



NEW STUDENT ORIENTATION HANDBOOK



North-West
COLLEGE



NEVADA
CAREER
INSTITUTE



GLENDALE
CAREER
COLLEGE

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WELCOME

North-West College, Glendale Career College, and Nevada Career Institute's Team Members warmly welcome you as a student and future alumni. We thank you for choosing us to help you meet your educational and professional goals.

Please read the contents of this handbook carefully. The requirements and policies included in this handbook are considered part of your contract with the College/Institute. The College/Institute's academic policies are published in the College/Institute's Catalog. There may be references to some of the same policies in this handbook; you are responsible for compliance with the Catalog policies as well as those published here. The College/Institute makes every effort to inform the community of changes; however, students are responsible for monitoring for updates as well as for reading and knowing the contents of this handbook. Should you have any questions, please discuss them with your Campus Director.

THE COLLEGE/INSTITUTE'S CATALOG AND HANDBOOKS

An electronic version of the College/Institute's Catalog can be found at the following website addresses:

www.nw.edu, www.glendalecareer.com, www.nevadacareerinstitute.com.

The College/Institute's Catalog, in addition to programmatic handbooks, may also be found on the College/Institute's E-Campus.

To access the E-Campus, visit your campus website www.nw.edu, www.glendalecareer.com, or www.nevadacareerinstitute.com and click on the E-Campus icon. In the center of the screen you will log in to your appropriate College/Institute E-Campus. Type "student" in the username field and "catalog" in the password field. The College/Institute's Catalog and programmatic handbooks will open in Adobe PDF format.

Additional programmatic handbooks are provided for the Diagnostic Medical Sonography, Pharmacy Technician, Surgical Technology, and Vocational Nursing programs.

OUR MISSION

Our mission is to prepare students in short-term programs for gainful employment. This is accomplished through professional faculty as well as qualified administrators and support Team Members. Facilities are well equipped and the atmosphere is vibrant, friendly, and warm. The quality of education is the highest priority at the College/Institute. Students are accepted on their ability to benefit without regard for race, color, or creed.

WORDS TO ENCOURAGE STUDENT SUCCESS

Whatever your mind can conceive and believe, it will achieve. Dream great dreams and make them come true.

Do it now.

You are unique. In all the history of the world there was never anyone else exactly like you, and in all the infinity to come, there will never be another you. Never affirm self-limitations. What you believe yourself to be, you are.

To accomplish great things, you must not only act, but also dream; not only plan, but also believe. If you have built castles in the air, your work need not be lost—put foundations under them.

Yes, you can. Believing is magic.

You can always better your best. You don't know what you can do until you try. Nothing will come of nothing. If you don't go out on a limb, you're never going to get the fruit. There is no failure except in no longer trying.

Hazy goals produce hazy results. Clearly define your goals. Write them down. Make a plan for achieving them. Set a deadline. Visualize the results and go after them. Just don't look back unless you want to go that way.

Defeat may test you; it need not stop you. If at first you don't succeed, try another way.

For every obstacle, there is a solution. Nothing in the world can take the place of persistence. The greatest mistake is giving up.

Wishing will not bring success, but planning, persistence, and burning desire will. There is a gold mine within you from which you can extract all the necessary ingredients.

Success is an attitude. Get yours right. It is astonishing how short a time it takes for very wonderful things to happen.

STUDENT SUPPORT SYSTEM

To assist with the success of our students, The College/Institute provides a support system that is comprised of the following: Campus Director, Associate Dean of Education, Admissions, Financial Aid, Student Advisor, Instructors, Career Services, and Student Loan Assistance.

Campus Director: _____

Associate/Regional Director of Education: _____

Career Services: _____

Student Loan Assistance: _____

STUDENT SERVICES

The College/Institute offers student services to support the student's educational success during his or her academic experience.

STUDENT ADVISING

Most campuses have Student Advisors who visit with students periodically during the program. Students are strongly encouraged to meet with their advisor as often as needed. Students may also meet with any of the College/Institute's Team Members for advising purposes.

