

# Everest

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## COLLEGE

### RENTON CATALOG 2015 – 2017

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Phone: (360) 709-4600  
Email Address: [pvs@wtb.gov](mailto:pvs@wtb.gov)

**Volume I**

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## PRESIDENT'S MESSAGE

We would like to welcome you to Everest College, a school that provides a friendly, small-campus atmosphere where our dedicated staff can take a personal interest in the progress of each student. This caring attitude, combined with progressive curricula, affords our students a meaningful higher education experience, as well as effective preparation for a wide variety of careers.

Obtaining a postsecondary education gives our graduates a competitive edge in their career field and will make the difference when they are considered for professional advancement. Our programs are designed for employment in the state of Washington as well as other progressive areas throughout the country.

Our goal is to provide our students with quality instruction, a sense of professional responsibility, a desire for life-long learning, and the essential skills and abilities to qualify them for their chosen career.

We have made every effort to fulfill our obligations to those who have entrusted their educational and career goals to Everest. We invite all interested parties, therefore, to visit our campus and review our programs. Our experienced admissions officers will assist in the important process of identifying the program best suited for the candidate's special interests, talents, and goals.

Benjamin Franklin once said, "If a man empties his purse into his head, no man can take it away from him. An investment in knowledge always pays the best interest."

Sincerely,

A handwritten signature in black ink, appearing to read 'Elyane Harney', with a stylized, cursive flourish.

Elyane Harney  
Campus President  
Renton Campus

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## ABOUT EVEREST COLLEGE

### ZENITH EDUCATION GROUP

Everest College is part of the Zenith Education Group, a nonprofit provider of career school training. Above all, we are driven to promote the long-term success of our graduates—measured in strong program completion and job placement rates. As the largest nonprofit career college system in America, we are working to help our students access the high-quality education necessary to enter into prosperous and fulfilling careers.

### THE ZENITH COMMITMENT TO STUDENTS

At Zenith Education Group, we are committed to operating with integrity and complying with laws, regulations, accreditation standards, policies and our company values. Upholding these commitments is essential to fulfilling our mission to help students succeed in their pursuit of an educational experience that prepares them for the workforce.

We commit to:

- Tell the truth about
  - Educational program content
  - Instructor qualifications
  - Program enrollment requirements
  - Cost of education
  - Educational program financing options and obligations
  - Program completion rates
  - Verifiable and accessible job placement and salary information
  - Projected lifetime earnings versus the cost of the student's education
- Be transparent with our students, each other, our regulators and the public regarding our
  - Ethical standards
  - Commitment to students
  - Program objectives and outcomes
  - Marketing and student recruiting initiatives and materials
  - Ongoing support for students' educational goals
  - Accreditation and regulatory compliance
- Provide marketing and recruiting information and materials that are
  - Clearly written and understandable
  - Focused on the prospective student's career goals
  - Presented to suitable student prospects
  - Honest about the student's responsibilities that lead to completion and placement
  - Respectful of competing schools' programs
- Be innovative through
  - Fostering an environment that supports creative educational approaches in support of program objectives and outcomes
  - Engaging our students and faculty in creating "learning laboratories" to test dynamic career education concepts
  - Continually learning and improving upon our innovative approaches
  - Reinvesting materially in enhancing student programs
  - Providing the student an affordable education
- Develop transformative education models based on meaningful collaboration with
  - Students
  - Employees
  - Employers
  - Educators
  - Program Advisory Committees
  - Thought Leaders, Foundations and other Engaged Communities

### MISSION

Everest is dedicated to the provision of an interactive learning environment created to support the professional career development of our students. The school was established to provide quality education and training designed to meet the needs of both students and employers. The school serves a diverse student population focusing on adults seeking to acquire the education and skills necessary to enter their chosen career field. To achieve this, the school is committed to excellence in the following areas:

- The utilization of effective technology and teaching methods.
- The presentation of relevant career focused educational programs.

- Ongoing collaboration with businesses, employers and professional associations in the design, delivery and evaluation of effective programs.
- The provision of career development support services to students and graduates which assists them in securing employment in their chosen field.

## **OBJECTIVES**

In order to ensure continued fulfillment of its mission, the College has established the following goals:

- The College is committed to provide quality teaching and excellence in education. This means the College will seek out qualified faculty who will bring excitement to the classroom and stimulate enthusiasm and eagerness for learning in the students.
- The College will seek to train its students in essential skills, competencies and attitudes. This will result in students who have successful careers and are committed to continued learning.
- The College will seek out both traditional and nontraditional students and will continually improve its educational process by working with employers, other educational institutions and education professionals. The College's success in realizing these goals will be measured by regularly surveying students, graduates and employers.
- The College will strive to develop all students in their intellectual potential, resulting in their independent thinking and intelligent decision-making.
- The College is committed to maintaining a strong link to the communities it serves by including the community and business leaders in surveys and evaluations of its academic programs and graduate job performance. By achieving this goal, the College, the students, the community, and all citizens of the region served will be better prepared for the technical, social and economic changes that will occur.

## **SCHOOL HISTORY AND DESCRIPTION**

Everest College in Renton, Washington, formerly Bryman College, was part of the Bryman Colleges that were founded in 1960 by Mrs. Esther Bryman as the Los Angeles Colleges of Medical and Dental Assistants. Bryman College, formerly known as the Career Floral Design Institute, was acquired by Corinthian Colleges, Inc. on June 30, 1996, and the name was changed to Bryman School.

In 1996, following a review of the need for trained allied health professionals, the Medical Administrative Assistant program was approved. In February 1997, Bryman College moved its main school to the SeaTac area of Seattle. In response to the demand for trained allied health professionals, Bryman College added the Medical Assistant program to begin upon the opening of the new Seattle facility. The Dental Assistant Program was added in August 1998. From June 2002 through October 2007, a branch campus operated in Lynnwood, WA.

The Renton campus moved into a new larger facility at its current location in March of 2002. This additional space allowed for the addition of a fourth program, Pharmacy Technician. In April of 2007 the name of the Renton Campus was changed to Everest College.

In February 2015, Zenith Education Group purchased the school from Corinthian Colleges, Inc. and transitioned it from a for-profit college into a dynamic nonprofit learning institution.

The Renton campus occupies three floors and over 41,760 square-feet containing lecture classrooms, clinical laboratories and computer labs. Everest College, the facility it occupies and the equipment it uses comply with all federal, state and local ordinances and regulations, including those related to fire safety, building safety and health.

## **LEARNING RESOURCE CENTER**

The learning resource center is designed to support the programs offered at the campus. Students and faculty have access to a wide variety of resources such as books, periodicals, audio-visual materials and digital resources to support its curriculum. The learning resource center is staffed with librarians or trained professionals to assist in the research needs of students and faculty, and it is conveniently open to meet class schedules.

## **ACCREDITATIONS, APPROVALS AND MEMBERSHIPS**

- Accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC), 2101 Wilson Blvd., Suite 302, Arlington, VA 22201, (703) 247-4212, [www.accsc.org](http://www.accsc.org).
- The Medical Assistant diploma program is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of the Medical Assisting Education Review Board (MAERB). Commission on Accreditation of Allied Health Education Programs, 1361 Park Street, Clearwater, FL 33756, (727) 210-2350.
- Washington State Board of Pharmacy.
- Approved for the training of veterans and eligible persons under the provisions of Title 38, United States Code.
- The Pharmacy Technician program is accredited by the American Society of Health-System Pharmacists, 7272 Wisconsin Avenue, Bethesda, MD 20814, (301) 657-3000, [www.ashp.org](http://www.ashp.org).

- Selected programs of study at Everest College are approved by the Workforce Training and Education Coordinating Board's State Approving Agency (WTECB/SAA) for enrollment of those eligible to receive benefits under Title 38 and Title 10, USC.

Copies of accreditation, approval and membership documentation are available for inspection at the campus. Please contact the Campus President to review this material.

### **GAINFUL EMPLOYMENT DISCLOSURES**

For more information about our graduation rates, the median debt of students who completed the program and other important information, please visit our website at [www.everest.edu/disclosures](http://www.everest.edu/disclosures).



## **ADMISSIONS INFORMATION**

All admissions materials, including program disclosures and enrollment agreements are presented in English only, since all programs are taught in English. Each admissions representative conducts interviews with prospective enrollees in English only as the method to determine that the prospective enrollee understands and can function in English. We do not make any accommodations to present materials or instruct courses in any other language. No English as a second language courses are offered by the campus.

### **REQUIREMENTS AND PROCEDURES**

- High school diploma or a recognized equivalent such as the GED.
- Students must submit proof of high school graduation or a recognized equivalency certificate (GED) to the institution by providing the institution with the diploma, transcript confirming graduation, GED certificate or other equivalent documentation, a copy of which will be placed in the student file.
- Applicants are informed of their acceptance status shortly after all required information is received and the applicants' qualifications are reviewed.
- Upon acceptance into the school, applicants who are enrolling will complete an enrollment agreement.
- Students may apply for entry at any time. Students are responsible for meeting the requirements of the catalog in effect at the time of enrollment.
- Re-entry students are subject to all program requirements, policies, and procedures as stated in the school catalog at the time of re-entry. All re-entering students must sign a new enrollment agreement.

### **PROGRAM SPECIFIC ADMISSIONS REQUIREMENTS**

#### **CRIMINAL BACKGROUND CHECK**

- Students enrolled in certain programs may be subject to a criminal background check prior to enrollment to ensure they are qualified to meet occupational or employment requirements, clinical or internship/externship placement requirements or licensure standards for many programs, including but not limited to those in the allied health or criminal justice fields.
- Enrollment for students may not be granted when the background check identifies a conviction, pending case, or unresolved deferral/diversion for any felonies or misdemeanors.
- A student's inability to obtain criminal background clearance may prohibit opportunities for program completion and job placement. It is the student's responsibility to contact the agency to verify conditions. The school cannot contact the background check agency.
- All students re-entering a program requiring a criminal background check, shall be required to complete a Criminal Background Attestation, attesting that they do not have a criminal background that would preclude them from obtaining licensure, externship or placement in their desired career field.

#### **Dental Assistant Program**

- Due to regulations regarding X-rays, applicants to the Dental Assistant Program must be at least 17 years old.
- Applicants must pass a criminal background check and complete a student disclosure form.

#### **Medical Assistant Program**

- Washington Administrative Codes (WACS) require Medical Assistants to have a high school diploma or recognized equivalency certificate (GED) to perform venipuncture or injections. Employment opportunities may be limited without meeting this requirement.
- Applicants must pass a criminal background check and complete a student disclosure form.
- Immunization Records may be required for externship.
- All Medical Assistant graduates must pass a national standardized examination to obtain a medical assistant credential from their respective state board.

#### **Pharmacy Technician Diploma Program**

- Applicants must reach 18 years of age on or prior to the expected date of graduation.
- Students must meet with the Program Director during their first module.
- Applicants must pass a criminal background check and complete a student disclosure form.
- High School graduate or have a GED.
- Immunization Records may be required for externship.
- All Pharmacy Technician graduates must pass a national standardized examination to obtain a pharmacy technician credential from their respective state board of Pharmacy.

# ACADEMIC POLICIES

## EVEREST REGULATIONS

Each student is given the school catalog, which sets forth the policies and regulations under which the institution operates. It is the responsibility of the student to become familiar with these policies and regulations and to comply accordingly. Ignorance of or lack of familiarity with this information does not serve as an excuse for noncompliance or infractions.

Everest reserves the right to change instructors, textbooks, accreditation, schedules, or cancel a course or program for which there is insufficient enrollment. The student will receive a full refund for courses or programs that are cancelled.

The school also reserves the right to change course curricula, prerequisites and requirements upon approval by the school's accrediting agency and state licensing board.

## DEFINITION OF CREDIT

Everest awards credit in the form of quarter credits. One quarter credit is equivalent to a minimum of 10 clock hours of theory or lecture instruction, a minimum of 20 clock hours of supervised laboratory instruction, or a minimum of 30 clock hours of externship/internship practice.

## CLASS SIZE

The maximum class size is 30 students in lecture and laboratory classes. For Dental Assistant Laboratory classes the maximum class size is 28 students with 2 instructors.

## OUT OF CLASS ASSIGNMENTS

- Students in degree programs should expect to spend approximately two hours outside of class completing homework for every hour of in class lecture.
- Students in diploma programs will be expected to complete assigned homework and other out-of-class assignments in order to successfully meet course objectives as set forth in the course/program syllabi.

## TRANSFER OF CREDIT INTO EVEREST

Everest has constructed its transfer credit policy to recognize both traditional college credit and non-traditional learning. In general, Everest considers the following criteria when determining if transfer credit should be awarded:

- Accreditation of the institution;
- The comparability of the scope, depth, and breadth of the course to be transferred; and
- The applicability of the course to be transferred to the student's desired program. This includes the grade and age of the previously earned credit.

If the learning was obtained outside a formal academic setting, through a nationally administered proficiency exam, an IT certificate exam, or military training, Everest will evaluate and award transfer credit using professional judgment and the recommendations for credit issued by the American Council on Education (ACE).

## Academic Time Limits

The following time limits apply to a course being considered for transfer credit:

- College Core and General Education course – indefinite;
- Major Core course (except health science course) – within ten (10) years of completion; and
- Military training, Proficiency exams (e.g. DANTES, AP, CLEP, Excelsior, etc.) and IT certificate exams – the same academic time limits as College Core, General Education, and Major Core courses.

**Note:** Due to certain programmatic accreditation criteria, health science courses must be transferred within five (5) years of completion.

## Required Grades

For diploma, associate, and bachelor degree programs, a letter grade of C (70%) or better is required for transfer credit to be awarded.

## Maximum Transfer Credits Accepted

Students enrolled in a diploma program must complete at least 25% of the program in residency at the institution awarding the degree or diploma. The remaining 75% of the program may be any combination of transfer credit, national proficiency credit, Everest developed proficiency credit, or prior learning credit.

## Coursework Completed at Foreign Institutions

All coursework completed at a foreign institution must be evaluated by a member of the National Association of Credential Evaluation Services (NACES) or a member of the Association of International Credentials Evaluators

(AICE). The evaluation must be course by course with letter grades. An exception to this may be allowed for students transferring from Canada with prior approval from the Transfer Center.

### **Transfer Credit for Learning Assessment**

Everest accepts appropriate credits transferred from the College Level Examination Program (CLEP), DANTES subject testing, and certain other professional certification examination programs. Contact the campus Academic Dean/Director of Education for the current list of approved exams and minimum scores required for transfer.

### **Transfer Credit for CAAHEP-Accredited Medical Assistant Program**

Advanced Placement, via transfer of credit, experiential learning and/or other methods, used toward completion of the Medical Assistant program must be consistent with institutional accrediting agency's relevant policy. Transfer of credit, credit for prior learning and credit by assessment must be documented in an official transcript.

### **Transfer Credit for Proficiency Examination**

Undergraduate students may attempt to challenge the requirement to certain selected courses by demonstrating a proficiency level based on special qualifications, skills, or knowledge obtained through work or other experience that is sufficient to warrant the granting of academic credit for a course through a Proficiency Examination. Similarly, Everest may award some credits toward undergraduate, associate, and diploma level courses for achievement of professional certifications e.g. CNE, MCSE, etc. For more information, please contact the Academic Dean or Director of Education.

### **Experiential Learning Portfolio**

Students may earn credit for experiential learning through the Prior Learning Assessment program. This program is designed to translate personal and professional experiences into academic credit. Procedures for applying for credit through experiential learning are available in the Academic Dean's/Director of Education's office.

### **Notice Concerning Transferability of Credits and Credentials Earned at Our Institution**

The transferability of credits you earn at Everest College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the degree, diploma or certificate you earn in the program in which you are enrolling is also at the complete discretion of the institution to which you may seek to transfer. The school does not guarantee the transferability of its credits to any other institution unless there is a written agreement with another institution. If the credits or degree, diploma or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your course work at the institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Everest College to determine if your credits or degree, diploma or certificate will transfer.

### **Transfer to Other Everest Locations**

Students in good standing may transfer to another Everest campus location. Transfer students are advised that they will be subject to the minimum residency requirements at the new campus for the program in which they are enrolled. Students may transfer applicable credits from Everest coursework in which a C or higher was earned; however, those credits will be treated as transfer credits and will not count toward fulfilling residency requirements at the new location.

### **Transfer Center Assistance**

Any questions regarding the transfer of credit into or from Everest should be directed to the Transfer Center at (877) 727-0058 or email [transfercenter@zenith.org](mailto:transfercenter@zenith.org).

### **Articulation Agreement**

Everest College has an articulation agreement with Kaplan University under which students completing a diploma, certificate or degree program at Everest College may be eligible to transfer into Kaplan University bachelor degree program. Students may also be eligible for a limited tuition discount. Students should contact their Everest College campus Director of Education for additional information on articulation agreement transfer terms and conditions.

Everest College has an articulation agreement with the following institution: Sno-Isle Skills Center. Students should contact their Everest College Director of Education for additional information on articulation agreement transfer terms and conditions.

### **GRADING SYSTEMS AND PROGRESS REPORTS**

The student's final grade for each course or module is determined by the average of the tests, homework, class participation, special assignments and any other criteria indicated in the grading section of the syllabus for the course

or module. Final grades are reported at the completion of each grading term and are provided to each student. If mailed, they are sent to the student's home address. Failed courses must be repeated and are calculated as an attempt in Satisfactory Academic Progress calculations.

Grade	Point Value	Meaning	Percentage Scale
A	4.0	Excellent	100-90
B	3.0	Very Good	89-80
C	2.0	Good	79-70
D*	1.0	Poor	69-60
F**	0.0	Failing	59-0
Fail	Not Calculated	Fail (for externship/internship)	
Pass	Not Calculated	Pass (for externship/internship)	
IP	Not Calculated	In Progress (modular clinic courses or thesis courses only)	
L	Not Calculated	Leave of Absence (allowed in modular programs only)	
EL	Not Calculated	Experiential Learning	
PE	Not Calculated	Proficiency Exam	
PF	Not Calculated	Preparatory Fail	
PP	Not Calculated	Preparatory Pass	
W	Not Calculated	Withdrawal	
WZ	Not Calculated	Withdrawal for those students called to immediate active military duty. This grade indicates that the course will not be calculated for purposes of determining rate of progress	
TR	Not Calculated	Transfer Credit	

\*Not used in modular programs.

\*\*For modular programs, F (Failing) is 69-0%.

#### Treatment of Grades in the Satisfactory Academic Progress/Rate of Progress Calculation

Grade	Included in GPA calculation?	Counted as attempted credits?	Counted as earned credits?
A	Y	Y	Y
B	Y	Y	Y
C	Y	Y	Y
D	Y	Y	Y
F	Y	Y	N
Fail	N	Y	N
Pass	N	Y	Y
IP	N	Y	N
L	N	N	N
EL	N	Y	Y
PE	N	Y	Y
PF	N	N	N
PP	N	N	N
W	N	Y	N
WZ	N	N	N
TR	N	Y	Y

#### GPA AND CGPA CALCULATIONS

- The Grade Point Average (GPA) is calculated for all students. The GPA for each term and Cumulative Grade Point Average (CGPA) are calculated on courses taken in residence at Everest
- The Grade Point Average (GPA) is calculated at the end of each evaluation period by dividing the quality points earned by the total credits attempted for that evaluation period.
- The Cumulative Grade Point Average (CGPA) is calculated by dividing the total cumulative quality points earned by the total cumulative credits attempted for cumulative evaluation periods.
- The number of quality points awarded for each course is determined by multiplying the points listed for each letter grade by the number of credits of the course.

## STANDARDS OF SATISFACTORY ACADEMIC PROGRESS (SAP)

Students must maintain satisfactory academic progress in order to remain eligible as regularly enrolled students and to continue receiving federal financial assistance. The accreditor and federal regulations require that all students progress at a reasonable rate toward the completion of their academic program. Satisfactory academic progress is measured by:

- The student's cumulative grade point average (CGPA)
- The student's rate of progress toward completion (ROP)
- The maximum time frame (MTF) allowed to complete the academic program (150% for all programs).

### Evaluation Periods for SAP

Satisfactory academic progress is measured for all students at the end of each grading period (i.e., at the end of each term, module, phase, level, quarter and payment period).

### Rate of Progress toward Completion

The school catalog contains a schedule designating the minimum percentage or amount of work that a student must successfully complete at the end of each evaluation period to complete their educational program within the maximum time frame (150%). Quantitative progress is determined by dividing the number of credit hours earned by the number of credit hours attempted. Credit hours attempted include completed hours, transfer credits, withdrawals, and repeated courses.

### Maximum Time Frame to Complete

The maximum time frame for completion of any program is limited by federal regulation to 150% of the published length of the program. A student is not allowed to attempt more than 1.5 times or 150% of the credit hours in the standard length of the program in order to complete the requirements for graduation.

