology (2-0-2)**

This course is designed to introduce students to field of medical assisting technology. Emphasis will be placed on fundamental procedures of medical assisting, including hand washing, autoclaving principles, sterilizing techniques, disposing of biohazardous materials, standard universal precautions, communication techniques, and first aid. **Prerequisites:** BIO 2114, BIO 2134, ENG 1013, HSC 1003, MTH 1113. **Pre or Corequisites:** BUS 1353, BUS 1603, ENG 1023, PSY 1003

**MAT 1043 Coding and Insurance Processing (3-0-3)**

This course will present information on how to apply managed care policies and procedures, third party guidelines, and complete insurance claim forms. Also, students will be instructed in how to perform procedural coding and diagnostic coding. **Prerequisites:** All required courses from Term I. **Pre or Corequisites:** BUS 2013, HSC 2123, PSY 2003.

**MAT 2034 Medical Assisting Technology I (3-4-4)**

This course will present information on patient care and documentation. Emphasis will be placed on performing telephone and in-person screening, obtaining vital signs, obtaining and recording patient history, preparing patients for examinations and treatments, assisting with routine and specialty examinations, maintaining medication and immunization records, and following-up on test results.

**Prerequisites:** All required courses from Term II. **Pre or Corequisites:** HSC 1023, MAT 2030

**MAT 2030 Applications of Medical Assisting Technology I (0-4-0)**

This course will provide students the opportunity to apply the acquired skills of performing telephone and in-person screening, obtaining vital signs, obtaining and recording patient history, preparing patients for examinations and treatments, assisting with routine and specialty examinations, maintaining medication and immunization records, and following-up on test results in the clinical setting.

**Prerequisites:** All required courses from Term II. **Pre or Corequisites:** HSC 1023, MAT 2034

**MAT 2044 Medical Assisting Technology II (3-4-4)**

This course will present information on operational functions and specimen collection. Emphasis will be placed on performing inventory of supplies and equipment, methods of quality control, performing venipuncture and capillary puncture, obtaining specimens for microbiological testing, and instructing patients.

**Prerequisites:** All required courses from Term III. **Pre or Corequisites:** BUS 2423, BUS 2483 MAT 2040.

**MAT 2040 Applications of Medical Assisting Technology II (0-4-0)**

This course will provide students the opportunity to apply the acquired skills of performing inventory of supplies and equipment, methods of quality control, performing venipuncture and capillary puncture, obtaining specimens for microbiological testing, and instructing patients in the clinical setting.

**Prerequisites:** All required courses from Term III. **Pre or Corequisites:** BUS 2423, BUS 2483 MAT 2044.

**MAT 2052 Medical Assisting Technology III (2-0-2)**

This course will present information on health maintenance and disease prevention and diagnostic testing. Emphasis will be placed on instructing patients, performing electrocardiography and respiratory testing, and other laboratory specimen testing. **Prerequisites: All required courses from Term IV. Pre or Corequisites: SOC 2043, MAT 2054, MAT 2062.**

**MAT 2054 Medical Assisting Technology Externship (0-12-4)**

The student will complete 180 hours of a supervised, unpaid externship in an ambulatory health care setting performing all learned administrative and clinical procedures of medical assisting. **Prerequisites: All required courses from Term IV. Pre or Corequisites: SOC 2043, MAT 2052, MAT 2062.**

**MAT 2062 Seminars in Medical Assisting (2-0-2)**

This course will present information on job readiness, personal attributes, workplace dynamics, and allied health professions and credentialing. **Prerequisites: All required courses from Term IV. Pre or Corequisites: SOC 2043, MAT 2052, MAT 2054.**

**COSTS OTHER THAN TUITION**

**(APPROXIMATE COSTS)**

All costs are approximate and subject to change. All East Arkansas Community College students pay the same tuition rates subject to residency status as published in the Tuition and Fees section of the current East Arkansas Community College Catalog.

The following are approximate costs other than tuition for the medical assisting technology program by term. These costs are approximate and may change.

**Costs Other Than Tuition**

<b>Expense</b>	<b>Term I</b>	<b>Term II</b>	<b>Term III</b>	<b>Term IV</b>	<b>Term V</b>
Textbooks	~\$250	~\$250	~\$200	~\$200	~\$200
Malpractice Insurance	\$50	X	\$50	X	X
Uniforms/Stethoscope/Shoes/Watch	~\$150	X	X	X	X
Health Insurance	varies	varies	varies	varies	varies
Travel/Parking Fees for Clinical	~\$150	~\$150	~\$150	~\$150	~\$150
CPR Certification	~\$35	X	X	X	X
Immunization Requirements	~\$250	X	X	X	X
Certification Fee	X	X	X	X	TBA
Matriculation Fee	\$50	X	X	X	X

X = No cost during that term

~ = Approximate

## FINANCIAL AID PROGRAMS

The Financial Aid Office at East Arkansas Community College seeks to provide financial assistance to any student who, without such support, could not attend the College. A comprehensive program of financial aid in the form of scholarships, loans, grants, and jobs is provided to qualifying students. (See current East Arkansas Community College Catalog for more information or the Financial Aid Office in the Betty Jo Hodges Building.)