TUTORING

The College/Institute offers tutoring services to assist students in every program offered. Tutoring may be arranged to improve study skills or for program subject matter.

STUDENT LOAN ASSISTANCE

The College/Institute maintains a full-service Student Loan Assistance Department. The Student Loan Assistance Department contacts students periodically and maintains current student/graduate contact information (mailing address and telephone numbers). Students who are unable to make their loan payments for a limited time period may be offered opportunities for deferments, or for reduced payments, as allowed by the lender.

CAREER SERVICES

The College/Institute is proud of its graduates, and works hard to find them fulfilling careers in their fields of study. Our Career Services Department provides job search services to students and graduates as part of their enrollment at the College/Institute. . Students and graduates may contact the Career Services Department for employment referral information, assistance with résumé writing, conducting mock interviews, and assistance in arranging interviews with prospective employers. Our Career Services Department collaborates with doctors, dentists, medical clinics, pharmacies, medical billing offices, short-term care facilities, surgery centers, and hospitals in order to develop employment opportunities for our graduates. The College/Institute makes no guarantees concerning employment or salary, nor does the College/Institute promise or guarantee employment to any student or graduate.

Please refer to the College/Institute's Catalog for additional Career and Alumni Services.

ORIENTATION

All students must attend the first available College/Institute New Student Orientation. No children are permitted at orientation. Because the information provided at the Orientation is so important, students must arrive on time, and must attend the full session. Students will be turned away if they are late and are not permitted to leave early. Students who miss any part of the Orientation will have to attend the next available session.

IDENTIFICATION BADGE

Each student is issued a student identification badge during the College/Institute New Student I Orientation. Students must wear their identification badge at all times while on campus, during class and each day of their internship/externship/clinical.

SUPPLIES AND UNIFORMS

Textbooks are scheduled to be issued at the beginning of each course.

Recommended supplies for class include:

- Laptop
- A large, three-ring binder
- One ream of white paper for printing
- Reliable writing instrument and highlighter
- Approximately three hundred 3 X 5 cards
- A spiral, 8 ½ X 11 notebook to take handwritten notes

Scrubs are scheduled to be issued after completion of the Seminar for Success course, during the first few weeks of the student's core program. The dress code prior to receiving scrubs is business casual. Once uniforms are issued, students must wear the uniform every day unless the College/Institute indicates otherwise.

In the event that provided books or supplies are lost or stolen, the student must pay to replace them.

Students who have any concerns or questions regarding supplies should direct their inquiry to their Instructor.

DRESS CODE AND GROOMING POLICIES

We maintain high standards regarding clothing and grooming policies. We believe that this contributes to a productive learning environment and builds professionalism.

All students should exercise sound judgment with regard to personal appearance, dress, and grooming to enable them to be most effective and safe in the performance of their duties. Students dress at school should reflect the expected level of professional dress they will see in the workplace, and must comply with the expected level of grooming and dress required by an intern/extern or clinical facility.

In the event there is a question as to what is appropriate regarding dress code, the Campus Director or Program Director will be responsible for answering questions and resolving issues related to this policy on a case-by-case basis to ensure unique circumstances are appropriately considered. Our goal is to create an environment of mutual cooperation while assisting the student with preparing for gainful employment.

PROGRAM DRESS CODE

- All allied health program students are expected to be in approved uniform while in the classroom or at an internship/externship/clinical site. The uniform must be neat, clean, and in good repair.

- Students must wear conservative, white, non-canvas, closed-toe shoes at all times. Athletic shoes are best; sandals, flip-flops, and high heels are prohibited.
- Jewelry should be worn in good taste, with no visible body piercings except earrings. Jewelry should be limited to a wedding band, watch, and small stud earrings. Earrings may only be worn in the lower earlobe. Students who need reasonable accommodation because of religious beliefs, observances, or practices should contact the Campus Director to discuss the need for accommodation.
- Tattoos should not be visible and should be covered with clothing or makeup.

