

MONROE
UNIVERSITY

School of
Allied Health
Professions

Medical Assisting Program Handbook



Affiliation! Aspiration! Abilities! Attitude! Actions!

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PRESIDENT'S WELCOME

September 2024

Dear Student:

Welcome to Monroe! We are so excited that you are here.

Our School of Allied Health Professions faculty have the knowledge, experience, and passion to prepare you for a rewarding career in healthcare. They are completely committed to helping you as you earn your degree.

The coursework will be rigorous, and those willing to work hard and stay focused will find themselves intellectually challenged and rewarded.

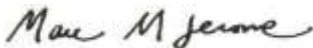
Participate. Be engaged. Ask questions.

Your professors will drive you to excel and reach your full potential. They are committed to helping you achieve success. Please seek their assistance if you have questions or need guidance with any aspect of your program.

Best wishes for a satisfying and successful year ahead. I hope that you have a wonderful experience at Monroe.

Please know that my door is always open to you should you have any questions or concerns. I look forward to seeing you on campus.

Regards,



Marc M. Jerome

President

Monroe University Mission Statement

Monroe University, founded in 1933, is a national leader in higher education access, affordability, and attainment. We believe in the power of education to facilitate social mobility, transform communities and embrace our responsibility to advocate national policies that serve students' best interests.

We are proud of our outcomes and unique caring environment, especially for first-generation university students, newly arriving immigrants, and international students. Our innovative curriculum, taught by experienced industry professionals, integrates local, national, and global perspectives. Our academic programs align with industries that drive the New York and international economies that we serve. Our graduates are prepared for continued scholarship, professional growth, and career advancement.

Core Values

Outcomes drive us.

We are committed to remaining a national leader in delivering strong outcomes for students and always strive for continuous improvement.

Integrity guides us.

Honesty, transparency, accountability, and fairness are the bedrock of our work.

Relationships define us.

We build strong personal connections among students, faculty, and staff, as well as with external educational, corporate, and community partners.

Overview of the Medical Assisting Program

Monroe University offers an Associate in Medical Assisting that prepares its students to be skilled professionals. This handbook provides information and serves as a resource for most questions and school situations you may encounter as a student in the Medical Assistant program. The information provided in this handbook, is meant to supplement that provided in the catalog and the general student handbook.

The policies and procedures outlined in this Medical Assistant Student Handbook are specific to the Medical Assistant program. By participating in the Medical Assistant program, you are agreeing to abide by the policies and procedures outlined in this Handbook. Students should refer to the Undergraduate Catalog, the general Monroe University Student Handbook, and the Monroe University website at www.monroeu.edu for all other University policies.

Program Goals

The Associate of Applied Science degree in Medical Assisting **prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills) and affective (behavior) learning domains to enter the profession** in the demanding field of healthcare and to work in various settings, including physician's private or group practice, hospitals, ambulatory care centers, long-term care facilities, rehabilitation facilities, and other professional healthcare facilities.

This is accomplished through a comprehensive mastery of the foundational theoretical knowledge required for entry-level practice, ranging from the application of anatomy, physiology, and medical terminology to a firm grasp of pharmacological principles and medication safety (Cognitive domain). These academic foundations are seamlessly integrated with technical proficiency, ensuring that students perform clinical procedures such as vital sign assessment, phlebotomy, EKG administration, Basic Life Support, and administrative tasks, including EHR management and medical billing, with precision and strict adherence to OSHA and CDC safety standards (Psychomotor domain). Beyond technical aptitude, the program cultivates professionals who embody the dignity of the medical field by exercising empathy and active listening within diverse patient populations, demonstrating unwavering accountability

within multidisciplinary teams, and upholding the highest standards of HIPAA compliance and ethical integrity (Affective domain).

We Believe:

1. Medical Assistants play an integral role in the healthcare industry especially in physician's offices, hospitals, and other clinical setting. They perform administrative and clinical duties that combine a thorough technical knowledge base with an empathetic approach to patient education.
2. Medical Assistants strive to maintain the client's dignity while dealing with the physical, emotional, intellectual, social and spiritual aspects of the clients confidentially.
3. The Medical Assistant adheres to a code that respects the ethical and moral aspects of the medical assisting profession.
4. Monroe University Medical Assistant Program is committed to the educational standards of excellence that will ensure marketable skills for the graduate.
5. Our Medical Assisting instructors work alongside our students to provide in-class and out-of-class access to professional development.

Medical Assisting Code of Ethics

The Medical Assisting Code of Ethics of the AAMA sets forth principles of ethical and moral conduct as they relate to the medical profession and the practice of medical assisting.

Members of the AAMA dedicated to the conscientious pursuit of their profession and thus desiring to merit the high regard of the entire medical profession and the respect of the public which they serve, do pledge themselves to strive always to:

- ❖ Render service with full respect for the dignity of humanity.
- ❖ Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
- ❖ Uphold the honor and high principles of the profession and accept its disciplines.
- ❖ Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
- ❖ Participate in additional service activities aimed at improving the health and well-being of the community.

Medical Assisting Creed

I believe in the principles and purposes of the profession of medical assisting.

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

I am dedicated to the care and well-being of all people.

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage, and faith.

Admissions

Admission Requirements

Applicants to the Associate Degree in Medical Assisting program must fulfill the following admissions requirements:

- Candidates must possess either a high school graduation credential or a high school equivalency diploma, or a recognized college associate degree or higher, as listed in the transfer admissions policy.
- Candidates must also submit a completed application for admission, as well as a personal statement or essay.

Prior Academic Experience:

- High School GPA of C (70) or higher
- College GPA (if applicable) of 2.00 or higher
- College Transfer Credit:
 - Transfer credit for non-science courses must carry a grade of C or higher and be applicable to the degree program.
 - Transfer credit for all science courses must carry a grade of C or higher and have been completed within the past 5 years.

Exceptions to the above criteria may be considered on a case-by-case basis through a holistic review of an applicant's overall qualifications and assessment of preparedness for college-level coursework.

Overview of Admissions Process

Before you submit your application, please review the steps outlined below.

Step 1: Online Application & Essay

You will need to complete and submit an online application, which includes a personal essay.

Step 2: Submit Credentials

After completing and submitting your online application, you will need to provide the Monroe University admissions office at either the Bronx or the New Rochelle campus location with the following:

- ❖ High School Transcript or Diploma (if you are transferring from a previous university or university, you must submit an official academic transcript)
- ❖ \$35 Admissions Fee (we accept check, money order, certified bank draft or cash); fees are waived for those who qualify
- ❖ Professional References (direct admit bachelor's students must submit two letters of recommendation)

Step 3: **Admissions Interview**

To complete your application, you will need to schedule an interview with an admissions counselor from Monroe University to discuss your educational goals, career aspirations, and outside interests. Students who live outside of the New York City Metropolitan area may conduct their interview over the phone. Please call the campus of your choice to schedule an interview after completing steps one and two.

