



School of Nursing Medical Assistant Student Handbook

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PES School of Nursing

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Welcome!

Dear Medical Assistant Student,

Welcome to PES School of Nursing.

It is with great pleasure and enthusiasm that we extend a warm welcome to you as a valuable member of our healthcare community. Congratulations on embarking on a journey that is both challenging and incredibly rewarding – the pursuit of nursing education.

This Student Handbook has been carefully curated to serve as your comprehensive guide throughout your academic journey at PES School of Nursing. Within its pages, you will find essential information about our programs, academic policies, and the resources available to support your success. Our commitment to your education and professional development is unwavering, and we trust that this handbook will be an invaluable resource throughout your time with us.

As you navigate through the pages, you will discover details about our faculty, who are dedicated to providing you with a high-quality education that combines theoretical knowledge with hands-on clinical experiences. You will also find information on the curriculum, learning resources, and the various support services that exist to ensure your academic and personal well-being.

We encourage you to take the time to familiarize yourself with the contents of this handbook, as it will serve as a reference point for academic policies, expectations, and the rich tapestry of opportunities available to you within our vibrant nursing community.

At PES School of Nursing, we are committed to fostering an inclusive and collaborative learning environment. We believe in your potential to make a positive impact on the healthcare landscape, and we are here to support and guide you every step of the way.

Once again, welcome to the PES School of Nursing! We look forward to witnessing your growth, achievements, and contributions to the nursing profession.

Best wishes for a successful and enriching academic journey!

Sincerely,

PES School of Nursing Faculty and Staff

School Mission Statement

At our School of Nursing, we are dedicated to nurturing compassionate, competent, and ethical nursing and medical professionals who will serve as catalysts for positive change in healthcare. Our mission is to provide a dynamic and inclusive learning environment that fosters a deep understanding of the art and science of working in the healthcare field. We are committed to empowering students with the knowledge, skills, and values essential for delivering high-quality, patient-centered care across diverse healthcare settings. Through innovative and evidence-based education, we aim to cultivate lifelong learners who embrace cultural competence, ethical integrity, and a commitment to advancing the well-being of individuals and communities. Our School of Nursing is dedicated to shaping the future of healthcare by graduating empathetic and skilled nursing leaders who contribute to the holistic health of society.

Our Medical Assistant Program Mission Statement is that we prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

Medical Assistant Program

Welcome to our Medical Assisting Program, where we empower individuals with the knowledge, skills, and compassion to excel in the healthcare field. Our comprehensive curriculum blends theoretical learning with practical hands-on experience to prepare students for a rewarding career as a medical assistant.

Medical assistants are multiskilled health professionals specifically educated to work in a variety of healthcare settings performing clinical and administrative duties. The practice of medical assisting necessitates mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession.

Students who complete our program successfully are eligible to sit for their certification exam through the National Healthcareer Association

Program Objectives:

Comprehensive Medical Knowledge: Our program provides a solid foundation in anatomy, physiology, medical terminology, and pharmacology, ensuring students understand the fundamental principles of healthcare.

Clinical Skills Mastery: Through virtual laboratory sessions, students gain proficiency in vital clinical skills such as taking patient vital signs, performing ECGs, administering injections, and assisting with minor surgical procedures.

Administrative Competence: We equip students with the administrative skills necessary to thrive in medical office settings. From scheduling appointments and managing electronic health records to billing and coding, graduates are prepared to handle various administrative tasks efficiently.

Communication and Patient Care: Effective communication and compassionate patient care are cornerstones of our program. Students learn to communicate professionally with patients, families, and healthcare team members, fostering trust and ensuring quality patient experiences.

Ethical and Legal Compliance: Understanding medical ethics and legal regulations is crucial in healthcare. Our program emphasizes ethical conduct, patient confidentiality, and compliance with healthcare laws and regulations to ensure graduates practice responsibly and ethically.

Program Highlights:

Industry-Relevant Curriculum: Our curriculum is continuously updated to reflect the latest advancements in healthcare, ensuring graduates are equipped with the most relevant skills and knowledge.

Experienced Faculty: Our faculty members are seasoned healthcare professionals who bring real-world experience and expertise into the classroom, providing invaluable insights and mentorship to students.

Certification Preparation: Graduates are prepared to sit for national certification exams, such as the Certified Medical Assistant (CMA) exam, empowering them to pursue certification and stand out in the job market.

Career Services: We offer comprehensive career services to assist students with resume writing, interview preparation, and job placement support, helping them launch successful careers in healthcare.

Career Opportunities:

Graduates of our Medical Assisting Program are prepared for various entry-level positions in healthcare settings, including:

Medical Assistant

Clinical Assistant

Administrative Medical Assistant

Phlebotomist

EKG Technician

Medical Office Manager

In our Medical Assisting Program, we are committed to empowering individuals with the skills, knowledge, and compassion needed to excel in the dynamic healthcare field. Whether you're embarking on a new career path or seeking to advance your existing healthcare career, our program provides the foundation for success. Join us and become a valued member of the healthcare team, making a positive impact on the lives of patients every day.

Approval Status

Approved through the State of Michigan as a Postsecondary School.

Approved through the State of Michigan as a Medical Assistant Program

Faculty and Staff

Owners: Naomi Schoenmaker and Dr. Amelia Kenyon

Program Director: Dr. Amelia Kenyon

Program Administrative Coordinator: Amy Verstraete

Admission Requirements

Admission Requirements will be as follows:

- Students must be 18 or older.
- Student must be a high school graduate or have successfully completed a GED program.
- Students must be able to fluently speak, write, and understand English.
- Students must have a high school diploma or GED
- Students must submit a copy of their driver's license or state ID with application

We are unable to offer credit to students who have already taken or completed similar classes. All coursework listed in our program is required to be completed through the PES School of Nursing and there will be no exceptions made to this.

