



**MAST 1180 MEDICAL ASSISTING  
SEMINAR  
COURSE SYLLABUS  
HYBRID  
Summer Semester 2016**

**Semester:** Summer 2016  
**Course Title:** Medical Assisting Seminar  
**Course Number:** MAST 1180  
**Credit Hours/ Minutes:** 3 / 2250  
**Class Location:** Room # 735, Gillis Building  
**Class Meets:** Monday 1:00 – 3:30 p, (60% Class,  
40% online via Blackboard)  
**CRN:** 60091

**Instructor:** Stephannie H. Waters, BAS, CMA (AAMA)  
**Office Hours:** M-R 2:00-5:00  
**Office Location:** Gillis Bldg. Room 731  
**Email Address:** swaters@southeasterntech.edu  
**Phone:** 912-538-3195  
**Fax Number:** 912-538-3106

**Tutoring Hours:** N/A

**REQUIRED TEXT:** *Medical Assisting Review 4<sup>th</sup> ed. Moini*

**REQUIRED SUPPLIES & SOFTWARE:** Resume paper, envelopes, pencils, ink pen, Medical Assisting Pin (optional)

**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**

Demonstrate preparing a letter of application.  
Demonstrate preparation a resume to be used when applying for a job.  
Demonstrate completion of a job application.  
Perform role play a job interview.  
Perform discussing questions commonly asked during a job interview.  
Demonstrate dressing appropriately for a job interview.  
Demonstrate preparation of a letter of resignation.  
Demonstrate discussion of the importance of a letter of resignation giving notice and working out a notice.  
List and discuss legal and illegal interview questions.

**Review of Program Competencies for Employment and Certification**

Review program competencies.  
Participate in mock certification examination exercises.

**GENERAL EDUCATION CORE COMPETENCIES:** STC has identified the following general education core competencies that graduates will attain:

- 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.

All students pursuing a degree, a diploma, or a Technical Certificate of Credit with a General Education component will be required to pass the General Education Competency Exams prior to graduation.

**STUDENT REQUIREMENTS (Hybrid):** Assignments must be completed on the specified date. A ten point penalty will be assessed for each day an assignment is late. Three days after the due date, **assignments will receive a grade of "0"**. Students are required to submit assignments at the beginning of class each Monday. Students are also responsible for policies and procedures in the *STC E-Catalog and Student Handbook*.

**EXIT EXAM:** An exit exam is required in MAST 1180. A grade of 63 (430) or higher is required. Failure to pass this exam results in failure to pass the course and exit the program.

**ASSIGNMENTS:** This lesson plan is subject to change at instructor's discretion. Late assignments are assessed ten-points each day. Three days past the due date, the assignments are not accepted; a grade of zero is assigned. It is the student's responsibility to make sure all assignments are completed and submitted by these due dates. \*\*Points will be deducted for failure to follow directions. **Proper heading must be included on all materials handed in.** This includes first and last name, date, course, assignment name. Failure to include this information will result in a **five point reduction.**

**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.

#### **WORK ETHICS GRADING RUBRIC**

<b># of Posts</b>	<b># of Replies</b>	<b>GRADE</b>
1 or more	2 or more	<b>100</b>
1 or more	1	<b>75</b>
1 or more	0	<b>50</b>
0	0	<b>0</b>

**STC ATTENDANCE POLICY:** It is essential that educational programs maintain requirements and standards necessary for successful employment of its graduates in business and industry. In view of the intensive nature of the educational programs, it is necessary for every student to be present and on time every day for all classes.

Attendance is counted from the first scheduled class meeting of each semester. To receive credit for a course a student must attend at least 90% of the scheduled instructional time. All work missed due to tardiness or absences must be made up at the convenience of the instructor. Any student attending less than the required scheduled instructional time as noted on each syllabus will receive a "W" for the course if removed from the course on or before midterm. After the semester midterm, any student who has maintained a passing grade within a course will receive a 'WP' for the course when attending less than the required scheduled instructional time as stated on each course syllabus. If, however, the student has not maintained a passing grade, he or she will receive a 'WF' for the course. Tardy means arriving after the scheduled time for instruction to begin. Early departure means leaving before the end of the scheduled time. Three (3) tardies or early departures equal one (1) absence for the course involved.

#### **ADDITIONAL ATTENDANCE PROVISIONS**

##### ***Health Sciences***

Requirements for instructional hours within Health Science and Cosmetology programs reflect the rules of respective licensure boards and/or accrediting agencies. Therefore, these programs have stringent attendance policies. Each program's attendance policy is published in the program's handbook and/or syllabus which specify the number of allowable absences. All provisions for required make-up work in the classroom or clinical experiences are at the discretion of the instructor.