Step 4: **Financial Aid**

Many of our students receive some form of financial assistance from merit-based scholarships to government grants and loans. During your admissions interview, a Monroe admissions counselor will guide you through the financial aid process. Below is a list of some of the most important information and documents you will need:

To Know:

Prospective students to Monroe University can qualify for New York State TAP (Tuition Assistance Program) and the Federal PELL grant

Monroe's Federal Financial Aid School Code is 004799

Monroe TAP code is 7518

Required Personal Documents:

- ❖ Documentation of birth (birth certificate, driver's license, and passport are all acceptable)
- ❖ Social Security Card
- ❖ Immunization documents (measles, mumps, and rubella; if not available, students may receive this at Monroe University before registration)
- ❖ Alien Registration Card or Green Card (for legal nonresidents)
- ❖ Proof of Income Documents (one or more may be required):



- ❖ SIGNED Federal and State Returns for the previous year and W-2
- ❖ W-2 Statement & SIGNED Affidavit of Income (if tax forms were not filed)
- ❖ Final Pay Stubs & SIGNED Affidavit of Income (if tax forms were not filed)
- ❖ Proof of Unemployment Insurance (form 1099-G)
- ❖ Current P.A. (Public Assistance) Budget Printout and Medicaid Cards
- ❖ SIGNED Affirmation of Non-Taxable Income
- ❖ SSA or SSI Award Letters for previous and current years
- ❖ Statement of Financial Support

For more information about tuition and financial aid benefits at Monroe, please visit our Financial Aid section.

Advanced Placement Policy

Transfer and Other Non-Residence Credit

Monroe University policy provides opportunities for students with various prior educational experiences to receive credit and earn advanced standing based on evaluation by the Office of the Registrar in collaboration with the appropriate School or academic department. Advanced standing credits are not considered residence credits, are subject to limits dictated by the residence credit minimum policy described above, and do not carry forward actual letter grades or letter grade values and, therefore, do not count in the student's cumulative grade point average (GPA). In certain circumstances, with the approval of the Registrar, a grade earned at another institution may be substituted.

Transfer Credit

In order to receive transfer credit, an official transcript must be received by the Office of the Registrar. Institutions must have accreditation from a regional or national accrediting body recognized by the U.S. Secretary of Education or the Commission on Higher Education Accreditation (CHEA), or must be listed in the American Council on Education's (ACE's) list of Accredited Institutions of Post-secondary Education (AIPE). International students may be required to have their transcripts evaluated by an independent evaluation agency or an evaluation service that is a member of the National Association of Credentials Evaluations Services (NACES), to determine the level of the work completed, the subject matter, number of equivalent credits and grade. The following guidelines are applied when awarding transfer credit:

- A grade of C or better is required for transfer credits.

- Some Schools or academic departments may require a higher grade based on specific programs.
- **Any clinical course where cognitive, psychomotor or affective domain competencies are evaluated will not be taken into consideration and the student must re-take the course to make sure they are fully competent in the subject matter.**
- Students transferring from two-year institutions to a bachelor's degree program may transfer a maximum of 66 credits, none of which may be used to satisfy upper-level major area courses, unless approved by the School Dean.
- Based on evaluation by the Office of the Registrar in collaboration with the appropriate School Dean, students may also receive credit for courses taken as part of the public service academies training and for additional course work taken post-graduation.
- Monroe University accepts for transfer credit military experience and training based on the American Council on Education's recommendations and the student's program of study.
- The University also evaluates other non-traditional training programs and may accept transfer credit based on recommendations made by the American Council on Education or the National College Credit Recommendation Service (NCCRS).

Credit by External Examination

Monroe University may grant credits earned through the College Level Examination Program (CLEP), Proficiency Examination Program (ACT-PEP), the Advanced Placement Examination (AP) offered by the College Entrance Examination Board (CEEB) taken in high school, Defense Activity for Non-traditional Standardized Examinations (DANTES), professional certification exams, and other examinations based on the student's program of study. Credit may be awarded for either required or elective courses. For more information: [Credit for Prior Learning](#).

Proficiency Examination Credit

Students may request Proficiency Examinations from an appropriate academic administrator for courses for which they believe they have mastery of the content. Proficiency Examinations are not offered for non-credit courses or for a course where the student previously earned an F.

Degree Requirements

MAJOR-RELATED COURSES	Credit
HC-101 - Introduction to Medical Assisting	3
HC-105 - Medical Assisting I	4
HC-110 - Medical Assisting II	4
HC-126 - Medical Terminology	3
HC-180 - Medical Coding and Billing for the Medical Assistant	4
HC-210 - Clinical Laboratory Procedures	4
HC-214 – Medical Office Procedures	4
HC-292 - Medical Assisting Practicum	4
HC-160 – Emergency Medical Applications	3
HC-220 - Pharmacology	3
Major-Related Courses Subtotal	36
MAJOR GEN. ED. COURSES	
EN-111 – University Writing and Critical Analysis	3
EN-121- Analytical Thinking, Writing & Research	3
EN-206 - Professional Writing and Presentation	3
HC-108 - Anatomy and Physiology	3
IT-115 - Electronic Spreadsheet Applications	3
LA-122 - Fundamentals of Communication	3
MA-115 - Quantitative Reasoning	3
2 Open Electives	6
LAXXX - Liberal Arts Elective	3
General Education and Related Courses Subtotal	30
Total Credits:	66

Academic Requirements

A grade of 'C' or better is required in the following courses for progression in the major: HC-101 Introduction to Medical Assisting, HC-108 Anatomy and Physiology, HC-126 Medical Terminology, HC-105 Medical Assisting I, HC-110 Medical Assisting II, HC-210 Clinical Laboratory Procedures, HC-160 Emergency Medical Applications, HC-220 Pharmacology, HC-292 Medical Assisting Practicum, HC-180 Medical Coding & Billing for Medical Assisting and HC-214 Medical Office Procedures.

The Medical Assisting Practicum HC-292 Medical Assisting Practicum, which is required and generally taken in the final semester, is available only during the day Monday through Friday.

Technical Standards

The Medical Assistant program prepares students to be entry-level medical assistants in a clinical setting. The scope of practice for this field requires students to demonstrate responsibilities and accountability within the role and competencies expected of a medical assistant. Matriculated and incoming students at Monroe University School of Allied Health Professions must have capacities and abilities including but not limited to the following five broad areas:

Motor Tactile Standards

All students in the Medical Assisting program must have adequate motor function and tactile ability to attend and participate in all classes and activities, which are part of the curriculum.

- ❖ Must be able to stand, bend, and/or sit for long periods of time in one location with or without breaks
- ❖ Must be able to work standing on their feet 80 percent of the time
- ❖ Must show sufficient peripheral vision to anticipate and function while in the sterile surgical environment
- ❖ Have full use of hands, wrists, and shoulders involving the coordination of muscular movements, equilibrium, and sensation
- ❖ Operate mechanical and patient care equipment
- ❖ Operate instruments, supplies, and equipment with speed, agility, and good eye-hand coordination

- ❖ Apply general care and emergency treatment to patients
- ❖ Able to assist with and/or lift, move, position, and manipulate the patient who is unconscious with or without assistive devices
- ❖ Help lift patients who may be unable to move themselves to and from the examination table
- ❖ Lift and move objects routinely (50 pounds or more)

Cognitive Based Standards

- ❖ Must be able to read and understand written instructions, patients' charts, and other written material that are
- ❖ Perform basic mathematical calculations
- ❖ Demonstrate sufficient analytical and critical thinking skills to provide quality patient care in keeping with professional standards of the medical assistant profession.
- ❖ Function safely, responsibly, and effectively under stressful situations including medical emergencies
- ❖ Able to make appropriate judgment decisions

