



TENTATIVE—SUBJECT TO CHANGE

MAST 1180 MEDICAL ASSISTING SEMINAR

COURSE SYLLABUS

Online

Summer Semester 2021 (202116)

COURSE INFORMATION

Credit Hours/Minutes: 4/3000

Campus/Class Location: Online

Class Meets: Via Internet for 7 Weeks

Course Reference Number (CRN): 60086

Preferred Method of Contact: [Stephannie Waters \(swaters@southeasterntech.edu\)](mailto:swaters@southeasterntech.edu)

Preferred Method of Contact: [Kimberly Brown \(kbrown@southeasterntech.edu\)](mailto:kbrown@southeasterntech.edu)

INSTRUCTOR CONTACT INFORMATION

Instructor Name: Stephannie Waters, BAS, CMA (AAMA)

Email Address: [Stephannie Waters \(swaters@southeasterntech.edu\)](mailto:swaters@southeasterntech.edu)

Campus/Office Location: Vidalia Campus, Gillis Building Room Office 731

Office Hours: Monday through Thursday 9:00-11:00 and 1:00-4:00

Phone: (912) 538-3195

Fax Number: (912) 538-3106

Instructor Name: Kimberly Brown, CMA(AAMA), CCS-P, CPPM

Email Address: [Kimberly Brown \(kbrown@southeasterntech.edu\)](mailto:kbrown@southeasterntech.edu)

Campus/Office Location: Swainsboro Campus Room 8168

Office Hours: by appointment only

Phone: (478) 289-2243

Fax Number: (478) 289-2336

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 \(https://catalog.southeasterntech.edu/college-catalog/downloads/current.pdf\)](https://catalog.southeasterntech.edu/college-catalog/downloads/current.pdf).

REQUIRED TEXT

Medical Assisting Exam Review Online 3.0 (MAERO 3.0)

REQUIRED SUPPLIES & SOFTWARE

Computer, Internet Access, Resume paper, envelopes, pencils, ink pen

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

Seminar focuses on job preparation and maintenance skills and review for the certification examination. Topics include: letters of application, resumes, completing a job application, job interviews, follow-up letter/call, letters of resignation, and review of program competencies for employment and certification.

MAJOR COURSE COMPETENCIES

1. Preparation for Professional Employment.
2. Review of Program Competencies for Employment Certification.

PREREQUISITE(S)

All required coursework.

COURSE OUTLINE

Preparation for Professional Employment

Order	Description	Learning Domain	Level of Learning
1	Demonstrate preparing a letter of application.	Psychomotor	Guided Response
2	Demonstrate preparation of a resume to be used when applying for a job.	Psychomotor	Guided Response
3	Demonstrate completion of a job application.	Psychomotor	Guided Response
4	Perform role play of a job interview.	Psychomotor	Guided Response
5	Demonstrate dressing appropriately for a job interview.	Psychomotor	Guided Response
6	Demonstrate preparation of a letter of resignation.	Psychomotor	Guided Response
7	Demonstrate the importance of a letter of resignation.	Psychomotor	Guided Response
8	List and discuss legal and ethical applicant interview questions. (X.C.9)	Cognitive	Knowledge

Review of Program Competencies for Employment Certification

Order	Description	Learning Domain	Level of Learning
1	Review program competencies.	Cognitive	Comprehension
2	Participate in mock certification examination exercises.	Cognitive	Application

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 Thursday 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 54 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

COVID-19 Key Symptoms

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, 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 https://bit.ly/2Xq4g0f](https://bit.ly/2Xq4g0f). Report all positive cases of COVID-19 to your instructor and [Stephannie Waters](mailto:swaters@southeasterntech.edu), Exposure Control Coordinator, swaters@southeasterntech.edu, 912-538-3195.

ONLINE ATTENDANCE

It is the student's responsibility to be academically engaged each week doing course related activities. The completion dates of these activities will be used to determine a student's last date of attendance in the event a student withdraws, stops attending, or receives an "F" (Failing 0-59) in a course.