BUSINESS DRESS DAYS

During scheduled business dress days, students will be required to wear professional clothing that would be suitable for a job interview. Clothing choices need to provide adequate coverage. The following items are not acceptable:

1. T-shirts
2. Jeans and/or stretch pants
3. Shorts
4. Short skirts or tight skirts
5. Tank tops, sleeveless shirts, and/or low-cut shirts.

CASUAL DRESS DAYS

While attending the Seminar for Success (SOS) course, students may dress in business casual attire following the outlined guidelines below. Students are asked to use common sense and good judgement. Throughout the year, the school will also schedule casual dress days. Casual dress days do not apply to internship, externship, and/or clinical days.

- Students must wear clean clothes with appropriate coverage.
- No shorts or sweat pants of any kind.
- Skirts are to be of an appropriate length.
- T-shirts or sweatshirts should be free of any sayings that may be considered derogatory or obscene.
- No tank tops or sleeveless shirts.
- No sandals or flip-flops.
- Clogs or slip-on shoes that are closed in the front may be worn.
- No caps, hats, etc.

GROOMING

Students must maintain adequate hygiene by following the below guidelines:

- Students shall shower as frequently as necessary and shampoo their hair when necessary to smell fresh and look clean.
- Each student should use deodorant to avoid body odor.
- No strong perfume shall be worn.
- Each student must brush his or her teeth and use mouthwash, if necessary, to have clean, fresh breath.
- Hairstyle must be conservative and of a natural hair color. Natural hair color is described as brown, blond, black, red (ginger/auburn), or grey. Cosmetic use should be minimal without use of extreme colors. Students are to be well groomed (including facial hair and fingernails), and present themselves with a professional appearance when on campus or representing the College/Institute at an internship/externship/clinical site.

CODE OF CONDUCT

The College/Institute is a professional environment. It is expected that students will conduct themselves in a professional manner consistent with this Code of Conduct in preparation for entering the World of Work. In the event there is a question as to what is appropriate regarding dress code, conduct, appearance, and behavior, the Campus Director or Program Director will make the final determination. Should a student disagree with the application of this Code of Conduct to his/her actions/behavior, the appeals procedure, as stated in the College/Institute Catalog, should be followed.

Note that allegations of sexual misconduct or other violations of Title IX such as sexual assault, domestic or relationship violence, or stalking should be reported to the Title IX Coordinator Deputy, the Campus Security Authority, and/or as outlined in the *Sexual Misconduct/Title IX Policy*. These reports will be handled according to the processes outlined in that policy.

Failure to comply with these expectations may lead to disciplinary action up to school dismissal.

CONDUCT STANDARDS

- Demonstrate professional behavior at all times.
- Follow all published policies and direction from Team Members.
- Use respectful and professionally acceptable language towards fellow students, Team Members, and during the internship/externship/clinical experience.
- Adhere to the dress code.
- Demonstrate academic honesty and integrity.
- Show respect towards fellow students, Team Members, and anyone with whom you interact while on internship/externship/clinical experience.
- Follow classroom and internship/externship/clinical rules, including food, drinks, Internet, and cell phone usage rules.

PROHIBITED BEHAVIOR

Prohibited behaviors involve behaviors on campus, at internship/externship/clinical sites, and/or off campus at College/Institute-sponsored activities. Prohibited behaviors include, but are not limited to:

- Acts of abuse, violence, harassment, hazing, stalking, threats, intimidation, or retaliation.
- Use of profanity in any communications.
- Refusal to comply with appropriate requests.
- Being involved in criminal acts, including use of the Internet or College/Institute property for illegal or inappropriate activities.
- Engaging in academic dishonesty or providing false information.
- Interfering with the rights of others to access their education.
- Being disruptive and disrespectful.
- Malicious and intentional actions intended to harm others.
- Theft, vandalism, or causing intentional damage to school property or the property of others.
- Violation of College/Institute drug and alcohol policy.
- Unprofessional, harassing, profane, or bullying language or behavior towards students or Team Members of the College/Institute, or related third parties, such as extern

facilities and their employees, whether verbally, in writing, in electronic communication (email and texts), or on social media.