### Satisfactory Academic Progress Tables

<b>48 Quarter Credit Hour Program. Total credits that may be attempted: 72 (150% of 48).</b>				
Total Credits Attempted	SAP Advising if CGPA is below	SAP Not Met if CGPA is below	SAP Advising if Rate of Progress is Below	SAP Not Met if Rate of Progress is Below
1-18	2.0	N/A	66.66%	N/A
19-24	2.0	0.5	66.66%	25%
25-30	2.0	0.75	66.66%	40%
31-36	2.0	1.0	66.66%	50%
37-42	2.0	1.1	66.66%	55%
43-48	2.0	1.25	66.66%	60%
49-72	N/A	2.0	N/A	66.66%

<b>50 Quarter Credit Hour Program. Total credits that may be attempted: 75 (150% of 50).</b>				
Total Credits Attempted	SAP Advising if CGPA is below	SAP Not Met if CGPA is below	SAP Advising if Rate of Progress is Below	SAP Not Met if Rate of Progress is Below
1-18	2.0	N/A	66.66%	N/A
19-24	2.0	0.5	66.66%	25%
25-30	2.0	0.75	66.66%	40%
31-36	2.0	1.0	66.66%	50%
37-42	2.0	1.4	66.66%	60%
43-48	2.0	1.7	66.66%	63%
49-75	N/A	2.0	N/A	66.66%

<b>60 Quarter Credit Hour Program. Total credits that may be attempted: 90 (150% of 60).</b>				
Total Credits Attempted	SAP Advising if CGPA is below	SAP Not Met if CGPA is below	SAP Advising if Rate of Progress is Below	SAP Not Met if Rate of Progress is Below
1-18	2.0	N/A	66.66%	N/A
19-24	2.0	0.5	66.66%	25%
25-30	2.0	0.75	66.66%	40%
31-36	2.0	1.0	66.66%	50%
37-42	2.0	1.1	66.66%	55%
43-48	2.0	1.25	66.66%	60%
49-72	2.0	1.5	66.66%	65%
73-90	N/A	2.0	N/A	66.66%

## Application of Grades and Credits to SAP

- Grades A through F are included in the calculation of CGPA and are included in the Total Number of Credit Hours Attempted.
- Transfer credits (TR) are not included in the calculation of CGPA but are included in the Total Number of Credit Hours Attempted and Earned in order to determine the required levels for CGPA and rate of progress.
- Courses with grades of Pass, EL and PE are not included in the CGPA calculation but do count as credit hours successfully completed for the rate of progress calculation.
- For calculating rate of progress, F grades and W grades are counted as hours attempted but are not counted as hours successfully completed. Grades of IP will also be counted as hours attempted but not as hours successfully completed.
- When a course is repeated, the higher of the two grades is used in the calculation of CGPA, and the total credit hours for the original course and the repeated course are included in the Total Credit Hours Attempted (in the SAP charts) in order to determine the required rate of progress level. The credit hours for the original attempt are considered as not successfully completed.
- When a student returns from a leave of absence and completes the course from which the student withdrew, the hours for which the student receives a passing grade are counted as earned; the grade, hours, and attendance for the original attempt prior to the official leave of absence are not counted for purpose of the rate of progress toward completion calculation and the original grade is not counted in the CGPA calculation.
- When a student transfers between programs, all attempts of courses common to both programs are included in the CGPA and ROP of the new program.
- Students graduating from one program and continuing on to another will have all successfully completed courses common to both programs included in the SAP calculations of the new program. Courses not in the new program, including grades of W or F, are excluded from all SAP calculations.

## SAP Advising

SAP Advising is the period of time during which a student is advised and monitored for progress for the remainder of the term. During the SAP advising period, the student is eligible for financial aid. Academic advising shall be documented using the **Academic Advising Form**. The form shall be kept in the student's academic file.

The Academic Dean/Director of Education (or designee) must provide a written notice of SAP Advising status. The following timelines apply for all students placed on SAP Advising status:

- For linear programs with an Add/Drop period:
  - Students must receive the notification by the first day of the term; and
  - Must be advised within fourteen (14) calendar days after the term start.

**NOTE: For terms without a break week, students must receive the notification within seven (7) calendar days after the term start and be advised within twenty-one (21) calendar days after the term start.**

- For modular programs:
  - Students must receive the notification by the third (3<sup>rd</sup>) calendar day of the subsequent module; and
  - Must be advised within ten (10) calendar days after the module start. The (10) calendar days should exclude schedule breaks and holidays.

## Financial Aid Warning

SAP is evaluated at the end of each term and all students with a cumulative grade point average (CGPA) and/or rate of progress (ROP) below the required academic progress standards as stated in the school's catalog will move into SAP NOT MET status. Students not meeting SAP and with a previous SAP status: SAP MET or SAP ADVISING will be issued FA Warning letter and be advised that unless they improve their CGPA and/or rate of progress toward completion, they may be withdrawn from their program and lose eligibility for federal financial aid.

## Notification of Financial Aid Warning

The Academic Dean/Director of Education (or designee) must provide the written notice of FA Warning status to all students with a previous SAP status: SAP Advising or SAP Met. The following timelines apply to all students receiving an FA Warning:

- For linear programs with an Add/Drop period:
  - Students must receive the notification by the first day of the term; and
  - Must be advised within fourteen (14) calendar days after the term start.

**NOTE: For terms without a break week, students must receive the notification within seven (7) calendar days after the term start and be advised within twenty-one (21) calendar days after the term start.**

- For modular programs:
  - Students must receive the notification by the third (3<sup>rd</sup>) calendar day of the next module; and
  - Must be advised within ten (10) calendar days after the module start.

## Financial Aid Probation

At the end of each term following a SAP evaluation, students with an immediate SAP NOT MET status and who are SAP NOT MET again according to the academic progress standards stated in the school's catalog, will be notified with a SAP NOT MET letter indicating that they will be withdrawn unless they successfully appeal by written request within five (5) calendar days after the notification in accordance with the Academic Appeals Policy. Appeals shall only be granted for the following reasons: the death of a family member; an illness or injury suffered by the student; special circumstances of an unusual nature which are not likely to recur.

The Academic Dean/Director of Education (or designee) must provide written notice of all students placed on SAP NOT MET status:

- For linear programs with an Add/Drop period:
  - Students must receive the notification by the first day of the term;
  - If the student appeals this status and the appeal is approved, the student must receive an Academic Progress Plan within ten (10) calendar days after the appeal's approval.

**NOTE: For terms without a break week, students must receive the notification within seven (7) calendar days after the term start.**

- For modular programs:
  - Students must receive the notification by the third (3<sup>rd</sup>) calendar day of the next module;
  - If the student appeals this status and the appeal is approved, the student must receive an Academic Progress Plan within seven (7) calendar days after the appeal's approval.

## Notification of Financial Aid Probation

FA Probation is the term for which the student's appeal has been accepted and progress is monitored under an Academic Progress Plan. Students must be notified in writing of their probationary status within three (3) calendar day of the change in status in the student information system. During the period of FA probation students will continue to be eligible for financial aid.

While on FA probation, unless students improve their CGPA and /or rate of progress toward completion, in accordance with their Academic Progress Plan, they will be withdrawn from their program and become ineligible for further financial aid. All students on FA probation must be placed on an Academic Progress Plan. A student will remain on FA probation as long as he or she is meeting the requirements of his or her Academic Progress Plan when evaluated at the end of each evaluation period on the Plan.

## Academic Progress Plan

Students on FA Probation must agree to the requirements of an Academic Progress Plan (APP) as a condition of their FA probation. Each student shall receive a copy of his or her APP. A copy of each student's APP shall be kept in the student's permanent academic file.

The APP may extend over one (1) or multiple terms, as defined at the initiation of the APP. At the end of the first evaluation period on the APP, the student will meet with the Academic Dean/Director of Education (or designee)/Online Designee for an evaluation of progress of the plan's requirements. If on a single-term plan and the student has met the requirement(s) of the plan, the student must be in SAP Advising or SAP Met status, and the student's APP shall be considered fulfilled and closed. If on a multi-term plan and the student has met the requirement(s) of the first evaluation period, then new requirement will be set and the student will be placed manually into SAP Meeting APP Status and will adhere to the subsequent term requirements of the APP.

If at the end of any SAP evaluation period on the plan (APP) the student does not meet the plan's requirement(s), the student will receive a dismissal letter and will be dismissed from the program. Additionally, a student is deemed to have not met the plan's requirements by earning a failing grade ("F") in any course while on the APP.

Students who have violated their FA Probation and have been dismissed from a program are not eligible for readmission to that program if they have exceeded, or may exceed, the maximum time frame of completion until they re-establish appropriate Satisfactory Academic Progress standing.

## Evaluation of Progress

At the end of each evaluation period encompassed by the APP, the student will meet with the Academic Dean/Director of Education (or designee) for an evaluation of progress of the plan's requirements. Determination of the student's success at meeting APP requirement(s) must be completed no later than the second (2<sup>nd</sup>) calendar day of the module or term.

## SAP Advising or SAP Met Status

If the student has met the requirements of a one-term plan, the student must be in SAP Advising or SAP MET status and the student's APP shall be considered fulfilled and closed. The student will be provided with either a SAP Advising or Return to Academic Good Standing Letter. In the case of SAP Advising, the student will be advised with the Academic Advising form and will be FA eligible.

The Academic Dean/Director of Education (or designee) must provide a written notice of Return to Academic Good Standing or SAP Advising status. The following timelines apply for all students placed on SAP Advising status:

- For linear programs with an Add/Drop period:
  - Students must receive the notification by the first day of the term; and
  - Must complete the Evaluation of Progress form within fourteen (14) calendar days after the notification.

**NOTE: For terms without a break week, students must receive the notification within seven (7) calendar days after the term start and must complete the Evaluation of Progress form within twenty-one (21) calendar days after the notification.**

- For modular programs:
  - Students must receive the notification by the third (3<sup>rd</sup>) calendar day of the subsequent module; and
  - Must complete the Evaluation of Progress form within seven (7) calendar days after the notification.

### **SAP Not Met Status and/or Dismissal**

If on a multi-term plan, it is likely the student will remain SAP NOT MET for the second (and ensuing) evaluation periods. At the end of each evaluation period, the student will be notified, evaluated for progress, and if the APP requirements are met, will be manually assigned SAP Meeting APP status and continue on the APP. New requirements for the second (or ensuing) evaluation period will be defined using the Evaluation of Progress form.

The Academic Dean/Director of Education (or designee) must provide a written notice of SAP NOT MET status. The following timelines apply for all students placed on SAP NOT MET status:

- For linear programs with an Add/Drop period:
  - Students must receive the notification by the first day of the term; and
  - Must complete the Evaluation of Progress form within fourteen (14) calendar days after the notification.

**NOTE: For terms without a break week, students must receive the notification within seven (7) calendar days after the term start and must complete the Evaluation of Progress form within twenty-one (21) calendar days after the notification.**

- For modular programs:
  - Students must receive the notification by the third (3<sup>rd</sup>) calendar day of the subsequent module; and
  - Must complete the Evaluation of Progress form within seven (7) calendar days after the notification.

If the student does not meet the Plan's requirements at the end of an evaluation period, the student will be dismissed from the program. If the student has not met the benchmark, the student must be dropped with the correct DOD (no later than second calendar day of module or term). The student must be notified of dismissal no later than the second calendar day of module or term.

**NOTE: If the student has make-up work, and the campus is willing to accept it, it must be completed within four (4) calendar days of grades being entered (as long as this doesn't extend beyond ten (10) calendar days after mod- or term-end), or the student must be dropped with the correct DOD.**

### **SAP Re-Entry**

Students who have violated FA Probation and have been dismissed shall not be readmitted if they cannot complete the program within the maximum time frame or re-establish appropriate Satisfactory Academic Progress (SAP) standing.

### **Retaking Passed Coursework**

Students in non-modular programs may repeat coursework so long as such coursework does not include more than a single repetition of a previously passed course. Students in modular programs may not retake previously passed coursework unless the student has successfully completed all classroom modules. Each attempt counts in the calculation of the students' rate of progress and successful completion percentages. All repeated courses will appear on the student's transcript, but only the highest grade earned will be included in the calculation of their cumulative grade point average.

### **Retaking Failed Coursework**

For the purpose of improving academic standing and establishing institutional grade point average, students must repeat any failed coursework. Failed courses may be repeated more than twice, so long as repeating the coursework does not jeopardize the students' maximum time frame of completion. Pre-requisite modules in diploma programs may not be repeated more than three (3) attempts. Each attempt counts in the calculation of the students' rate of progress and successful completion percentages. All repeated coursework will appear on the student's transcript, but only the highest grade earned will be included in the calculation of their cumulative grade point average. Attendance in successfully repeated classes/modules will also replace attendance in prior unsuccessful attempts.



## ATTENDANCE POLICY

Attendance in class is critical to student academic success. This policy sets standards that provide for the withdrawal and dismissal of students whose absences exceed a set rate. Normally, a student is considered present if he or she is in the assigned classroom for the scheduled amount of time, i.e., neither late for class (tardy) nor leaving before the end of class (leave early). However, an instructor may consider a student present who does not attend the entire class session if (a) the criteria used to make the determination are stated in the course syllabus and (b) the amount of time missed does not exceed 50% of the class session.

### Establishing Attendance/Verifying Enrollment

- For programs with an add/drop period, the taking of attendance for a student enrolling during the add/drop period shall begin the first scheduled class session following the student's enrollment.
- In programs without an add/drop period, new students registered for a class shall attend by the second scheduled class session or be withdrawn.

### Monitoring Student Attendance

Faculty shall monitor student attendance on the basis of both consecutive absences (the "Consecutive Absence Rule") and absences as a percentage of the hours (minus externship hours) in the term/program (the "Percentage Absence Rule"). A student may appeal an attendance dismissal pursuant to the Student Academic Appeals Policy.

Should an appeal be granted, the student is not dismissed, but shall be placed on probation and monitored with an advising plan. Should an appeal not be granted, the student shall be withdrawn from all courses and dismissed from school, and shall not be charged for attending while the appeal was pending. Students dismissed due to an attendance violation must reapply for admission to the school.

### Consecutive Absence Rule

When a student is absent from school for fourteen (14) consecutive calendar days excluding holidays and scheduled breaks, the faculty shall notify the Academic Dean/Director of Education. The following guidelines shall be followed:

- All students who state they will not return to school shall be promptly withdrawn;
- All students who state they will return must:
  1. Attend their next scheduled class session;
  2. File an appeal within five (5) calendar days of the violation;
  3. Have perfect attendance while the appeal is pending; and
- Any student who has promised to return to school, but does not attend the next scheduled class session shall be withdrawn from all courses and dismissed from school.

**NOTE:** For linear programs, the consecutive absence rule is applied to days missed in a single term. For modular programs, the consecutive absence rule is applied to days missed in the total program.

### Percentage Absence Rule (Modular Programs)

For students who **have not** previously violated the attendance policy:

Percentage	Action Taken
15% of the total classroom hours missed	Attendance warning letter sent
20% of the total classroom hours missed	Withdrawn from the module and dismissed from school

For students who **have** been dismissed for violating the attendance policy, or would have been dismissed but for a successful appeal, the following rule shall apply:

Percentage	Action Taken
15% of the remaining classroom hours missed	Attendance warning letter sent
20% of the remaining classroom hours missed	Withdrawn from the module and dismissed from school

### Date of Withdrawal

- When a student is withdrawn for consecutive absences within the term or module, the date of the student's withdrawal shall be the student's last date of attendance (LDA).
- When a student is withdrawn for violating the applicable percentage absence rule, the Date of Withdrawal shall be the date of the violation.

**NOTE:** The Date of Withdrawal shall be the earlier of a violation of the Consecutive Absence Rule or the Percentage Absence Rule.

### Date of Determination (DOD)

The Date of Determination (DOD) shall be the date the school determined the student would not return to class. This is the date used to determine the timeliness of the refund. The DOD is the earliest of the following three (3) dates:

- The date the student notifies the school (verbally or in writing) that s/he is not returning to class;
- The date the student violates the published attendance policy; or
- No later than the 14<sup>th</sup> calendar day after the LDA; scheduled breaks are excluded when calculating the DOD.

### **Attendance Records**

The computer attendance database is the official record of attendance. The official record may be challenged by filing an attendance appeal. Without an appeal, after the 14<sup>th</sup> calendar day following the end of the term/module, the computer attendance database shall be considered final.

### **LEAVE OF ABSENCE POLICY (MODULAR PROGRAMS ONLY)**

Everest permits students to request a leave of absence (LOA) as long as the leave does not exceed a total of 180 days during any 12-month period, starting from the first day of the first leave, and as long as there are documented, legitimate extenuating circumstances that require the students to interrupt their education, including pregnancy (including childbirth, false pregnancy, termination of pregnancy, and recovery therefrom) or temporary disability. Students requesting an LOA must submit a completed Leave of Absence Request Form prior to the beginning date of the leave. If unforeseen circumstances prevent the student from submitting the request in advance, the leave may still be granted, but only if:

- a. the school documents the unforeseen circumstances, and
- b. the student submits a completed **Leave of Absence Request Form** by the tenth (10<sup>th</sup>) calendar day of the leave.

A student must return from a LOA on the first day of any appropriate module or prior to the expiration of his or her leave. A student who goes on leave prior to the end of a module shall receive a grade of "L" (leave) which shall remain on his or her transcript until the student returns from an LOA, retakes the entire module and earns a grade. The module with a grade of "L" shall not be included in the calculation of Rate of Progress (ROP), Maximum Time Frame (MTF) or attendance.

**NOTE:** Everest does not permit leaves of absence for students enrolled in quarter-based programs. Students experiencing circumstances that may make it necessary to interrupt their attendance temporarily should see the Academic Dean/Director of Education.

### **Re-Admission Following a Leave of Absence**

- Upon return from leave, the student will be required to repeat the module, if it had been interrupted, and receive final grades.
- The student will not be charged any fee for the repeat of any module from which the student took leave or for re-entry from the leave of absence.
- The date the student returns to class is normally scheduled for the beginning of a module.
- When a student is enrolled in a modular program, the student may return at any appropriate module, not only the module from which the student withdrew.

### **Extension of Leave of Absence**

A student on an approved LOA may submit a request to extend the LOA without returning to class. Such a request may be approved by the Academic Dean/Director of Education provided:

- The student submits a completed LOA Extension Request Form before the end date of the current leave.
- There is a reasonable expectation the student will return.
- The number of days in the leave as extended, when added to all other approved leaves, does not exceed 180 calendar days in any twelve (12) month period calculated from the first day of the student's first leave.
- Appropriate modules required for completion of the program will be available to the student on the date of return.

If the extension request is approved, the end date of the student's current leave will be changed in the official student information system to reflect the new end date. If the request is denied, the student will be withdrawn and the withdrawal date will be the student's last date of attendance (LDA).

### **Failure to Return From a Leave of Absence**

A student who fails to return from an LOA on or before the date indicated in the written request will be terminated from the program, and the institution will invoke the refund policy. As required by federal statute and regulations, the student's last date of attendance prior to the approved LOA will be used in order to determine the amount of funds the institution earned and make any refunds that may be required under federal, state, or institutional policy.

The "L" grade in the LOA beginning module shall be changed to "W" (withdraw). The module with a grade of "W" shall be included as an attempt in the calculation of Rate of Progress and Maximum Time Frame.

### **Possible Effects of Leave of Absence**

Students who are contemplating an LOA should be cautioned that one or more of the following factors may affect the length of time it will take the student to graduate.

- Students returning from a LOA are not guaranteed that the module required to maintain the normal progress in their training program will be available at the time of reentry
- They may have to wait for the appropriate module to be offered
- Financial aid may be affected

### **EXTERNSHIP TRAINING**

Upon successful completion of all classroom requirements, students are expected to begin the externship portion of their programs within 14 calendar days (excluding holidays and regularly scheduled breaks). If a student does not begin externship training within 14 calendar days, he/she must be dropped from the program. A leave of absence (LOA) may only be approved if the student's reason meets the criteria of the LOA Policy. Students may only miss 14 consecutive calendar days once they start externship or they must be dropped from the program.

Each student has approximately 120 calendar days to complete their externship. Any modular student who does not complete externship training within 120 calendar days should meet with the Academic Dean/Director of Education to approve the time remaining to complete the externship.

Students who drop from externship either prior to starting or during externship and/or delay the completion of their externship for more than 30 days from the last days of attendance must have their skills evaluated by a program instructor or director/chair prior to re-entry to ensure they are still competent to perform skills safely in the externship setting.

### **WITHDRAWAL PROCEDURES**

- Students who intend to withdraw from school are requested to notify the Academic Dean/Director of Education by telephone, in person, by email or in writing to provide official notification of their intent to withdraw and the date of withdrawal.
- Timely notification by the student will result in the student being charged tuition and fees for only the portion of the payment period or period of enrollment that he/she attended as well as ensuring a timely return of federal funds and any other refunds that may be due.
- Students requesting a withdrawal from school must complete a financial aid exit interview.
- Students who have withdrawn from school may contact the school's Education Department about reentry.