Students will not be withdrawn by an instructor for attendance; however, all instructors will keep records of graded assignments and student participation in course activities. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Students will have at least one week to complete tests and assignments. All tests and assignments are due at 11:59 on **Wednesday** of each week. Exceptions to the due dates of assignments due to jury duty, military duty, court duty, or required job training will be made 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.

[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.

[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.

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 assessed due to the withdrawal. A grade of “W” will count in attempted hour calculations for the purpose of Financial Aid.

EXIT EXAM

You will have a comprehensive final exam at the end of the semester. Each student is required to pass the comprehensive test score of 63% or greater. Failure to obtain at least a 63% will result in failure in the course and the student will not be allowed to graduate. There will be no make-up for your final exam; therefore, you need to make arrangements to be present for the exam.

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 make up/reschedule the missed event. The penalty and make up 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 given a zero for the proctored event.**

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.

The required proctored event for this class is scheduled on the following dates and times:

Vidalia Campus, July 15, 9:00 a.m., Gillis Building Room 735

Swainsboro Campus, July 15, 9:00 a.m., Building 8 Room 8166

WORK ETHICS

The Technical College System of Georgia instructs and evaluates students on work ethics in all programs of study. Ten work ethics traits have been identified and defined as essential for student success: appearance, attendance, attitude, character, communication, cooperation, organizational skills, productivity, respect, and teamwork. Students will be required to take a work ethics exam as marked in the lesson plan. A grade of 70 or better is required to complete the work ethics requirements for this class.

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

You will have practice certification tests throughout the semester. If you miss a test, it is your responsibility to make up the test at your instructor's convenience.

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:

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

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
Practice Tests	30%
Assignments	10%
Work Ethics Exam	5%
Discussion Boards	5%
Comp Final/Exit Exam/Proctored Event	50%

GRADING SCALE

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

MAST 1180-Medical Assisting Seminar
Summer Semester 2021 (202116) Lesson Plan

Date/Week	Content	Assignments & Tests Due Dates	Competency Area
Week 1 05/17- 05/26	Orientation Syllabi Outline Rules and Regulations Completion of forms Work Ethics Assignments in BOLD will be available on 05/17/21 at 8:00 a.m. through 05/26/21 at 11:59 p.m.	BlackBoard: Discussion Board #1 BlackBoard: Discussion Board #2 BlackBoard: Practice Comprehensive Test via Blackboard MAERO 3.0: Mock Exam (CMA) Mock Exam (RMA) Practice Test 1	1,2,3 a,b,c
Week 2 05/27- 06/02	Resumes, References, Cover Letters, and Letters of Application assignments Sample Resume Job Search Guide Job Search Videos Assignments in BOLD will be available on 05/27/21 at 8:00 a.m. through 06/02/21 at 11:59 p.m.	BlackBoard: A&P and Medical Terminology Practice Test BlackBoard: Discussion Board #3 MAERO 3.0: Practice Test 2 CMA Admin	1,2,3 a,b,c
Week 3 06/03- 06/09	Work on Resumes, Cover Letters, and Letters of Application to be submitted for the first round of corrections. Assignments in BOLD will be available on 06/03/21 at 8:00 a.m. through 06/09/21 at 11:59 p.m.	BlackBoard: Transdisciplinary Practice Test BlackBoard: Resume and Cover Letter/Letter of Application Assignment due via digital dropbox in Week 3 folder BlackBoard: Discussion Board #4 MAERO 3.0: Practice Test 3 RMA Admin	1,2,3 a,b,c
Week 4 06/10- 06/16	June 10 is MidTerm Check Resumes, Cover Letters, and Letters of Application that were submitted for the second round of corrections in Blackboard Assignments in BOLD will be available on 06/10/21 at 8:00 a.m. through 06/16/21 at 11:59 p.m.	BlackBoard: Medical Procedures Practice Test BlackBoard: Resume/References and Cover Letter/Letter of Application resubmission 1 due via digital dropbox in Week 4 folder BlackBoard: Discussion Board #5 MAERO 3.0: Practice Test 4 CMAA Admin	1,2 a,b