- Making false statements in relation to the College/Institute verbally, in writing, in electronic communication (email and texts), or on social media.
- Violation of safety and security rules.
- Improper use of the Internet or cell phones during class time.
- Smoking in the campus buildings.
- Eating and drinking in the classroom or internship/externship/clinical site where prohibited.

CLASSROOM EQUIPMENT AND SUPPLIES

Our classrooms are designed and equipped to provide our students with a positive learning experience. Intentional misuse of equipment may result in dismissal and financial responsibility for damaged equipment. Accidents and/or problems with equipment should be reported to the Instructor immediately. Ten minutes before the end of the class period, students, the lab monitor, and the Instructor will arrange the room to its original position. Supplies and equipment should be cleaned and stored, and chairs, desks, and tables straightened. Please respect our facility and resources and leave your classroom in better shape than you found it.

SMOKING

The campus buildings and the areas around the buildings are non-smoking environments. Smoking inside the buildings or immediately outside the entrance or exit of the buildings is prohibited.

Students are expected to comply with the smoking policies at assigned clinical/internship/externship locations. It is the student's responsibility to obtain and comply with site-specific guidelines.

EATING

Student unions are available for students to eat or drink while on campus. Students may also go outside if preferred.

Eating, drinking, and/or chewing gum is prohibited in classrooms, computer labs, and/or in a skills lab area. Water in a closed container is permitted. Food may also be permitted in the classrooms for special occasions and celebrations if approval from the Campus Director is obtained.

PARKING

Parking is provided for all campuses as space allows. Information regarding parking will be provided at each specific campus. On-street parking may also be available in some locations.

It is highly suggested that students lock their cars and not leave any belongings in view, especially valuables.

BUSINESS TRANSACTIONS

All business transactions, such as tuition payments, should be taken care of before or after class hours. There are occasions when the Financial Aid Advisor may call students out of class for business purposes that are too lengthy to take care of before or after class or due to difficulties in reaching the student.

MAKING PAYMENTS TO THE COLLEGE/INSTITUTE

All tuition payments must be paid on time as scheduled.

The school encourages all students to make payments through the student portal at my.success.edu. When making tuition payments on campus to the College/Institute, you should receive a receipt similar to the sample provided below. Be sure that you ask for a receipt from the front desk or office Team Members to whom you make a payment.

It is recommended that the student review and retain the receipt at the time of transaction to make sure that the payment amount is properly credited to the correct account.



*Without this receipt, your account
may not be credited properly with your payment.*

USE OF LEARNING RESOURCES

Each campus maintains a Learning Resource System (LRS) and other online resources to assist students in their various research projects, as well as provide links to employment websites. Students are encouraged to use the LRS during class time, as well as other times outside of their class time. The LRS includes the following resources:

- On-site library. Available books can only be used within the facility to ensure accessibility to all students and may not be checked out. Each campus has a “library point person” for day-to-day assistance with the on-site library facilities. Your Campus Director will introduce you to this person.
- Your campus website www.nw.edu, www.glendalecareer.com, www.nevadacareerinstitute.com
- EBSCOHOST
- Moodle

- All classroom equipment is for students to use. However, some equipment may be used only when an Instructor is present.
- Computers in the classrooms and open labs are for the student's use anytime there is not a class in session in that room. Computers are to be handled with care.
- Students may not record class lectures or other class activities without prior consent from their instructor.
- The use of laptops during class is at the discretion of the instructor.
- Student portal my.succes.edu

USE AND CARE OF THE STUDENT UNION

- Students may use the Student Union during their regularly scheduled breaks, before and after school, or anytime the school is open.
- Students are responsible for cleaning up after themselves (e.g., wiping the table where they sat and replacing the chair used in a neat and orderly fashion).
- Trash should be deposited in the receptacles provided, not in the sink, toilets, or on the floor.
- Trash should contain no liquids. Excess liquid should be poured into the sink, drinking fountain, or toilet.
- Personal hygiene, such as combing hair or applying makeup, should be done in the restroom only.

CELL PHONES

Cell phones are a great way to keep in touch. However, during class time, while attending special workshops, or during internship or clinical, you need to turn them off.

