



TENTATIVE-SUBJECT TO CHANGE

MAST 1170 Medical Assisting Externship COURSE SYLLABUS Online Fall Semester 2020 (202112)

COURSE INFORMATION

Credit Hours/Minutes: 3/2250
Campus/Class Location: Georgia Virtual Technical Connection (GVTC)/Blackboard
Class Meets: Via Internet for 15 weeks
Course Reference Number (CRN): 20395
Preferred Method of Contact: Email

INSTRUCTOR CONTACT INFORMATION

Instructor Name: Stephannie Waters
Email Address: [Stephannie Waters \(swaters@southeasterntech.edu\)](mailto:Stephannie.Waters@southeasterntech.edu)
Campus/Office Location: Vidalia Campus/Gillis Building Room 731
Office Hours: Monday 9:00-5:00, Tuesday/Wednesday 2:00-5:00, Thursday 9:00-5:00
Phone: 912-538-3195
Fax Number: 912-538-3106

SOUTHEASTERN TECHNICAL COLLEGE (STC) CATALOG AND HANDBOOK

Students are responsible for all policies and procedures and all other information included in Southeastern Technical College's [Catalog and Handbook](http://www.southeasterntech.edu/student-affairs/catalog-handbook.php) (<http://www.southeasterntech.edu/student-affairs/catalog-handbook.php>).

REQUIRED SUPPLIES & SOFTWARE

3 Complete Uniforms, (4) STC Medical Assisting logo patches, white leather shoes, lab coat, photo ID/name tag, stethoscope, CPR mask, bandage scissors, calculator, watch with second hand, updated/completed physical examination (according to program health policy), drug screen and criminal background check, N-95 fit mask, black ink pen, 3 ring notebook with paper, as well as other supplies deemed necessary by the instructor. (Patches should be sewn on the left sleeve of uniforms and lab coat. Photo ID/name tag should be worn at ALL times.)

Note: Although students can use their smart phones and tablets to access their online course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither Blackboard nor Georgia Virtual Technical Connection (GVTC) provide technical support for issues relating to the use of a smart phone or tablet so students are advised to not rely on these devices to take an online course.

Students should not share login credentials with others and should change passwords periodically to maintain security.

COURSE DESCRIPTION

This course provides students with an opportunity for in-depth application and reinforcement of principles and techniques in a medical job office setting. This clinical practicum allows the student to become involved in a work setting at a professional level of technical application and requires concentration, practice, and follow through. Topics include: application of classroom knowledge, skills, and functioning in the work environment.

MAJOR COURSE COMPETENCIES

1. Application of Classroom Knowledge and Skills.
2. Functioning in the Work Environment.

PREREQUISITE(S)

All required coursework.

COURSE OUTLINE

Application of Classroom Knowledge and Skills

Order	Description	Learning Domain	Level of Learning
1	Observe scheduling appointments.	Psychomotor	Perception
2	Observe billing procedures.	Psychomotor	Perception
3	Observe data input into the computer.	Psychomotor	Perception
4	Demonstrate telephone etiquette.	Psychomotor	Guided Response
5	Demonstrate use and maintenance of office equipment.	Psychomotor	Guided Response
6	Demonstrate competent assistance with history and physical exams.	Psychomotor	Guided Response
7	Perform electrocardiography.	Psychomotor	Guided Response
8	Demonstrate proper administration of injections.	Psychomotor	Guided Response
9	Perform proper venipuncture techniques.	Psychomotor	Guided Response
10	Perform CLIA waived laboratory procedures using proper technique.	Psychomotor	Guided Response
11	Demonstrate emergency first aid skills.	Psychomotor	Guided Response
12	Maintain current CPR credentials.	Affective	Receiving
13	Relate effectively with healthcare team members and patients.	Affective	Organization
14	Integrate appropriate communication with health care team members and patients.	Psychomotor	Complex Response
15	Demonstrate following instructions as directed by supervisory staff.	Psychomotor	Guided Response
16	Display empathy in communicating with patients, family, and staff.	Affective	Responding
17	Display active listening skills.	Affective	Responding
18	Display appropriate body language and nonverbal skills in communicating with patients, family, and staff.	Affective	Responding