Admission Process and Timelines

Admissions are done on a rolling basis at PES School of Nursing. New students are admitted every month to the Medical Assistant Program.

Admission runs concurrently and starts on the first of every month. Each class will run for 5.5 months.

When applying for admission into our MA program, the following steps are all required:

- A completed application to be done on our website at <https://www.pesschoolofnursing.com> .
- \$50 non-refundable application fee to be paid at the time of application.
- Proof of completion of high school OR GED certificate is to be submitted with the application.

Students are offered placement once it is determined that they meet all of the minimum requirements for admission.

Non-Discrimination Policy

PES School of Nursing is committed to fostering a diverse and inclusive learning environment that values and respects the dignity, worth, and rights of all individuals. We embrace diversity, including but not limited to race, color, ethnicity, culture, national origin, religion, sex, age, disability, socioeconomic status, and veteran status.

As a nursing program dedicated to excellence in education and practice, we firmly oppose all forms of discrimination, harassment, and bias. Discrimination or harassment of any kind, whether based on protected characteristics or otherwise, undermines our mission and core values and will not be tolerated within our academic community. False claims of discrimination where none is found will also not be tolerated. Claims of discrimination are taken very seriously, and students filing or making false claims will be dealt with via the disciplinary process.

In accordance with federal and state laws, including Title IX of the Education Amendments of 1972, Title VI and Title VII of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA), and other applicable laws and regulations, PES School of Nursing prohibits discrimination in all aspects of its educational programs, activities, and employment practices.

All students, faculty, staff, and administrators are expected to adhere to this non-discrimination policy and to treat one another with dignity, respect, and fairness. Any behavior or conduct that violates this policy will be promptly and thoroughly investigated, and appropriate disciplinary action will be taken, up to and including dismissal from the program or termination of employment.

Students who believe they have experienced discrimination, harassment, or retaliation are encouraged to report their concerns to the appropriate school officials or the designated Title IX coordinator. Reports will be handled promptly, confidentially, and with sensitivity, and measures will be taken to address and prevent recurrence of such behavior.

PES School of Nursing is committed to providing reasonable accommodations to qualified individuals with disabilities to ensure equal access to educational opportunities and programs. Students with disabilities are encouraged to contact the Office of Accessibility Services to discuss their specific needs and accommodation.

We are dedicated to creating a supportive and inclusive learning environment where all members of our academic community can thrive, grow, and succeed. By upholding this non-discrimination policy, we reaffirm our commitment to equity, diversity, and social justice in nursing education and practice.

Tuition and Refund Policy

Cost of attendance in our program is as follows:

Medical Assistant Program	Program
Non Refundable Application Fee	\$50

Tuition	\$3500
Technology Fees	INCLUDED
Books*	\$650*
Uniforms*	
\$300*	
Laptop/Computer*	\$500*
LMS Access Fees	INCLUDED
Graduation Processing Fees	INCLUDED
Totals	\$4700
Total Tuition Cost	
Total Cost of Attendance	
<p>*Books, and laptops are not included in tuition. Students may use laptops at the school, provided they leave a deposit. These are separate costs and students are responsible for obtaining the proper and required items.</p>	

PES School of Nursing accepts scholarships, sponsorships, payment plans, credit cards, cash payments, and is unable to accept federal financial aid at this time.

Refund Policy

PES will offer the following refund policies:

(Application fee of \$50 is non-refundable. This fee covers the processing of the application submitted to PES, and the administrative costs of processing the application.)

Tuition is due and payable at the time of admission. Students entering into payment plans must have their payment plan paid in full by graduation.

If a student withdraws up to the first day of class- 100% refund will be issued. (Please see withdrawal policy in this handbook.)

Students will have an additional five days once the first start date of class begins to receive a 75% refund. (Please allow up to 15 business days for processing this refund.)

Once five days into each term have passed, no refunds will be issued, and students will become responsible for any remaining tuition payments that are due.

No refund will be made for courses dropped after the established deadline dates unless said course(s) are dropped as a result of student illness or injury or student military service. The student will be required to provide an authentic physician's (or equivalent) verification of illness or injury or proof of being called up for military service. (The student must already be in the service to qualify.) Refunds granted due to illness, injury or military service will be pro-rated based on time spent in each term.

Injured, ill or military students unable to complete the withdrawal process in person should have a designated contact, contact the Program Director immediately, to facilitate this process.

Students who receive Title IV Federal Aid and withdraw from any classes during the first 60% of the semester must have the amount of financial aid they are entitled to recalculate. The student/school may be required to return a portion of the federal funds awarded to the student back to the Federal Government. Further information may be obtained from the Financial Aid office. Students disputing any balance due on tuition/fees must do so within 90 days of the end of the semester in which the dispute has occurred.

Financial Aid Policy

Cost of Attendance

The Cost of Attendance for financial aid purposes is the estimated (budgeted) cost of attending school, including tuition, fees, books, supplies, room & board, transportation, personal expenses, and any additional costs of the program the student is enrolled in or wishes to attend. This estimated budget is used to determine the maximum amount of financial aid that students can receive. This is commonly known as the Cost of Attendance (COA), and the amounts will vary based on where the student is living while in school (at home with parents, on campus, or off campus) and the amount of tuition and fees associated with the program of interest. This information is located on the PES School of Nursing Financial Aid web page and also in the financial aid office at the school. Tuition and fees (which include books and supplies) for each program also are described in the school catalog. Paper copies of the tuition and fee rates are available upon request from the financial aid office.