Turning cell phones off is part of the procedures that working professionals practice out of courtesy for the workplace environment. Also, in most facilities, in order to protect the privacy of patient information, and to avoid interference with medical equipment, the use of cell phones is prohibited. Students are responsible for abiding by facility-specific limitations on cell phone use.

Returning calls and/or text messages must be done before and/or after class, or on any regularly scheduled break. Please do not use your cell phone in the hallways, as this may disrupt any classes that may still be in session.

DRUG- AND ALCOHOL-FREE CAMPUSES

Our campuses are Drug- and Alcohol-Free spaces. This includes all buildings and parking lots. It also includes any sidewalks and streets immediately adjacent to the campuses. Students are required to comply with the College/Institute's *Drug and Alcohol Abuse Prevention Policy* which is available on the College/Institute website.

Drug- and Alcohol-Free means the use of such substances by the student and the selling and/or giving of such substances to other students, College/Institute Team Members, or any other persons associated with the College/Institute is prohibited.

Activities listed below will result in disciplinary probation and/or termination:

- Selling drugs or alcohol to any person.
- Giving drugs or alcohol to any person.
- Sharing portions of drugs or alcohol in any form.
- Drinking alcohol as part of another non-alcoholic beverage.
- Giving information to anyone about securing any type of drug.
- Coming to the College/Institute under the influence of drugs or alcohol.

**FIREARMS OR OTHER WEAPONS ARE STRICTLY PROHIBITED
IN OR AROUND ANY OF OUR CAMPUSES.**

ATTENDANCE POLICY

Maintaining good attendance is a fundamental element of successful career preparation.

Students are expected to attend all classes according to their established schedules. Frequent absences and/or tardiness will cause disruption to a student's learning process and the establishment of good employment habits. Poor attendance can lead to disciplinary action such as Probation or dismissal/termination.

- Students who are absent for 14 consecutive calendar days will be considered an Unofficial Withdrawal by the College/Institute. A student can officially withdraw by notifying the Campus Director/Registrar before reaching the 14th day of absence. The 14-day absence timeline does not include scheduled calendar days designated as official College/Institute breaks. Please refer to the College/Institute's SAP Policy and Grading Policy for information regarding grades awarded when students Withdraw from the College/Institute.
- Students must maintain a minimum of 90% attendance in all scheduled clock hours of instruction in their program of study. This requirement applies to students in both clock hour and credit hour programs. The clock hour is the basis for the credit hours earned in a given course.
- The student will be placed on Attendance Probation if his/her attendance percentage falls below 90%. The maximum amount of excused absences is 10% of the scheduled clock hours attempted in the program. A letter notifying the student of his/her placement on Attendance Probation will be provided to the student. All students placed on Attendance Probation are given thirty (30) days to raise their attendance percentage. This may include attendance at a faculty supervised make-up session. See the College/Institute's Make-Up Policy for additional information. If the student's attendance percentage is still below 90% at the end of the thirty (30) day Attendance Probation period, the student may be dismissed/terminated.
- The student may submit an appeal to the Campus Director or their designee for an extension of the Attendance Probation period if the student has documented mitigating circumstances. The extended Probation period may not exceed thirty (30) additional days. If a student is dismissed/terminated due to unsatisfactory attendance, he/she may appeal to the Campus Director for re-entry following the College/Institute's published appeal process.

Please refer to the applicable program-specific handbook for additional information regarding program-specific attendance policy requirements.

TARDINESS/EARLY DEPARTURE

In order to obtain the maximum benefit of their instructional program, students are expected to be in class on time and remain for the entire instructional period. Tardiness and early departure will count as time out of class, just like an absence, and may result in disciplinary action up to and including Attendance Probation, course failure, or dismissal/termination. Time out of class will be rounded up to the nearest quarter-hour increment and reported as absent time. *For example, if a student is tardy 10 minutes, the student will be reported as missing 15 minutes of class time which will reduce the student's attendance percentage.*

Please refer to the applicable program-specific handbook for additional information regarding program-specific attendance policy requirements.