Communication Based Standards

- ❖ Able to communicate effectively with others both verbally, non-verbally and in writing.
- ❖ Be able to hear and observe professors, clinical staff and patients, in order to assess vital signs, elicit information, perceive nonverbal communications, describe changes in mood, activity, and posture and recognize and respond to an emergency accurately.
- ❖ Possess appropriate interpersonal communication skills to interact positively with all persons, regardless of race, ethnicity, religious beliefs, or sexual orientation
- ❖ Students must use discretion, respect, and confidentiality when dealing with others

Affective Based Standards

- ❖ Demonstrate professional qualities, including accepting responsibility and accountability for actions in the classroom, clinical and medical office setting,
- ❖ Have a positive work ethic, such as showing up to class and clinic on time
- ❖ Students must be prepared emotionally and academically to carry out the day's assignments in a professional manner
- ❖ Students must be very adaptable, and flexible, and be able to function as a team member in all settings

- ❖ Students must demonstrate compassion for others, motivation to serve, integrity, and be aware of social values
- ❖ Demonstrate the use of positive coping skills under stress and exhibit a calm and effective reaction, especially in emergency situations

Professional Social Media Use

MA students should treat social media space and communication like a classroom and/or a professional workplace. They should exercise caution, sound judgment, and common sense when using professional social media sites. As a recommended practice, students are encouraged to use appropriate privacy settings to control access to their personal social media sites. However, they must be aware that there are limitations to privacy settings. Personal social media use, including off-hours use, has the potential to result in disruption at school and/or the workplace and can be in violation of clinical facility policies, and law. Students who participate in personal and/or professional social media sites are not permitted to post photographs or videos featuring other Monroe University students or faculty and/or individuals associated with clinical affiliates without prior permission of the photographed person or the approval from the facility administration.

University Accreditation

Monroe University is accredited by the Middle States Commission on Higher Education (1007 North Orange Street, 4th Floor, MB #166 Wilmington, DE 19801 / 267-284-5011). The Middle States Commission on Higher Education is an institutional accrediting agency recognized by the U.S. Secretary of Education and the Council for Higher Education Accreditation. The University was initially accredited by the Commission on Higher Education in July 1990. Accreditation was successfully reaffirmed in 2020.

For more information: [Middle States Accreditation Status](#)

Program Accreditation

The Medical Assisting Program at Monroe University has a site visit scheduled for pursuing initial accreditation by CAAHEP. This step in the process is neither a status of accreditation nor a guarantee that accreditation will be granted.

Certification Examinations

All Medical Assisting students are encouraged to take either the Certified Clinical Medical Assistant (CCMA) exam or Registered Medical Assistant (RMA) exam. The CCMA is offered by the National Healthcareer Association (NHA) and the RMA is by the American Medical Technologists (AMT).

Graduates who pass the CCMA or RMA exam gain more benefits such as better job opportunities, job security, competitive salary, and greater career advancement opportunities. Certification can improve prestige among peers and employers. CCMA and RMA have an in-depth knowledge of all aspects of the medical assisting field helping others and making a positive difference in people's lives.

Monroe University has established formal affiliations with NHA and AMT following a comprehensive evaluation process, providing a streamlined pathway for professional credentialing. Under these agreements, our Medical Assisting Program requirements have been pre-verified, allowing eligible students to sit for their certification exams up to 90 days prior to graduation without the need to submit additional qualifying paperwork. Candidates have the flexibility to complete their examination at our designated university testing center or through an online proctoring platform, if permitted by the specific institution. While students will receive immediate notification of their pass or fail status upon completion, official certification will only be released by the Appointed Program Director once the student has successfully graduated and all degree requirements.

Academic Policies

Course Assessment

Student learning will be assessed using a variety of measures such as quizzes, exams, assignments, competencies, presentations, and/or essays, etc.

Clinical Competencies evaluate mastery of the psychomotor (skill) domain. A minimum score of 70% (C) is required in all of them. Students may practice in the lab or tutoring as needed but must pass a final evaluation within three attempts. Proficiency in these competencies is mandatory; failure to achieve 70% in any competency will result in course failure, regardless of the overall cumulative grade needed (70/C) to pass the course.

Grading

Grades are used to indicate a student's progress or lack thereof. Grades and their quality point equivalents are as follows:

Grade	Quality Points	Progress	Numerical Average
A	4.0	Excellent	90 - 100
B+	3.5	Very Good	85 - 89
B	3.0	Good	80 - 84
C+	2.5	Above Average	75 - 79
C	2.0	Average	70 - 74
D+	1.5	Below Average	65 - 69
D	1.0	Below Average/Poor	60 - 64
F	0.0	Failure	Less than 60
AW	0.0	Administrative Withdrawal	

Policy Regarding Grades of "W", "UW", and "AW."

"W"- A student who officially withdraws from the semester by giving oral or written notification to the appropriate student services office will receive grades of "W."

"UW"- A student who has not given oral or written notification to his or her counselor in the appropriate academic office will be unofficially withdrawn and receive grades of "UW."

"AW"- An administrative withdrawal is exercised on a case by case basis, and is determined by the appropriate Student Services Office or the Academic Office. An "AW" is equivalent to a grade of "F" does affect a student's GPA.

The Effect of Grades on a Student's GPA

- ❖ The grades of “W” or “UW” will not affect the GPA.
- ❖ Grades for noncredit courses will not affect the GPA.
- ❖ A grade of “W” or “UW” indicates that a student withdrew from a course prior to its completion.
- ❖ A grade of “F” will affect the GPA (if this course is repeated, the new grade will replace the F in the student's GPA).
- ❖ A grade of “AW” is equivalent to an “F” and affects the GPA. However, if this course is repeated, the new grade will replace the “AW” in the student's GPA.

Grade Reports

Students will receive a grade report after each semester. These reports will show both semester and cumulative averages. A student's standing in each course is measured by the grades received on tests, papers, other class assignments, and requirements. Each student's academic status as it relates to satisfactory academic progress and program pursuit will appear on the grade report.

Credit Hour

A "lecture" credit hour represents the equivalent of 15, 50-minute class meetings during a 15-week semester. A "lab" credit hour represents the equivalent of 45, 50-minute class meetings during a 15-week semester.

Grade Point Average

Graduation, honors, probation, and dismissal are determined by a student's Grade Point Average. This is obtained by multiplying the Quality Points by the number of credits assigned to a course, totaling the Grade Points (GP), and then dividing by the total number of credits.

Good Academic Standing

To remain in good academic standing, students must make qualitative and quantitative satisfactory progress towards completion of their degree

Qualitative Standard

Students must maintain a certain cumulative GPA by the completion of each semester of study. No student will graduate with a cumulative GPA below 2.0. The prescribed minimum cumulative GPA is set forth below.

By the end of each semester listed, students must have achieved the cumulative GPA listed.

Semester	Cumulative GPA
1	0.75
2	1.25
3	1.50
4	1.75
5-12	2.00

Students' academic progress will be reviewed at the end of each semester.