NOTE: PES DOES NOT ACCEPT FEDERAL FINANCIAL AID FOR OUR MA PROGRAM AT THIS TIME.

Types of Federal Financial Aid Programs

Students may apply for various need and non-need-based programs to assist in paying for the expenses related to attending school. It generally consists of a combination of grants and loans that supplement the student's (and possibly parent's) contribution toward the Cost of Attendance. A listing of the available financial aid programs is located in the school catalog and on the Abcott Institute Financial Aid web page at <http://www.abcott.edu/disclosures>. Paper copies of the listing of financial aid programs are available upon request from the financial aid office.

Applying for Federal Student Financial Aid and Determining Eligibility

To apply for Federal Student Aid, students, and parents (if applicable) are required to complete the Free Application for Federal Student Aid (FAFSA) or provide a copy of the Student Aid Report (SAR) if the student previously completed a FAFSA for the specified award year. FAFSA on the Web is available online at <https://studentaid.gov>. Students can also use the FAFSA on the Web worksheet to assist them in collecting information needed to complete the application. The Estimate Your Federal Student Aid is also available at <https://studentaid.gov/aid-estimator/> can be used to get an early start on the financial aid process by providing an early estimate for federal student aid, providing the user with an experience similar to FAFSA on the Web, allowing for the transfer of information to the FAFSA on the Web once a

student is ready to apply for aid, and increasing knowledge of the financial aid process and providing information about other sources of aid. Students and parents may create an FSA Account ID and password at <https://studentaid.gov> .

The financial aid office will utilize the results of the FAFSA to estimate and determine the student's financial aid eligibility. Information on how to apply for financial aid and how eligibility is determined is provided to students in the financial aid office at the school, in the school catalog, and is also located on the PES School of Nursing webpage under Consumer Information Disclosures. Paper copies are available upon request from the financial aid office.

Terms & Conditions under Which Students Receive Federal Student Aid Loans

Students who receive loans have terms and conditions associated with these loans. These terms and conditions explain the rules of the loan including interest rates, eligible amounts based on the student's grade level in school, and at what point the student has earned the right to keep the full amount of the loan based on enrollment, etc. The student receives information on the types of available loans, rights, and responsibilities, the requirement for entrance and exit counseling, and loan repayment options. This information also is available on our website.

Paper copies of loan terms and conditions and rights and responsibilities are available upon request from the financial aid office.

Methods of Distributing Aid and Student Notifications

Federal Aid is distributed to eligible students who complete the Free Application for Federal Student Aid (FAFSA) and meet all required eligibility criteria as further described within the application instructions. Students should go to <https://studentaid.gov> to complete the application or visit the financial aid office for any questions regarding the FAFSA.

Additional information and information on the institution's policy for handling Title IV credit balances, student notifications, and student (and parent for PLUS loans) authorizations, is available on our website. Paper copies of this information are available upon request from the financial aid office.

Refund Calculation and Return of Federal Financial Aid Calculation

There are two calculations completed when a student leaves school prior to completing the program (withdraw).

Institutional Refund Policy - Students should refer to their Enrollment Agreement and school catalog for details on the institution's refund policy.

Return to Title IV Calculation - The refund calculation for Federal Student Financial Aid is a separate calculation. As a result of the federal refund calculation required by federal regulation, students may owe additional funds to the institution to cover tuition and charges previously paid by unearned federal financial aid prior to withdrawal. Students who plan to withdraw from school should contact the financial aid office to determine the amount of funds, if any, which must be returned to the Federal Student Aid programs on their behalf and inquire if additional funds will be due to the institution.

The last date of actual attendance is used in calculating refund amounts. Refunds are allocated in the following order:

1. Federal Unsubsidized Stafford Loan
2. Federal Subsidized Stafford Loan
3. Federal Parent (PLUS) Loan
4. Federal Pell Grant
5. Federal Supplemental Opportunity Grant
6. Other Federal Aid
7. Other State Assistance
8. Private Aid
9. Institutional Aid
10. Student Payments

Students should refer to the school catalog for additional information on the Return of Title IV Funds Policy and Institutional Refund Policy.

Withdrawal from School

Students seeking to withdraw from the school should refer to the withdrawal policy contained in the school catalog.

Contact Information

Enrolled and prospective students and their parents may on occasion need to contact the school. The Financial Aid Advisor(s) at the school should be contacted for questions related to financial aid. For other general questions and information, the student should contact the school admissions office.

Satisfactory Academic Progress (SAP)

Federal regulations require that institutions monitor the academic progress of students who receive Federal Student Aid. Satisfactory Academic Progress applies to all students enrolled in eligible programs; however, the financial aid office also monitors the SAP for students who receive student aid. These standards apply to a student's entire academic record at the school, whether or not financial aid was received for prior terms of enrollment. The SAP policy also explains how a student who has failed to maintain satisfactory academic progress may re-establish eligibility for Federal Student Aid. The SAP policy is located in the school catalog.

Gainful Employment Disclosure and Student Right-To-Know Act

Federal regulations and the Student Right-to-Know Act require institutions participating in Federal Student Aid to provide additional disclosures to students. The disclosures include.

Completion/Graduation Rates

Retention Rates

Placement Rates

Pell Recipient Diversity Data SOC Code Occupations Median Loan Debt

Information related to these required disclosures will be available to all current and prospective students by July 1 each year and will be on the PES School of Nursing Website. Paper copies of this information are available upon request from the office of the school Director.