### **MAKE-UP WORK**

At the instructor's discretion, make-up work may be provided to students who have missed class assignments or tests. Make-up work must be completed within ten (10) calendar days after the end of the term/module.

### **REQUIREMENTS FOR GRADUATION**

- Successfully complete all courses in the program with a 2.0 (70%) cumulative grade point average within the maximum time frame for completion as stated in the school catalog.
- Successfully complete all externship requirements (if applicable).
- Meet any additional program specific requirements as stated in the catalog.

Commencement exercises are held at least once a year. Upon graduation, all students who are current with their financial obligation to the school shall receive their diploma.

### **VETERANS' EDUCATION BENEFITS**

#### **Prior Credit for Education and Training**

All VA beneficiaries are required to disclose prior postsecondary school attendance, military education and training, and provide official transcripts for such education and training. The student is responsible for ensuring that all transcripts are submitted to the school. The school is responsible for evaluating official written transcripts of previous education and experience, granting credit where appropriate, notifying the student, and shortening the program certified accordingly.

Prior credit must be evaluated within the first two terms of the enrollment period. The VA will not pay VA education benefits past the third term of enrollment, if prior credit has not been evaluated.

#### **Benefit Overpayments**

Schools are required to promptly report changes in the enrollment status of all students receiving VA education benefits in order to minimize overpayments. Generally overpayments of VA benefits are the responsibility of the student. However, there are instances under the Post 9/11 GI Bill when an overpayment is created on a school and funds need to be returned to the VA.

## Academic Standards for Students Receiving VA Benefits

Students receiving Veterans education benefits are subject to the same academic standards applicable to all students at the school. To receive VA education benefits, a student must maintain Satisfactory Academic Progress, attendance standards and adhere to the Code of Student Conduct.

### Additional Requirements for Veteran Students (Modular Programs Only)

For Veteran students who **have not** previously been dismissed from the program for violating the attendance policy, the following rule shall apply:

Percentage	Action Taken
15% of the cumulative hours attempted	Attendance warning letter sent
20% of the cumulative hours attempted	Dismissed from the program

For Veteran students who **have** been dismissed for violating the attendance policy, or would have been dismissed but for a successful appeal, the following rule shall apply:

Percentage	Action Taken
15% of the remaining cumulative hours attempted	Attendance warning letter sent
20% of the remaining cumulative hours attempted	Dismissed from the program

The Veterans Administration (VA) requires that students receiving funds based on their enrollment in school complete their course of studies in the standard length of the program. In order to meet this requirement, students must attend class on a regular basis. The VA requires that it be notified when a veteran student's enrollment status changes; such notification may result in the termination of veteran benefits. All dismissals and successful appeals by students funded through the VA shall be reported to the VA by the certifying official for the school.

## APPEALS POLICY

### Student Academic Appeals Policy

Academic appeals include those appeals related to Satisfactory Academic Progress violations, final grades, attendance violations, and academic or financial aid eligibility. In all instances, with the exception of SAP, Everest expects that initially every attempt will be made to resolve such disputes informally through discussions by all relevant parties prior to initiating formal appeals.

All formal academic appeals must be submitted in writing (or electronically via email for students enrolled in an online course) on an Academic Appeal Form to the Academic Dean/Director of Education within five (5) calendar days of the date the student has notice of the adverse academic decision:

- Notice of final grades:
  - Modular - the date the grade(s) are mailed from the school
  - Linear - first day of the subsequent term
- Notice of Attendance violation is the date of the violation
- Notice of SAP violation (FA probation – SAP Not Met 2<sup>nd</sup> consecutive term):
  - Modular – third calendar day of the subsequent module
  - Linear - first day of the subsequent term

**NOTE:** In the case of terms without a break week, the student must receive the notification within seven (7) calendar days of the term start.

The appeal must include:

- The specific academic decision at issue
- The date of the decision
- The reason(s) the student believes the decision was incorrect
- The informal steps taken to resolve the disagreement over the decision
- The resolution sought

The written appeal may be accompanied by any additional documentation (e.g., papers, doctor notes, tests, syllabi) the student believes supports the conclusion that the academic decision was incorrect.

**NOTE:** Once a formal appeal is filed, no action based on the adverse academic decision may be taken until the appeal process is complete. However, in cases involving financial aid eligibility, all financial aid disbursements shall be suspended until the matter is resolved.

Upon receipt of the Academic Appeal Form, the Academic Dean/Director of Education/Online Designee shall convene an Appeal Committee, which should at a minimum include the Department Chair, a member of the Student Services Staff, and a faculty member from another program. The Appeal Committee shall investigate the facts of the matter to the extent deemed appropriate under the circumstances. The Appeal Committee shall render a written decision within five (5) calendar days of the date the appeal was received, and shall forward the decision to the student and the instructor within five (5) calendar days thereafter. Copies of all documents relating to the appeal shall be placed in the student's academic file, and the decision of the Appeal Committee shall be noted in the official

student information system within one (1) calendar day of the date of the decision. The decision of the Appeal Committee is final, and no further appeals are permitted.

**NOTE:** When an appeal is denied, the date of any suspension of financial aid or dismissal from the program shall be the date of the adverse academic decision. The student will not be charged for any attendance after the date of the adverse academic decision.

### **Assignments/Test Grades**

Students who disagree with an assignment/test grade should discuss it with the instructor upon receipt of the grade. Assignments/test grades are reviewed at the instructor's discretion. If the instructor is not available, the matter should be discussed with the Program Director/Department Chair. Only final course grades are eligible for appeal.

### **Final Course Grades**

In modular programs, appeals of final course grades must be made by the fifth (5<sup>th</sup>) calendar day after the date the grades are mailed from the school. In linear programs, appeals of final course grades must be made by the sixth (6<sup>th</sup>) calendar day of the subsequent term. The Academic Dean/Director of Education may direct a grade to be changed when it is determined by an Appeal Committee that a final grade was influenced by any of the following:

1. A personal bias or arbitrary rationale
2. Standards unreasonably different from those that were applied to other students
3. A substantial, unreasonable, or unannounced departure from previously articulated standards
4. The result of a clear and material mistake in calculating or recording grades or academic progress

### **Attendance Violation Appeals Policy**

Appeals of attendance violations must be made within five calendar days of the violation. In order for an attendance appeal to be considered, the student must:

1. Attend school:
  - o The next scheduled class period (Consecutive Absence Rule violations)
  - o Within five (5) calendar days of the violation (Percentage Absence Rule violations)
2. Have perfect attendance while the appeal is pending
3. Submit a written plan to improve attendance with the Appeal Form

Provided that no applicable state requirement would be violated by doing so, an attendance appeal may be granted if the student demonstrates that the absence was caused by:

1. The death of a family member
2. An illness or injury suffered by the student
3. Special circumstances of an unusual nature which are not likely to recur

The Appeal Committee may, as a condition of granting the appeal, require the student to make up assignments and develop an Academic Advising Plan in conjunction with his or her advisor.

### **Satisfactory Academic Progress (SAP) Appeals Policy**

In modular programs, SAP appeals must be made within five (5) calendar days of the notification, i.e., eight (8) calendar days of the subsequent module start. In linear programs, SAP appeals must be made by the sixth (6<sup>th</sup>) calendar day of the subsequent term.

Provided that the student can complete their program within the maximum time frame with the required minimum CGPA, a SAP appeal may be granted if the student demonstrates that s/he is sincerely committed to taking the steps required to succeed in his/her program and that his or her failure to maintain the required CGPA or ROP was caused by any of the following mitigating circumstances:

1. The death of a family member
2. An illness or injury suffered by the student
3. Special circumstances of an unusual nature which are not likely to recur

SAP violation/FA Probation appeals must include a detailed statement written by the student explaining the reason why he or she failed to make SAP, and what has changed in the student's situation that will allow him or her to demonstrate SAP at the next evaluation period. An appeal will be strengthened if supporting documentation is included (e.g., medical doctor's note, law enforcement report, etc.)

The Appeal Committee shall, as a condition of granting the appeal, require the student to develop an Academic Progress Plan in conjunction with the student's advisor and place the student on FA probation.

## **FINANCIAL INFORMATION**

### **STATEMENT OF FINANCIAL OBLIGATION**

A student who has applied, is accepted, and has begun classes at Everest assumes a definite financial obligation. Each student is legally responsible for his or her own educational expenses for the period of enrollment. A student who is enrolled and has made payments in full or completed other financial arrangements and is current with those obligations, is entitled to all the privileges of attending classes, taking examinations, receiving grade reports, securing course credit, being graduated, and using the Career Services Office.

Any student who is delinquent in a financial obligation to the school, or any educational financial obligation to any third party, including damage to school property, library fines, and payment of tuition and fees, is subject to exclusion from any or all of the usual privileges of the school. Everest may, in its sole discretion, take disciplinary action on this basis, including suspension or termination of enrollment.

### **TUITION AND FEES**

Tuition and fee information can be found in "Tuition and Fees" section of the catalog. Modular programs are offered throughout the year on a schedule independent of the standard quarter calendar. When a student begins enrollment in a modular program, the student is charged for tuition by academic year, instead of by quarter.

Quarter-based programs will be charged for the student's first quarter (or mini-term quarter start) in attendance. Tuition and fees for subsequent quarters will be charged at the published rate in effect at the beginning of that quarter. The minimum full-time course load is 12 credits per quarter. Non-credit-bearing coursework will be charged at the same rate as credit-bearing coursework. Textbook costs per quarter are dependent upon the classes for which the student is registered. All credits for which a student is registered are charged at the current rate, including any courses being repeated. The student's total tuition for a given quarter is determined by multiplying the number of credit hours for which the student is registered at the end of the Add/Drop period by the then current tuition rate for that number of credit hours.

The Enrollment Agreement obligates the student and the school for the entire program of instruction. Students' financial obligations will be calculated in accordance with the refund policy in the contract and this school catalog. Student may make payments by cash or by the following accepted credit cards: Visa, MasterCard or Discover.

### **TEXTBOOKS**

Textbooks and workbooks are sold through the bookstore in accordance with Everest policies. At the time of issuance, textbooks become the responsibility of the students. Everest is not responsible for replacing lost textbooks; however, students may purchase replacements from the campus bookstore. Students are responsible for the cost of their textbooks and the cost of any shipping charges. In certain programs requiring specialized equipment, that equipment may be loaned to students for use during their enrollment. Students failing to return loaned equipment will be charged for its replacement. Official transcripts will be withheld from any student who has not returned school property or who has not made restitution.

### **ADDITIONAL FEES AND EXPENSES**

Charges for textbooks, uniforms and equipment are separate from tuition. The institution does not charge for books, uniforms and equipment until the student purchases and receives the items. Incidental supplies, such as paper and pencils are to be furnished by the students.

### **VOLUNTARY PREPAYMENT PLAN**

The school provides a voluntary prepayment plan to students and their families to help reduce the balance due upon entry. Details are available upon request from the Student Finance Office.

### **BUYER'S RIGHT TO CANCEL**

The applicant's signature on the Enrollment Agreement does not constitute admission into the school until the student has been accepted for admission by an official of the school. If the applicant is not accepted, all monies paid will be refunded.

After the applicant has signed the Enrollment Agreement, the applicant may request cancellation by submitting a written notice either: a) before the start of the first scheduled class, b) by midnight of the third business day after the first scheduled day of class, whichever is later, and the applicant will receive a full refund of all monies paid. Applicants who have signed the Enrollment Agreement but have not yet visited the school may also cancel within three business days following either the school's regularly scheduled orientation procedures or a tour of the school's facilities and inspection of equipment, where training and services are provided.

Cancellation will occur when the student gives a signed and dated written notice of cancellation to the Director of Admissions or President at the address shown on the catalog. The written notice of cancellation need not take any particular form, and, however expressed, is effective if signed and dated by the student and states that the student no longer wishes to be bound by the Agreement. A notice of cancellation may be given by mail or hand delivery, or

telegram. The notice of cancellation, if sent by mail, is effective when deposited in the mail, properly addressed, with postage prepaid.

## **OFFICIAL WITHDRAWALS**

An official withdrawal is a withdrawal that is documented in writing. An official withdrawal is considered to have occurred on the date that the student provides to the school official notification of his or her intent to withdraw. A student who has not attended class for 14 consecutive calendar days will be considered to have withdrawn as of the student's last recorded date of attendance and will be subject to the refund policy in the Agreement. Students who must withdraw from the school are requested to notify the office of the Academic Dean/Director of Education in writing, to provide official notification of their intent to withdraw. When the student begins the process of withdrawal, the student or the office of the Academic Dean/Director of Education will complete the necessary form(s).

**Quarter-Based Programs:** After the cancellation period, students in quarter-based programs who officially withdraw from the school prior to the end of the school's official add/drop period will be dropped from enrollment, and all monies paid will be refunded.

**Modular Programs:** Although there is no add/drop period in modular programs, for students who officially withdraw within the first five class days (or for weekend classes within seven calendar days from the date they started class, including the day they started class), all monies paid will be refunded.

## **DATE OF WITHDRAWAL VERSUS DATE OF DETERMINATION (DOD)**

The date of withdrawal, for purposes of calculating a refund, is the last date of recorded attendance:

1. When the school receives notice of the student's intention to discontinue the training program;
2. When the student is terminated for a violation of a published school policy which provides for termination;
3. When a student, without notice, fails to attend classes for thirty calendar days.

The date of determination is the earlier of the date the student officially withdraws, provides notice of cancellation, or the date the school determines the student has violated an academic standard. For example, when a student is withdrawn for violating an academic rule, the date of the student's withdrawal shall be the student's last date of attendance. The date of determination shall be the date the school determines the student has violated the academic rule, if the student has not filed an appeal. If the student files an appeal and the appeal is denied, the date of determination is the date the appeal is denied.

## **FEDERAL FINANCIAL AID RETURN POLICY**

### **Student Financial Aid (SFA)**

The school is certified by the U.S. Department of Education as an eligible participant in the Federal Student Financial Aid (SFA) programs established under the Higher Education Act of 1965 (HEA), as amended (Title IV programs). The school is required to determine earned and unearned portions of Title IV aid for students who cancel, withdraw, drop out, are dismissed, or take a leave of absence prior to completing 60% of a payment period or term.

### **Return of Title IV Funds Calculation and Policy**

The Return of Title IV Funds calculation (Return calculation) is based on the percentage of earned aid using the following calculation: Percentage of payment period or term completed equals the number of days completed up to the withdrawal date divided by the total days in the payment period or term. (Any break of five days or more is not counted as part of the days in the term). This percentage is also the percentage of earned aid.

Funds are returned to the appropriate federal program based on the percentage of unearned aid using the following formula: Aid to be returned equals (100% of the aid that could be disbursed minus the percentage of earned aid) multiplied by the total dollar amount of aid that could have been disbursed during the payment period or term.

The school must return the lesser of:

1. The amount of Title IV program funds that the student did not earn; or
2. The amount of institutional charges that the student incurred for the payment period or period of enrollment multiplied by the percentage of funds that were not earned.

The student (or parent, if a federal PLUS loan) must return or repay the amount by which the original overpayment amount exceeds 50% of the total grant funds received by the student for the payment period or period of enrollment, if the grant overpayment is greater than \$50. (Note: If the student cannot repay the grant overpayment in full, the student must make satisfactory arrangements with the U.S. Department of Education to repay any outstanding grant balances. The Student Financial Aid Department will be available to advise the student in the event that a student repayment obligation exists. The individual will be ineligible to receive additional student financial assistance in the future if the financial obligation(s) is not satisfied).

The school must return the Title IV funds for which it is responsible in the following order:

1. Unsubsidized Direct Stafford loans (other than PLUS loans)
2. Subsidized Direct Stafford loans
3. Federal Perkins loans
4. Direct PLUS loans

5. Federal Pell Grants for which a return of funds is required
6. Academic Competitiveness Grants for which a return of funds is required
7. National Smart Grants for which a return of funds is required
8. Federal Supplemental Educational Opportunity Grants (FSEOG) for which a return of funds is required

If a student withdraws after the 60% point-in-time, the student has earned all Title IV funds that he/she was scheduled to receive during the period and, thus, has no unearned funds; however, the school must still perform a Return calculation. If the student earned more aid than was disbursed to him/her, the institution would owe the student a post-withdrawal disbursement, which must be paid within 180 days of the DOD. If a student earned less aid than was disbursed, the school would be required to return a portion of the funds, and the student would be required to return a portion of the funds. Any outstanding student loans that remain are to be repaid by the student according to the terms of the student's promissory notes.

#### **Title IV Credit Balances**

After a Return calculation has been made and a state/institutional refund policy, if applicable, has been applied, any resulting credit balance (i.e. earned Title IV funds exceed institutional charges) must be paid within 14 days from the date that the school performs the Return calculation and will be paid in one of the following manners:

1. Pay authorized charges at the institution;
2. With the student's permission, reduce the student's Title IV loan debt (not limited to the student's loan debt for the period of enrollment);
3. Return to the student.

#### **Effect of Leave of Absence on Returns**

If a student does not return from an approved leave of absence on the date indicated on the written request, the withdrawal date is the student's last day of attendance. For more information, see the Leave of Absence section in this catalog.

#### **Time Frame within which Institution is to Return Unearned Title IV Funds**

The school must return the amount of unearned Title IV funds for which it is responsible within 45 days after the DOD.

### **REFUND POLICIES**

#### **Institutional Pro Rata Refund Calculation and Policy**

When a student withdraws, The School must determine how much of the tuition and fees he/she is eligible to retain. The Pro Rata Refund Calculation and Policy is an institutional policy and is different from the Federal Financial Aid Return Policy and Return calculation; therefore, after both calculations are applied, a student may owe a debit balance (i.e. the student incurred more charges than he/she earned Title IV funds) to The School.

The School will perform the Pro Rata Refund Calculation for those students who terminate their training before completing the period of enrollment (i.e., students who receive a final grade of "W" or "WZ"). Under the Pro Rata Refund Calculation, The School is entitled to retain only the percentage of charges (tuition, room, board, etc.) proportional to the period of enrollment completed by the student. The period of enrollment for students enrolled in modular programs is the academic year. The period of enrollment for students enrolled in quarter-based programs is the quarter. The refund is calculated using the following steps:

1. Determine the total charges for the period of enrollment.
2. Divide this figure by the total number of calendar days in the period of enrollment.
3. The answer to the calculation in step 2 is the daily charge for instruction.
4. The amount owed by the student for the purposes of calculating a refund is derived by multiplying the total calendar days in the period as of the student's last date of attendance by the daily charge for instruction and adding in any book or equipment charges.
5. The refund shall be any amount in excess of the figure derived in step 4 that was paid by the student.

#### **Washington Residents Cancellation and Refund Policy**

- a. The school must refund all money paid if the applicant is not accepted. This includes instances where a starting class is canceled by the school;
- b. The school must refund all money paid if the applicant cancels within five business days (excluding Sundays and holidays) after the day the contract is signed or an initial payment is made, as long as the applicant has not begun training;
- c. The school may retain an established registration fee equal to ten percent of the total tuition cost, or one hundred dollars, whichever is less, if the applicant cancels after the fifth business day after signing the contract or making an initial payment. A "registration fee" is any fee charged by a school to process student applications and establish a student records system.



## **TEXTBOOK AND EQUIPMENT RETURN/REFUND POLICY**

A student who was charged for and paid for textbooks, uniforms, or equipment may return the unmarked textbooks, unworn uniforms, or new equipment within 30 days following the date of the student's cancellation, termination, or withdrawal. The school shall then refund the charges paid by the student. Uniforms that have been worn cannot be returned because of health and sanitary reasons. If the student fails to return unmarked textbooks, unworn uniforms or new equipment within 30 days, the school may retain the cost of the items that has been paid by the student. The student may then retain the equipment without further financial obligation to the school.

## **EFFECT OF LEAVES OF ABSENCE ON REFUNDS**

If a student does not return from an approved leave of absence (when applicable) on the date indicated on the written request, monies will be refunded. The refund calculation will be based on the student's last date of attendance. The DOD is the date the student was scheduled to return.

## **TIME FRAME WITHIN WHICH INSTITUTION IS TO ISSUE NON-TITLE IV REFUNDS**

Non-title IV refunds will be issued within 30 days of either the date of determination or from the date that the applicant was not accepted by the school, whichever is applicable.

## **STUDENTS CALLED TO ACTIVE MILITARY DUTY**

### **Continuing Students**

Continuing students called to active military duty are entitled to the following:

If tuition and fees are collected in advance of the withdrawal, a strict institutional pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal for active military service ("WZ").

### **Continuing Modular Diploma Students**

Continuing modular diploma students who have completed 50% or less of their program are entitled to a full refund of tuition, fees, and other charges paid. Such students who have completed more than 50% of their program are entitled to a strict pro rata refund.