Order	Description	Learning Domain	Level of Learning
19	Display awareness of the territorial boundaries of patient and family.	Affective	Responding
20	Show awareness of how an individual's personal appearance may affect the Medical Assistant anticipated response.	Affective	Responding
21	Recognize patient's level of understanding in communication.	Cognitive	Analysis
22	Display communication in providing appropriate response/feedback.	Affective	Responding
23	Display respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age, and economic status.	Affective	responding

Functioning in the Work Environment

Order	Description	Learning Domain	Level of Learning
1	Demonstrate entry level administrative competencies required in the medical office.	Psychomotor	Guided Response
2	Demonstrate entry level clinical competencies required in the medical office.	Psychomotor	Guided Response
3	Display appropriate work behavior.	Affective	responding

GENERAL EDUCATION CORE COMPETENCIES

Southeastern Technical College has identified the following general education core competencies that graduates will attain:

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

STUDENT REQUIREMENTS (ONLINE)

Students are expected to complete all work required by the instructor. Students will have at least one week to complete tests and assignments. All tests and assignments are due at midnight on XXXX of each week. Assignments must be keyed in Microsoft Word, saved, uploaded, and attached for grading in Blackboard.

Students are expected to prove weekly academic engagement by meeting assignment deadlines each week and spending a minimum of XXXXX hours during the semester doing the required homework, quizzes, and tests. Students are expected to communicate frequently through college email and discussion boards. College email is accessed at <https://portal.office.com>, under Quick links on our webpage, or in the menu of your Blackboard course.

COVID-19 MASK REQUIREMENT

Masks or face coverings must be worn at all times while on the campus of Southeastern Technical College. This measure is being implemented to reduce COVID-19 related health risks for everyone engaged in the educational process. Masks or face coverings must be worn over the nose and mouth, in accordance with the Centers for Disease Control and Prevention (CDC). A student's refusal to wear a mask or face covering will be

considered a classroom disruption and the student may be asked to leave campus and/or receive further discipline.

COVID-19 SIGNS AND SYMPTOMS

We encourage individuals to monitor for the signs and symptoms of COVID-19 prior to coming on campus.

If you have experienced the symptoms listed below or have a body temperature 100.4°F or higher, we encourage you to self-quarantine at home and contact a primary care physician's office, local urgent care facility, or health department for further direction. Please notify your instructor(s) by email and do not come on campus for any reason.

COVID-19 Key Symptoms
Fever or felt feverish
Cough: new or worsening, not attributed to another health condition
Shortness of breath, not attributed to another health condition
New loss of taste or smell
Chills; Repeated shaking with chills
Sore throat, not attributed to another health condition
Muscle pain, not attributed to another health condition or exercise
Headache, not attributed to another health condition
Diarrhea (unless due to known cause)
In the past 14 days, if you:
Have had close contact with or are caring for an individual diagnosed with COVID-19 at home (not in healthcare setting), please do not come on campus and contact your instructor (s).

COVID-19 SELF-REPORTING REQUIREMENT

Students taking classes on campus, who test positive for COVID-19 or who have been exposed to a COVID-19 positive person, are required to self-report using the [COVID 19 Health Reporting Form](#). Report all positive cases of COVID-19 to your instructor and Stephannie Waters, Exposure Control Coordinator, swaters@southeasterntech.edu, 912-538-3195.

ONLINE ATTENDANCE

Class attendance is a very important aspect of a student's success. Being absent from class prevents students from receiving the full benefit of a course and also interrupts the learning process. Southeastern Technical College considers both tardiness and leaving early as types of absenteeism. Responsibility for class attendance rests with the student. Regular and punctual attendance at all scheduled classes is required for student success. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Instructors have the right to give unannounced quizzes/assignments. Students who miss an unannounced quiz or assignment will receive a grade of 0. Students who stop attending class, but do not formally withdraw, may receive a grade of F and face financial aid repercussions in upcoming semesters.

Instructors are responsible for determining whether missed work may be made up and the content and dates for makeup work is at the discretion of the instructor.

STUDENTS WITH DISABILITIES

Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact the appropriate campus coordinator to request services.

Swainsboro Campus: [Macy Gay, \(mgay@southeasterntech.edu\)](mailto:mgay@southeasterntech.edu), 478-289-2274, Building 1, Room 1210.

Vidalia Campus: [Helen Thomas, \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 165.

SPECIFIC ABSENCES

Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

PREGNANCY

Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please make arrangements with the appropriate campus coordinator.