### ALLIED HEALTH SCIENCE SCHOLARSHIP

#### The George P. and Alice H. Walker Endowed Scholarship

Because of the caring attention given to members of this family, especially in their final days, this scholarship was established in 2004 through the estate of Mildred Sikes, daughter of George and Alice Walker and dedicated to the support of students at EACC pursuing an Associate of Applied Science degree in an Allied Health Field. It is expected that these students will become practicing health care professionals and provide care for many others over their lifetime. Awarded to a full-time sophomore student with a minimum 3.00 GPA, the award is \$1,000 per academic year to cover expenses of tuition, fees and books. Applications may be obtained from the EACC Financial Aid Office and must be submitted by May 15<sup>th</sup>.

### CPR CERTIFICATION

Obtain CPR certification. Certification **must be** American Heart Association Healthcare Provider and include Adult, Child, Infant, Conscious, Unconscious, and Choking victims. Certification must be obtained prior to registration and must remain current for the entire program of study.

### GRADING SYSTEM

The grading policy for all medical assisting technology (MAT) courses is as follows:

1. The grading scale of all medical assisting technology (MAT) courses is:
  - A – 92-100
  - B – 84-91
  - C – 78-83
  - D – 71-77
  - F – 70 and below
2. The minimum score to pass any medical assisting technology course is 78. Fractional parts of numerical grades will be rounded off to the nearest whole number according to mathematical principles (i.e. 77.5 will become 78).
3. Both a minimum average of 78 in theory and a satisfactory in clinical/campus lab required activities and assignments are required in order to pass any nursing course. A satisfactory means that a student has achieved a minimum of 90% of all behaviors in clinical.
4. Failure of nursing course (theory, clinical or both) will result in the student repeating both theory and clinical components.
5. Students will be given a computerized average of their grade after each exam so that there will be no question as to their academic standing.

## **TRANSPORTATION**

Students are responsible for their own transportation to class, clinical settings, and any other function connected with the medical assisting technology program.

## **BOOKSTORE**

Students may purchase medical assisting technology course textbooks from the bookstore at East Arkansas Community College. Phone Number (870) 633-4480 ext. 307.

## **RETENTION/PROGRESSION POLICY**

To be allowed to remain or progress in the Associate of Applied Science Medical Assisting Technology Program, the student must:

1. Adhere to EACC and the medical assisting technology program policies.
2. Earn a grade of “C” or better in all required general education courses (both prerequisite courses and those taken within the medical assisting technology program of study) to progress to the next term.
3. Earn a grade of “C” or better in all medical assisting technology theory courses to progress to the next term. A student earning a “D”, “F”, or “W” in one medical assisting technology course will be allowed to repeat that failed course once at the next available offering after successfully passing an assessment exam for the previous coursework (didactic and clinical, if applicable) in medical assisting technology.
4. Receive satisfactory performance rating in all medical assistant technology clinical courses. Any student who is denied clinical entrance to a facility may not continue in the medical assisting technology program.
5. Adhere to the attendance and punctuality policies of East Arkansas Community College and the medical assisting technology program (classroom, clinical, and lab).
6. Maintain CPR certification (American Heart Association for Healthcare Providers), malpractice insurance, and personal health insurance while in the medical assisting technology program. Proof of health insurance must be submitted at beginning of fall semester or upon readmission.
7. Complete the medical assisting technology program within a period of 4 years from time of entry into the first MAT course.

## **READMISSION POLICY**

1. The student seeking readmission must reapply to East Arkansas Community College’s Associate of Applied Science Medical Assisting Technology Program.
2. The student seeking readmission must meet all current criteria for admission, retention, and progression in the Medical Assisting Technology Program as outlined in the East Arkansas Community College Catalog.
3. Readmission is based upon space availability.
4. Any student who is denied clinical access for justifiable causes by the clinical facility will not be eligible for readmission in East Arkansas Community College’s Associate of Applied Science Medical Assisting Technology Program.
5. Any student who has been dismissed from the medical assisting technology program with a grade of “D”, “F”, or “W” (Withdrawn) from the same course twice or two separate medical assisting technology courses may seek readmission after a period of four years from the first admission to the medical assisting technology program. However, students must meet all current admission requirements and begin in Term I of the program.