## **STUDENT FINANCING OPTIONS**

Everest offers a variety of student financing options to help students finance their educational costs. Detailed information regarding financing options availability and the Financial Aid process can be obtained from the school's Student Financial Planning Literature. Information regarding other sources of financial assistance such as benefits available through the Bureau of Indian Affairs, Division of Vocational Rehabilitation, Veterans Assistance and State Programs can be obtained through those agencies.

## **Financial Assistance**

Financial assistance (aid) in the form of grants and loans is available to eligible applicants who have the ability and desire to benefit from the specialized program/training offered at the school.

## **Student Eligibility**

To receive financial assistance, you must have the following:

1. Usually, have financial need
2. Be a U.S. citizen or eligible noncitizen
3. Have a social security number
4. If male, be registered with the Selective Service
5. If currently attending school, be making satisfactory academic progress
6. Be enrolled as a regular student in any of the school's eligible programs
7. Not be in default on any federally-guaranteed loan

## **Federal Financial Aid Programs**

The following is a description of the Federal Financial Aid Programs available at the school. Additional information regarding these programs, eligibility requirements, the financial aid process and disbursement of aid can be obtained through the school's Student Financial Planning Brochure, the school's Student Finance Office, and the U.S. Department of Education's Guide to Federal Student Aid, which provides a detailed description of these programs. The guide is available online at:

[http://studentaid.ed.gov/students/publications/student\\_guide/index.html](http://studentaid.ed.gov/students/publications/student_guide/index.html)

- Federal Pell Grant
- Federal Supplemental Educational Opportunity Grant (FSEOG)
- Federal Work Study (FWS)
- Federal Direct Stafford Loans (FSL)
- Federal Direct Parent Loan for Undergraduate Students (PLUS)

### **Alternative Loan Programs**

If your primary financing option does not fully cover your program costs, alternative financing options can help bridge that financial gap. Private loan programs are convenient, affordable and easy to use.

- There are alternative loans provided by private lenders.
- The rate may be variable and the loan approved and origination fees may be based on credit.
- Repayment terms may vary based on lender programs.
- Student may apply on their own or with a co-borrower.

Please see one of the Student Finance Planners for further information.

## **GRANTS AND SCHOLARSHIPS**

### **Zenith American Dream Scholarship**

The Zenith American Dream Scholarship is a multimillion-dollar institutional scholarship program for students who attend an Everest or WyoTech institution. New students who first enroll in an Everest or WyoTech institution on or after **August 24, 2015** and were referred by a leader in the local community are eligible to apply for the **Zenith American Dream Scholarship of \$5,000 per academic year**.

#### **To be eligible a student must:**

- Obtain a written reference from a leader in the student's community
- Complete an essay or video answering the question "How will Everest (or WyoTech) Help Me Fulfill My American Dream" – see guidelines
- Meet application guidelines and deadlines

The Zenith American Dream Scholarship may be used in order to cover the direct cost of attendance for the program in which the student is enrolled (tuition, books and fees).

#### **Scholarship winners**

The Zenith American Dream Scholarship winners will be selected based on quality of the recommendation, originality, creativity, adherence to the theme and overall quality of the essay submission as noted below. Scholarships will be awarded based on selection criteria outlined in the guidelines on a monthly basis. Student scholarship winners will be notified within 45 days of the scholarship application submission date by the Campus President or other campus official.

Selection criteria will include:

- Written reference from a leader in the community
  - Examples of leaders of the community include but are not limited to: coaches, teachers, principals, counselors, advisors, pastors, doctors, employers, support service professionals, law enforcement officer etc.
- Review of the Written or Video Essay submitted
  - Logical interpretation of the subject and adherence to topic
  - Originality, Innovation and Creativity
  - Adherence to overall guidelines and deadlines applicable

#### **Obtaining scholarship funds**

The scholarship will be credited on a student's account upon award of the scholarship. The scholarship is non-transferable and cannot be exchanged for cash. The scholarship can only be used to reduce the institutional direct cost of the program (tuition, books and fees) and cannot be utilized for indirect costs or living expenses.

#### **Renewing the scholarship**

Students may be eligible to retain the scholarship award in subsequent academic years. In order to remain eligible the student must **maintain satisfactory progress and a grade point average of 2.0 or above**.

### **Zenith Student Grant**

The Zenith Student Grant is a multimillion-dollar institutional grant program awarded on an annual basis to students of Everest and WyoTech schools owned by Zenith Education Group who demonstrate financial need. This institutional grant is available for new and continuing students enrolled on or after February 2, 2015 for current and

future academic periods. The amount and source of the grant, which can be up to \$10,000 per academic year, may vary by student based on:

- The Expected Family Contribution (EFC) as calculated by the Free Application for Federal Student Aid (FAFSA) and reported to the student via the Student Aid Report (SAR)
- The demonstrated financial assistance needed
- Institutional grant funding availability

The grant may be used to cover any confirmed unmet financial need in excess of the student's EFC once Title IV and all other available funding sources have been exhausted up to the direct cost of attendance for the program in which the student is enrolled.

### **Eligibility**

To be eligible, the student must:

- Apply each academic year
- Meet all application deadlines
- Maintain satisfactory academic progress throughout his/her course of study

### **Obtaining grant funds**

The grant will automatically be credited to your account upon completion of the financial aid application processes and award confirmation. The grant is non-transferable and cannot be exchanged for cash.

### **Renewing the grant**

Students must reapply each academic year by the institutional deadline and meet eligibility requirements in order to be considered for the Zenith Education Grant. The grant amount may change each year based on the student's:

- Determined financial need
- Enrollment
- Timeliness of his/her financial aid application
- Institutional grant funding availability

### **Zenith Graduation Scholarship**

The Zenith Graduation Scholarship is a multimillion-dollar, non-need-based institutional scholarship program awarded to students who graduate from Everest schools owned by Zenith Education Group and were actively enrolled in their current course of study prior to February 2, 2015. The amount of the scholarship, which could be up to \$10,000 per current and future academic period, may vary by student based on the number of modules, courses or credits remaining in order for the student to complete his/her program of study, and the time frame of application submission.

The scholarship provides a 20 percent tuition reduction, prorated for the student's remaining time in the program in which he/she was actively enrolled as of February 2, 2015 through his/her expected graduation date at the time he/she applies for the scholarship. For students who apply on or before May 2, 2015, the tuition reduction effective date is February 2, 2015. For students who apply after May 2, 2015, the tuition reduction effective date is the date the application is submitted.

Students who withdrew prior to February 2, 2015, but reenter prior to August 2, 2015, may also apply upon reentry and be eligible upon graduation for a supplemental graduation scholarship of up to \$5,000 for the purpose of covering any prior academic year balances incurred for the program that they reenter.

### **Eligibility**

To be eligible, the student must:

- Apply for the scholarship
- Meet all application deadlines
- Maintain satisfactory academic progress throughout the remainder of his/her program
- Graduate from the program for which he/she is enrolled at the time of applying for the scholarship

### **Obtaining scholarship funds**

The scholarship amount will be applied to the student's account as a non-cash payment at the time of graduation to cover any outstanding tuition or fee expenses, and any credit balance that results will be resolved by:

- A payment to the government as reimbursement for payments received by Everest from the student's federal student loans to reduce his/her loan obligation.
- A payment to the lender as reimbursement for the payments from a private student loan that the lender directly disbursed to Everest.
- A payment to the student for any tuition he/she previously paid directly to Everest.

The scholarship is non-transferable

## Military Scholarships

As a sign of appreciation to our friends in uniform and their families, the following are eligible to apply for the Military Scholarship: military personnel serving in the Armed Forces, which include the U.S. Army, Navy, Marines, Air Force, Activated Guard/Reserve and U.S. Coast Guard, military spouses of active military personnel serving in the Armed Forces, veterans using Veterans Affairs (“VA”) education benefits, and spouses or other dependents using VA education benefits.

The Scholarship includes a quarterly tuition stipend applied as a credit to the student's account and no cash payments will be awarded to the student. Scholarship funds are set at the beginning of each fiscal year and are awarded on a continuing basis until funds for the fiscal year are depleted. Scholarship awards may not exceed 50% of tuition charged for the term. The scholarship is non-transferrable and non-substitutable and cannot be combined with any other program. The scholarship or program with the greatest benefit to the student will be applied. Applications may be requested from the Admissions Office.

**Eligibility:** Applicants must meet entrance requirements for their program of study. Applicants must meet the eligibility requirements listed above and provide proof of eligibility by submitting a copy of official military documentation with their application. Proof of eligibility includes valid military identification card, Leave and Earnings Statement, DD214, Certificate of Eligibility. The scholarship may be renewed from quarter-to-quarter so long as the recipient continues to meet the eligibility requirements, remains enrolled, maintains satisfactory academic progress, and maintains a 2.50 cumulative grade point average.

### Payment Schedule:

Member Status	Military Scholarship Amount
<b>U.S. Military Service Member</b> – Army, Navy, Air Force, Marines, Coast Guard, Activated National Guard or Activated Reservist	50% of tuition
<b>Veteran</b> – veteran using VA or other military education benefits	10% of tuition
<b>Military Spouse</b> – spouse of active-duty military personnel serving in the Armed Forces	10% of tuition
<b>Military spouse or dependent</b> – spouse or dependent using military education benefits	10% of tuition
<b>Other</b> – service member, veteran or family member not listed above and using military education benefits	10% of tuition

## Veteran’s Assistance Programs

For information about U.S. Department of Veterans Affairs (VA) education benefits for veterans and their families, call (888)-GI-BILL-1 (888-442-4551) or visit [www.gibill.va.gov](http://www.gibill.va.gov). Each of the major benefits programs is described in detail in its own section of the VA's site.

- The Montgomery GI Bill–Active Duty:  
[http://www.gibill.va.gov/pamphlets/ch30/ch30\\_pamphlet.pdf](http://www.gibill.va.gov/pamphlets/ch30/ch30_pamphlet.pdf)
- The Montgomery GI Bill–Selected Reserve:  
[http://www.gibill.va.gov/pamphlets/ch1606/ch1606\\_pamphlet.pdf](http://www.gibill.va.gov/pamphlets/ch1606/ch1606_pamphlet.pdf)
- Dependents’ Educational Assistance Program (DEA):  
[http://www.gibill.va.gov/pamphlets/ch35/ch35\\_pamphlet.pdf](http://www.gibill.va.gov/pamphlets/ch35/ch35_pamphlet.pdf)
- Veterans’ Educational Assistance Program (VEAP):  
[http://www.gibill.va.gov/pamphlets/ch32/ch32\\_pamphlet.pdf](http://www.gibill.va.gov/pamphlets/ch32/ch32_pamphlet.pdf)
- Reserve Educational Assistance Program (REAP):  
[http://www.gibill.va.gov/pamphlets/ch1607ch1607\\_pamphlet.pdf](http://www.gibill.va.gov/pamphlets/ch1607ch1607_pamphlet.pdf)
- The Post-9/11 GI Bill:  
[http://www.gibill.va.gov/pamphlets/ch33/ch33\\_pamphlet.pdf](http://www.gibill.va.gov/pamphlets/ch33/ch33_pamphlet.pdf)
- U.S. Army:  
<http://www.goarmy.com/benefits/education.jsp>
- U.S. Navy:  
<http://www.navy.com/navy/joining/education-opportunities.html>
- U.S. Air Force:  
<http://www.airforce.com/opportunities/enlisted/education> or [www.airforce.com/opportunities/officer/education](http://www.airforce.com/opportunities/officer/education)
- Marine Corps:  
[http://www.marines.com/main/index/quality\\_citizens/benefit\\_of\\_services/education](http://www.marines.com/main/index/quality_citizens/benefit_of_services/education)

## **ADMINISTRATIVE POLICIES**

### **STATEMENT OF NON-DISCRIMINATION**

Everest does not and will not discriminate on the basis of race, color, religion, age, disability, sex, pregnancy (including childbirth, false pregnancy, termination of pregnancy, and recovery therefrom), sexual orientation, national origin, citizenship status, gender identity or status, veteran status, actual or potential parental, family or marital status in the administration of its educational and admissions policies, scholarship and loan programs, or other school-administered programs. For information on discrimination-related grievances, please see the Discrimination Grievance Procedures section.

### **DISABILITY**

Everest complies with federal laws including Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, as amended. The Campus President has been designated the Section 504/ADA Coordinator and will coordinate the efforts of Everest to comply with all relevant disability laws. Inquiries should be directed to this person at the campus contact information located in this catalog.

### **DISABILITY ACCOMMODATION PROCEDURE**

Everest's disability accommodation procedure is a collaborative and interactive process between the student and the Section 504/ADA Coordinator. The student will meet with the Section 504/ADA Coordinator on campus to request and submit an Accommodation Request form and discuss disability related needs. The Section 504/ADA Coordinator is available to the student to assist with questions and provide assistance in filling out the Accommodations Request form. The student will provide a completed Accommodations Request form and documentation of their medical condition to the Section 504/ADA Coordinator for review. The documentation of a medical condition may be from a licensed medical doctor, psychologist, audiologist, speech pathologist, registered nurse, licensed clinical social worker, marriage and family therapist, rehabilitation counselor, physical therapist, learning disability specialist, or other appropriate health professional. This documentation should verify the medical condition and suggest appropriate accommodations for the student. If the accommodation is denied, the student is informed of their right to appeal the decision and the necessary steps to file an appeal.

To file an appeal the student should supply documentation and/or other evidence to substantiate the need for the denied accommodation(s). The evidence is submitted to the Section 504/ADA Coordinator with a new accommodation form marked appeal.

### **DISCRIMINATION GRIEVANCE PROCEDURES**

A student initiates the Discrimination Grievance Procedure by contacting the Section 504/ADA Coordinator for disability-related complaints, or the Campus President for all other complaints alleging discrimination carried out by employees, other students, or third parties. The Section 504/ADA Coordinator and Campus President can be reached at the campus contact information located in this catalog. A student's participation in any informal resolution procedures is voluntary and he/she may pursue this formal grievance procedure at any time. The Section 504/ADA Coordinator or Campus President or his/her designee will explain the complaint procedures and assist the student in filing a complaint. The complaint need only be a written letter containing allegations that specifically identify the discriminatory conduct, the person(s) who did it, and all witnesses the student believes can support the allegations. A complaint should be made as soon as the student believes he/she has been discriminated against, but no later than within 180 days of the date that the alleged discrimination occurred, or the date on which the student could reasonably have learned of the discrimination.

When a complaint is filed, the Section 504/ADA Coordinator or Campus President or his/her designee begins an investigation within 14 days. The student, the accused, and any witnesses they identify are interviewed. Any relevant documents identified by these persons are reviewed. Within 45 days of the complaint, the Section 504/ADA Coordinator or Campus President or his/her designee will inform the student and accused in writing of sufficient or insufficient evidence to confirm the student's allegations, state the key facts, reasons why that conclusion was reached, and outline any proposed resolution or corrective action if applicable, subject to any applicable privacy constraints. The student is also notified of the right to appeal the investigation conclusion. An appeal must be made in writing to the Director of Academic Services, who may be reached at the Student Help Line number or email address below within 15 days of receiving notice about the investigation conclusion. Within 15 days of receiving the appeal, the Director of Academic Services will review the matter and provide a decision in writing.

Complaints are investigated in a manner that protects the privacy and confidentiality of the parties to the extent possible. No employee or agent of the School may intimidate, threaten, coerce or otherwise discriminate or retaliate against any individual because he or she has filed a complaint or participated in the complaint resolution process. If a student believes any such retaliation has occurred, a complaint of retaliation should be filed according to the procedure described above. Everest makes every effort to prevent recurrence of any finding of discrimination and corrects any discriminatory effects on the grievant and others, if appropriate.

If the 504/ADA Coordinator or Campus President is the subject of the grievance, the student should contact the Student Services Manager at the Student Help Line at (800) 874-0255 or via email at [StudentServices@zenith.org](mailto:StudentServices@zenith.org). The Student Helpline in consultation with the appropriate Academic Services team member(s) will provide guidance to the student for initiating and submitting their grievance in writing to [StudentServices@zenith.org](mailto:StudentServices@zenith.org).

## **STUDENT CODE OF CONDUCT**

Everest and WyoTech students have an obligation to foster an atmosphere of mutual respect and high regard for the life and property of the school. It is expected that you will share respect for the law, our campus rules and adhere to the highest ethical standards of conduct, whether you are in class, on campus, at off-campus sponsored activities or events, and housing.

This Student Code of Conduct is designed to maintain a learning environment that ensures the safety and well-being of everyone on campus, encourages students in the practice of good citizenship and self-discipline, and protects the school's property and equipment by promoting integrity, academic achievement, and personal responsibility. Questions and concerns may be reported by calling 855-218-6009.

### **Conduct Affecting On-Campus Safety**

Everest and WyoTech will take all appropriate actions to protect the safety and security of our campus community. Every student has the right to fair and reasonable treatment. No one may be excluded on the basis of disability, race, ethnicity, national origin, creed, gender, age, sexual orientation, economic status, or other protected status. A student whose conduct threatens property or the health/safety of any person may be immediately suspended. Examples of such conduct may include:

- Possessing alcohol or other intoxicants, drugs, firearms or other weapons, explosives, dangerous devices, or dangerous chemicals on school premises
- Theft
- Vandalism or misuse of the school's or another's property
- Harassment or intimidation of others, including bullying or cyberbullying
- Endangering yourself or others, infliction of physical harm
- Any other behavior deemed inappropriate by the school

### **Conduct Affecting Student Learning**

Disciplinary action, including suspension/dismissal, may be initiated against any student based upon reasonable suspicion of involvement to commit any of the following:

- Cheating, plagiarism, fabrication or other forms of academic dishonesty
- Falsifying, or altering documents; misusing documents, funds, or school property
- Disruptive actions, including:
  - Use of cell phones or other electronic devices for voice or text communication in the classroom, unless permitted by the instructor
  - Use of any device to make an audio, video, or photographic record of any person while in class, on campus, at off-campus sponsored activities or events, and housing without that person's prior permission
- Failure to comply with school policies or directives
- Any action that interferes with the learning environment or the rights of others

While students have the right to freedom of expression, including the right to dissent, protest, or articulate exception to the material and assessments offered in any course, this expression cannot interfere with the rights of others, hinder instruction, or disrupt the process of the school. Students have a responsibility to express ideas in a safe and respectful manner.

**NOTE:** This list is not exhaustive, but rather offers examples of unacceptable behavior which may result in disciplinary action.

### **Limitations on Students with Pending Disciplinary Matters**

Any student with a pending disciplinary matter shall not be allowed to:

- Graduate or participate in graduation ceremonies; or
- Engage in any other school-related activities determined by the school

Additionally, if a student withdraws from school at any point during the disciplinary process, the student is not eligible for readmission or transfer to another campus prior to resolving the outstanding disciplinary issue. Disciplinary matters are addressed in accordance with written policies and procedures and follow accreditor standards and expectations.

### **Inquiry by the Campus President**

If the Campus President (or designee), in his or her sole discretion, has reason to believe that a student has violated the Code of Student Conduct, the Campus President (or designee) shall conduct a reasonable inquiry and

determine an appropriate course of action. If the Campus President (or designee) determines that a violation has not occurred, no further action shall be taken.

### **Conduct that does not Result in Suspension or Dismissal**

If the school determines that the student's behavior may have violated this Code, but does not warrant a suspension or dismissal, the school will promptly provide the student with a written warning. Multiple written warnings may result in a suspension or dismissal.

### **Conduct Resulting in Suspension or Dismissal**

If the school determines that a student's behavior should result in a suspension or dismissal, the school will promptly provide the student with a written notice of:

- The conduct resulting in the suspension or dismissal;
- The specific penalty being imposed;
- The student's right to submit a written appeal within five calendar days following the date of the school's suspension or dismissal determination

### **ALCOHOL AND SUBSTANCE ABUSE STATEMENT**

Everest does not permit or condone the use or possession of marijuana, alcohol, or any other illegal drug, narcotic, or controlled substance by students. Possession of these substances on campus is cause for dismissal.

### **STUDENT USE OF INFORMATION TECHNOLOGY RESOURCES POLICY**

IT resources may only be used for legitimate purposes, and may not be used for any other purpose which is illegal, unethical, dishonest, damaging to the reputation of the school, or likely to subject the school to liability. Impermissible uses include, but are not limited to:

- Harassment;
- Libel or slander;
- Fraud or misrepresentation;
- Any use that violates local, state/provincial, or federal law and regulation;
- Disruption or unauthorized monitoring of electronic communications;
- Disruption or unauthorized changes to the configuration of antivirus software or any other security monitoring software;
- Unauthorized copying, downloading, file sharing, or transmission of copyright-protected material, including music;
- Violations of licensing agreements;
- Accessing another person's account without permission;
- Introducing computer viruses, worms, Trojan Horses, or other programs that are harmful to computer systems, computers, or software;
- The use of restricted access computer resources or electronic information without or beyond a user's level of authorization;
- Providing information about or lists of Zenith users or students to parties outside Zenith without expressed written permission;
- Downloading or storing company or student private information on portable computers or mobile storage devices;
- Making computing resources available to any person or entity not affiliated with the school;
- Posting, downloading, viewing, or sending obscene, pornographic, sexually explicit, hate related, or other offensive material;
- Academic dishonesty as defined in the Code of Student Conduct;
- Use of Zenith logos, trademarks, or copyrights without prior approval;
- Use for private business or commercial purposes.