Attendance is counted from the first scheduled class meeting of each semester. To receive credit for a course a student must attend at least 90% of the scheduled instructional time. Time and/or work missed due to tardiness or absences must be made up at the convenience of the instructor. Any student attending less than the required scheduled instructional time (90%) may be dropped from the course as stated below in the Withdrawal Procedure.

Tardy means arriving after the scheduled time for instruction to begin. Early departure means leaving before the end of the scheduled time. Three (3) tardies or early departures equal one (1) absence for the course.

**HYBRID ATTENDANCE:** STC's attendance procedure is followed for all hybrid classes along with the following addition. Hybrid classes require students to complete a portion of the required contact hours traditionally by attending classes on campus while completing the remaining portion online at the student's convenience with respect to the instructor's requirements. STC's attendance policy located in the STC Catalog and Student Handbook must be followed in all hybrid classes. For the scheduled class sessions, attendance is counted from the first scheduled class meeting of each semester. Three (3) tardies or early departures equal one (1) absence for the course(s) involved. In order for a student to receive credit for a course, a student must attend at least 90% of the scheduled instructional time.

**HYBRID ATTENDANCE ADDENDUM:** This class meets 1 day a week for nine weeks on Tuesday. Students must attend the scheduled campus class each week and complete the online assignments. The maximum number of absences a student may miss for this class is 2.

**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.

**SPECIAL NEEDS:** Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact Jan Brantley, Room 1208, Swainsboro Campus, 478-289-2274, or Helen Thomas, Room 108, Vidalia Campus, 912-538-3126, to coordinate reasonable accommodations.

## **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 advise me and make appropriate arrangements with the Special Needs Office. Swainsboro Campus: Jan Brantley, Room 1208, (478) 289-2274 -- Vidalia Campus: Helen Thomas, Room 108, (912) 538-3126.

**WITHDRAWAL PROCEDURE:** Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% portion of the semester (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" is assigned when the student completes the withdrawal form from the course.

Students who are dropped from courses due to attendance (see your course syllabus for attendance policy) after drop/add until the 65% point of the semester will receive a "W" for the course. Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of 'F' being assigned.

After the 65% portion of the semester, the student will receive a grade for the course. (Please note: A zero will be given for all missed assignments.)

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. All grades, including grades of 'W', will count in attempted hour calculations for the purpose of Financial Aid.

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

**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. You will have a comprehensive final exam at the end of the semester. **Each student is required to pass the comprehensive test with a 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.** (See grading policy below) There will be no make-ups for your final exam; therefore, you need to make arrangements to be present for the exam.

**ACADEMIC DISHONESTY POLICY:** The STC Academic Dishonesty Policy states *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 *STC Catalog and Student Handbook*.

### **Procedure for Academic Misconduct**

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

#### **--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.

#### **--Second Offense--**

Student is given a grade of "WF" 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.

#### **--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 second 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:** Southeastern Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran, veteran of Vietnam Era or citizenship status, (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

**GRIEVANCE PROCEDURES:** Grievance procedures can be found in the Catalog and Handbook located on STC's website

**ACCESS TO TECHNOLOGY:** Students can now access Angel, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the STC website at [www.southeasterntech.edu](http://www.southeasterntech.edu).

**GRADING POLICY**

Journals	5%
Practicum	10%
Mock Interview	10%
Practice tests	10%
Assignments	10%
Work Ethics	5%
Comp final	50%
Total	100%

**GRADING**

**SCALE**

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

**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.*

Skills Competency\* Pass/Fail  
 \*All skills areas must be completed with a grade of 85% or better for passing, except for specified skills, which require 100% (psychomotor and affective domain)

Students are required to pass Unit/Chapter Tests with at least a 75% average in order to take the final exam. (cognitive domain)