MAKE-UP POLICY

ACADEMICS

- There is no make-up allowed for missed quizzes. Points for missed quizzes are forfeited by the student.
- Students are allowed to make up one (1) exam per course. This exam may be used as the unscheduled make-up exam or to improve a failing grade.
- Scheduled make-up exams may be given before a scheduled absence or immediately upon return to class.
- A scheduled make-up exam must be approved by the Instructor before the absence. No point deduction is taken from a scheduled make-up exam.
- Unscheduled make-up exams are given immediately upon return to class. The maximum grade that a student can earn is a 70 on an unscheduled make-up exam, unless extenuating circumstances, as determined by the Instructor, would indicate otherwise. (Surgical Technology, Diagnostic Medical Sonographer, and Vocational Nurse students should refer to their program handbook regarding make-up exams and grading.)
- If a student is absent on the agreed-upon date of a make-up exam, a grade of "0" will be recorded and the student will not be given an additional opportunity to make up the exam.

MAKE-UP TIME PROCEDURE

- a. Student must obtain a make-up slip and assignment from the Instructor to make up time.
- b. Students making up time during the week must wear the prescribed uniform for their program, unless the dress code for the day states otherwise (Casual Dress Day). Students making up time on weekends (Saturdays and Sundays) may wear clothes that conform to the College/Institute's Casual Dress Day rules. Students, who are not properly attired, will not be permitted to complete make-up time on that day.
- c. Student must check in with the Instructor-in-Charge to receive make-up time assignment(s). Students must ensure that the Instructor-in-Charge can easily locate him/her throughout the make-up time period, whether student is in a computer lab or classroom.

- d. In order for the Instructor-in-Charge to sign off on make-up time, all assigned make-up work must be completed and submitted.
- e. Student should ask the Instructor-in-Charge to complete and return the make-up slip to him/her at the end of the make-up time for that day.
- f. Upon returning to regularly scheduled class, the Student must give the make-up slip to his/her Instructor.
- g. Make-up time for students in the Vocational Nurse, Diagnostic Medical Sonographer, and Surgical Technology programs must be scheduled with the Instructor, Program Director, and/or Clinical Coordinator, and make-up time is scheduled at the discretion of the Instructor/Program Director/Clinical Coordinator.

It is the student's responsibility to complete all required make-up time, as well as complete any assignments, exams, or other work missed. It is also the student's responsibility to obtain missed work from his/her Instructor, and to make arrangements with the Instructor to ensure that all work is made-up before the end of the course in which the work was missed.

Please refer to the applicable program-specific handbook for additional information regarding program-specific attendance and make-up policy requirements.

GRADING SYSTEM

Because the College/Institute is preparing you, the student, for your working career, the grades provided by the College/Institute are important. Grading allows both the College/Institute and the student to see the student's progress leading to the road of success. All programs at the College/Institute are conducted in courses or terms.

Please refer to the applicable program-specific handbook for additional information regarding program-specific grading and requirements.

REQUIRED GRADES

(Effective for Students Who Started Classes on or after February 1, 2017)

All students are evaluated on their practical performance as well as their written work. Students are expected to progress at a standard learning pace. Students having difficulty with a standard pace will be given tutoring help, at no extra charge. The following grade scale is used:

100%–90%	=	A	=	4	=	Superior
80%–89.99%	=	B	=	3	=	Above Average
70%–79.99%	=	C	=	2	=	Average
69.99%–or	=	F	=	0	=	Failure
Below						
Transfer	=	TC	=	0	=	Transfer Credits
Credits						
		W	=	0	=	Withdrawal* (Please see the note below.)
		P	=	0	=	Pass
		NP	=	0	=	No Pass
		Incomplete	=	0	=	Incomplete** (Please see the note below.)

***Withdrawal:** A grade of “W” will be posted to the student’s transcript for any student who formally withdraws from a program, is withdrawn by the College/Institute, or has an approved Leave of Absence (LOA) prior to the completion of 50% or less of the total course hours. A grade of “F” will be posted to the student’s transcript for any student who formally withdraws or is withdrawn by the College/Institute or requests a LOA after completion of more than 50% of the total course hours.