## **GRADUATION POLICY**

The medical assisting technology program subscribes to East Arkansas Community College's requirements for graduation (see current College Catalog for graduation information).

## **WITHDRAWAL POLICY**

Students who no longer wish to be enrolled in the medical assisting technology program must follow the Withdrawal Policies set forth in the current East Arkansas Community College Catalog.

## **DISMISSAL POLICY**

Violation of classroom or clinical policies and procedures or personal misconduct will result in disciplinary actions and can result in immediate dismissal from the medical assisting technology program and the College. Actions subject to discipline include, but are not limited to: conduct dangerous to others, disorderly conduct, disruption of teaching in classroom or clinical settings, misuse of or damages to property, misuse of documents or identification cards or violations of state or federal laws. See also the Student Misconduct Policies and Procedure in the College Catalog. Procedures for disciplinary action and/or dismissal from the medical assisting technology program and appeal procedures are listed in the *Medical Assisting Technology Student Handbook*.

Violation of the specific policies listed below may result in dismissal from the program:

1. Any student failing (grade "D" or "F") or Withdrawing from the same course twice or two separate medical assisting technology courses will be dismissed from the medical assisting technology program and may be ineligible to reapply.
2. Students dismissed from the medical assisting technology program for disciplinary reasons, as outlined in the *Medical Assisting Technology Program Student Handbook*, will be ineligible for readmission into the East Arkansas Community College's Medical Assisting Technology Program.
3. Students must maintain current certification in CPR (American Heart Association Healthcare Provider), malpractice, and health insurance for the entire program of study. Failure to do so will result in dismissal from the medical assisting technology program.

## **ACADEMIC GRIEVANCE PROCEDURE**

The medical assisting technology program subscribes to East Arkansas Community College academic grievance procedure. Recognizing that both students and faculty have rights regarding academic matters, East Arkansas Community College sets forth an academic grievance procedure.

The procedure serves the purpose of:

1. Providing the student with redress and due process.
2. Protecting faculty rights in freedom of instruction.
3. Providing a mechanism for problem solving.
4. Achieving an equitable resolution of the grievance as quickly as possible.

The following steps are to be followed regarding student academic grievance:

1. The student meets with the faculty member regarding any problem. The student and faculty member should discuss the problem thoroughly and attempt to reach an agreement.
2. If an agreement cannot be reached between the students and faculty member, the appropriate division chairperson is contacted by the student. The student, faculty member, and the division chairperson are to meet together to thoroughly discuss the problem and attempt to attain a solution.
3. If a solution is not reached, the student may formalize the grievance by putting it in writing, including conditions giving rise to the grievance, names of parties involved, and the remedy requested. The written grievance is submitted to the Vice President for Academic Affairs. The Vice President first determines if previous steps in the process have been followed by the student and explains to the student the remaining steps in the process. The Vice President notifies the faculty member and the respective division chairperson that a grievance has been filed and supplies a copy of the written grievance to the faculty member and the respective division chairperson. The issues of the grievance are thoroughly discussed in an attempt to reach an understanding and agreement. Within 48 hours (excluding holidays/weekends) after receiving the student's written grievance the Vice President for Academic Affairs will render a decision.
4. If an agreement is not reached, the student may contact the chairperson of the Academic Grievance Committee. The Academic Grievance Committee will be composed of one division chairperson, two faculty members, one student, and one student affairs staff member, Division chairperson, instructors, or students who are parties in the grievance may not serve as members of the Committee. The Committee is a standing committee, members of which shall be appointed by the College president at the beginning of each academic year. The President shall also appoint a corresponding set of alternate members. The Committee will meet to review all relevant information regarding the grievance. Witnesses may be called as needed. Only the student and faculty member involved are to be present during the committee hearing; however, if witnesses are to be called by the parties the Committee chairperson must be notified 24 hours prior to the hearing. The Committee renders a written decision, including its findings and recommendations within 48 hours of the hearing (excluding holidays and weekends).
5. The student or instructor may request a procedural review by the College President. The original grievance and final report of the Academic Grievance committee are submitted to the College president who reviews the information submitted. Within 48 hours (excluding holidays and weekends) after the President receives the information, the President will render a decision regarding the Committee's adherence to College and committee policy and procedure based on the written information submitted.
6. The President has the option to remand the Committee's findings to the Committee for further consideration.
7. The Grievance procedure must be initiated and completed prior to the end of the term succeeding the term in which the incident occurred (excluding summer terms).