The University considers a minimum of 12 credits to be a semester equivalent. Because the University does not transfer letter grades, students who transfer a minimum of 15 credits from another institution will be placed on the qualitative and quantitative chart according to the semester that corresponds to the number of their accepted transfer credits. If they do not meet the corresponding required GPA at the end of their first semester, they will be placed on probation. They will have to meet the required standard at the end of their second semester in order to remain in good academic standing.

The Effect of Withdrawals, Repeat Courses, Incompletes, and Non-Credit Remedial Courses

A course with a grade of AW will be counted as a course attempted and will be calculated as an F in computing a student's GPA. A grade of W will be counted as a course attempted but will not be considered when calculating a student's GPA. A course with a grade of I will be considered as a course attempted and will be calculated as an F for GPA purposes.

All F's and AW's will be calculated as part of the student's GPA. When a student earns a grade in that course, the best grade replaces the lowest grade in the course. for GPA purposes. If a student has failed a course more than once, the passing grade replaces only one of the F's for GPA purposes. A noncredit remedial course will not be considered when calculating a student's GPA and will not be considered as a course attempted.

Academic Alert

All students who have cumulative GPAs below 2.0 will be placed on academic alert. This status does not affect a student's eligibility for financial aid.

The academic alert status will enable the University to provide needed academic support and guidance to enable weak students to successfully complete their degree program.

Dismissal

Students who fail to achieve the qualitative (cumulative GPA) standards discussed above will be academically dismissed.

Students who are dismissed are not eligible for financial aid.

Grade Appeal Process

The grade appeal process provides a student with an opportunity to question or dispute a final course grade. The student should first discuss the matter with the professor, who determines if a grade change is warranted. If the matter is not resolved, the student may file a grade appeal with their School Dean or department head. The grade appeal period commences upon publication of semester final grades and concludes on the designated date at the beginning of the following semester. The dates are published in the academic calendar, and the full policy can be found in the Catalog on the website.

Statement on Academic Rigor

A rigorous education is characterized by faculty, curricula, and meaningful learning experiences that challenge students to engage in higher-order thinking and to apply concepts and skills across multiple contexts. Students emerge from such an experience with the ability to write proficiently, communicate effectively, and work collaboratively and creatively toward solutions and innovations. Monroe University affirms its commitment to the personal growth of its students by providing a learning environment built on high academic standards that has the appropriate level of intellectual challenge and academic support.

Faculty Statement on Academic Rigor

Monroe University faculty and administration embrace a culture of caring, and strive to provide students a clear understanding of standards and expectations while offering students appropriate academic support to ensure that students fulfill their learning potential. Faculty are committed to creating a teaching environment that engages and challenges students to learn progressively towards higher levels of achievement.

Student Statement on Academic Rigor

Monroe University students take responsibility for their academic journey and ownership of their education by challenging themselves to learn, grow, and think critically. As students

progress in their programs, they should apply knowledge and skills learned to higher-level courses, experiential learning opportunities, and ultimately to a career in their field.

Regaining Matriculated Status

Students who have been dismissed may return as non-matriculated students, upon approval by the appropriate office, and register for courses at their own expense. Upon the satisfactory completion of these courses and meeting the required standards of progress, they may apply for a change from non-matriculated to matriculated status. Students in a non-matriculated status are not eligible for Federal or State financial aid.

Course Withdrawal/Change of Program

Students who wish to withdraw from a course must do so by the date indicated in the Academic Calendar. Withdrawal forms must be completed in the appropriate Student Services Office. Withdrawal from a course after the announced final withdrawal date, without formal permission, automatically merits a grade of F. Withdrawal from a course(s) which results in less than full-time status during the add/drop period, (weeks 1 and 2) will affect the student's enrollment status and financial aid.

Withdrawal from the University

A student who leaves the University during any semester must complete a withdrawal form, available in the appropriate Student Services Office, or officially notify the University. Students who withdraw from the University after the twelfth week of the semester will receive grades submitted by the faculty. Students who have withdrawn and who wish to return to the University in a subsequent semester must complete an application for re-admission.

Administrative Withdrawal

Students may be administratively withdrawn from a course if it is determined that the student is failing to comply with the course and University requirements.

Semester Leave

Students who wish to take a Semester Leave for a full semester may do so without losing matriculated status. Monroe University does not approve partial semester leaves.

Returning students after semester leave

Students returning after a leave of absence of one semester or more are subject to approval by the Program Director. To ensure clinical competency, any clinical coursework completed more than two semesters prior to the return date must be repeated as a condition of reentry.

Code of Academic and Scholarly Integrity

Monroe University is an academic community. Its fundamental purpose is the pursuit of knowledge in preparation for a career and for life. Essential to the success of this educational mission is a commitment to the principles of academic integrity. Every member of the University community (whether Onsite, Virtual, or Online) is responsible for upholding the highest standards of honesty at all times. The use of integrity software (such as plagiarism checkers, lockdown programs, etc.) helps to ensure this adherence. With this in mind, students should be aware that all papers will be scanned and tests monitored, and they may be required to download applicable software. As members of the University community, all students are responsible for adhering to the principles and spirit of the following Code of Academic and Scholarly Integrity.

Activities that have the effect or intention of interfering with education, pursuit of knowledge, or fair evaluation of a student's performance are prohibited. Examples of such activities include, but are not limited to, the following definitions:

A. Cheating: Using or attempting to use unauthorized assistance, material, or study aids in examinations or other academic work or preventing, or attempting to prevent, another from using authorized assistance, material, or study aids. Examples: using AI bots (e.g., ChatGPT, Gemini, Google Bard, Bing AI, etc.) without permission; using a cheat sheet in a quiz or exam, altering a graded exam and resubmitting it for a better grade, using an electronic device to obtain assistance during an examination, etc.

B. Plagiarism: Using the ideas, data, or language of another without specific or proper acknowledgment. Examples: copying another person's paper, article, or work and submitting it for an assignment; using someone else's ideas without attribution; using AI generated text as your own (e.g., ChatGPT, Google Bard, Bing AI, etc.); failing to use quotation marks where appropriate; etc.

C. Fabrication: Submitting contrived or altered information in any academic exercise. Examples: making up data for an experiment; falsifying data; citing nonexistent articles; contriving sources; submitting falsified paperwork to document attendance; submitting falsified or forged timesheets for internships or work study positions; etc.

D. Multiple Submissions: Submitting, without prior permission, any work submitted to fulfill another academic requirement at Monroe or any other institution. Example: submitting a paper

written for one class to another class without first getting permission from both professors.

E. Misrepresentation of academic records: Misrepresenting or tampering with or attempting to tamper with any portion of a student's transcript or academic record, either before or after coming to Monroe University. Examples: forging a transcript or diploma; falsifying academic information (e.g., on one's resume, LinkedIn profile, etc.); tampering with computer records; etc.

F. Facilitating academic dishonesty: Knowingly helping or attempting to help another violate any provision of the Code. Example: working together on a take-home exam without prior permission from the instructor, etc.

G. Unfair advantage: Attempting to gain unauthorized advantage over fellow students in an academic exercise. Example: gaining or providing unauthorized access to examination materials, obstructing or interfering with another student's efforts in an academic exercise, lying about a need for an extension for an exam or paper, continuing to write even when time is up during an exam, destroying or keeping library materials for one's own use, etc.