Attendance Policy

At PES School of Nursing, we recognize the critical importance of regular attendance for the successful acquisition of knowledge and skills in the field of nursing. Education is dynamic, and consistent attendance is essential for the development of clinical competency and professional responsibility. The following guidelines outline our strict attendance policy. The attendance policy also covers all orientation classes/sessions/seminars for classes and clinicals.

Any and all doctor's notes/excuses are to be sent directly to the school from the provider. We will not accept any excuses turned in by the student individually. If a note of absence is not received directly from a provider, the absence will count as unexcused. Falsification of any provider's notes, doctor's notes, or other documentation will result in immediate expulsion.

We also wish to note that this is a full-time program. It is not recommended that students attempt to work a full-time job on top of attending classes; this is a potential recipe for failure.

Inclement Weather:

PES tries very hard to not cancel classes if we do not have to. In the event that the school of nursing is closed due to inclement weather, PES will make this announcement on Fox17, WZZM13, and social media sites, as well as sending announcements through our LMS system, Moodle to this effect. Makeup days will be scheduled as required.

Mandatory Attendance:

Attendance in all classes, clinical practicums, laboratories, and any scheduled academic activities is **mandatory**. Punctuality is equally emphasized. Tardy is defined as **ONE MINUTE** late. This includes coming back from lunch and breaks.

Absence Notification:

Students are required to notify the school as soon as possible in the event of illness, emergency, or any unavoidable absence that may impact their attendance. Texting is not an appropriate or allowable method to do this.

Jury Duty:

In the event that a student is selected for jury duty, School of Nursing staff will be notified of this immediately. Staff will make accommodation for the student during any time off that they are required to serve on jury duty.

Documentation of Absences:

Absences must be documented with a valid and verifiable reason, such as a medical certificate or official documentation of emergencies. Failure to provide appropriate documentation may result in consequences outlined in this policy. If a student provides falsified documentation, he or she will be expelled from the program.

Maximum Allowable Absences:

Students are allowed a limited number of excused and unexcused absences, as determined by the specific course requirements. Exceeding the allowable limit will result in academic penalties, including grade deductions, course failure, or program expulsion, if absences are excessive.

Clinical Attendance:

Clinical rotations are a crucial component of nursing education. Any absence from a clinical rotation must be reported immediately, and missed clinical hours must be made up, as determined by the course faculty and program coordinator, and will be done at the program's director's discretion and instructor availability. If a clinical day makeup is not able to take place, the student will fail the course, and must re-take it.

Make-Up Assignments:

In cases where make-up opportunities are allowed, students are responsible for completing any missed assignments, quizzes, or exams within the specified timeframe. Failure to do so may result in academic consequences.

Late Arrivals:

Late arrivals to classes, clinical rotations, or other scheduled activities are considered disruptive and may impact the overall learning environment. Students arriving late may be denied entry or admission into the classroom, lab, or clinical site. Chronic tardiness may be subject to the consequences outlined in this policy.

Consequences for Excessive Absences:

Excessive absences, whether excused or unexcused, will result in academic penalties, including but not limited to grade reductions, course failure, or probationary status. In cases of persistent attendance issues, students may be subject to dismissal from the program.

Appeals Process:

Students have the right to appeal any attendance-related decisions. The appeals process, including the submission of supporting documentation, is outlined in this student handbook.

This attendance policy is designed to uphold the integrity of our nursing program and ensure that all students have the opportunity to acquire the necessary knowledge and skills for successful entry into the nursing profession.

School of Nursing Dress Code

At PES School of Nursing, maintaining a professional appearance is integral to the development of a culture of respect, responsibility, and excellence in nursing and healthcare education. The dress code outlined below is mandatory for all students enrolled in our programs and applies to both classroom and clinical settings.

Uniforms:

Students are required to wear the designated school-approved uniform while attending in-person classes, laboratory sessions, and clinical rotations. Uniforms must be clean, well-fitted, and in good condition.

Identification Badge:

A school-issued identification badge must be worn at all times during school activities, including classes, labs, and clinical placements. The badge should be visible and worn on the upper part of the uniform. Reporting to class without your ID page may see you sent home for the day for improper uniform adherence.

Footwear:

Closed-toe, non-skid, and clean footwear is mandatory. Shoes must be comfortable and suitable for extended periods of standing and walking during clinical rotations.

Hair, Nails, and Makeup:

Hair should be clean, neat, and tied back if it poses a potential risk in clinical settings. Hair color is to be natural; no artificial or unnatural coloring is allowed on hair while in our program. Nails must be kept short and clean to comply with infection control guidelines. No fake nails are allowed to be worn in and during our program. No nail polish can be used or worn while in our program. Hair color is to be of natural coloring. Makeup is to be kept to a minimum. Absolutely no false eyelashes are allowed to be worn during our program; these create an infection control issue and concern.

Jewelry and Accessories:

Minimal jewelry is permitted for safety reasons. Watches with a second hand are encouraged. All body piercings, with the exception of small earrings, must be removed during clinical rotations. No smartwatches are allowed to be worn in the classroom, lab, or clinical area.

Use of Fragrance:

The use of fragrances should be minimal to accommodate individuals with sensitivities in healthcare settings.

Tattoos and Body Art:

Visible tattoos must be covered at all times during school activities. Students are expected to adhere to any clinical site policies regarding tattoos and body art.

Hygiene:

Good personal hygiene is essential. Students should maintain cleanliness, wear deodorant, and practice proper hand hygiene to ensure a professional and respectful environment.

Underwear:

Underwear is to be worn at all times. This includes the use of socks, panties or briefs or boxers, and a brassiere for women.