Date/Week	Content	Assignments & Tests Due Dates	Competency Area
Week 5 06/17- 06/23	<p>We will finalize our Resumes, References, Cover Letters, and Letters of Application</p> <p>Assignments in BOLD will be available on 06/17/21 at 8:00 a.m. through 06/23/21 at 11:59 p.m.</p>	<p>BlackBoard: Administrative Practice Test</p> <p>BlackBoard: Resume/References and Cover Letter/Letter of Application resubmission 2 due via digital dropbox in Week 5 folder</p> <p>BlackBoard: Discussion Board #6</p> <p>MAERO 3.0: Practice Test 5 CMA General</p>	1,2 a,b,c
Week 6 06/24- 06/30	<p>June 28 is the 65% point</p> <p>Letter of Resignation Assignment</p> <p>Assignments in BOLD will be available on 06/24/21 at 8:00 a.m. through 06/30/21 at 11:59 p.m.</p>	<p>BlackBoard: Human Diseases Practice Test</p> <p>Medical Assisting Skills I Practice Test</p> <p>BlackBoard: Resume/References and Cover Letter/Letter of Application resubmission 3 due via digital dropbox in Week 6 folder</p> <p>BlackBoard: Letter of Resignation Assignment submission due via digital dropbox in Week 6 folder</p> <p>BlackBoard: Discussion Board #7</p> <p>MAERO 3.0: Practice Test 6 CMA Clinical</p>	1,2 a,b,c
07/01 – 07/07	HOLIDAY	No assignments due Make up any missed assignments	
Week 7 07/08- 07/14	<p>Thank You Letter Assignment</p> <p>Comp Final/Exit Exam/Proctored Event required to be submitted by July 15 on Vidalia or Swainsboro Campus at 9:00 a.m.</p> <p>NOTE: This is 50% of your grade</p> <p>Assignments in BOLD will be available on 07/08/21 at 8:00 a.m. through 07/14/21 at 11:59 p.m.</p>	<p>BlackBoard: Medical Assisting Skills II Practice Test</p> <p>Practice Certification Exam</p> <p>BlackBoard: Thank You Letter Submission via digital dropbox in Week 7</p> <p>BlackBoard: Discussion Board #8 due</p> <p>BlackBoard: Work Ethics Assessment</p> <p>MAERO 3.0: Practice Test 7 RMA Clinical</p>	1,2 a,b,c

Date/Week	Content	Assignments & Tests Due Dates	Competency Area
Week 8 07/08- 07/14	Thank You Letters Proctored Exam required to be submitted by July 16 at midnight. NOTE: This is 20% of your grade Assignments in BOLD will be available on 07/08/21 at 8:00 a.m. through 07/14/21 at 11:59 p.m.	BlackBoard: Proctored Exam BlackBoard: Resignation Assignment letter submission via digital dropbox in Week 7 folder BlackBoard: Thank You Letter Submission via digital dropbox in Week 8 BlackBoard: Discussion Board #8 due BlackBoard: Work on Thank You Letter Assignment	1,2 a,b,c
07/15/21	Comp Final/Exit Exam/Proctored Event required to be submitted by July 15 on Vidalia or Swainsboro Campus at 9:00 a.m. NOTE: This is 50% of your grade MUST MAKE AT LEAST A 63 (430) ON COMPREHENSIVE FINAL TO PASS THE COURSE	The required proctored event for this class is scheduled on the following dates and times: Vidalia Campus, July 15, 9:00 a.m., Gillis Building Room 735 Swainsboro Campus, July 15, 9:00 a.m., Building 8 Room 8166	1,2 a,b,c

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

1. Preparation for Professional Employment
2. Review of Program Competencies for Employment Certification

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.