### **COPYRIGHT POLICY**

It is the intention of Everest to strictly enforce a policy of zero tolerance for copyright violations and to comply with all applicable laws and regulations. Any student who engages in the unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, is subject to disciplinary actions by the school, or any applicable actions in conjunction with federal and state law.

### **SEXUAL HARASSMENT POLICY**

Everest strives to provide and maintain an environment free of all forms of harassment. Behavior toward any student by a member of the staff, faculty, or student body that constitutes unwelcome sexual advances will be dealt with quickly and vigorously and will result in disciplinary action up to and including dismissal. Any student who

believes that he or she is a victim of sexual harassment should immediately notify the office of the Campus President. The Campus President will conduct an investigation of all allegations. Information surrounding all complaints will be documented and kept strictly confidential.

## **SANCTIONS**

Sanctions should be commensurate with the nature of the student's conduct. All sanctions imposed should be designed to discourage the student from engaging in future misconduct and whenever possible should draw upon educational resources to bring about a lasting and reasoned change in behavior.

**Suspension** – A sanction by which the student is not allowed to attend class for a specific period of time. Satisfactory completion of certain conditions may be required prior to the student's return at the end of the suspension period. During a period of suspension, a student shall not be admitted to any other Zenith school.

**NOTE:** Student absences resulting from a suspension shall remain in the attendance record regardless of the outcome of any disciplinary investigation or the decision of the Student Conduct Committee.

**Dismissal** – A sanction by which the student is withdrawn from school. Such students may only reapply for admission with the approval of the Campus President. Students dismissed from the school remain responsible for any outstanding balance owed to the school.

## **APPEAL PROCESS**

Students are entitled to appeal any sanction which results in suspension or dismissal. The appeal must be in writing and filed within five (5) calendar days of the date of the written notice. If the student files a timely appeal, the Campus President (or designee) shall convene a Student Conduct Committee to conduct the hearing. The Committee shall generally include the Campus President the Academic Dean/Director of Education, a Program or Department Chair, the Student Services Coordinator, or a faculty member. The members of the Committee shall select a Chair. If the alleged violation involves allegations of sexual misconduct committed against faculty or staff, the Committee must include a representative from Corporate or Division Human Resources.

The Committee Chair shall timely schedule a hearing date, and provide written notice to the student. The notice must be mailed or otherwise delivered to the student at least two (2) calendar days prior to the scheduled hearing date, and include notice that the student may:

- Appear in person, but is not required to appear
- Submit a written statement
- Respond to evidence and question the statements of others
- Invite relevant witnesses to testify on his/her behalf
- Submit written statements signed by relevant witnesses

Attendance at the hearing is limited to those directly involved or those requested to appear. Hearings are not open to the public and are not recorded.

The Student Conduct Committee shall:

- Provide the student a full and reasonable opportunity to explain his/her conduct
- Invite relevant witnesses to testify or submit signed statements
- Reach a decision based upon the information submitted prior to the hearing and the testimony and information of the student and witnesses at the hearing
- If the student does not appear, or elects not to appear, the Committee may proceed in the student's absence and the decision will have the same force and effect as if the student had been present

The Student Conduct Committee shall issue a written decision to the student within five (5) calendar days of the date of the hearing which may:

- Affirm the finding and sanction imposed by the Campus President (or designee)
- Affirm the finding and modify the sanction. Sanctions may only be reduced if found to be grossly disproportionate to the offense
- Disagree with the previous finding and sanction and dismiss the matter. A matter may be dismissed only if the original finding is found to be arbitrary and capricious

The decision of the Student Conduct Committee is final, and no further appeal is permitted.

## **RECORDS OF DISCIPLINARY MATTERS**

All disciplinary files shall be kept separate from the student academic files until resolved. Disciplinary files for students who have violated the Code of Student Conduct shall be retained as part of the student's academic file and considered "education records" as appropriate, pursuant to the Family Educational Rights and Privacy Act (FERPA). Disciplinary records shall be retained in the student's academic file permanently and a note shall be included in the official student information system indicating the date of the disciplinary decision and the sanction imposed.

When circumstances warrant, disciplinary matters shall be referred to the appropriate law enforcement authorities. Additionally, disciplinary records shall be reported to third parties as applicable (e.g. Veteran's Administration).



## STUDENT GRIEVANCE PROCEDURE

You may bring a complaint against the School and initiate the School's Internal Dispute Resolution procedure by filing a written complaint with your academic advisor. The academic advisor will attempt to respond to your complaint within 15 days. If you are not satisfied with your academic advisor's resolution of your complaint, you may appeal his/her decision to the President of the School. You may then appeal the President's decision to the Provost of Zenith Education Group. If you are not satisfied with the outcome of the internal dispute procedure, you have the option of submitting your claim to arbitration pursuant to the School's Dispute Resolution Policy that was provided at the time of enrollment. You may also obtain a copy of the Internal Dispute Resolution Policy from your academic advisor.

If a student feels that the School has not adequately addressed a complaint or concern, the student may also consider contacting Accrediting Commission of Career Schools and Colleges. All complaints considered by the Council must be in written form, with permission from the complainant(s) for the Council to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Council. Please direct all inquiries to:

Accrediting Commission of Career Schools and Colleges  
2101 Wilson Boulevard, Suite 302  
Arlington, Virginia 22201  
Phone: (703) 247 4212  
Fax: (703) 247-4533  
[www.accsc.org](http://www.accsc.org)

Students may also contact and file a complaint with the state's agency and the Washington Attorney General's Office at the following mailing address:

State of Washington  
Workforce Training and Education Coordinating Board  
128 10<sup>th</sup> Avenue SW  
P.O. Box 43105  
Olympia, WA 98504-3105  
Phone: (360) 709-4600  
Fax: (360) 586-5862  
Email: [pvs@wtb.wa.gov](mailto:pvs@wtb.wa.gov)

Office of the Attorney General  
1125 Washington Street SE  
P.O. Box 40100  
Olympia, WA 98504-0100  
(360) 753-6200  
Consumer Line: (800) 551-4636  
Website: <http://www.atg.wa.gov>

**Note:** Students filing a complaint with the Workforce Training and Education Coordinating Board must submit the complaint in writing using the Student Complaint Form available on the Council's website.

## DRESS CODE

Students must adhere to the campus dress code standards provided to them. Students are expected to dress in a manner that would not be construed as detrimental to the student body, the educational process or wear any clothing that has expressed or implied offensive symbols or language. Students should always be aware of the first impression of proper dress code and grooming, and note that Everest promotes a business atmosphere where instructors and guests are professionals and potential employers. In addition, students may be required to wear uniforms that present a professional appearance.

## NOTIFICATION OF RIGHTS UNDER FERPA

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records\*. These rights include:

1. The right to inspect and review the student's education records within 45 days of the day the institution receives a request for access.

A student should submit to the Registrar's Office a written request that identifies the record(s) the student wishes to inspect. The Registrar will make arrangements for access and will notify the student of the time and place where the records may be inspected. If the records are not maintained by the Registrar, the Registrar shall advise the student of the correct official to whom the request should be addressed.

2. The right to request the amendment of the student's education records that the student believes is inaccurate, misleading or otherwise in violation of the student's privacy rights under FERPA.

A student who wishes to ask the institution to amend a record should write to the Registrar, clearly identify the part of the record the student wants changed, and specify why it should be changed.

If the institution decides not to amend the record as requested, the institution will notify the student in writing of the decision and the student's right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

3. The right to provide written consent before the institution discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent.

The institution discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by the institution in an administrative, supervisory, academic or research, or support staff position; a person or company with whom the institution has contracted as its agent to provide a service instead of using institution employees or officials (such as an attorney, auditor, collection agent, campus security personnel and a health provider); a person serving the institution in an advisory capacity; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks, or an accreditor or an official of the state's department of education. Please note that in certain circumstances, such as with an infectious disease health threat or security threat, the school may disclose individually identifiable information without notice.

A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the institution.

Upon request, the institution also discloses education records without consent to officials of another school in which a student seeks or intends to enroll.

Everest is committed to the protection of student education information. While Everest does not publish a student directory, from time to time the school publishes communications, such as graduation and honor roll lists, that include Everest-designated directory information. Everest expressly limits its designated directory information to students' names, graduation dates, programs of study, degrees, diplomas, certificates and honors/awards received. A student who wishes not to be included in the campus publications referenced above must obtain an Opt-Out form from the Registrar's Office and submit the completed form to the Registrar.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the institution to comply with the requirements of FERPA. The name and address of the office that administers FERPA is: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, D.C. 20202.

## **STUDENT RECORDS**

All student academic records are retained, secured, and disposed of in accordance with local, state, and federal regulations. Everest maintains complete records for each student, including grades, attendance, prior education and training, placement, financial aid and awards received. Student records should be maintained on campus for five years.

## **TRANSCRIPT AND DIPLOMA RELEASE**

Student academic transcripts are available upon written request by the student. Student records may be released only to the student or his/her designee as directed by the Family Educational Rights and Privacy Act of 1974.

Transcript and diploma requests must be made in writing to the Office of the Registrar. Official transcripts will be released to students who are current with their financial obligation to the school. Diplomas will be released to students who are current with their financial obligation upon completion of their school program.

## **CAMPUS SECURITY AND CRIME AWARENESS POLICIES**

As required by Public Law 101-542, as amended by Public Law 102-325, Title II, Crime Awareness and Campus Security Act of 1990, Section 294, Policy and Statistical Disclosures, Everest has established policies regarding campus security.

Everest strives to provide its students with a secure and safe environment. Classrooms and laboratories comply with the requirements of the various federal, state and local building codes, with the Board of Health and Fire Marshal regulations. Most campuses are equipped with alarm systems to prevent unauthorized entry. Facilities are opened each morning and closed each evening by administrative personnel.

In emergency situations, students should call 911 for an immediate response from the local law enforcement agency. Thereafter, the crime should be reported to the Campus President (or designee). In non-emergency

situations, the crime should be reported as soon as possible to the Campus President (or designee) and the local law enforcement agency. All students are encouraged to report all crimes and public safety incidents to the Campus President (or designee) in a timely manner. The Campus President (or designee) shall document each incident reported and determine an appropriate response based on the nature of the incident. All victims of crime that occur on campus shall be provided with the opportunity to report the incidents to the local law enforcement authority.

Students are responsible for their own security and safety both on-campus and off-campus and must be considerate of the security and safety of others. The school has no responsibility or obligation for any personal belongings that are lost, stolen or damaged, whether on or off school premises or during any school activities.

On May 17, 1996, the President of the United States signed Megan's Law into federal law. As a result, local law enforcement agencies in all 50 states must notify schools, day care centers, and parents about the presence of dangerous offenders in their area. Students are advised that the best source of information on the registered sex offenders in the community is the local sheriff's office or police department. The following link will provide you with a list of the most recent updated online information regarding registered sex offenders by state and county: <http://www.fbi.gov/hq/cid/cac/registry.htm>.

### **DRUG-FREE SCHOOLS POLICY**

The Drug-Free Schools and Communities Act of 1989, Public Law 101-226, requires institutions receiving financial assistance to implement and enforce drug prevention programs and policies. Students shall receive a copy of the Drug-Free Schools/Drug-Free Workplace Annual Disclosure upon enrollment, and thereafter no later than January 31<sup>st</sup> of each calendar year they are enrolled. The information and referral line that directs callers to treatment centers in the local community is available through Student Services.

Everest prohibits the manufacture and unlawful possession, use or distribution of illicit drugs or alcohol by students on its property and at any school activity. If students suspect someone to be under the influence of any drug or alcohol, they should immediately bring this concern to the attention of the Academic Dean/Director of Education or Campus President. Students who violate the school's prohibitions against alcohol, controlled substances, and drugs are subject to disciplinary action up to and including dismissal from the school. Information on the disciplinary process may be found in the school catalog. When circumstances warrant, a violation of this policy may also be referred to the appropriate law enforcement authorities.

In certain cases, students may be referred to counseling sources or substance abuse centers. If such a referral is made, continued enrollment is subject to successful completion of any prescribed counseling or treatment program.

### **STATISTICAL INFORMATION**

Everest is required to report to students the occurrence of various criminal offenses on an annual basis. On or before October 1<sup>st</sup> of each year, the school will distribute a security report to students containing the required statistical information on campus crimes committed during the previous three years. A copy of this report is available to prospective students upon request.

### **CAMPUS COMPLETION RATE REPORTS**

Under the Student Right to Know Act (20 U.S.C. § 1092(a)), Everest is required to annually prepare completion or graduation rate data respecting the institution's first-time, full-time undergraduate students (34 CFR 668.45(a)(1)). Everest is required to make this completion or graduation rate data readily available to students approximately 12 months after the 150% point for program completion or graduation for a particular cohort of students. This completion rate report is available to students and prospective students upon request.

### **WEATHER EMERGENCIES**

In the event of inclement weather the school will notify students via the website [flashalert.org](http://flashalert.org). Students will need to check the website or any television station for the status of school closures or delays. If no delay or closure is posted, school will be held and on time. The campus president reserves the right to schedule make up hours and/or assignments for hours missed due to school closures during inclement weather. The students will be notified of these make up hours and be required to attend or be marked absent.

## **STUDENT SERVICES**

### **ORIENTATION**

New students participate in an orientation program prior to beginning classes. This program is designed to acquaint students with the policies of the school and introduce them to staff and faculty members who will play an important part in the students' academic progress.

### **HEALTH SERVICES**

Everest does not provide health services.

### **HOUSING**

Everest does not provide on campus housing; however, it does assist students in locating suitable housing off campus. For a list of available housing, students should refer to the student resource guide located in the Library.

### **STUDENT ADVISING**

Academic advising is coordinated by the Academic Dean/Director of Education and includes satisfactory academic progress and attendance. The Registrar and Academic Program Directors serve as advisors and assist students in course selection and registration, dropping and adding courses, change of major, and meeting graduation requirements.

### **EVEREST CARE PROGRAM**

The Everest CARE Student Assistance program is a free personal-support program for our students and their families. This program provides enrolled students direct and confidential access to professional counseling. For more information, please visit the website [www.everestcares.com](http://www.everestcares.com) or call (888) 852-6238.

### **PLACEMENT ASSISTANCE**

Everest maintains an active Career Services Office to assist graduates in locating entry-level, educationally related career opportunities. The Career Services Office works directly with business, industry, and advisory board members to assist all students with access to the marketplace. Everest does not, in any way, guarantee employment. It is the goal of the Career Services Office to help all students realize a high degree of personal and professional development and successful employment. Specific information on job opportunities and basic criteria applicable to all students and graduates utilizing placement services is available in the Career Services Offices.

## PROGRAMS OFFERED

<b>Program</b>	<b>Credential</b>
Dental Assistant	Diploma
Medical Administrative Assistant	Diploma
Medical Assistant	Diploma
Medical Insurance Billing and Coding	Diploma
Pharmacy Technician	Diploma



**DENTAL ASSISTANT**  
*Diploma Program*  
 33 Weeks – 760 Hours – 48 Quarter Credits

V 1.0

Dental Assistants have become indispensable to the dental care field, and dentists have become more reliant upon the dental assistant to perform a wide range of patient procedures. And, as the need for their services continues to grow, the role and responsibilities of the dental assistant also continue to expand.

The goal of the Dental Assistant program is to provide graduates with the skills and knowledge that will enable them to qualify for entry level positions as dental assistants. Since they are trained in clinical and radiographic procedures, their services are also sought by general dentists, and dental offices and facilities specializing in pedodontics, orthodontics, endodontics and other specialties, dental schools, dental supply manufacturers, hospital dental departments, dental laboratories and insurance companies.

The objective of the Dental Assistant program is to provide the student with the appropriate didactic theory and hands-on skills required and necessary to prepare them for entry-level positions as dental assistants in today's modern health and dental care offices, dental clinics, and facilities. Students will study diagnostic and procedural terminology as it relates to the accurate completion of dental examinations, procedures, and daily tasks.

The combination of introduced skills taught in this program, will prepare students for the ever-changing field of dentistry and orthodontics. Students study dental radiography, dental sciences, operator dentistry, laboratory procedures, dental anatomy and orthodontics, and dental health.

This training program is divided into eight learning units called modules. Students must complete modules A through G first, starting with any module and continuing in any sequence until all seven modules are completed. Modules A through G stand alone as units of study and are not dependent upon previous training. If students do not complete any portion of one of these modules, the entire module must be repeated. Upon successful completion of modules A through G, students participate in a 200 clock hour externship

Completion of the Dental Assistant program, including the classroom training and externship, is acknowledged by the awarding of a diploma.

Module	Module Title	Total Contact Hours	Quarter Credits
Module A	Dental Office Emergencies and Compliance	80	6.0
Module B	Dental Radiography	80	6.0
Module C	Dental Specialties	80	6.0
Module D	Operator Dentistry	80	6.0
Module E	Laboratory Procedures	80	6.0
Module F	Dental Anatomy and Orthodontics	80	6.0
Module G	Dental Health	80	6.0
Module X	Dental Assistant Externship	200	6.0
<b>Program Totals:</b>		<b>760</b>	<b>48.0</b>

**Major Equipment**

Amalgamators, Model Trimmers, Autoclave, Model Vibrators, Automatic and Manual Processing Equipment, Oral Evacuation Equipment, Dental Unit and Chairs, Personal Computers, DXTR and Typodont Manikins, Ultrasonic Units, Handpieces, X Ray Units

<p><b>Module A – Dental Office Emergencies and Compliance</b></p> <p>In this module, students are introduced to Occupational Safety and Health Administration (OSHA) Standards for infection control and hazard communication. Topics include microbiology, contagious diseases concerning the dental team, universal precautions, protective barrier techniques and handling hazardous chemicals. Students practice step-by-step instrument decontamination using approved sterilization agents and methods. Students learn operator disinfection using approved agents and methods. Methods for taking and recording vital signs and blood pressure are introduced. Students also learn about CPR for the Healthcare Provider and how to manage emergencies that may occur in the dental office. Related dental terminology is studied. Basic concepts of psychology and communication are discussed with emphasis on helping dental patients overcome anxieties related to dental treatment. Special considerations for the medically and physically compromised patients are presented. Students are introduced to dental insurance processing. Career development skills are also taught. Out-of-class activities will be assigned and assessed as part of this module. Prerequisite: None. Lecture Hours: 40          Lab Hours: 40</p>	<p><b>6.0 Quarter Credits</b></p>
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**Module B – Dental Radiography****6.0 Quarter Credits**

Module B introduces students to the basic anatomy of the head and teeth in order to familiarize students with the anatomical structures involved in dental radiographs. Radiation protection and the hazards of X-ray radiation are studied. Emphasis is placed on maintaining radiation safety while obtaining the best possible diagnostic quality on dental radiographs. Students are also introduced to digital radiography. Theory, laboratory skills and clinical practice meet state guidelines for a Radiation Safety Certificate and comply with federal regulations for certifying radiographic operators. Students practice techniques of film exposure and mounting in equipped dental operatories with industry-approved structural and monitoring devices. Exposure techniques include bitewing, bisecting and parallel techniques and are performed on a patient simulator manikin. Students process film using a fully equipped darkroom or automatic processor. Students are also required to mount processed radiographs and to evaluate the diagnostic quality according to established criteria. Students retake non-diagnostic films according establish criteria. Professional responsibilities regarding the state radiation safety certificate are introduced as well as quality assurance and infection control. Students learn telephone communication and techniques. Related dental terminology is also taught. Out-of-class activities will be assigned and assessed as part of this module. Prerequisite: None. Lecture Hours: 40 Lab Hours: 40

**Module C – Dental Specialties****6.0 Quarter Credits**

In this module, students study cranial anatomy as it relates to anesthesia administration and pain control. Methods for taking and recording vital signs and blood pressure are introduced. Skills performed by the dental assistant in the specialty areas of Oral Surgery and Endodontics (root canals) are presented, including procedures for the administration of topical and local anesthetics. Students practice acquired skills on training manikins (Typodonts), placing instruments and materials. Children's dentistry (Pedodontics) as a specialty is presented. Related dental terminology is studied. Business and administrative equipment is discussed. Out-of-class activities will be assigned and assessed as part of this module. Prerequisite: None. Lecture Hours: 40 Lab Hours: 40

**Module D – Operatory Dentistry****6.0 Quarter Credits**

This module introduces students to chair-side assisting duties and techniques practiced in general dentistry with emphasis on four-handed dentistry. Students learn how to handle and transfer dental instruments and place materials on models. Properties and manipulation of common dental materials, including amalgam, composites, glass ionomers and sealants, are presented. Students practice procedures such as placement, wedging and removal of Tofflemire retainers, placement of cement bases and liners, and placement of temporary sedative dressing on Typodont manikins. Basic concepts of psychology and communication are discussed with emphasis on helping dental patients overcome anxieties related to dental treatment. Students also study related dental terminology. Students learn patient scheduling as part of front office procedures. Out-of-class activities will be assigned and assessed as part of this module. Prerequisite: None. Lecture Hours: 40 Lab Hours: 40