Outerwear:

White or school-approved lab coats only may be worn over the uniform in designated areas. Outerwear should be clean, professional, and free of excessive embellishments.

Casual Days:

On designated casual days, students are allowed to wear school-approved casual attire. However, the dress code should still adhere to professional standards, and inappropriate clothing choices are not permitted.

Compliance and Consequences:

Non-compliance with the dress code policy may result in disciplinary actions, including verbal counseling, written warnings, or dismissal from the program. This dress code is in place to create a professional and respectful learning environment that reflects the high standards of the PES School of Nursing. Students are expected to take pride in their appearance and adhere to this dress code to promote a culture of excellence in nursing education.

Occupational Risks

Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments. The Bureau of Labor Statistics clearly outlines that it is a growth field, with an anticipated 18% growth from 2020 to 2030. Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility. As with any healthcare position, there are certain occupational risks that come into play with being a medical assistant, and those hazards include the following:

Exposure to Infectious Diseases

Infectious Diseases in health professions: Students should be aware that during the course of subsequent employment, they would be working in situations where exposure to infectious diseases is probable. This is an occupational risk for all healthcare workers. People should not become healthcare workers unless they recognize and accept this risk. Proper education and strict adherence to well-established infection control guidelines, however, can reduce the risk to a minimum. Thorough education in infection control procedures is an integral part of this Medical Assisting program and other medical programs here at SMCC. Classroom education is given several times in many courses over this exposure including how to protect oneself.

Sharps Injuries

Poor practices of improperly working with sharp objects can danger oneself or others. Sharps are an injury threat, but once contaminated with blood or bodily fluids they may be a health threat as well. Safety devices are present on all needles or sharps used in the MA classroom along with appropriate sharps disposal containers. PES School of Nursing has an exposed protocol policy for needle injury.

Bloodborne Pathogens and Biological Hazards

Biological hazards are diseases producing agents (pathogens) that can be transmitted to individuals through various routes of exposure or what we often refer to as modes of transmission. As a medical assistant exposure to these hazards may result in acute or chronic health conditions. Bloodborne pathogens are infectious microorganisms in human blood that can cause disease in humans. These pathogens include but are not limited to Hepatitis B(HBV) hepatitis C (HCV), and human immunodeficiency virus.

Chemical Exposures

Disinfectants, cleaning products, hazardous drugs, and some pesticides used in the healthcare setting may be harmful to health workers. Cleaning agents, disinfectants, bleach, and glutaraldehyde have been associated with an increased risk of asthma among medical workers. Preventive measures such as unnecessary chemicals or substituting them with equally effective and less toxic chemicals.

Ergonomic Hazards from Lifting and Repetitive Tasks

Ergonomics is the science of fitting jobs to workers instead of trying to get the worker to fit the job. Ergonomics is important because when you are doing a job, and your body is stressed by awkward posture, extreme temperature, or repeated movement of your musculoskeletal system is effective. These hazards include overexertion and repetitive stress that can develop injuries that affect muscles tendons, ligaments, nerves, discs, and blood vessels. In the proper use of needles, scissors can result in cuts, puncture wounds, and increase the risk of infections.

Latex Allergies

Exposure to latex potential students should be aware that exposure to natural rubber latex (NRL) is likely. Individuals exposed to NRL products may develop allergic reactions such as skin rashes; hives; nasal, eyes, or sinus symptoms; and, rarely, shock. Here at PES School of Nursing we take all precautions against this by using no latex products in our clinical labs.

Stress In Healthcare

The healthcare worker will encounter many stressful and emotional situations. Including people who have a severe disease or disabilities. Allied healthcare people deal with patients coming from diverse cultures; they work with new technology, or even combat the continuing need for creative problem-solving. Understaffing healthcare facilities puts a heavy burden on the Medical Assistant in the Allied healthcare community. Additional workload, less assistance from others, and pressure to work at an accelerated pace can up the chances of accidents and more emotional stress. At the same time, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

Behavior and Code of Ethics

At PES School of Nursing, we are committed to fostering a learning environment that promotes professionalism, respect, and collaboration. The behavior policy outlined below is designed to ensure a positive and conducive atmosphere for academic excellence, personal development, and the preparation of future nursing professionals.

Professional Conduct:

Students are expected to conduct themselves in a professional and courteous manner at all times while on school premises, during clinical rotations, and in any school-related activities.

Communication: Respectful and effective communication is essential. Students must communicate professionally with faculty, staff, peers, patients, and members of the healthcare team. Any form of disrespectful, discriminatory, or offensive language is strictly prohibited, and students will be held accountable for disrespectful communication towards any faculty member, staff member, or clinical site preceptor or staff member. Students will address all faculty with a proper name and title in all forms of communication. Examples: Dr. Smith or Mrs. Jones. Faculty reserve the right to not respond to disrespectful emails, messages, or text messages, and this includes improper address. Students will be respectful in all communication at all times.

Bullying: Bullying of any kind at the PES School of Nursing is strictly prohibited. This includes, but is not limited to, student to student, instructor to student, and student to instructor. Any student caught bullying or attempting to bully others will go through the disciplinary process. Any student who attempts to bully any staff member or faculty member of the PES School of Nursing will be disciplined up to and including dismissal from the program.

Attendance and Punctuality: Regular attendance is mandatory for all classes, laboratories, and clinical rotations. Tardiness is disruptive and impacts the learning environment. Persistent tardiness or absenteeism may result in academic consequences. Tardiness is defined as being 1 minute late, and this includes coming back from lunches and breaks.