Penalties: Students who violate the Code of Academic and Scholarly Integrity may be subject to a grade of "F" for the work submitted, an "F" in the course, written reprimands in the student's academic file, probation, suspension, or dismissal from the University. Professors who encounter a breach of the Code are required to report it to the Dean of their department. The student in question must then meet with a dean to discuss the infraction and its consequences. Note that ignoring or skipping this meeting will not make the problem go away – doing so will only intensify the penalty.

Students are expected to be fully aware of the University's requirements and expectations regarding academic honesty and scholarly integrity. If a student is unsure whether their action(s) constitute a violation of the Code of Academic and Scholarly Integrity, then it is that student's responsibility to consult with the instructor to clarify any ambiguities.

Code of Conduct

Students are expected to conduct themselves in a professional manner at all times while they are a part of Monroe University Medical Assisting program. Students should refrain from loud talking while on campus, the use of profanities are not permitted in classes or at any time between sessions. Medical Assisting students should avoid any vulgar or other boisterous

behavior while enrolled in this program. All students must come to the class properly attired. Please see below the required dress code for the period of enrollment in the Medical Assistant program:

Dress Code

Appropriate dress standards have been established in order to present and maintain, at all times, a professional appearance. All students in the Medical Assisting program are required to follow the professional appearance code while attending classes on campus as well as while at a clinical site participating in the practicum component of the program. A neat, clean and well-groomed and professional appearance is expected at all times. The appearance of a Monroe University student is an important part of public relations and working closely with other staff members requires that students maintain a strictly professional demeanor.

Adherence to the dress code is required. Make sure you are familiar with and make a habit of, being in dress code every day before coming to class. The dress code will be enforced at all times. Dress code inspections will determine any dress code violation and will require the student to be dismissed from class to correct the violation. Students not conforming to this policy will not be able to participate in class and will be appropriately counseled. The following are the guidelines of the professional appearance code:

Hair:

- ❖ Should have a clean and neat appearance, long hair should be contained completely off the neck and shoulder so that it does not fall forward; it can be pulled back or put into a bun.
- ❖ Hair accessories must maintain a professional appearance, safety, and hygiene.
- ❖ Beards, mustaches, and sideburns must be neat, trimmed, and well groomed.
- ❖ Hair of an unnatural color or fad designs is not permitted. Avoid highly colored spray and maintain only natural-looking hair color.
- ❖ Extreme hairstyles, those that distract from the professional culture and exotic colors or materials (for example feathers) are not acceptable.

Headwear:

- ❖ Religious head covers may be worn with uniforms (in black or white).
- ❖ No hats, baseball-type caps/ durags/silk caps or hair bonnets or head ties are allowed.

Jewelry:

- ❖ Jewelry should be professional in appearance. The amount of jewelry worn should not be excessive.
- ❖ No facial piercing (nose, eyebrow, bridge, septum etc.).
- ❖ Body piercing (including tongues), that is not covered by appropriate clothing is not acceptable. Any piercings (not covered by clothing) other than ear lobes, must be removed.
- ❖ Earrings should be small whether posts or hoop earrings, large earrings are not permitted.
- ❖ Multiple ear piercings are not allowed (industrial, helix, flat rook, forward helix etc.)
- ❖ Male students are not permitted to wear earrings.
- ❖ Wedding rings may be worn; rings with stones are not allowed. Rings can cause injury to patients and can also harbor microorganisms.
- ❖ Students are required to wear a watch with a second hand.

Cosmetics:

- ❖ Make-up, if worn, should be worn in moderation. No artificial lashes.
- ❖ Fragrances can be worn if lightly applied due to sensitivity and allergies of internal and external customers. Personal cleanliness and good body hygiene are a must in the health care field and the classroom.
- ❖ Heavy scent of tobacco, food, or body odor may be offensive and is not acceptable.

Fingernails:

- ❖ Fingernails must be kept short, clean, and filed. Clear nail polish is the acceptable color.
- ❖ Artificial nails are not allowed. Examples of artificial nails include but are not limited to, extenders, bonding, acrylic tips, appliqués, wrappings (i.e. silk), tapes, inlays or jewelry (glued or pierced).
- ❖ Nail length must be maintained at a “sport” length, not to exceed 1/8 inch.

Tattoos:

- ❖ No visible tattoos are allowed. Visible tattoos or body art must be covered by the uniform or scrub jacket to the greatest extent possible.

Food/Drink:

- ❖ Consumption of food, candy, gum, and drinking of fluid is prohibited while working in all laboratories or clinical setting.

Uniform:

- ❖ Medical Assisting students are expected to always be in uniform (The University provides one set of scrubs and a white lab coat at the beginning of the first semester. Students may purchase additional uniforms through the authorized uniform store at their own expense.).
- ❖ Royal blue scrubs top - must be loose fitting.
- ❖ Royal blue scrubs pant must be full length and loose fitting, covering the entire leg and ankle.
- ❖ Only scrubs royal blue jacket may be worn with uniforms.
- ❖ White or black closed- toed shoes – no crocks are allowed.
- ❖ Loose fitting short white lab coats.
- ❖ No shirts should be visibly seen under the uniform; students are asked to wear tank tops under their scrubs.
- ❖ Stethoscope
- ❖ Black ink pen

Footwear:

- ❖ Footwear must be clean, in good repair and appropriate for the work duties and responsibilities performed, meeting the safety needs of the environment.
- ❖ Hose or socks must be either black or white
- ❖ Sandals, flip-flops or crocs are not acceptable.
- ❖ Footwear selection must be determined by safety, comfort, uniform expectations and professional appearance.
- ❖ Shoes must fully enclose the foot and may not have open toes or heels. Shoes must be white or black.

Professionalism Rubric
Medical Assisting Practicum Professionalism Grading Rubric

Name: _____ Date: _____

Goals for Professional Development	Comments	Score
<p><u>Compliance with Full Academic Attire</u> Uniform: royal blue scrubs, scrub jackets, short, white lab coats. Hair care: away from face with natural colors. Headwear: religious exceptions only. Jewelry: no jewelry in facial piercings, small hoops, or studs, one pair only in earlobes, male cannot wear earrings. Footwear: solid black or white shoes and socks, no crocks allowed. Cosmetics: worn in moderation, good personal body hygiene. Fingernails: short, no acrylic or nail polish. Food and Drink in Labs: not allowed. Tattoos: should be covered as best as possible.</p>		
<p><u>Code of Conduct</u> Professional manner, no loud talking or boisterous behavior. Function safely, responsibly, and effectively under stressful situations including medical emergencies. Demonstrate the use of positive coping skills under stress and exhibit a calm and effective reaction, especially in emergency situations. Demonstrate professional qualities, including accepting responsibility and accountability for actions in the classroom and lab settings.</p>		
<p><u>Use of class and Lab times</u> Use initiative to utilize class and lab times in promoting skill competencies. Present in class on time.</p>		
<p><u>Communication Written and Oral</u> Able to communicate effectively with others both verbally, non-verbally and in writing.</p>		
<p><u>Cooperation in Role Play</u> Cooperate as team members to develop skill competencies. Students must demonstrate compassion for others, motivation to serve, integrity, and be aware of social values.</p>		
<p><u>Use of Electronic Devices</u> Phones and all accessories should be turned off and put away prior to class.</p>		

4: A "4" means that a student is doing excellent work.