****Incomplete:** Not completing a course or failure to complete all work related to the course due to extenuating circumstances, including but not limited to documented illness. An Incomplete (I) becomes a Failure (F) if the work relating to the Incomplete has not been completed within fourteen (14) days of the end of the course. If a student repeats a subject, the second grade will be substituted.

FINAL EXAMINATIONS

Each program may include a comprehensive learning assessment (exam) covering all material presented in a particular course and/or the program. Students will be provided advanced notification of these examinations and their scheduled dates during the course of their program.

PROBATIONS AND WARNINGS

Instructors may use Probation slips as warnings for students who appear to have attendance issues, behavioral issues, and academic issues. Probation should be a warning that the student may fail a module and/or be dismissed if he or she fails to improve these issues.

APPEALS

All appeals must be submitted, in writing, within 10 days of notification of the violation. The student must provide supporting documentation for the appeal. Appeals will be reviewed within ten (10) business days by the Appeals Committee, under the coordination of the Corporate Executive Director of Academic Operations and Clinical Education (Edit/Update Brooke’s title?). The decision of the Appeals Committee is final.

LEARNING TO LISTEN

To listen effectively is an art. Listening well requires conscious attention to these things:

AWARENESS

The mind can direct itself to only one detail at any one time. Therefore, we cannot talk and listen simultaneously. Concentrate both visual and mental attention on the other person.

FOCUS

Keep the mind receptive to what is being said. Try to grasp the speaker’s meaning and feeling. Avoid any negative aspects of the other person.

SUMMARY

Ask, "What has been said? What does it mean?", then pause before responding. Think, and then answer. If interrupted, stop and refocus on listening.

TWENTY PRINCIPLES

- Most people listen, but few hear.
- Inability or unwillingness to listen is a major cause of poor communication.
- Poor listening means poor concentration, which means a large ego.
- A major index of emotional maturity is the ability to listen.
- Pretend you have no voice. Not only will you interrupt less, you will hear far better.
- Observe the good listener; even his physical posture shows concentration.
- If it is worth saying, it is worth listening.
- Notice how often a poor memory goes with a poor listener.
- Speak with enthusiasm, but listen with calmness.
- A top professional at anything is a master listener.
- For one full day, speak as little as possible.
- If you must speak, ask questions.
- An interrupter is usually guarding a closed mind.
- Poor listeners shuffle papers, look away, and change the subject.
- Good listeners stop the phone, look you in the eye, and give you all the time you need.
- A great control of social or business tension is the practice of the art of listening
- Disastrous decisions have been made by key people because they "tuned in" on the other person's appearance or personality instead of on what that person was really saying.
- To listen with art, practice a listening attitude, a listening posture, and concentration.
- There is no such thing as an unpopular listener.
- To succeed, one must understand. To understand, one must hear. To hear, one must listen.

SUGGESTIONS FOR EFFECTIVE STUDYING

- I. Your success depends largely on three things:
 - 1) Ability.
 - 2) Work or effort - the amount of time spent on your assignments.
 - 3) Efficient methods of work—organization of materials and budgeting your time.
- II. How to concentrate:
 - 1) Concentration is the ability to direct and control your attention.
 - 2) Paying close attention is a habit and can be learned like any other habit.
 - 3) Recognize that, if your mind wanders, it is probable that you are improperly motivated or that you are suffering from anxiety or mental conflict.
 - 4) Have a regular time and place for studying each subject.
 - 5) You must "overlearn" important facts, principles, or ideas as memory impressions fade rapidly.
 - 6) Do your studying alone and exclude distracting elements.
- III. How to read for understanding:
 - 1) Understand the general framework and subject matter of the book, the chapter, and the paragraph you are reading.
 - 2) Think over the title of the chapter. Thumb through the chapter rapidly to get the

general drift of ideas. Block out in your mind or on paper the main topics and sub-topics, then read each of them.

- 3) Develop the ability to read paragraphs by concentrating on topic sentences.
- 4) Think while you read, question, judge, and criticize.
- 5) Develop the ability to read by phrases rather than individual words.
- 6) Look up words you do not know. Keep a card file for reference.
- 7) Stop at the end of a topic, chapter, or section and make a mental or written summary.