**Module E – Laboratory Procedures****6.0 Quarter Credits**

In this module, students receive hands-on training in taking impressions and constructing study and master casts. Students are exposed to a variety of impression and gypsum materials and procedures for their use. The casts are then used to practice dental procedures such as the fabrication of custom trays and temporary crowns. Prosthodontics as a specialty is presented with instruction in crown and bridge procedures and full and partial dentures. Students are introduced to dental implants and the various types of mouth guards such as night-guards, sports guards and bleaching trays. Laboratory safety and infection control are presented. Record keeping is presented as front office duty. Related dental terminology is studied. Out-of-class activities will be assigned and assessed as part of this module. Prerequisite: None. Lecture Hours: 40 Lab Hours: 40

**Module F – Dental Anatomy and Orthodontics****6.0 Quarter Credits**

This module focuses on orthodontics as a specialty. Students receive hands-on training in practicing orthodontic measurements, placement of separators and sizing bands and placement and ligation of arch wires. Theory on orthodontic assistant duties, office routine and malocclusion classifications are presented. In addition, students learn to chart the oral conditions of patients in compliance with state guidelines for mouth mirror inspection. Introduction of tooth morphology, oral structures, and oral pathology are presented. Students learn accounts receivables as an important practice of collecting office payments. Related spelling and terminology is studied throughout the module. Out-of-class activities will be assigned and assessed as part of this module. Prerequisite: None. Lecture Hours: 40 Lab Hours: 40

**Module G – Dental Health****6.0 Quarter Credits**

Specialty areas of oral pathology and periodontics are studied. Placement of periodontal surgical dressings is demonstrated and practiced on manikins according to RDA criteria. Preventive dentistry is emphasized. Related areas of nutrition and fluorides are presented. Students are introduced to accounts payable. Related dental terminology is studied. Coronal polish theory and procedures are taught and practiced on manikins (clinical patients practice can be performed under the direct supervision of a licensed dentist where required by state). Out-of-class activities will be assigned and assessed as part of this module. Prerequisite: None. Lecture Hours: 40 Lab Hours: 40

**Module X – Dental Assistant Externship****6.0 Quarter Credits**

This module is 200 hours of unpaid, supervised, practical in-service in a dental office or clinic in which the student practices direct application of all administrative and clinical functions of dental assisting. Prerequisite: Completion of Modules A-G. Lecture Hours: 00 Lab Hours: 00 Other Hours: 200





**MEDICAL ADMINISTRATIVE ASSISTANT**  
*Diploma Program*  
 33 Weeks – 760 Hours – 48 Quarter Credits

V 1.0

The objective of the Medical Administrative Assistant program is to prepare students for entry-level positions as medical administrative assistants in a variety of health care settings. Students study various administrative procedures related to the medical office. Students will learn accounting functions essential to a medical environment, set up patient records and maintain all filing and record keeping, basics of coding with CPT and ICD-9 codes, preparation and processing insurance claims, dictation and transcription, correspondence and mail processing and computerized practice management.

The Medical Administrative Assistant program is designed to prepare students for entry-level positions as medical administrative assistants in a variety of health care settings. Students study various administrative procedures related to the medical office, including patient processing and assessment, processing medical insurance claims, bill collections, and general office procedures utilized in various medical offices. In addition to acquiring manual and hands-on administrative skills, the program is designed to teach students computer and keyboarding skills which enables them to become familiar with the computerized technology that is becoming more visible in the twenty-first century medical office environment.

Medical professionals have come to rely upon well-trained medical administrative assistants for their ability to handle managed-care insurance claims and the general financial functions of the medical office. This diploma prepares the graduate to fill entry-level positions in all medical facilities and insurance companies.

The program is divided into eight learning units called modules. Student must complete modules A through G before starting Module X which is externship. A student can start with any module and continue in any sequence until all seven modules are successfully completed. Modules A through G stands alone as units of study and is not dependent upon previous training. If students do not complete any portion of one of these modules, the entire module must be repeated. Upon successful completion of modules A through G, students participate in a 200-clock hour externship (Module X). Completion of the Medical Administrative Assistant Program is acknowledged by the awarding of a diploma.

Module	Module Title	Total Clock Hours	Quarter Credits
Module A	Office Finance	80	6.0
Module B	Patient Processing and Assisting	80	6.0
Module C	Medical Insurance	80	6.0
Module D	Insurance Plans and Collections	80	6.0
Module E	Office Procedures	80	6.0
Module F	Patient Care and Computerized Practice Management	80	6.0
Module G	Dental Administrative Procedures	80	6.0
Module X	Medical Administrative Assistant Externship	200	6.0
<b>Program Totals:</b>		<b>760</b>	<b>48.0</b>

**Major Equipment:** Autoclave, Calculators, Personal Computers, Patient Examination Table, Stethoscopes, Sphygmomanometer, Transcription Machine

<p><b>Module A - Office Finance</b></p> <p>Module A introduces accounting functions essential to a medical environment. Students learn basic bookkeeping procedures and apply them to a bookkeeping project and accounting system. Students will also complete assignments writing payroll checks and keeping check registers. Patient billing is an integral portion of the module, including tracing delinquent claims and insurance problem solving. Students study essential medical terminology, build on keyboarding and word processing skills, and identify self-directed job search process by learning how to cultivate the right on-the-job attitude, assembling a working wardrobe and identifying the strategies it takes to become the best in your new job so that you can advance in your career. They also learn essential medical terminology. Out-of-class activities will be assigned and assessed as part of this module. Lecture Hours: 40 Labs Hours: 40</p>	<p><b>6.0 Quarter Credits</b></p>
<p><b>Module B - Patient Processing and Assisting</b></p> <p>In Module B, students learn to set up patient records and maintain and organize them manually and electronically. Students locate records management systems and develop skills in alphabetic filing and indexing, and appointment scheduling. The basics of health insurance are introduced, as well the basic of coding with CPT and</p>	<p><b>6.0 Quarter Credits</b></p>

ICD-9 codes. Students are trained in vital signs, and a cardiopulmonary resuscitation (CPR) course is taught. Students study essential medical terminology, build on keyboarding and word processing skills, and learn self-directed job search process by identifying their personal career objective. Out-of-class activities will be assigned and assessed as part of this module.

Lecture Hours: 40 Labs Hours: 40

### **Module C - Medical Insurance**

**6.0 Quarter Credits**

Module C develops student proficiency in preparing and processing insurance claims. Students study insurance programs, including HMOs, PPOs, and worker's compensation plans. National coding systems used for claims processing are studied. Students learn to obtain information from patient charts and ledgers to complete insurance forms accurately. Students are given hypothetical insurance billing situations and select appropriate forms, codes, and procedures to process insurance claims for optimal reimbursement. Office & insurance collection strategies are also included. Students study essential medical terminology, build on keyboarding and word processing skills, and learn the self-directed job search process by developing career networking techniques that will assist you in being successful in the medical field. Out-of-class activities will be assigned and assessed as part of this module.

Lecture Hours: 40 Lab Hours: 40

### **Module D - Insurance Plans and Collections**

**6.0 Quarter Credits**

Module D develops student proficiency in preparing and processing insurance claims. The Medicaid, Medicare, TRICARE, and CHAMPVA programs are discussed. Students learn to obtain information from patient charts and ledgers to complete insurance forms accurately. They also focus on important aspects of the collection process including collection letters, telephone calls, and collection servicing agencies. They will also learn about Occupational Safety and Health Administration (OSHA) standards and the use of universal precautions in the medical office. Medical ethics and law are also included. Students study essential medical terminology, build on keyboarding and word processing skills, and learn self-directed job search process by identifying and demonstrating what a successful job interview contains and how to answer common interview questions accurately. Out-of-class activities will be assigned and assessed as part of this module. Lecture Hours: 40 Lab Hours: 40

### **Module E - Office Procedures**

**6.0 Quarter Credits**

In Module E, students are introduced to dictation and transcription. Emphasis is also placed on correspondence and mail processing, health information management and the medical facility environment. Students will identify disability income insurance and legal issues affecting insurance claims. In addition, students learn about the Health Insurance Accountability and Portability Act (HIPAA). Students study essential medical terminology, build on keyboarding and word processing skills, and learn the self-directed job search by learning how to set their own career goals. Out-of-class activities will be assigned and assessed as part of this module. Lecture Hours: 40 Lab Hours: 40

### **Module F - Patient Care and Computerized Practice Management**

**6.0 Quarter Credits**

Module F emphasizes computerized practice management, including file maintenance, patient records, bookkeeping and insurance. Students will learn the health insurance claim form and managed care systems. Hospital billing is introduced this module. Students will also learn about the history of the healthcare industry and the Medical Assisting Profession. In addition, students learn basic techniques for taking patients vital signs. They learn OSHA standards and the use of universal precautions in the medical office. Students study essential medical terminology, build on keyboarding and word processing skills, and learn self-directed job search process by learning all about how to become and learn from mentoring. Out-of-class activities will be assigned and assessed as part of this module. Lecture Hours: 40 Lab Hours: 40

### **Module G - Dental Administrative Procedures**

**6.0 Quarter Credits**

Module G focuses on basic administrative procedures performed in the dental office. Students learn about the dental health team with emphasis on the tasks performed by the administrative support staff. Specialized procedures including appointment scheduling, bookkeeping, dental charting, processing patients, insurance billing and coding, and law and ethics are presented. Students learn basic dental anatomy and common dental procedures practiced in today's modern dental offices. Students will do vital signs. They discuss interpersonal skills and human relations, telephone techniques, and patient reception techniques. Students build on keyboarding and word processing skills, and learn essential dental terminology and the self-directed job search process by learning how to dress for success. Out-of-class activities will be assigned and assessed as part of this module. Lecture Hours: 40 Lab Hours: 40

### **Module X - Medical Administrative Assistant Externship**

**6.0 Quarter Credits**

Upon successful completion of modules A through G, students participate in a 200-hour externship at an approved facility. This course is 200 hours of supervised, practical, in-service experience in a medical office or clinic in which the student practices direct application of all administrative functions of the medical administrative assistant.

Lecture Hours: 00 Lab Hours: 00 Other Hours: 200



## MEDICAL ASSISTANT

*Diploma Program*

41 Weeks – 920 Hours – 60 Quarter Credits

V 2.0

The Medical Assistant diploma program is designed to prepare students for entry-level positions as medical assistants in a variety of health care settings. Students learn the structure and function of the major body systems in conjunction with medical terminology, diagnostic and therapeutic procedures, computer skills, administrative processes, bookkeeping and accounting practices, and the processing of medical insurance forms and claims.

In recent years, the medical assisting profession has become indispensable to the health care field. Physicians have become more reliant on medical assistants for their front and back office skills. Medical offices and ambulatory care providers, clinics, urgent care centers and insurance providers are seeking their services.

The goal of the Medical Assistant Diploma Program is to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains required and necessary to prepare them for entry level positions such as clinical or administrative assistant, medical receptionist, and medical insurance biller.

### Program Goals

The goal of the Medical Assisting program is to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

### Program Objectives

1. Master administrative and clinical procedures performed in an ambulatory (out-patient) care setting
2. Ascertain patient needs and respond by providing appropriate care per physician's orders
3. Exhibit compliance to scope of legal and regulatory boundaries
4. Conduct self in ethical and professional manner while functioning as an integral member of the healthcare team
5. Prepare to take professional credentialing exam and demonstrate a commitment to life-long learning through professional development to ensure up-to-date knowledge

**Note:** Graduates from a Medical Assistant program that is accredited by either ABHES (Accrediting Bureau of Health Education Schools) or CAAHEP/MAERB (Commission on Accreditation of Allied Health Education Programs/Medical Assisting Education Review Board) are immediately eligible to sit for the RMA Exam (Registered Medical Assistant), CMA Exam (Certified Medical Assistant), NCMA Exam (National Certified Medical Assistant) and CCMA Exam (Certified Clinical Medical Assistant) exams. Candidates who pass the exam are considered Registered Medical Assistants (RMA), Certified Medical Assistants (CMA), National Certified Medical Assistants (NCMA), or Certified Clinical Medical Assistants (CCMA) depending on which certification exam they take.

Graduates of campuses where the Medical Assistant program is not accredited by either ABHES or CAAHEP/MAERB, but are institutionally accredited are immediately eligible to sit for the RMA Exam (Registered Medical Assistant), NCMA Exam (National Certified Medical Assistant) and CCMA Exam (Certified Clinical Medical Assistant) exams.

Module	Module Title	Clock Hours	Quarter Credits
Module MAINTRO	Introduction to Medical Assisting	80	6.0
Module A	Integumentary, Sensory, and Nervous Systems, Patient Care and Communication	80	6.0
Module B	Muscular System, Infection Control, Minor Office Surgery, and Pharmacology	80	6.0
Module C	Digestive System, Nutrition, Financial Management, and First Aid	80	6.0
Module D	Cardiopulmonary Systems, Vital Signs, Electrocardiography, and CPR	80	6.0
Module E	Urinary, Blood, Lymphatic, and Immune Systems and Laboratory Procedures	80	6.0
Module F	Endocrine, Skeletal, and Reproductive Systems, Pediatrics, and Geriatrics	80	6.0
Module G	Medical Law and Ethics, Psychology, and Therapeutic Procedures	80	6.0
Module H	Health Insurance Basics, Claims Processing, and Computerized Billing	80	6.0
Module X	Medical Assistant Diploma Program Externship	200	6.0
	<b>Program Totals:</b>	<b>920</b>	<b>60.0</b>

**Major Equipment:** Autoclave, Microscopes, Calculators, Personal Computers, Electrocardiography Machine, Sphygmomanometers, Examination Tables, Stethoscopes, Hematology Testing Equipment, Surgical Instruments, Mayo Stands, Training Manikins

<p><b>MAINTRO - Introduction to Medical Assisting</b></p>	<p><b>6.0 Quarter Credits</b></p>
<p>Module MAINTRO introduces students to the medical assisting profession, medical terminology, interpersonal skills, study techniques, and basic clinical skills. Students are introduced to the rules needed to build, spell, and pronounce health care terms, basic prefixes, suffixes, word roots, combining forms, and terms associated with body structure and directional terminology. Students study the professional qualities and professional personal appearance of a medical assistant. They learn about the administrative and clinical duties performed by a medical assistant. Additionally, students study the purpose of accreditation and the significance of becoming credentialed professional. Students also study the importance of interpersonal skills and the application of these skills with patients and fellow employees. Students will gain knowledge of basic medical insurance billing, coding concepts, and the use of coding reference books. Students are introduced to the basic clinical skills of obtaining vital signs, drawing and processing blood samples, and preparing and administering injections—procedures that they will continue to practice throughout the remaining modules. Students learn how to use knowledge of multiple intelligences to enhance studying and learning and how to make their personality type work for them. Successful note-taking and listening skills are reviewed, as well as techniques for remembering. Students also gain knowledge of test-taking strategies, including methods that can be used for reducing test anxiety. Out-of-class activities will be assigned and assessed as part of this module. Lecture: 40 Hours Lab: 40 Hours Prerequisite: None</p>	
<p><b>Module A - Integumentary, Sensory, and Nervous Systems, Patient Care and Communication</b></p>	<p><b>6.0 Quarter Credits</b></p>
<p>Module A emphasizes patient care, including physical examinations and procedures related to the eyes and ears, the nervous system, and the integumentary system. Students will have an opportunity to work with and review patient charts and perform front office skills related to records management, appointment scheduling, and bookkeeping. Students gain skills in communication (verbal and nonverbal) when working with patients both on the phone and in person. Students develop working knowledge of basic anatomy and physiology of the special senses (eyes and ears), nervous and integumentary system, common diseases and disorders, and medical terminology related to these systems. Students check vital signs, obtain blood samples, and prepare and administer injections. Also introduced are strategies for dealing with change, setting goals, and getting motivated. Students learn how to prepare an attractive business letter, along with demonstrating increasing speed and accuracy on the computer keyboard and in medical transcription. Students build on their keyboarding and word processing skills related to word processing and spreadsheet programs, with acceptable progress through the identified text(s). Out-of-class activities will be assigned and assessed as part of this module. Lecture: 40 Hours (20 in Theory/10 in Clinical Lab/10 in Computer) Lab: 40 Hours (30 in Clinical Lab/10 in Computer Lab) Prerequisite: MAINTRO</p>	
<p><b>Module B - Muscular System, Infection Control, Minor Office Surgery, and Pharmacology</b></p>	<p><b>6.0 Quarter Credits</b></p>
<p>Module B stresses the importance of asepsis and sterile technique in today's health care environment, along with the proper use of personal protective equipment. Students learn about basic bacteriology and its relationship to infection and disease control. Students identify the purpose and expectations of the Occupational Health and Safety Administration (OSHA) and the Clinical Laboratory Improvement Amendments (CLIA) regarding disease transmission in the medical facility. Students study basic math concepts to prepare for medication dosage calculations. Students learn the principles and various methods of administering medication. Basic pharmacology and the uses, inventory, classification, and effects of therapeutic drugs are included. Students participate in the positioning and draping of patients for various examinations and prepare for assisting with minor office surgical procedures. Students gain knowledge of basic anatomy and physiology of the muscular system, common diseases and disorders, and medical terminology related to this system. Students check vital signs, obtain blood samples, and prepare and administer injections. Also introduced are strategies for setting and accomplishing personal goals, along with how to succeed in accomplishing these goals. Students describe how to handle numbers, symbols, and abbreviations in transcribed material and demonstrate increasing speed and accuracy on the computer keyboard and in medical transcription. Students build on their keyboarding and word processing skills related to word processing and spreadsheet programs, with acceptable progress through the identified text(s). Out-of-class activities will be assigned and assessed as part of this module. Lecture: 40 Hours (20 in Theory/10 in Clinical Lab/10 in Computer) Lab: 40 Hours (30 in Clinical Lab/10 in Computer Lab) Prerequisite: MAINTRO</p>	

**Module C - Digestive System, Nutrition, Financial Management, and First Aid** **6.0 Quarter Credits**

Module C introduces students to the health care environment, office emergencies, and first aid, with an emphasis on bandaging techniques for wounds and injuries. Students will discuss types of disasters and the medical assistant's role in emergency preparedness and assisting during and after a disaster. Students learn bookkeeping procedures, accounts receivable and payable, financial management, banking, and check-writing procedures essential to the successful operation of the medical office. Students study the administrative and clinical uses of the electronic health record. Students develop working knowledge of good health, nutrition, weight control, and strategies in promoting good health in patients. They acquire knowledge of basic anatomy and physiology, common diseases and disorders, and medical terminology of the digestive system. Students check vital signs, obtain blood samples, and prepare and administer injections. They are introduced to strategies for building active reading and comprehension skills, along with techniques for managing time. Students practice transcribing accurate medical record notes and correcting erroneous entries, along with demonstrating increasing speed and accuracy on the computer keyboard and in medical transcription. Students build on their keyboarding and word processing skills related to word processing and spreadsheet programs, with acceptable progress through the identified text(s). Out-of-class activities will be assigned and assessed as part of this module. Lecture: 40 Hours (20 in Theory/10 in Clinical Lab/10 in Computer) Lab: 40 Hours (30 in Clinical Lab/10 in Computer Lab) Prerequisite: MAINTRO

**Module D - Cardiopulmonary Systems, Vital Signs, Electrocardiography, and CPR** **6.0 Quarter Credits**

Module D examines the circulatory and respiratory systems, including the structure and function of the heart and lungs, along with diseases, disorders, diagnostic tests, anatomy and physiology, and medical terminology associated with these systems. Students apply knowledge of the electrical pathways of the heart muscle in preparation for applying electrocardiography leads and recording a 12-lead electrocardiogram (ECG). Students receive instruction in cardiopulmonary resuscitation (CPR) and the use of an automated external defibrillator (AED), which enables them to respond to cardiac emergencies. Students check vital signs and differentiate between normal values for pediatric and adult patients. Students obtain blood samples and prepare and administer injections. Students will discuss how to apply critical and creative thinking skills to analyzing and problem solving in the workplace and everyday life. Students study the preparation of a History and Physical examination report, along with demonstrating increasing speed and accuracy on the computer keyboard and in medical transcription. Students build on their keyboarding and word processing skills related to word processing and spreadsheet programs, with acceptable progress through the identified text(s). Out-of-class activities will be assigned and assessed as part of this module. Lecture: 40 Hours (20 in Theory/10 in Clinical Lab/10 in Computer) Lab: 40 Hours (30 in Clinical Lab/10 in Computer Lab) Prerequisite: MAINTRO