Swainsboro Campus: [Macy Gay, \(mgay@southeasterntech.edu\)](mailto:mgay@southeasterntech.edu), 478-289-2274, Building 1, Room 1210.

Vidalia Campus: [Helen Thomas, \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 165.

It is strongly encouraged that requests for consideration be made **PRIOR** to delivery and early enough in the pregnancy to ensure that all the required documentation is secured before the absence occurs. Requests made after delivery **MAY NOT** be accommodated. The coordinator will contact your instructor to discuss accommodations when all required documentation has been received. The instructor will then discuss a plan with you to make up missed assignments.

Students are allowed one 8 hour absence. This time must be made up, no exceptions!

WITHDRAWAL PROCEDURE

Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% point of the term in which student is enrolled (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of "W" (Withdrawn) is assigned for the course(s) when the student completes the withdrawal form.

Students who are dropped from courses due to attendance after drop/add until the 65% point of the semester will receive a "W" for the course.

Important – Student-initiated withdrawals are not allowed after the 65% point. Only instructors can drop students after the 65% point for violating the attendance procedure of the course. Students who are dropped from courses due to attendance after the 65% point will receive either a "WP" (Withdrawn Passing) or "WF" (Withdrawn Failing) for the semester.

Informing your instructor that you will not return to his/her course, does not satisfy the approved withdrawal procedure outlined above.

There is no refund for partial reduction of hours. Withdrawals may affect students' eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine any financial penalties that may be accessed due to the withdrawal. A grade of "W" will count in attempted hour calculations for the purpose of Financial Aid.

PROCTORED EVENT REQUIREMENT

In order to validate student identity for all online courses, students enrolled in online courses are **required** to complete one proctored event per online course. The proctored event will be administered on separate days—once on the Vidalia campus and once on the Swainsboro campus. Students must attend one of the proctored sessions as scheduled on the Lesson Plan/Course Calendar. The event will be monitored by the instructor or by an approved proctor. The proctored event may be a major exam, assignment, or presentation, etc. that will count a minimum of 20% of the course grade. Students must attend one of the scheduled proctored sessions and will need to make arrangements with work, childcare, etc. The specific dates of the proctored event are scheduled on the Lesson Plan/Calendar for the online course.

Students living farther than 75 miles from either campus who cannot come to Southeastern Tech for the event must secure an approved proctoring site. The site and the proctor must meet Southeastern Technical College's requirements (instructor will provide more information and necessary forms if this is the case). Note: Students taking proctored events off campus will utilize the Proctor Scheduling and Approval Form found in Blackboard within the Getting Started/Start Here and Proctoring Event area. The completed form should be submitted to the course instructor a minimum of two weeks prior to the proctored event. If approved, the instructor will notify the proctor.

Students arranging off-campus proctoring must take the event on one of the originally scheduled days. Students who do not complete the proctored event as scheduled must submit a valid documented excuse within three business days after the scheduled event. If the excuse is approved by the instructor of the course, students must make arrangements with the instructor to makeup/reschedule the missed event. The penalty and makeup instructions will be at the instructor's discretion. Proctored events will be given after the 65% point of the semester. **Students who do not complete the proctored event on the scheduled date and do not present a valid documented excuse within three business days of the scheduled event will be withdrawn from the course with a "WF" (Withdrawn Failing). If the proctored event is scheduled during final exams, any student who misses the proctored event will be issued an "F" (Failing) for the course.**

PROCTORING FEES

Students are not charged a proctoring fee when taking a proctored event at Southeastern Technical College or any other TCSG college. Students who choose to use an off-campus proctor may be assessed a proctoring fee by the proctoring site. In this instance, the student is responsible for payment.

MAKEUP GUIDELINES (TESTS, QUIZZES, HOMEWORK, PROJECTS, ETC.)

Tests are not given in this class. Your grade is based upon your preceptor evaluations, instructor evaluations, self-evaluations, journal, and paperwork.

ACADEMIC DISHONESTY POLICY

The Southeastern Technical College Academic Dishonesty Policy states that all forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline. The policy can also be found in the Southeastern Technical College Catalog and Handbook.

PROCEDURE FOR ACADEMIC MISCONDUCT

The procedure for dealing with academic misconduct and dishonesty is as follows:

1. First Offense

Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

2. Second Offense

Student is given a grade of "WF" (Withdrawn Failing) for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

3. Third Offense

Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of third offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

STATEMENT OF NON-DISCRIMINATION

The Technical College System of Georgia (TCSG) and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member, or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all technical college-administered programs, federally financed programs, educational programs and activities involving admissions, scholarships and loans, student life, and athletics. It also applies to the recruitment and employment of personnel and contracting for goods and services.