3: A "3" means that a student's work consistently meets expectations.

2: A "2" means there is room for improvement in the student's work.

1: If a student receives a "1" it means that he/she/they demonstrate/s difficulty understanding or achieving skills.

NA: Does not apply at this time.

Monroe University Attendance Policy for Undergraduate Lecture Classes

Attendance Policy

The University's educational approach is personal and hands-on. Interaction among students and faculty supports the development of knowledge and skills for academic success and professional development. Therefore, consistent attendance, punctuality, and active participation are highly valued. The practices and guidelines outlined in this policy intend to support those values.

Documented Absences

The University understands that occasionally serious situations arise that interfere with attendance and are beyond the control of the student. These include medical emergencies for the student or members of their family, an important legal obligation, military deployment or training, extraordinary work-related obligations, or the unfortunate passing of a loved one.

In such cases, the student's advisor will refer the student to the appropriate Academic Affairs Office so that the student, the academic dean, and the professor may arrange for appropriate supports and allowances:

- Bronx Campus: *Jerry Kostroff* at jkostroff@monroeu.edu
- New Rochelle Campus: *Jacinth Coultman* at jcoultman@monroeu.edu
- Monroe Online: *Jacinth Coultman* at jcoultman@monroeu.edu

Sanctioned Absences

A student may miss a class because they are representing the University or School at a conference, an academic or athletic competition, or a co-curricular event. These valuable experiences enhance student learning and achievement. In such cases, the Office of Academic Affairs records the absence as "sanctioned" (denoted on the student's attendance record with an "S"). The student will be permitted and encouraged to make up any missed exams or assignments.

Absence Guidelines

For undergraduate lecture classes, the University has set the following guidelines for absences that are neither sanctioned nor documented:

- Online/Module classes: two absences
- Virtual and onsite classes that meet once per week: two absences
- Virtual and onsite classes that meet two or more times per week:
four absences

At the discretion of the professor, students who exceed the above number of absences may have up to 10 points deducted from their overall course grade.

Attendance and Participation in the Virtual Classroom

Virtual classes require active participation from all students to be truly effective. Students should treat virtual classes exactly like in-person classes, meaning they need to be on time and fully present for the entirety of the class period. Work schedules and personal appointments should not conflict with class times – it is the student’s responsibility to make sure they are fully available for their virtual classes, just as they would be for an in-person class. Active participation includes but is not limited to: responding to the professor, engaging in discussion and chats, and completing in-class assignments and presentations.

Lack of attendance due to connectivity issues will be evaluated at the professor’s discretion, so students should let their professors know if they are experiencing connection problems.

Excused absences due to illness, essential worker status, etc. will still require documentation through the Office of Academic and Student Affairs. Students should send any questions and/or appropriate documentation to:

- Bronx Campus: *Jerry Kostroff* at jkostroff@monroeu.edu
- New Rochelle Campus: *Frank Costantino* at fcostantino@monroeu.edu
- Online: *Jacynth Coultman* at jcoultman@monroeu.edu

Lateness/Leaving Class Early

Students who arrive to class 10 minutes after the start time are recorded as late and those who leave before the class is dismissed are recorded as having left early. At the discretion of the professor, a certain combination of lateness or early departures may be counted as an absence. The professor’s policy is stated in the course syllabus.

NOTE: Clinical and lab courses have more stringent attendance and punctuality policies that are included in the course syllabus.

Additional Attendance Requirements for Clinical and Lab Courses

Clinical and lab courses have a more stringent attendance requirement than lecture/didactic courses. Frequent or chronic absenteeism or lateness is a serious violation of our clinical standards and will not be tolerated. The following additional requirements apply to clinical and lab courses in the School of Allied Health Professions.

Absences

Students who miss two classes in a row for laboratories and/or clinical courses without proper verifiable documentation submitted to the Office of Academic Affairs and their student services advisor within one week of the absences, will be subject to removal from the class and earn a grade of F. Students will then be advised as to if/how they may progress in the program.

Students who exceed FOUR absences without proper verifiable documentation submitted within one week of each absence to the Office of Academic Affairs and their student services advisor, will be subject to removal their clinical courses and earn a grade of F. Students will then be advised as to if/how they may progress in the program.

For students who do provide proper documentation that is verified by the Office of Academic Affairs, the Clinical Program will provide within reason make-up opportunities. To make up laboratory and clinical courses, students need to schedule make-up hours with their professor and/or program director. Failure to make up hours missed may result in deductions for attendance and/or professionalism and, in serious cases, removal from the clinical program.

Lateness/Leaving Early

Students who arrive to class 10 minutes after the official start time are recorded as late and those who leave before the class is dismissed are recorded as having left early.

If a student is late or leaves early resulting in being present for less than two-thirds of the class time, they will be marked absent, with a notation added to the attendance record. This translates into missing 30 minutes or more for 1.5-hour courses, and 60 minutes or more for 3-hour courses. At the discretion of the professor, a certain combination of lateness or early departures may be counted as an absence.

Accommodative Services

[Monroe University](#) is accessible to students with disabilities and admits those students whose credentials demonstrate they have the motivation and capabilities to successfully pursue their academic goals at the University. All students with disabilities have access to a Coordinator of Services [for Students](#) with Disabilities:

- Saadia Del-Llano at sdellano@monroe.edu

Health and Wellness

The University's health and wellness philosophy is to provide a holistic, student-centered environment that allows students to explore who they are while helping to support goals of mental, physical, and emotional wellbeing, and supporting students to achieve academic success. Services include clinical counseling services, fitness centers, nutrition services, and educational programming.

Counseling Services

Currently, the University has clinicians providing virtual and onsite counseling. One-on-one and group counseling sessions are available. To request a counseling appointment call (646) 413-3539 or access the online form here: [Counseling Appointment Request](#).

- Jessica Pollas, LMSW, LCSW, Director of Clinical Services at jpollas@monroeu.edu

Academic Support and Library Services

Students may avail themselves of academic support, tutoring and Library services on the Bronx campus, New Rochelle campus, or virtually.

Course Assessment

Student learning will be assessed using a variety of measures such as quizzes, exams, assignments, projects, presentations, and/or essays, etc.

Medical Assisting Practicum Requirements

The Medical Assisting Practicum is an essential part of the Program. The clinical component gives the student hands on training for employment preparation as Medical Assistants. Therefore, the clinical site should be viewed as a full-time job. The training you receive is a method of using the knowledge you gained in the classroom and putting it to use in a practical setting. The benefit accrued through this experience is immeasurable in terms of future success and should be viewed as a singular opportunity to prepare for the future.

The Medical Assisting Practicum is a minimum of one semester and provides students with a variety of practical experience (e.g. ambulatory health care facilities, including hospitals, physician's offices, or other health care facilities.). The Practicum has a mandatory attendance requirement of 14 hours per week for a 14-week semester. No absences are allowed except those with valid documentation. Documented absences should not fall below the minimum of 160 hours for the semester. All undocumented absence must be made up at the clinical agencies. Students are responsible for making such arrangements with their supervisors.

All Medical Assisting students are required to have overall experience in the following area to be eligible to successfully complete the program and to be eligible for certification and employment.