Academic Integrity: Academic honesty is paramount. Plagiarism, cheating, and any form of academic dishonesty are strictly prohibited and will result in severe academic penalties, including failure of the course or dismissal from the program. The use of Artificial Intelligence (AI) during this program for any assignment or test is prohibited. All tests, quizzes, and exams will be completed at the school and in a proctored setting with PES faculty proctoring the exam. Any student caught cheating during any exam, test, or quiz will be immediately removed from the testing room and will go through the disciplinary process.

Clinical Behavior: In clinical settings, students are expected to adhere to the policies and procedures of the healthcare facility. Professionalism, confidentiality, and respect for patient rights must be maintained at all times. Any unprofessional behavior at the clinical site will see you immediately escorted from the clinical site, and you will be expelled from the program. We have a zero-tolerance policy for any behavioral issues at the clinical site.

Dress Code: Students must adhere to the school's dress code policy. Uniforms, identification badges, and other dress code requirements must be followed to maintain a professional appearance.

Cell Phones: The use of cell phones and other electronic communication devices during class, lab hours, or clinical practicum hours is strictly forbidden. Students caught using their cell phones will be disciplined and may be dismissed from the program for excessive cell phone use. If an emergency should arise, family or friends may contact the school and we will notify the student when or if appropriate. Students may leave their cell phones in their vehicles, or in their school locker/cubby, but they are not allowed on the classroom, lab, or clinical floors. If caught with a cell phone, disciplinary action will commence.

Collaboration and Teamwork: Nursing is a collaborative profession, and students are expected to work effectively as part of a team. Disruptive behavior, bullying, or actions that compromise patient safety or the learning environment will not be tolerated.

Conflict Resolution: Any conflicts or disagreements between students, faculty, or staff should be addressed through appropriate channels. Disruptive behavior, including verbal or physical aggression, will be dealt with promptly and may result in disciplinary action. Please also review the grievance policy for more information.

Social Media Use: Responsible use of social media is expected. Students must refrain from posting inappropriate content related to the school, faculty, clinical sites, or fellow students. Violations will result in disciplinary action. Any negative complaints, reviews, or false information shared on any social media site will see a student immediately expelled from the program. Social media is not the appropriate venue to share grievances or issues and may violate numerous laws including FERPA. PES reserves the right to civilly sue and pursue legal action against any student who slanders or libels the school or program or any faculty or staff member on any form of social media. PES reserves the right to dismiss any student caught using or abusing social media to air grievances or improperly raise concerns about the school or its faculty.

Substance Abuse: The use of alcohol, illegal drugs, or any unauthorized substances is strictly prohibited. This includes the use of marijuana and marijuana products. (Though legal in Michigan, it is still a federally classified narcotic, and we do not allow its usage in our program.) Students found in violation of this policy may face severe consequences, including dismissal from the program.

Lawsuit and Legal Threats: Any student who makes any legal threats (real or fake) against any member of staff, faculty, or any person affiliated in or within the PES School of Nursing, will be immediately removed from the classroom, from the school, and the student will be trespassed if they attempt to return to the school before legal counsel has met and discussed the situation. The student will be advised that any further contact must come from the student's lawyer. We will not tolerate fake or misleading legal threats done in anger or frustration, and our instructors have full permission to dismiss any student making legal threats. We are very happy to deal with these threats in a full court of law.

Discrimination Claims: Students who raise concerns of discrimination will be immediately removed from the situation that they are claiming is discriminatory for their safety and protection. An immediate investigation will occur led by the Program Director and Dean to investigate claims and follow up as is required under state and federal law. False claims of discrimination of any kind will be dealt with through the school disciplinary process, up to and including expulsion from the program. Discrimination is a very serious matter, and false accusations are not warranted or welcomed.

Consequences for Violations: Violations of the behavior policy may result in disciplinary actions, including verbal counseling, written warnings, academic penalties, probationary status, or dismissal from the program, depending on the severity and recurrence of the behavior.

It is the responsibility of each student at PES School of Nursing to familiarize themselves with and adhere to this behavior policy. By maintaining high standards of behavior, we collectively contribute to the creation of a respectful and professional learning environment.

Technology Policy

The School of Nursing recognizes the importance of integrating technology into the educational experience to enhance learning, research, and professional development opportunities for students. As such, this technology policy is designed to ensure efficient and responsible use of technology resources among students, particularly concerning the requirement for students to have their own laptops.

Requirement for Students to Own Laptops: All students enrolled in the School of Nursing are required to have their own laptop computer. The laptop must meet the minimum technical specifications outlined by the School of Nursing, including but not limited to processing power, memory, storage, and software compatibility. The responsibility for the procurement, maintenance, and security of the laptop rests solely with the student.

Academic and Professional Use: Students are expected to use their laptops ONLY for academic and professional purposes related to their studies in the School of Nursing while at the PES School of Nursing or using the School of Nursing Wi-Fi Access. Laptops should be utilized for accessing course materials, conducting research, participating in online discussions, completing assignments, and engaging in educational activities assigned by faculty. Any use of the laptop for non-academic purposes during class time is prohibited and students may be dismissed from class if they are using unauthorized sites or accessing information that they should not.

All tests and quizzes will be taken using the Safe Exam browser. Safe Exam browser will be used for these exams, and all tests and quizzes. Any student caught cheating or attempting any workarounds during any exam will be immediately removed from the testing room and will get an F on the exam. Students may be dismissed for cheating.

Software and Updates: Students are responsible for ensuring that their laptops have the necessary software and updates required for their coursework. The School of Nursing may provide access to specific software applications relevant to nursing education, but students are encouraged to acquire additional software as needed to support their learning.