IV. How to memorize:

- 1) Good remembering depends upon good understanding.
- 2) Strive for intensity of impressions.
- 3) Remember essentials first.
- 4) Retain ideas, not simply words.
- 5) Force concrete imagery whenever possible.
- 6) Repetition should always be with meaning.
- 7) General retention will be aided by good organization. Systematize facts to be remembered.
- 8) Test yourself by writing what you memorized.

V. How to prepare for examinations:

- 1) Find out the type of examination to be administered. (Objective or essay)
- 2) Review all you have learned since the last test at least once a week.
- 3) Practice what you have reviewed using the method of the exam.

VI. How to get more information:

- 1) If you are interested in improving your study habits, you will find books in our Learning Resource System pertaining to this subject.

HOW TO TAKE A TEST

By Mary E. Lunz, Ph.D.

Living comfortably with tests, taking them in stride, and doing as well as you possibly can on them without the tensions that waste energy requires a certain basic knowledge of what tests are like and how to take them. Your best security is the knowledge and skill you KNOW you have acquired over the years from reading, experience, or demonstration.

The following hints may be helpful when taking the Certification Examination. Some candidates may have a slight advantage due to prior experience with standardized multiple-choice examination; however, the scoring system of the test and the new questions gives everyone a fair chance.

1. Be sure you understand all of the directions. If you have any questions after the directions have been read, do not hesitate to ask them.
2. Be sure that you have correctly filled in all of the blanks on the answer sheet, exactly as directed by the examiner.
3. Be prepared to concentrate your whole attention on the test for the entire duration of the examination. This may be difficult if you are not accustomed to concentrating for long periods of time. However, it is worth the effort. Practicing concentration prior to taking the examination may prove useful.
4. Read each item carefully and completely. Deal ONLY with what is stated in the item, thus avoiding the temptation to read facts or functions that are not stated into the item.

5. Use the following pattern for reading each question, as research has shown this method saves time and produces a higher level of comprehension: (1) Read the RESPONSES; (2) go back and read the QUESTION with the responses in mind; (3) make your selection of the responses. It has been shown that candidates who follow this method of reading the items complete the test in one-fourth less time than candidates who read the question first, followed by the responses.
6. Work through all of the questions first and answer the questions that you are sure you know. Then go back and give the required consideration to the questions that require more thought and analysis. The painfully methodical person who cannot bear to leave a question unanswered before going to the next one is handicapped on a standardized test, especially if speed is a factor.
7. Go back to skipped questions looking for clues to the right answer. Eliminate the answer options you are pretty certain are wrong and then study the remaining choices. Look for missed clues in your head or in the item. If you can narrow the options down to two, the odds for choosing the right answer increase from 20 percent to 50 percent. If you are still stumped after a reasonable time, it may be best to pass the question again and leave it for a third round.
8. Complete the examination, and then take time to go back and review all answers. This is an opportunity for score improvement. Again, research has shown that review causes a better selection of responses on questions about which the candidates have some doubt. Changing answers that seem incorrect when reviewed can raise a candidate's score three to five percent.
9. Make sure that all answers are recorded in the proper place on the answer sheets. Extraneous marks on the answer sheet only confuse the scoring rather than giving extra points.
10. Answer ALL questions, since there is no penalty for wrong answers on the test.
11. Relax the night before the examination. At this point, cramming is useless, since only the knowledge which is really part of your thinking and experience will be retained. Try to get a good night's sleep, since the ability to think clearly and reason logically will probably be more important than knowing non-related facts.

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“Excellence is not a skill, it’s an attitude”
-Ralph Marston

We hope you begin your academic journey with us with the same amount of excitement that we welcome you with. As you complete your studies, acquire new information, and receive your career training, remember that you already have everything you need to be a successful student. This handbook provides you with an excellent start on your road to success; but the most important tool you need is your attitude and outlook.

Congratulations on this exciting and rewarding transition in your life. We look forward to supporting you through your education and beyond!