All work and campus environments shall be free from unlawful forms of discrimination, harassment and retaliation as outlined under Title IX of the Educational Amendments of 1972, Title VI and Title VII of the Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act of 1967, as amended, Executive Order 11246, as amended, the Vietnam Era Veterans Readjustment Act of 1974, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Americans With Disabilities Act of 1990, as amended, the Equal Pay Act, Lilly Ledbetter Fair Pay Act of 2009, the Georgia Fair Employment Act of 1978, as amended, the Immigration Reform and Control Act of 1986, the Genetic Information Nondiscrimination Act of 2008, the Workforce Investment Act of 1998 and other related mandates under TCSG Policy, federal or state statutes.

The Technical College System and Technical Colleges shall promote the realization of equal opportunity through a positive continuing program of specific practices designed to ensure the full realization of equal opportunity.

The following individuals have been designated to handle inquiries regarding the nondiscrimination policies:

American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer	Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer
Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1 st Street, Vidalia Office 165 Phone: 912-538-3126 Email: Helen.Thomas@southeasterntech.edu	Lanie Jonas, Director of Human Resources Vidalia Campus 3001 East 1 st Street, Vidalia Office 138B Phone: 912-538-3230 Email: Lanie.Jonas@southeasterntech.edu

ACCESSIBILITY STATEMENT

Southeastern Technical College is committed to making course content accessible to individuals to comply with the requirements of Section 508 of the Rehabilitation Act of Americans with Disabilities Act (ADA). If you

find a problem that prevents access, please contact the course instructor.

GRIEVANCE PROCEDURES

Grievance procedures can be found in the Catalog and Handbook located on Southeastern Technical College's website.

ACCESS TO TECHNOLOGY

Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the [Southeastern Technical College Website \(www.southeasterntech.edu\)](http://www.southeasterntech.edu).

TECHNICAL COLLEGE SYSTEM OF GEORGIA (TCSG) GUARANTEE/WARRANTY STATEMENT

The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.

GRADING POLICY

Assessment/Assignment	Percentage
Evaluations	80%
Paperwork	10%
Journals	10%

GRADING SCALE

Letter Grade	Range
A	90-100
B	80-89
C	70-79
D	60-69
F	0-59

MAST 1170 Medical Assisting Externship

Fall Semester 2020 (202112) Lesson Plan

Date/Week	Content	Competency Area
08/17	Orientation for MAST 1170 Visit clinical sites throughout the week	
08/18	Begin Practicum/Externship	1,2 a,b,c
08/21	Journal week 1 due via Blackboard	1,2 a,b,c
08/28	Journal week 2 due via Blackboard	1,2 a,b,c
08/28	Time Sheets for Week 1 and 2 (August 18-August 28) to be turned in via email by end of day on August 28	1,2 a,b,c
09/04	Journal week 3 due via Blackboard	1,2 a,b,c
09/10	Midterm Preceptor Evaluation Midterm Due via email by end of day Student Evaluation Midterm Due via email by end of day	1,2 a,b,c
09/11	Journal week 4 due via Blackboard	1,2 a,b,c
09/11	Time Sheets for Week 3 and 4 (August 31-September 11)) Bi-Weekly Evaluation to be turned in via email by end of day September 11	1,2 a,b,c
09/18	Journal week 5 due via Blackboard	1,2 a,b,c
09/25	Journal week 6 due via Blackboard Time Sheets for Week 5 & 6 (September 14-September 25) Bi-Weekly Evaluation to be turned in via email by end of day on September 25	1,2 a,b,c
10/01	All due by end of day on this date Preceptor Evaluation Form (Final) Graduate Survey Practicum Evaluation of Student Practicum Site Evaluation Final Evaluations Skills Checklist	1,2 a,b,c

COMPETENCY AREAS: (WILL VARY FOR EACH COURSE/TAKEN FROM STATE STANDARDS)

1. Application of Classroom Knowledge and Skills.
2. Functioning in the Work Environment.

GENERAL CORE EDUCATIONAL COMPETENCIES:

- a) The ability to utilize standard written English.
- b) The ability to solve practical mathematical problems.
- c) The ability to read, analyze, and interpret information.