General Clinical Areas:

- A. Asepsis
- B. Sterilization
- C. Instruments
- D. Vital signs and measurements
- E. Physical examinations
- F. Room Preparation
- G. Clinical pharmacology
- H. Minor surgery
- I. Therapeutic modalities
- J. Laboratory procedures including Phlebotomy
- K. Electrocardiography (EKG)
- L. First aid and emergency response

Each student should participate in skills relating to the above areas. **All skills must be supervised by a Registered Nurse, Licensed Practical Nurse, Certified Medical Assistant, or any other qualified member appointed by the staff member in charge of the students at the corresponding site, and they must be initiated or signed accordingly.**

The required dress code for the Practicum is royal blue scrubs (shirt and pants) and plain white or black shoes. A royal blue scrubs jacket is optional as part of the attire. Students who are not in proper attire will not be allowed to complete the session that day. Students are expected to have their hair properly groomed, and their nails should always be cut low and clean. No student will be allowed to participate in the practicum if they are wearing acrylic (false) nails and other jewelry or attire that will be detrimental to either the patient or him/herself. All tattoos must be fully covered. Students are not allowed to wear facial tongue piercings while at the Practicum. Students who are transported by the school are required to be fully and properly attired prior to boarding the bus. Students are not permitted to change their attire at the clinical site and are therefore expected to enter and leave the clinical facility fully attired according to the dress code of the program.

Each student is expected to have his/her own stethoscope, watch with a second hand, black pen, spiral binder notebook/pad, and Clinical Handbook for the Medical Office. Students who fail to bring this equipment will be deemed not prepared for the Practicum and will not be allowed to participate in said session. All students are required to always wear their Monroe University Identification Card, and the card must be fully visible.

All students are required to always represent themselves and the University in a professional manner, both in and around the facility. Students who fail to adhere to the dress code and must be constantly reminded of the requirements will have their points deducted for professionalism. Students who fail to conduct themselves in a professional manner with the staff at the facility and with the Professors and their fellow classmates will have their professionalism points deducted and may be removed from the Practicum pending a disciplinary hearing.

Medical Safety

A. Pre-entrance physical, immunizations and CPR

1. All Students who are going to practicum must submit a physical examination by a physician, physician assistant, or nurse practitioner during their third semester
2. The physical must include the following:

- a. PPD 2-Step TB skin test or QuantiFeron-TB (A chest x-ray is required if the skin test is positive).
 - b. Long distance and color vision check.
 - c. Evidence of physical, emotional and mental well-being.
3. The following immunizations are required:
 - a. Individuals born before January 1957 must have proof of a rubella titer or the vaccination. Individuals born after January 1957 must have proof of MMR vaccination given after 1967 and a booster dose of MMR given as a teenager or adult.
 - b. Current for TDaP or Diphtheria. Proof of booster (scheduled every 10 years) is required.
 - c. If an individual's varicella immunity status is unknown, a screening lab titer is required. The titer must have been performed within the last year. If the titer results do not confirm immunity, the individual will be required to receive the varicella vaccine.
 - d. Covid and Flu vaccinations are required.
4. Proof of the Hepatitis B (HepB) vaccination series is required, or a titer showing immunity must be provided. If submitting a titer, it must have been taken within the last year.
5. Students must provide proof of receiving at least the first two doses of the COVID-19 vaccine series.
6. Students are required to obtain a pneumonia vaccination or sign a waiver declining.
7. A 12-panel drug screen will be completed through the company that administers the criminal background checks.
8. Two-year CPR certification for adult, children and infant is also required prior to beginning the program and must be maintained throughout the program.
9. If required by the clinical site, a background check must be performed.
10. Resumes must be updated.

B. Health and first aid services

1. In cases of illness or injury on campus, the School of Allied Health Professions should be contacted for first aid or transportation to a medical facility.
2. For injuries that occur in the clinical setting, the clinical instructor should be notified for referral to the appropriate treatment setting.
3. The student will be financially responsible for the cost of any and all treatment necessary as a result of clinical education. At no time will Monroe University or any affiliating clinical agency be responsible for the cost of treating injuries during clinical education.
4. A Monroe University incident report must be filled out for all injuries incurred on campus. Both a Monroe University incident report and an affiliating clinical agency incident report must be completed for injuries incurred during clinical education

C. Universal precautions

1. Students will be instructed in the use of universal precautions and precautions applicable to working with individuals with infectious diseases, including AIDS. These precautions will be reviewed with students continually throughout the program.
2. The specific infectious disease policies of the facility or agency providing the clinical experience will be reviewed with the student prior to assignment in that facility.
3. Good personal hygiene must be followed at all times with special emphasis on good hand washing technique.
4. Gloves must be worn for any direct contact with any blood or body fluids. Masks and eye shields must be worn when there is risk of splashing blood and body fluids.
5. Students with exudative lesions or weeping dermatitis should refrain from all direct patient care and from handling patient care equipment and devices used in

performing invasive exams until the condition resolves. A release from a physician is required before the student can resume direct patient care duties.

6. The student will follow recommendations from the affiliating clinical agencies regarding positive HIV/HBV practices for health care workers.
7. The student should also comply with current guidelines for disinfection and sterilization of reusable devices used in invasive procedures.
8. Students and faculty will be governed by the infectious disease policy of the agency or facility with which they are currently associated for their clinical experience, as well as the policies of the Sonography program. Faculty members will inform students of the agency policy and the course of action to be taken by students if an incident occurs.

D. Exposure events

1. In the event a patient is exposed to a student's blood or body fluids, the student will immediately report the incident to the site supervisor and clinical instructor, who will, in turn, report the incident to the infection control nurse/site physician. The clinical instructor will complete an accident/incident report and send it to the Dean. This procedure of reporting applies to ALL students regardless of their HIV/HBV status. A student is ethically obligated to undergo testing for a blood borne pathogen when a patient has been clearly exposed to the student's blood or body fluids.
2. In the event a student is exposed to a patient's blood or body fluids, the student will immediately report the incident to the clinical instructor, who will, in turn, report the incident to the infection control nurse/site physician. The clinical instructor will complete an accident/incident report and send it to the clinical coordinator or program director.

Drug and Alcohol Policy

- A. Monroe University is committed to providing an educational environment that is free of substance abuse and encourages healthy and safe lifestyles. Therefore, in compliance with the Federal Drug-Free Workplace Act of 1988 and the Drug-Free

Schools and Communities Act Amendments of 1989, it is the policy of University that the unlawful use, possession, distribution, manufacture, or dispensation of a controlled substance or alcohol is prohibited while on University premises, the University workplace, or as part of any University sponsored activity.

- B. The full policy is set forth in the Monroe University Catalog and Student Handbook and in publications available in the Office of Student Development. Any student violating this policy will be subject to disciplinary action up to and including termination or expulsion and referral for prosecution.