**Module E - Urinary, Blood, Lymphatic, and Immune Systems and Laboratory Procedures** **6.0 Quarter Credits**

Module E introduces microbiology and laboratory procedures commonly performed in a physician's office or medical clinic. Students learn specimen identification, collection, handling and transportation procedures and practice venipuncture and routine diagnostic hematology. Maintenance and care of laboratory equipment and supplies are discussed. Students gain working knowledge of radiology and nuclear medicine, in addition to various radiological examinations and patient preparation for these exams. Anatomy and physiology of the urinary system and the body's immunity, including the structure and functions, as well as common diagnostic exams and disorders related to these systems, is presented. Students perform common laboratory tests, check vital signs, and perform selected invasive procedures. Students learn essential medical terminology related to the body systems and topics introduced in the module. Students learn the skills involved in organizing and writing a paper. Students transcribe miscellaneous medical reports, along with demonstrating increasing speed and accuracy on the computer keyboard and in medical transcription. Students build on their keyboarding and word processing skills related to word processing and spreadsheet programs, with acceptable progress through the identified text(s). Out-of-class activities will be assigned and assessed as part of this module. Lecture: 40 Hours (20 in Theory/10 in Clinical Lab/10 in Computer) Lab: 40 Hours (30 in Clinical Lab/10 in Computer Lab) Prerequisite: MAINTRO

**Module F - Endocrine, Skeletal, and Reproductive Systems, Pediatrics, and Geriatrics** **6.0 Quarter Credits**

Module F covers general anatomy and physiology, including an overview of the study of biology and the various body structures and systems. This module also examines the anatomy, physiology, and functions of the skeletal, endocrine, and reproductive systems, along with medical terminology associated with these systems. Students learn about child growth and development. They develop working knowledge of the skills necessary to assist in a pediatrician's office and learn the important differences that are specific to the pediatric field. Some of the skills students learn in this area are height and weight measurements and restraining techniques used for infants and children. They check vital signs, assist with diagnostic examinations and laboratory tests, and instruct patients regarding health promotion practices. Students gain knowledge of signs and symptoms of possible child abuse or neglect. Students also become familiar with human development across the life span. They will discuss normal

and abnormal changes that are part of the aging process and the medical assistant's responsibilities related to the older person. Students check vital signs, obtain blood samples, and prepare and administer injections. Students discuss the importance of the ability to compose business documents and reports and practice composing business documents and emails. Students demonstrate increasing speed and accuracy on the computer keyboard and in medical transcription. Students build on their keyboarding and word processing skills related to word processing and spreadsheet programs, with acceptable progress through the identified text(s). Out-of-class activities will be assigned and assessed as part of this module. Lecture: 40 Hours (20 in Theory/10 in Clinical Lab/10 in Computer) Lab: 40 Hours (30 in Clinical Lab/10 in Computer Lab) Prerequisite: MAINTRO

**Module G - Medical Law, and Ethics, Psychology, and Therapeutic Procedures** **6.0 Quarter Credits**

Module G covers the history and science of the medical field, as well as the medical assisting profession. Students gain working knowledge of concepts related to patient reception in the medical office and preparing for the day. They discuss the importance of professional behavior in the workplace. Students learn what it takes to become an office manager and the responsibilities an office manager has to the office, the staff, and the physician. Students are introduced to medical office safety, security, and emergency provisions. They study how to maintain equipment and inventory. The functions of computers in the medical office are discussed. Students also talk about the role ergonomics plays in the health of the staff and patients. Students learn how to provide mobility assistance and support to patients with special physical and emotional needs, and various physical therapy modalities are discussed. Also introduced are the basic principles of psychology, psychological disorders, diseases, available treatments, and medical terminology related to mental and behavioral health. Medical law and ethics in relation to health care are discussed. Skills and attitudes necessary for success in the workforce are introduced, along with how to create a résumé, and follow through with the job search. Students check vital signs, obtain blood samples, and prepare and administer injections. Students demonstrate increasing speed and accuracy on the computer keyboard and build on their keyboarding and word processing skills related to word processing and spreadsheet programs, with acceptable progress through the identified text(s). Out-of-class activities will be assigned and assessed as part of this module. Lecture: 40 Hours (20 in Theory/10 in Clinical Lab/10 in Computer) Lab: 40 Hours (30 in Clinical Lab/10 in Computer Lab) Prerequisite: MAINTRO

**Module H – Health Insurance Basics, Claims Processing, and Computerized Insurance**

**Billing**

**6.0 Quarter Credits**

Module H introduces students to insurance billing and provides an in-depth exposure to diagnostic and procedural coding. Students gain working knowledge of the major medical insurances and claims form processing. They are introduced to types and sources of insurance, health insurance basics, traditional insurance plans, managed care, Medicare, Medicaid, military carriers, and Worker's Compensation and Disability insurance. This module covers the format of the ICD-9-CM manual, the CPT-4 and HCPCS manuals, and their relationship to the process of insurance claims submission. Patient expectations of the medical practice in regard to billing and collections and patient confidentiality are covered. Students gain knowledge of how to enter patient information and schedule appointments electronically, along with processing insurance claims both manually and electronically. Students continue to develop basic clinical skills by taking vital signs, obtaining blood samples, and preparing and administering injections. Out-of-class activities will be assigned and assessed as part of this module. Lecture: 40 Hours (20 in Theory/10 in Clinical Lab/10 in Computer) Lab: 40 Hours (30 in Clinical Lab/10 in Computer Lab) Prerequisite: MAINTRO

**Module X - Medical Assistant Diploma Program Externship**

**6.0 Quarter Credits**

Upon successful completion of all modules, medical assistant students participate in a 200-hour externship at an approved facility. The externship provides the student an opportunity to apply principles and practices learned in the program and utilize entry-level medical assisting skills in working with patients. Medical Assistant diploma program externs work under the direct supervision of qualified personnel at the participating externship sites, and under general supervision of the school staff. Supervisory personnel at the site evaluate externs at 100 and 200-hour intervals. Completed evaluation forms are placed in the students' permanent records. Students must successfully complete their externship experience in order to fulfill requirements for graduation. Lecture: 00 Hours Lab: 00 Hours Externship: 200 Prerequisite: MAINTRO, Modules A-H



## MEDICAL INSURANCE BILLING AND CODING

*Diploma Program*

33 Weeks – 760 Hours – 48 Quarter Credits

V 2.0

Medical Insurance Billing and Coding professionals perform a variety of administrative health information functions, including those associated with organizing, analyzing, and technically evaluating health insurance claim forms and coding diseases, surgeries, medical procedures, and other therapies for billing and collection.

The objective of the Medical Insurance Billing and Coding program is to provide the student with the appropriate didactic theory and hands-on skills necessary to prepare them for entry-level positions as medical insurance billers and coders in today's health care offices, clinics, and facilities. Students will study diagnostic and procedural terminology as it relates to the accurate completion of medical insurance claims. Utilizing a format of medical specialties, relevant terms will also be introduced and studied.

The Medical Insurance Billing and Coding program is a 760 clock hour/48.0 credit unit course of study, consisting of seven individual learning units, called modules. Students are required to complete all modules, starting with Module MEDINTRO and continuing in any sequence until all seven modules have been completed. After the MEDINTRO Introductory Module is completed, the remaining six modules stand alone as units of study. If students do not complete any portion of one of these modules, the entire module must be repeated. Upon successful completion all modules, students participate in an externship. This consists of 200 clock hours of hands-on experience working either in a tutorial classroom setting called a practicum or in an outside facility in the field of medical insurance billing and coding.

Module Code	Module Title	Clock Hours	Quarter Credits
MEDINTRO	Introduction to Medical Terminology, Keyboarding, Word Processing, Basic Math, Insurance Coding, and Administrative Duties of Medical Personnel	80	6.0
MIBCL	Anatomy & Physiology, Medical Terminology, Diagnostic and Procedural Coding of the Cardiovascular and Lymphatic Systems	80	6.0
MIBGU	Anatomy & Physiology, Medical Terminology, Diagnostic and Procedural Coding of the Genitourinary System	80	6.0
MIBIE	Anatomy & Physiology, Medical Terminology, Diagnostic and Procedural Coding of the Integumentary and Endocrine Systems, and Pathology	80	6.0
MIBMS	Anatomy & Physiology, Medical Terminology, Diagnostic and Procedural Coding of the Musculoskeletal System	80	6.0
MIBRG	Anatomy & Physiology, Medical Terminology, Diagnostic and Procedural Coding of the Respiratory and Gastrointestinal Systems	80	6.0
MIBSN	Anatomy & Physiology, Medical Terminology, Diagnostic and Procedural Coding of the Sensory and Nervous Systems, and Psychology	80	6.0
MIBPC	Practicum –OR–	200	6.0
MIBXT	Externship		
<b>Program Totals:</b>		<b>760</b>	<b>48.0</b>

### **MEDINTRO – Introduction to Medical Terminology, Keyboarding, Word Processing, Basic Math, Insurance Coding, and Administrative Duties of Medical Personnel**

**6.0 Quarter Credits**

This module presents basic prefixes, suffixes, word roots, combining forms, special endings, plural forms, abbreviations, and symbols. Also covered is medical jurisprudence and medical ethics. Legal aspects of office procedure are covered, including a discussion of various medical/ethical issues in today's medical environment. Students will learn basic computer skills and acquire knowledge of basic medical insurance billing and coding. Students are provided exposure to computer software applications used in the health care environment including basic keyboarding, Word and Excel. In addition, basic guidelines and coding conventions in ICD-9 and CPT are covered with focus on the professional (outpatient) guidelines, as well as an introduction to the use of the coding reference books. Basic math is introduced. Career skills and development of proper study and homework habits are introduced as well as professionalism needed in the healthcare environment. Out-of-class activities will be assigned and assessed as part of this module. Prerequisite: None. Lecture Hours: 40 Lab Hours: 40



**MIBCL – Anatomy & Physiology, Medical Terminology, Diagnostic and Procedural Coding of the Cardiovascular and Lymphatic Systems** **6.0 Quarter Credits**

This module presents a study of basic medical terminology focused on the cardiovascular system and the lymphatic system. A word-building systems approach is used to learn word parts for constructing or analyzing new terms. Emphasis is placed on spelling, definition, usage, and pronunciation. Abbreviations are introduced as related terms are presented within the module. A study of the human body's diseases and disorders, including signs, symptoms, etiology, diagnosis, and treatment, is accomplished following the modular subject areas. Students are provided exposure to computer software applications used in the health care environment, including medical billing software, Word and Excel. The major medical insurances and claims form processing is presented in an ongoing approach to build this skill set. It will include information on national and other common insurance plans as well as claim form completion and ICD and CPT coding. Problem solving and managed care systems will also be discussed. Daily financial practices to include patient fee determining, credit arrangements and bookkeeping and bank-keeping procedures will be discussed. Computer use in the ambulatory environment will also be taught. Basic and advanced guidelines and coding conventions in CPT will be taught with focus on the professional (outpatient) guidelines. The evaluation and management documentation guidelines will be discussed, as well as the proper use of modifiers. Basic guidelines and coding conventions in ICD-9-CM diagnosis coding and medical necessity with CPT pairing will be stressed, as well as the use of a natural language encoder program. Various aspects of pharmacology will be discussed including a study of the medications prescribed for the treatment of illnesses and diseases within the modular subject area. Included in this are drug actions and medication uses in relation to body systems and medical terminology. To prepare the student to comprehend the complexity of the health care system and the life cycle of a medical practice, areas that will be discussed include personnel management, compliance, technology, and the many roles of office management. Out-of-class activities will be assigned and assessed as part of this module. Prerequisite: MEDINTRO Lecture Hours: 40 Lab Hours: 40

**MIBGU – Anatomy & Physiology, Medical Terminology, Diagnostic and Procedural Coding of the Genitourinary System** **6.0 Quarter Credits**

This module presents a study of basic medical terminology focused on the genitourinary system. A word-building systems approach is used to learn word parts for constructing or analyzing new terms. Emphasis is placed on spelling, definition, usage, and pronunciation. Abbreviations are introduced as related terms are presented within the module. A study of the human body's diseases and disorders, including signs, symptoms, etiology, diagnosis, and treatment, is accomplished following the modular subject areas. Students are provided exposure to computer software applications used in the health care environment, including medical billing software, Word and Excel. The major medical insurances and claims form processing is presented in an ongoing approach to build this skill set. It will include information on national and other common insurance plans as well as claim form completion and ICD and CPT coding. Problem solving and managed care systems will also be discussed. Daily financial practices to include patient fee determining, credit arrangements and bookkeeping and bank-keeping procedures will be discussed. Computer use in the ambulatory environment will also be taught. Basic and advanced guidelines and coding conventions in CPT will be taught with focus on the professional (outpatient) guidelines. The evaluation and management documentation guidelines will be discussed, as well as the proper use of modifiers. Basic guidelines and coding conventions in ICD-9-CM diagnosis coding and medical necessity with CPT pairing will be stressed, as well as the use of a natural language encoder program. Various aspects of pharmacology will be discussed including a study of the medications prescribed for the treatment of illnesses and diseases within the modular subject area. Included in this are drug actions and medication uses in relation to body systems and medical terminology. To prepare the student to comprehend the complexity of the health care system and the life cycle of a medical practice, areas that will be discussed include personnel management, compliance, technology, and the many roles of office management. Out-of-class activities will be assigned and assessed as part of this module. Prerequisite: MEDINTRO Lecture Hours: 40 Lab Hours: 40

**MIBIE – Anatomy & Physiology, Medical Terminology, Diagnostic and Procedural Coding of the Integumentary and Endocrine Systems, and Pathology** **6.0 Quarter Credits**

This module presents a study of basic medical terminology focused on the integumentary system, the endocrine system, and pathology. A word-building systems approach is used to learn word parts for constructing or analyzing new terms. Emphasis is placed on spelling, definition, usage, and pronunciation. Abbreviations are introduced as related terms are presented within the module. A study of the human body's diseases and disorders, including signs, symptoms, etiology, diagnosis, and treatment, is accomplished following the modular subject areas. Students are provided exposure to computer software applications used in the health care environment, including medical billing software, Word and Excel. The major medical insurances and claims form processing is presented in an ongoing approach to build this skill set. It will include information on national and other common insurance plans as well as claim form completion and ICD and CPT coding. Problem solving and managed care systems will also be discussed. Daily financial practices to include patient fee determining, credit arrangements and bookkeeping and bank-keeping procedures will be discussed. Computer use in the ambulatory environment will also be taught. Basic and advanced guidelines and coding conventions in CPT will be taught with focus on the

professional (outpatient) guidelines. The evaluation and management documentation guidelines will be discussed, as well as the proper use of modifiers. Basic guidelines and coding conventions in ICD-9-CM diagnosis coding and medical necessity with CPT pairing will be stressed, as well as the use of a natural language encoder program. Various aspects of pharmacology will be discussed including a study of the medications prescribed for the treatment of illnesses and diseases within the modular subject area. Included in this are drug actions and medication uses in relation to body systems and medical terminology. To prepare the student to comprehend the complexity of the health care system and the life cycle of a medical practice, areas that will be discussed include personnel management, compliance, technology, and the many roles of office management. Out-of-class activities will be assigned and assessed as part of this module. Prerequisite: MEDINTRO Lecture Hours: 40 Lab Hours: 40

**MIBMS – Anatomy & Physiology, Medical Terminology, Diagnostic and Procedural Coding of the Musculoskeletal System** **6.0 Quarter Credits**

This module presents a study of basic medical terminology focused on the musculoskeletal system. A word-building systems approach is used to learn word parts for constructing or analyzing new terms. Emphasis is placed on spelling, definition, usage, and pronunciation. Abbreviations are introduced as related terms are presented within the module. A study of the human body's diseases and disorders, including signs, symptoms, etiology, diagnosis, and treatment, is accomplished following the modular subject areas. Students are provided exposure to computer software applications used in the health care environment, including medical billing software, Word and Excel. The major medical insurances and claims form processing is presented in an ongoing approach to build this skill set. It will include information on national and other common insurance plans as well as claim form completion and ICD and CPT coding. Problem solving and managed care systems will also be discussed. Daily financial practices to include patient fee determining, credit arrangements and bookkeeping and bank-keeping procedures will be discussed. Computer use in the ambulatory environment will also be taught. Basic and advanced guidelines and coding conventions in CPT will be taught with focus on the professional (outpatient) guidelines. The evaluation and management documentation guidelines will be discussed, as well as the proper use of modifiers. Basic guidelines and coding conventions in ICD-9-CM diagnosis coding and medical necessity with CPT pairing will be stressed, as well as the use of a natural language encoder program. Various aspects of pharmacology will be discussed including a study of the medications prescribed for the treatment of illnesses and diseases within the modular subject area. Included in this are drug actions and medication uses in relation to body systems and medical terminology. To prepare the student to comprehend the complexity of the health care system and the life cycle of a medical practice, areas that will be discussed include personnel management, compliance, technology, and the many roles of office management. Out-of-class activities will be assigned and assessed as part of this module. Prerequisite: MEDINTRO Lecture Hours: 40 Lab Hours: 40

**MIBRG – Anatomy & Physiology, Medical Terminology, Diagnostic and Procedural Coding of the Respiratory and Gastrointestinal Systems** **6.0 Quarter Credits**

This module presents a study of basic medical terminology focused on the respiratory system and the gastrointestinal system. A word-building systems approach is used to learn word parts for constructing or analyzing new terms. Emphasis is placed on spelling, definition, usage, and pronunciation. Abbreviations are introduced as related terms are presented within the module. A study of the human body's diseases and disorders, including signs, symptoms, etiology, diagnosis, and treatment, is accomplished following the modular subject areas. Students are provided exposure to computer software applications used in the health care environment, including medical billing software, Word and Excel. The major medical insurances and claims form processing is presented in an ongoing approach to build this skill set. It will include information on national and other common insurance plans as well as claim form completion and ICD and CPT coding. Problem solving and managed care systems will also be discussed. Daily financial practices to include patient fee determining, credit arrangements and bookkeeping and bank-keeping procedures will be discussed. Computer use in the ambulatory environment will also be taught. Basic and advanced guidelines and coding conventions in CPT will be taught with focus on the professional (outpatient) guidelines. The evaluation and management documentation guidelines will be discussed, as well as the proper use of modifiers. Basic guidelines and coding conventions in ICD-9-CM diagnosis coding and medical necessity with CPT pairing will be stressed, as well as the use of a natural language encoder program. Various aspects of pharmacology will be discussed including a study of the medications prescribed for the treatment of illnesses and diseases within the modular subject area. Included in this are drug actions and medication uses in relation to body systems and medical terminology. To prepare the student to comprehend the complexity of the health care system and the life cycle of a medical practice, areas that will be discussed include personnel management, compliance, technology, and the many roles of office management. Out-of-class activities will be assigned and assessed as part of this module. Prerequisite: MEDINTRO Lecture Hours: 40 Lab Hours: 40

**MIBSN – Anatomy & Physiology, Medical Terminology, Diagnostic and Procedural Coding of the Sensory and Nervous Systems, and Psychology** **6.0 Quarter Credits**

This module presents a study of basic medical terminology focused on the sensory system, the nervous system, and psychology. A word-building systems approach is used to learn word parts for constructing or analyzing new

terms. Emphasis is placed on spelling, definition, usage, and pronunciation. Abbreviations are introduced as related terms are presented within the module. A study of the human body's diseases and disorders, including signs, symptoms, etiology, diagnosis, and treatment, is accomplished following the modular subject areas. Students are provided exposure to computer software applications used in the health care environment, including medical billing software, Word and Excel. The major medical insurances and claims form processing is presented in an ongoing approach to build this skill set. It will include information on national and other common insurance plans as well as claim form completion and ICD and CPT coding. Problem solving and managed care systems will also be discussed. Daily financial practices to include patient fee determining, credit arrangements and bookkeeping and bank-keeping procedures will be discussed. Computer use in the ambulatory environment will also be taught. Basic and advanced guidelines and coding conventions in CPT will be taught with focus on the professional (outpatient) guidelines. The evaluation and management documentation guidelines will be discussed, as well as the proper use of modifiers. Basic guidelines and coding conventions in ICD-9-CM diagnosis coding and medical necessity with CPT pairing will be stressed, as well as the use of a natural language encoder program. Various aspects of pharmacology will be discussed including a study of the medications prescribed for the treatment of illnesses and diseases within the modular subject area. Included in this are drug actions and medication uses in relation to body systems and medical terminology. To prepare the student to comprehend the complexity of the health care system and the life cycle of a medical practice, areas that will be discussed include personnel management, compliance, technology, and the many roles of office management. Out-of-class activities will be assigned and assessed as part of this module. Prerequisite: MEDINTRO Lecture Hours: 40 Lab Hours: 40

**Once a student has completed all modules, he or she will be placed in their final module of training, as chosen by the school administration, in an on-campus practicum experience or out in the field in an approved externship facility.**

**MIBPC – Practicum**

**6.0 Quarter Credits**

Upon successful completion of Modules MEDINTRO, MIBCL, MIBGU, MIBIE, MIBMS, MIBRG, and MIBSN, Medical Insurance Billing and Coding students participate in a 200 hour practicum on-campus. The practicum provides the student an opportunity to apply principles and practices learned in the program and utilize entry-level skills in working with insurance companies and processing claims. Medical insurance billing and coding students work under the direct supervision of the school staff. Students are evaluated by an instructor or Department Chair at 100 and 200 hour intervals. Completed evaluation forms are placed in the students permanent records. Students must successfully complete their practicum experience in order to fulfill requirements for graduation. Prerequisite: Successful completion of Modules MEDINTRO, MIBCL, MIBGU, MIBIE, MIBMS, MIBRG, and MIBSN. Lecture Hours: 00 Lab Hours: 00 Other Hours: 200

**MIBXT – Externship**

**6.0 Quarter Credits**

Upon successful completion of Modules MEDINTRO, MIBCL, MIBGU, MIBIE, MIBMS, MIBRG, and MIBSN, medical insurance billing/coding students participate in a 200-hour unpaid externship. Students are expected to work a full-time (40 hours per week) schedule if possible. Serving in an externship at an approved facility gives externs an opportunity to work with the principles and practices learned in the classroom. Externs work under the direct supervision of qualified personnel in participating institutions and under general supervision of the school staff. Supervisory personnel will evaluate externs at 100 and 200-hour intervals. Completed evaluation forms are placed in the students' permanent records. Students must successfully complete their externship training in order to fulfill requirements for graduation. Prerequisite: Successful completion of Modules MEDINTRO, MIBCL, MIBGU, MIBIE, MIBMS, MIBRG, and MIBSN. Lecture Hours: 00 Lab Hours: 00 Other Hours: 200



## PHARMACY TECHNICIAN

### *Diploma Program*

34 Weeks – 800 Hours – 50 Quarter Credits

V 1.0

The Pharmacy Technician diploma program provides both technical and practical training which will enable the technician, upon certification, licensure or registration, to function as a competent entry-level pharmacy technician to the licensed pharmacist. The program provides the student with the basic knowledge of and practice in pharmacy calculations, drug distribution systems, and preparation of sterile dosage forms. Computer skills necessary in pharmacy practice will be utilized and both pharmaceutical and medical terminology and anatomy and physiology, are also covered. The program emphasizes theory, as well as hands-on practice, followed by an externship which prepares the student for the actual work setting. Upon completion of this program, the graduate will be fully prepared to take the national pharmacy technician certification exam offered by the Pharmacy Technician Certification Board (PTCB).