**Critical Thinking Core Curriculum for Medical Assistants (MAERB) 2008 Curriculum Plan**

**Applied communications**

IV. C Cognitive (Knowledge Base)	IV. P Psychomotor (Skills)	IV. A Affective (Behavior)
<p><b>IV. Concepts of Effective Communication</b></p> <ol style="list-style-type: none"> <li>1. Identify styles and types of verbal communication.</li> <li>2. Identify nonverbal communication.</li> <li>3. Differentiate between subjective and objective information.</li> <li>4. Identify resources and adaptations that are required based on individual needs, i.e., culture and environment, developmental life stage, language, and physical threats to communication.</li> <li>5. Recognize elements of fundamental writing skills.</li> <li>6. Discuss applications of electronic technology in effective communication.</li> <li>7. Identify the role of self boundaries in the health care environment.</li> <li>8. Recognize the role of patient advocacy in the practice of medical assisting.</li> <li>9. Discuss the role of assertiveness in effective professional communication.</li> <li>10. Differentiate between adaptive and non-adaptive coping mechanisms.</li> </ol>	<p><b>IV. Concepts of Effective Communication</b></p> <ol style="list-style-type: none"> <li>1. Use reflection, restatement, and clarification techniques to obtain a patient history.</li> <li>2. Report relevant information to others succinctly and accurately.</li> <li>3. Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations.</li> <li>4. Explain general office policies.</li> <li>5. Instruct patients according to their needs to promote health maintenance and disease prevention.</li> <li>6. Prepare a patient for procedures and/or treatments.</li> <li>7. Document patient care.</li> <li>8. Document patient education.</li> <li>9. Document professional/business letters.</li> <li>10. Respond to nonverbal communication.</li> <li>11. Develop and maintain a current list of community resources related to patients' healthcare needs.</li> <li>12. Advocate on behalf of patients.</li> </ol>	<p><b>IV. Concepts of Effective Communication</b></p> <ol style="list-style-type: none"> <li>1. Demonstrate empathy in communicating with patients, family, and staff.</li> <li>2. Apply active listening skills.</li> <li>3. Use appropriate body language and other nonverbal skills in communicating with patients, family, and staff.</li> <li>4. Demonstrate awareness of the territorial boundaries of the person with whom communicating.</li> <li>5. Demonstrate sensitivity appropriate to the message being delivered.</li> <li>6. Demonstrate awareness of how an individual's personal appearance affects anticipated responses.</li> <li>7. Demonstrate recognition of the patient's level of understanding in communications.</li> <li>8. Analyze communications in providing appropriate responses/feedback.</li> <li>9. Recognize and protect personal boundaries in communicating with others.</li> <li>10. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age, and economic status.</li> </ol>

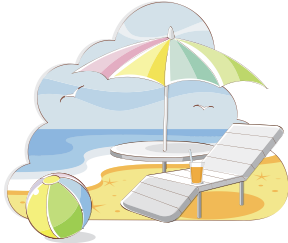
**MAST 1180, Medical Assisting Seminar**

**SUMMER SEMESTER 2016 LESSON PLAN**

**Note: In class defines what is taught in class for the 60% and online will define what the student will do online outside of class, the remaining 40% (hybrid).**

Date	Content	Assignments & Tests Due	Comp Area
Week 1 May 23	<p><b>In Class:</b> First day of class</p> <p>**Introduction to Course</p> <p>**Course Syllabi</p> <p>**Course Outline</p>	<p>AAMA Practice Test Take Home</p> <p>***Due Tues May 31***</p> <p><b>Online:</b> Work Ethic #1: Appearance</p>	<p>1,2</p> <p>a, b, c</p>