- C. Additional Drug and Alcohol Policy for Medical Assistant.
 - a. As a student in the Medical Assistant and Allied Health Science program, you are preparing for a career that demands a high level of responsibility, clear judgment, and professional conduct. Your role will involve direct patient care and maintaining a safe and respectful environment for patients and colleagues.
 - b. To ensure the safety of our students, faculty, and patients, and to meet the professional standards of the medical field, the university maintains a **zero-tolerance policy** for the use of drugs and alcohol that impair cognitive function or behavior while participating in any program-related activities.
 - c. Policy detail:
 - i. **Prohibited Behavior:** The use, possession, or being under the influence of any substance that alters cognitive function, judgment, or motor skills—including alcohol and legally sanctioned recreational drugs like marijuana—is strictly prohibited during all Medical Assistant and Allied Health Science program activities. This includes, but is not limited to:
 - 1. Classroom and lab sessions
 - 2. Clinical rotations and externships
 - 3. Any on-campus or off-campus event representing the university or the program
 - ii. **Legal vs. University Policy:** While some substances, such as cannabis, may be legal for recreational use under state or local law, they remain classified by the Drug Enforcement Administration (DEA) as Schedule I, which means is still considered to have a high

potential for abuse, nor accepted medical use, and a lack of accepted safety for use under medical supervision under federal law, consequently prohibited under Monroe University policy. This policy is based on the professional standards of the healthcare industry and the university's commitment to providing a safe and effective learning environment.

- iii. **Impairment and Safety:** The use of any impairing substance can affect your ability to perform critical tasks, make sound decisions, and ensure patient safety. Your own safety, as well as the safety of your classmates and future patients, is our highest priority.
- iv. **Confidentiality and Support:** The university is committed to respecting student privacy. Any disciplinary action will be handled discreetly and in accordance with the student code of conduct. We also understand that students may face challenges with substance use and we encourage you to seek help through the university's student counseling services.

d. **Violations**

- i. Violations of this policy will be subject to disciplinary action, which may include, but is not limited to:
 - ii. Mandatory counseling or substance abuse education
 - iii. Temporary suspension from the program
 - iv. Expulsion from the program
- e. This policy is designed to uphold the integrity of the Medical Assistant and Allied Health Science program and to prepare you for a successful and ethical career in healthcare. By enrolling in this program, you agree to abide by these terms.

- D. Each student is required to inform the University in writing within five (5) days after a conviction of any criminal drug or alcoholic beverage control statute where such violations occurred in the University workplace, on university premises, or as part of any University sponsored activity.

Emergency Preparedness Plan

In the event of unanticipated interruptions which may include, but are not limited to, unexpected departure of key personnel, natural disaster, public health crisis, fire, flood, power

failure, failure of information technology services, or other events that may lead to inaccessibility of educational services, the Medical Assisting program will utilize the following preparedness plan to assure continuity of education services. Continuity of education is the main focus for each adaptation to the plan.

- Unexpected departures of key personnel that cannot be immediately replaced will warrant schedule changes for students and current faculty. As necessary due to instructor departures, the Program Director/Practicum Coordinator and/or other Medical Assisting instructors will substitute until a qualified replacement is onboarded and appropriately trained.
- In the event of an unexpected departure of the Program Director/Practicum Coordinator:
 - The Dean of the School of Allied Health Professions / VP of Academic Affairs, and the program instructors have continuous access to all curriculum content and resources available via the college's LMS to ensure continued curriculum delivery.
 - If access to the LMS is unavailable, Instructors have alternate electronic access via their personal accounts with the publishers and/or hard copies of the program textbook, study guide, course exams, answer keys, resources, and competency assessment forms.
 - In the event of an extended internet outage, course content in the LMS can be downloaded and viewed offline as an e-pub file by both students and instructors.
 - The Dean of the School of Allied Health Professions / VP of Academic Affairs, and all program Instructors will be provided with the most recent electronic and hard copies of the program Handbook, schedule, Course Syllabus, and Curriculum Guide at the start of every cohort.
 - All instructors and center directors will receive copies of clinical schedules and contacts prior to students starting their practicum to ensure awareness and continuity of schedules.
 - Upon completion and submission of each Annual Report Form, an electronic copy will be shared with the Dean of the School of Allied Health Professions / VP of Academic Affairs to ensure programmatic continuity, along with all the raw data.
 - The Dean of the School of Allied Health Professions will have copies of all signed Affiliation contracts for the Medical Assisting program.

For any event that leads to the inability to access educational services on campus, the following guidelines are to be utilized.

- Communication of all program status changes will be through Handbook updates, email notifications, and course room announcements. All efforts will be made to execute communication of program status changes within 48 hours of the event. All communication and correspondence should be maintained in a file. Communication should be with the institution, faculty, students, and clinical affiliates when necessary or when changes occur.
- Provide updated information to students on how to access Student Wellness, Security, and Student Success within the college community.
- Virtual instruction methods will take the place synchronously to deliver the theory portion of the core curriculum. Skills will be scheduled when in-person instruction can resume. If other options are available, such as using another facility with sufficient resources to demonstrate and evaluate skills, this method will be utilized to provide continuity of the educational experience. Skills will continue to be documented on paper with signatures.
- Virtual instruction methods will be monitored for effectiveness by evaluating student progress and providing additional e-learning resources to assist students with adapting to this modality.
- Classroom and labs are equipped to hold virtual instruction via Blackboard Collaborate and Microsoft Teams. The college utilizes the Blackboard Learning Management System for assignments, discussions, and quizzes. Respondus Lockdown Browser will be utilized for all quizzes, midterm, and final examinations.
- Program enrollment interviews and information sessions will be conducted virtually, utilizing the same documentation until the program faculty can return to on-ground interviews.
- Clinical assignments may affect graduation time due to the clinical hour requirements. In the event clinical is delayed, the Practicum Coordinator will work with each individual clinical site to determine current availability and/or changes to schedules that may be necessary. If a site is no longer able to accommodate a student, all efforts will be made to find an alternative site in a timely manner. There will be no change in clinical assessments or meeting clinical graduation requirements.

- In the event graduation is delayed, the Program Director/ Practicum Coordinator will provide each student with an action plan to complete their education. All documents will be maintained.
- Provide any information that may help document how outcomes were affected by the interruption.
- Document any overlap of clinical slots due to the circumstances.
- Notify the Program Advisory Committee of the change. If necessary, plan an emergency meeting to assist with emergency plans. (For long-term interruptions).
- Notify MAERB as appropriate. Maintain all records of action plans and courses of strategy for the emergency duration.

Title IX and Sexual Misconduct at Monroe University

Monroe University is committed to providing students and employees with a safe environment in which to learn, live, and work – one that cultivates equality and mutual respect, and is free from any form of sexual discrimination, violence, harassment, or misconduct.

TITLE IX

Title IX of the Education Amendments of 1972 is a comprehensive federal law that protects people from discrimination based on sex in education programs or activities which receive Federal financial assistance. The law prohibits discrimination on the basis of sex in any federally funded education program or activity. Title IX applies to traditional educational institutions such as University, universities, including SUNY campuses. Under Title IX of the Educational Amendments Act of 1972, University and colleges are required to develop procedures to respond to claims of sexual harassment.

Title IX states: No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.

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Enough is Enough

New York State has the most aggressive policy in the nation to fight against sexual assault on university campuses. By standing up and saying, “Enough is Enough,” we made a clear and bold statement that sexual violence is a crime, and students can be assured they have a right to have it investigated and prosecuted as one.

The new “Enough is Enough” legislation requires all university to adopt a set of comprehensive procedures and guidelines, including a uniform definition of affirmative consent, a statewide amnesty policy, and expanded access to law enforcement. With this law, we will better protect all of New York’s university students from rape and sexual assault.