Pharmacy services have expanded and grown at an accelerated rate. Pharmacy Technicians play a major role in pharmacy operations and in the overall healthcare work force. As pharmacy services continue to grow, with new services being offered, new drugs entering the market, and as comprehensive drug information becomes a necessity, the need for highly-trained pharmacy technicians increases.

Many of the traditional pharmacy functions, once performed by pharmacists, are now being performed by pharmacy technicians. Today's pharmacy technician has assumed a position which supports and enhances the progressive direction taken by pharmacy. The technician has also become the key person in assuring the smooth uninterrupted functioning of traditional pharmacy services.

Pharmacy is a dynamic field requiring an ongoing learning process. Graduates from this training program will become active participants in this growing field by exhibiting competence through knowledge and skills learned through the school.

This 800 Clock Hour/50.0 Credit Units program of study consists of seven individual learning units, plus a hands-on clinical experience, called an externship. Each of these "modules," as they are referred to, stands alone as a unit of study and is not dependent upon previous training. If students do not complete any portion of a module, the entire module must be repeated. Students may enter the program at the beginning of any module and continue through the sequence until all modules have been completed. Upon completion of the seven classroom modules, the students participate in a 240-clock-hour-externship. Students will spend 50% of time in lecture and 50% of time in lab.

Module	Module Title	Total Contact Hours	Quarter Credits
Module A	Administration of Medications and Pharmacology of the Endocrine/Lymphatic Systems	80	6.0
Module B	Aspects of Retail Pharmacy and Pharmacology of the Nervous System	80	6.0
Module C	History and Ethics of Pharmacy and Pharmacology of the Respiratory System & Nuclear Oncology Pharmacy Practice	80	6.0
Module D	Infection Control, Medication Errors and Alternative Medicine and Pharmacology of the Integumentary System and Senses	80	6.0
Module E	Administrative Aspects of the Pharmacy Technician & Pharmacology of the G.I. and Muscular System	80	6.0
Module F	Aspects of Hospital Pharmacy and Pharmacology of the Urinary and Reproductive System	80	6.0
Module G	Home Health Care, Pharmacy Operations and Pharmacology of the Cardiovascular, Circulatory and Skeletal System	80	6.0
Module X	Clinical Externship	240	8.0
	<b>Program Totals:</b>	<b>800</b>	<b>50.0</b>

**Module A - Administration of Medications and Pharmacology of the Endocrine and Lymphatic Systems**

**6.0 Quarter Credits**

This module is designed to provide the student with an overall understanding of medication administration, safety and quality assurance. Included in this course is an overview and historical development of pharmacy. Body systems are covered in this module which includes the Endocrine and Lymphatic systems, and medications used to treat conditions of the endocrine system. Repackaging and compounding will be discussed and performed. Included in this course is use of policy and procedure manuals, materials management of pharmaceuticals, the pharmacy formulary system, computer applications in drug-use control, and receiving and processing medication orders. Preparation and utilization of patient profiles, handling medications, storage and delivery of drug products, records management and inventory control, and compensation and methods of payment for pharmacy services are discussed. Conversions and calculations used by pharmacy technicians will be discussed along with drug dosages in units and working with compounds, admixtures, and parenteral and IV medications. Hands-on skills in the laboratory practice setting are performed. Lecture Hours: 40 Lab Hours: 40

**Module B - Aspects of Retail Pharmacy and Pharmacology of the Nervous System**

**6.0 Quarter Credits**

This module is designed to provide the student with responsibilities of a technician filling prescriptions, including the information required to fill prescription and typing the prescription label. This module also covers how to read a drug label. Medications for the Respiratory and Nervous system are covered including a study of medications for neurological conditions, mental disorders and a discussion on muscle relaxants. This module will include C.P.R. certification. Hands-on skills in the laboratory practice setting are performed. Lecture Hours: 40 Lab Hours: 40

**Module C - History and Ethics of Pharmacy and Pharmacology of the Respiratory System & Nuclear and Oncology Pharmacy Practice**

**6.0 Quarter Credits**

This module is designed to introduce the student to the professional aspects of working in pharmacy technology. Subjects covered include a history of and changing roles of pharmacists and pharmacy technicians. This module covers the Law and Ethics of Pharmacy which includes the Food and Drug Act, the 1970 Comprehensive Drug Abuse Prevention and Control Act, and other modern-day drug legislation. The respiratory system is discussed along with medications for respiratory tract disorders. Oncology agents are covered in this module along with HIV/AIDS. Calculations and dimensional analysis of drug dosages are covered. Hands-on skills in the laboratory practice setting are performed. Lecture Hours: 40 Lab Hours: 40

**Module D - Infection Control, Medication Errors and Alternative Medicine and Pharmacology of the Integumentary System and Senses**

**6.0 Quarter Credits**

This module covers pharmacy technician registration and certification, including professionalism and communication in the pharmacy setting. Over-the-Counter medications, vitamins and skin care products are discussed in this module. Medications for the integumentary system are covered along with a discussion on medication calculations for the elderly. Also covered in this module are medications used for disorders of the eyes and ears. Students learn the most common medication errors, alternative medication and food & drug interactions. Hands-on skills in the laboratory practice setting are performed. Lecture Hours: 40 Lab Hours: 40

**Module E - Administrative Aspects of the Pharmacy Technician & Pharmacology of the G.I. and Muscular System**

**6.0 Quarter Credits**

In this module, emphasis is placed on the role and responsibilities of the pharmacy technician regarding parenteral dosages, including using proportions in calculating drug dosages for pediatrics. This module is designed to provide the student with an overall understanding of the administrative aspects and hands-on applications involved in working in a pharmacy. Medications for the G.I. and Musculoskeletal System are covered along with medications for disorders of the musculoskeletal system, as well as a study of general operations of pharmacies at different settings. Subjects covered include safety in the workplace, using computers in the pharmacy, communications and interpersonal relations within the pharmacy. Students will learn about migraine headaches, analgesics and drugs for NSAID. Use of computers in the pharmacy practice setting is covered. Hands-on skills in the laboratory practice setting are performed. Lecture Hours: 40 Lab Hours: 40

**Module F - Aspects of Hospital Pharmacy and Pharmacology of the Urinary and Reproductive System**

**6.0 Quarter Credits**

This module is designed to provide the student with an overall understanding of anatomy and physiology as it relates to the Urinary and Reproductive Systems. Students will learn common tasks performed by pharmacy technicians in the hospital practice setting, including policies and procedures, responsibilities of the inpatient pharmacy technician, and specific State requirements regulating the use of pharmacy technicians in various States. Students will familiarize themselves with intravenous flow rates of large volume and small volume IV, infusion of IV Piggybacks, and the use of a Heparin lock. Critical Care flow rates and automated medication dispensing systems are discussed and calculated. Hands-on skills in the laboratory practice setting are performed. Lecture Hours: 40 Lab Hours: 40

**Module G - Home Health Care, Pharmacy Operations and Pharmacology of the Cardiovascular, Circulatory and Skeletal System** **6.0 Quarter Credits**

This module is designed to familiarize the student with all aspects of home health care, mail order pharmacy/E-Pharmacy, and long term care pharmacy. Also covered in this module is drug distribution systems utilized in the pharmacy to include pharmacy stocking and billing, inventory and purchasing. This module will provide students with the understanding of the cardiovascular, circulatory and skeletal system and discuss medications for circulatory disorders and medications for the skeletal system. Hands-on skills in the laboratory practice setting are performed. Lecture Hours: 40 Lab Hours: 40

**Module X - Clinical Externship** **8.0 Quarter Credits**

This 240-hour module is designed to provide the student with supervised, practical hands-on and observational experiences in the working pharmacy. Students will be expected to gain experiences in either a hospital pharmacy or a community (retail) pharmacy. Students will gain exposure to "on-the-job" experiences and training in the pharmacy setting and practice of skills, gaining experiences in all aspects of drug preparation, and distribution utilized by participating sites. Lecture Hours: 00 Lab Hours: 00 Other Hours: 240

## ZENITH EDUCATION GROUP

The following schools are owned by Zenith Education Group:	
<p><b>Everest College</b></p> <ul style="list-style-type: none"> <li>• Arlington (Mid Cities), TX (additional location of Everest College, Springfield, MO)</li> <li>• Aurora, CO (additional location of Everest College, Thornton, CO)</li> <li>• Atlanta West, GA (branch of Everest Institute, Southfield, MI)</li> <li>• Bremerton, WA (main campus)</li> <li>• Chesapeake, VA (additional location of Everest College, Newport News, VA)</li> <li>• Colorado Springs, CO (main campus)</li> <li>• Dallas, TX (additional location of Everest College, Portland, OR)</li> <li>• Everett, WA (additional location of Everest College, Bremerton, WA)</li> <li>• Fort Worth South, TX (additional location of Everest College, Colorado Springs, CO)</li> <li>• Henderson, NV (main campus)</li> <li>• Kansas City, MO (additional location of Everest University, Pompano Beach)</li> <li>• Newport News, VA (main campus)</li> <li>• Portland, OR (main campus)</li> <li>• Renton, WA (main campus)</li> <li>• Seattle, WA (main campus)</li> <li>• Springfield, MO (main campus)</li> <li>• Tacoma, WA (additional location of Everest College, Bremerton, WA)</li> <li>• Thornton, CO (main campus)</li> <li>• Vancouver, WA (additional location of Everest College, Portland, OR)</li> <li>• Woodbridge, VA (additional location of Everest College, Seattle, WA)</li> </ul> <p><b>Everest Institute</b></p> <ul style="list-style-type: none"> <li>• Austin, TX (branch of Everest Institute, Southfield, MI)</li> <li>• Dearborn, MI (branch of Everest Institute, Southfield, MI)</li> <li>• Detroit, MI (branch of Everest Institute, Southfield, MI)</li> <li>• Gahanna, OH (branch of Everest Institute, Southfield, MI)</li> <li>• Houston (Bissonnet), TX (branch of Everest College, Renton, WA)</li> <li>• Houston (Greenspoint), TX (branch of Everest Institute, San Antonio, TX)</li> </ul>	<ul style="list-style-type: none"> <li>• Houston (Hobby), TX (branch of Everest Institute, San Antonio, TX)</li> <li>• Jonesboro, GA (branch of Everest Institute, Southfield, MI)</li> <li>• Marietta, GA (branch of Everest Institute, Southfield, MI)</li> <li>• Norcross, GA (branch of Everest Institute, Southfield, MI)</li> <li>• Pittsburgh, PA (main campus)</li> <li>• Portland (Tigard), OR (additional location of Everest College, Seattle, WA)</li> <li>• San Antonio, TX (main campus)</li> <li>• Southfield, MI (main campus)</li> <li>• South Plainfield, NJ (branch of Everest Institute, Southfield, MI)</li> </ul> <p><b>Everest University</b></p> <ul style="list-style-type: none"> <li>• Tampa (Brandon), FL (additional location of Everest University North Orlando, FL)</li> <li>• Jacksonville, FL (additional location of Everest University, North Orlando, FL)</li> <li>• Lakeland, FL (additional location of Everest University, North Orlando, FL)</li> <li>• Largo, FL (additional location of Everest University, North Orlando, FL)</li> <li>• Melbourne, FL (additional location of Everest University, North Orlando, FL)</li> <li>• North Orlando, FL (main campus)</li> <li>• Orange Park, FL (additional location of Everest University, North Orlando, FL)</li> <li>• Pompano Beach, FL (additional location of Everest University, North Orlando, FL)</li> <li>• South Orlando, FL (additional location of Everest University, North Orlando, FL)</li> <li>• Tampa, FL (additional location of Everest University, North Orlando, FL)</li> </ul> <p><b>WyoTech</b></p> <ul style="list-style-type: none"> <li>• Blairsville, PA (branch of WyoTech, Laramie, WY)</li> <li>• Daytona Beach, FL (main campus)</li> <li>• Laramie, WY (main campus)</li> </ul>

## STATEMENT OF OWNERSHIP

This campus is owned and operated by Zenith Education Group, Inc. (Zenith), a Delaware nonprofit corporation. Zenith's sole member is ECMC Group, Inc., a Delaware nonprofit corporation. Corporate offices for Zenith and ECMC Group are located at:

1 Imation Place  
Building 2  
Oakdale, MN 55128

ECMC Group	
Directors	Officers
John DePodesta, Chair	David Hawn, President and CEO
Gary Cook	Greg Van Guilder, Chief Financial Officer and Treasurer
Roberta Cooper Ramo	Dan Fisher, General Counsel and Corporate Secretary
David Hawn	
I. King Jordan	
James McKeon	
Jack O'Connell	
Maurice Salter	
Zenith Education Group	
Directors	Officers
John DePodesta, Chair	David Hawn, President
Gary Cook	Greg Van Guilder, Treasurer
Roberta Cooper Ramo	Dan Fisher, Secretary
David Hawn	Dr. Mary Ostrye, Provost
I. King Jordan	
James McKeon	
Jack O'Connell	
Maurice Salter	

## ADMINISTRATION

Administration	
Elyane Harney	Campus President
Jairlyn Volentine	Admissions Manager
Jennifer Putman	Director of Education
Natalie Erickson	Director of Finance
Hector Porras	Career Services Manager

## CATALOG SUPPLEMENT

See the catalog supplement for information related to the faculty listing.



## TUITION AND FEES

Programs	Program Length	Credit Units	Tuition	Textbooks and Equipment (estimated)
Dental Assistant	33 Weeks	48	\$13,356	\$966
Medical Administrative Assistant	33 Weeks	48	\$13,035	\$1,950
Medical Assistant	41 Weeks	60	\$14,117	\$2,186
Medical Insurance Billing and Coding	33 Weeks	48	\$12,270	\$1,930
Pharmacy Technician	34 Weeks	50	\$13,562	\$1,051

Book Price effective July 1, 2015

**This modular tuition table only applies to:**

1. **New enrolling students.** A new student is defined as a student who has never attended a Zenith Education Group school or has graduated and enrolled in a new program; or
2. **Re-entering students who have withdrawn and are re-entering greater than 180 days from their withdrawal date** (The withdrawn time period is calculated from the student's withdrawal date to the new module or term start date.)

**Note:** Students re-entering the same program version within 180 days from their NSLDS withdrawal date will be charged at the cost per credit/quarter reflected on the enrollment agreement from the most recent prior period of enrollment.

**For students who have withdrawn and are re-entering within 180 days, the following tuition charges apply:**

Same Program (Same / New Program Version):

Will be charged tuition at the original tuition rate reflected on the original enrollment agreement less the amount charged on the prior period of enrollment (Charges plus or minus any tuition adjustments).

Same Program (New Program Version of Different Credits / Length of Program):

Will be charged tuition at the current catalog rate for the program of enrollment less the amount charged on the prior period of enrollment (Charges plus or minus any tuition adjustments).

Different / New Program (Program Change)

Will be charged tuition at the current catalog rate for the program of enrollment. A tuition credit will be determined for the student's prior period of enrollment

## ACADEMIC CALENDARS

<b>Medical Insurance Billing and Coding, Medical Assistant, Dental Assistant, Medical Administrative Assistant, Pharmacy Technician Mod All Shifts 2015 - 2016</b>	
<b>Start Dates</b>	<b>End Dates</b>
9/29/2015	10/26/2015
10/27/2015	11/23/2015
11/24/2015	12/23/2015
12/29/2015	1/27/2016
1/28/2016	2/25/2016
2/29/2016	3/25/2016
3/31/2016	4/27/2016
4/28/2016	5/25/2016
5/26/2016	6/23/2016
6/29/2016	7/27/2016
7/28/2016	8/24/2016
8/25/2016	9/22/2016
9/28/2016	10/25/2016
10/26/2016	11/22/2016
11/28/2016	12/23/2016

<b>Student Holiday/Breaks 2015 - 2016</b>		
<b>Holiday/Student Breaks</b>	<b>Start Dates</b>	<b>End Dates</b>
Student Break	11/25/2015	11/25/2015
Thanksgiving Holiday	11/26/2015	11/27/2015
Christmas Break	12/23/2015	12/25/2015
New Year's Eve	12/31/2015	12/31/2015
New Year's Day	1/1/2016	1/1/2016
Martin Luther King Day	1/18/2016	1/18/2016
Presidents Day	2/15/2016	2/15/2016
Memorial Day	5/30/2016	5/30/2016
Independence Day	7/4/2016	7/4/2016
Student Break	8/24/2016	8/26/2016
Labor Day	9/5/2016	9/5/2016
Thanksgiving Holiday	11/23/2016	11/25/2016
Christmas Break	12/26/2016	12/27/2016
New Year's Day	1/2/2017	1/2/2017
Martin Luther King Day	1/16/2017	1/16/2017

## OPERATING HOURS

<b>Administration Office Hours:</b> 8:00 a.m. to 6:00 p.m. (Monday-Thursday) 8:00 a.m. to 6:30 p.m. (Friday) 9:00 a.m. to 1:00 p.m. (Saturday)		
<b>Class Hours</b>		
	<b>4 WEEK PROGRAMS</b>	<b>DAYS OF THE WEEK</b>
<b>Morning</b>	8:00 am – 12:00 pm 10:00 am – 2:00 pm	Mon. – Fri.
<b>Afternoon</b>	2:00 pm – 6:00 pm	Mon. – Fri.
<b>Evening</b>	6:00 pm – 10:00 pm	Mon. – Fri.
<b>Weekend</b>	7:00 am – 5:00 pm	Sat. – Sun.

## WASHINGTON PHARMACY TECHNICIAN DISCLOSURE

This disclosure includes important information for students enrolling in Everest's Pharmacy Technician program. Pharmacy technicians are required to be registered with the Washington State Department of Health prior to obtaining employment as a pharmacy technician in the state of Washington. This disclosure provides information on registration/certification requirements including application procedures. Please review this information and be sure that you understand it. If you have any questions, please contact Everest or the Washington State Department of Health for additional information. If you plan to seek employment in a state other than Washington, please contact that state's board of pharmacy, or equivalent agency, for any relevant licensure or registration requirements. The Pharmacy Technician program at Everest meets requirements as a recognized course of training by the Washington Board of Pharmacy. In addition to state-mandated minimum requirements, Everest's Pharmacy Technician curriculum includes a variety of additional skills focused subjects, as well as coursework in Pharmacology. The Washington State Department of Health certification requirements are described below.

The Washington Pharmacy Technician certification form has detailed and well delineated instructions. It contains the application for certification as well as a guide to the process. The application is available online, at the Washington State Department of Health Website: <http://www.doh.wa.gov/Portals/1/Documents/Pubs/690220.pdf>.