Security and Privacy: Students are responsible for implementing appropriate security measures, such as antivirus software and regular data backups, to protect their laptops from malware, theft, and data breaches. Laptops should be password-protected, and students must not share their passwords with others. Students should be mindful of privacy concerns when using their laptops, especially when accessing sensitive information related to patients, healthcare facilities, or fellow students. Students should never share their username or password with anyone. Any student who violates this policy may be dismissed from the program. We take breeches of security in our LMS very seriously.

Network Access: Students must adhere to the School of Nursing's policies regarding network access, including acceptable use, bandwidth limitations, and restrictions on accessing inappropriate or unauthorized content. The School of Nursing reserves the right to monitor network traffic and take appropriate action in cases of suspected misuse or violation of network policies. PES School of Nursing has blocked access to social media sites for students on the PES Wi-Fi 33 network. These sites are not conducive to learning and are a distraction and as such, we reserve the right to block access to these sites from student access.

Technical Support: The School of Nursing will provide technical support to students for issues related to network connectivity, software compatibility, and access to educational resources. However, students are ultimately responsible for troubleshooting and resolving any technical problems with their laptops, and making sure they are in good working order. Should students need assistance troubleshooting issues in the LMS system, they can email techsupport@pesschoolofnursing.com for assistance.

Compliance and Consequences: Failure to comply with this technology policy may result in disciplinary action, including but not limited to warnings, fines, temporary loss of network privileges, or academic penalties. Students who repeatedly violate the technology policy may be subject to more severe consequences, up to and including dismissal from the School of Nursing, and up to and including prosecution should the student be charged with violations of the law in accessing inappropriate or illegal content.

Review and Revision: This technology policy will be reviewed periodically to ensure its effectiveness and relevance to the evolving needs of students and the School of Nursing. Revisions to the policy may be made as necessary, with input from faculty, staff, and students, to address emerging technology trends, security threats, or regulatory requirements.

In conclusion, the School of Nursing is committed to fostering a supportive and technologically enabled learning environment that empowers students to succeed in their academic pursuits and professional

endeavors. By adhering to this technology policy, students can maximize the benefits of technology while upholding the highest standards of academic integrity, security, and professionalism.

Moodle- Learning Management System

As a student enrolled in our institution, you will encounter various tools and resources designed to enhance your learning experience. One such tool is the Moodle Learning Management System (LMS). This handbook aims to provide you with a comprehensive understanding of Moodle and how you can utilize it effectively throughout your academic journey. To access Moodle, visit <https://www.pesschoolofnursing.com/moodle>

Never share your username or password with anyone, except an authorized PES tech support provider.

What is Moodle? Moodle is an online platform used for delivering course materials, facilitating communication, and managing academic activities. It serves as a centralized hub where students and instructors can interact, collaborate, and access educational resources anytime, anywhere with an internet connection.

Key Features of Moodle:

Course Materials: Instructors can upload course syllabi, lecture notes, readings, multimedia content, and assignments to Moodle, making them easily accessible to students.

Discussion Forums: Moodle provides discussion forums where students can engage in asynchronous discussions, ask questions, seek clarification, and exchange ideas with classmates and instructors.

Assignments and Assessments: Students can submit assignments, quizzes, and assessments electronically through Moodle. Instructors can provide feedback and grades directly within the platform, streamlining the grading process.

Announcements and Notifications: Important announcements, reminders, and notifications from instructors are communicated through Moodle, ensuring that students stay informed about course updates and deadlines.

Gradebook: The Gradebook feature allows students to view their grades, track their progress, and monitor their performance throughout the semester. Instructors can also provide detailed feedback on assignments and assessments.

Navigating Moodle:

Dashboard: Upon logging into Moodle, you will be greeted with your personalized dashboard, where you can view upcoming deadlines, recent announcements, and course activities.

Courses: All the courses in which you are enrolled will be listed on the Courses page. Click on a course to access its materials, assignments, discussions, and other resources.

Navigation Bar: The navigation bar at the top of the screen provides quick access to essential features such as courses, messages, grades, and your profile settings.

Activity Stream: The Activity Stream displays recent activity within your courses, including new announcements, forum posts, assignment submissions, and grades.

Tips for Success with Moodle:

Stay Organized: Keep track of course deadlines, assignments, and announcements by regularly checking Moodle and utilizing its calendar and notification features.

Engage Actively: Participate in discussion forums, submit assignments on time, and interact with course materials actively to enhance your learning experience.

Seek Support: If you encounter any technical difficulties or have questions about using Moodle, don't hesitate to reach out to your instructor or the school's IT support team for assistance.

Be Respectful: Maintain professionalism and respect for your instructors and peers when communicating and interacting within Moodle's online community.

PES School of Nursing staff can use Moodle to monitor all of your activity, down to the second login time, and we are able to strictly keep track of those participating and not participating. We reserve the right to use reports, logs, and other information and to preserve these and use these if disciplinary action is warranted.

Moodle is a powerful tool that can greatly enrich your educational journey at the School of Nursing. By familiarizing yourself with its features and actively engaging with your courses through the platform, you can maximize your learning potential and succeed academically. We encourage you to explore Moodle further and leverage its capabilities to enhance your academic experience.

Disciplinary Process

At PES School of Nursing, we are committed to maintaining a learning environment that promotes professionalism, respect, and integrity. The disciplinary process outlined below is designed to address instances of behavior or actions that deviate from the standards set forth in our policies. The process aims to be fair, transparent, and educational, with a focus on corrective actions whenever possible.

Step 1: Verbal Counseling/Coaching Session

Nature of the Incident:

Minor behavioral concerns, first-time violations, or instances that may be resolved through counseling.