	<p>**Rules, Regulations</p> <p>**Completion of Forms</p> <p>**Work Ethics</p>	<p><b>Online:</b> Work Ethic #2: Attendance</p> <p><b>In Class:</b> Practice Comprehensive Test via Blackboard</p>	
<p>Week 2 May 31</p>	<p><b>Job Readiness Speaker-Lance Helms</b></p> <p>We will discuss Resumes, References, Cover Letters, and Letters of Application.</p>	<p><b>Practice Test 1 Take Home</b></p> <p><b>***Due MON June 6***</b></p> <p><b>In Class:</b> AAMA Practice Test Take Home Due</p> <p><b>In Class:</b> A&amp;P and Medical Terminology Practice Test via Blackboard</p> <p><b>In Class:</b> Cover Letter &amp; Resume Assignments</p> <p><b>Online:</b> Work Ethic #3: Attitude</p> <p><b>Online:</b> Medical Assisting Review by Moini: Complete Practice Test 1 &amp; 2 by June 6 at midnight.</p>	<p>1,2,3</p> <p>a, b, c</p>
<p>Week 3 June 6</p>	<p>We will go over the Resumes, Cover Letters, and Letters of Application that were submitted and give back for the first round of corrections.</p>	<p><b>In Class:</b> Transdisciplinary Practice Test</p> <p><b>In Class:</b> Practice Test 1 Take Home Due</p> <p><b>In Class:</b> Resume and Cover Letter/Letter of Application Assignment due by midnight June 12</p> <p><b>Online:</b> Work Ethic #4: Character</p>	<p>1,2</p> <p>a, b, c</p>
<p>Week 4 June 13</p>	<p>We will go over the Resumes, Cover Letters, and Letters of Application that were submitted and give back for the first round of corrections.</p> <p><b>MIDTERM IS JUNE 15</b></p>	<p><b>Practice Test 2 Take Home</b></p> <p><b>***Due June 16***</b></p> <p><b>In Class:</b> Medical Procedures Practice Test via Blackboard</p> <p><b>In Class:</b> Resume/References and Cover Letter/Letter of Application resubmission due via digital dropbox in Week 4 folder by midnight June 19</p> <p><b>Online:</b> Work Ethic #5: Communication</p> <p><b>Online:</b> Medical Assisting Review by Moini: Complete Practice Test 3 &amp; 4 by June 20 at midnight.</p>	<p>1, 2</p> <p>a, b, c</p>
<p>Week 5 June 20</p>	<p><b>MOCK INTERVIEWS</b></p> <p>We will finalize our Resumes, References, Cover Letters, and Letters of Application.</p>	<p><b>In Class:</b> Administrative Practice Test via Blackboard</p> <p><b>In Class:</b> Practice Test 2 Take Home Due</p> <p><b>In Class:</b> Resume/References and Cover Letter/Letter of Application resubmission 2 due via digital dropbox in Week 5 folder by midnight June 27.</p> <p><b>Online:</b> Work Ethic #6: Cooperation</p>	<p>1, 2</p> <p>a, b, c</p>
<p>Week 6 June 27</p>	<p>We will discuss Resignation Letters.</p>	<p><b>Practice Test 3 Take Home</b></p> <p><b>***Due July 11***</b></p>	<p>1,2</p> <p>a, b, c</p>

		<p><b>In Class:</b> Human Diseases Practice Test via Blackboard</p> <p><b>In Class:</b> Resignation Assignment letter submission via digital dropbox in Week 7 folder by midnight July 10.</p> <p><b>Online:</b> Work Ethic #7: Organizational Skills</p> <p><b>Online:</b> Medical Assisting Review by Moini: Complete Practice Test 5 &amp; 6 by July 11 at midnight.</p>	
July 4 - July 7	<p><b>!!SUMMER BREAK!!</b></p> 		
Week 7 July 11	We will discuss Thank You Letters.	<p><b>Practice Test 4 Take Home</b> <b>***Due July 18***</b></p> <p><b>Online:</b> Work Ethic #8: Productivity</p> <p><b>Online:</b> Thank You Letter Assignment.</p> <p><b>Online:</b> Medical Assisting Review by Moini: Complete Practice Test 7 &amp; 8 by July 18 at midnight.</p>	<p>1,2 a, b, c</p>
Week 8 July 18		<p><b>In Class:</b> Medical Assisting Skills I Practice Test via Blackboard</p> <p><b>In Class:</b> Thank You Letter Submission via digital dropbox in Week 8 folder by midnight July 24.</p> <p><b>In Class:</b> Community Resources Assignment</p> <p><b>Online:</b> Work Ethic #9: Respect</p> <p><b>Online:</b> Medical Assisting Review by Moini: Complete Practice Test 9 &amp; 10 by July 25 at midnight.</p>	<p>1,2 a, b, c</p>
Week 9 July 25		<p><b>In Class:</b> Medical Assisting Skills II Practice Test via Blackboard</p> <p><b>In Class:</b> Practice Test 4 Take Home Due</p> <p><b>In Class:</b> Community Resources Assignment due via digital dropbox in Week 9 folder by midnight July 28.</p> <p><b>Online:</b> Medical Assisting Review by Moini: Complete Practice Test 11 &amp; 12 by July 27 at midnight.</p> <p><b>Online:</b> Work Ethic #10: Teamwork</p>	<p>1,2 a, b, c</p>

		Online: Work Ethic Assessment	
Aug 1		<p><b>MUST MAKE AT LEAST A 63 (430) ON COMPREHENSIVE FINAL TO PASS THE COURSE!!!</b></p> <p><b>In Class: COMPREHENSIVE FINAL EXAMINATION</b></p> <p><b>In Class: ALL PAPERWORK, EVALUATIONS, JOURNALS, ETC. MUST BE TURNED IN PRIOR TO TAKING THE COMP FINAL.</b></p>	<p>1,2</p> <p>a, b, c</p>

**\* Competency Areas:**

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.