Procedure:

The faculty or staff member involved addresses the student verbally, and with another staff member present to serve as a witness, discussing the nature of the concern, outlining the expected behavior, and offering guidance for improvement.

Documentation:

The incident is documented by the faculty or staff member involved, including the date, time, nature of the concern, and the actions taken during the verbal counseling. This will become a permanent part of the student's file and record.

Step 2: Written Warning

Nature of the Incident:

Repeated minor behavioral concerns, escalating issues, or instances where verbal counseling has not resulted in improvement. (May skip from a verbal warning to a written depending on the circumstances. This is left at the discretion of the faculty.)

Procedure:

A written warning is issued to the student, clearly outlining the nature of the concern, expectations for improvement, and potential consequences if the behavior persists. A meeting may be scheduled to discuss the written warning in person.

Documentation:

The incident and the written warning are documented, including details of the meeting, any agreements made, and a plan for improvement. This will become a permanent part of the student's file and record.

Step 3: Academic Consequences

Nature of the Incident:

Continued violations after verbal counseling and a written warning, or instances of academic dishonesty.

Procedure:

Academic consequences will be imposed, such as grade reductions, assignment redo requirements, or additional coursework related to the violation. If warranted, a student may receive an F for the assignment. The faculty member communicates the consequences to the student in writing, and during a meeting with the Program Director.

Documentation:

All communication, including the imposition of academic consequences, is documented. A copy of the documentation is provided to the student. This will become a permanent part of the student's file and record.

Step 4: Probationary Status

Nature of the Incident:

Severe or repeated violations warrant more significant intervention.

Procedure:

The student is placed on probationary status, during which they may be subject to increased supervision, additional coursework, or restrictions on certain activities. A meeting is held to discuss the terms of the probation.

Documentation:

Students will meet with the Dean and Program Director, as well as select faculty. A formal written notice of probationary status is issued, including the terms and conditions. The incident, the previous steps in the disciplinary process, and the probationary status are documented. This will become a permanent part of the student's file and record. If the student violates the terms and conditions of the probation, the student will be dismissed from the program.

Step 5: Dismissal from the Program

Nature of the Incident:

Continued or severe violations of school policies, a failure to comply with the terms of probation, or any action that jeopardizes the safety and well-being of others. Any behavioral issues at all at the clinical site or location. Any physical violence or threats of violence towards a fellow student or staff member. Any legal threats or threats of lawsuits towards any faculty or staff member.

Procedure:

A thorough review of the situation is conducted, involving relevant faculty, administrators, and, if necessary, legal counsel. If dismissal is deemed necessary, the student is notified in writing, including the reasons for dismissal and any appeal options. The Dean, Program Director, and faculty will meet with the student at the time of the dismissal. If warranted, police may be called to escort students out of the building and give them a no trespass order.

Documentation:

The decision for dismissal is documented comprehensively, including the investigation process, reasons for dismissal, and all relevant communication with the student. This will become a permanent part of the student's file and record. Students dismissed for threats or actions of physical or other types of violence will be added to the Do Not Re-Admit List and will be banned from re-attending a program with PES School of Nursing. Students dismissed for academic concerns, or other issues, may be able to be re-admitted per the guidelines set forth in the readmission policy.

Throughout this disciplinary process, PES School of Nursing is committed to providing students with opportunities for improvement and corrective actions. It is our hope that, through this process, students will learn from their experiences and develop the necessary skills for personal and professional growth.

Americans with Disabilities Act and Accommodations

PES School of Nursing is committed to providing equal educational opportunities and full participation for students with disabilities. Consistent with its responsibilities to comply with the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973, PES School of Nursing provides reasonable accommodations to promote equal educational opportunity. Documentation from a licensed evaluator is required to substantiate the presence of a disability, defined by the ADA as "a physical or mental impairment that substantially limits one or more major life activities," and to establish the need for reasonable accommodations at PES School of Nursing for Medical Accommodations. Documentation must be dated and signed with the appropriate credentials by the providing professional. *Only PES approved forms will be accepted for any ADA Accommodations, and these can be obtained from the Program Director.* These must include:

- A diagnostic statement identifying the disability from a licensed/certified professional: The diagnosis should include a description of diagnostic methods, including the DSM-5 diagnosis if applicable, and criteria utilized along with the date of evaluation. The licensed professional providing the diagnosis cannot be a family member.
- Current functional impact of the condition: Describe the current relevant functional impact of the disability in an educational setting.
- The expected progression of the disability over time: Provide a description of the expected change in the functional impact of the condition over time. If the condition is variable, describe the known factors that may exacerbate the condition.
- Treatment: List treatments, medications, accommodations/auxiliary aids and/or services currently in use and their estimated effectiveness in addressing the impact of the condition. Include any significant side effects that may affect physical, perceptual, behavioral or cognitive performance.
- Supporting documents: You are encouraged to submit any past documentation or materials that establish a history of receiving appropriate accommodation in a previous academic setting when available. Secondary school accommodation plan such as IEPs or 504 Plans are helpful, but often do not provide sufficient information to establish eligibility for the requested accommodations at the university level when submitted without a corresponding evaluation

Completed forms must be submitted to PES School of Nursing **PRIOR** to the first day of class. (We will need time to make necessary arrangements for our students and ensure that all guidelines and requests are able to be met.) Failure to submit the required information may result in the inability of staff to provide necessary accommodation. *ONLY PES forms are accepted for ADA Accommodations.* All others will be refused and denied. Please reach out to the Program Director for a copy of the PES School of Nursing approved forms.

HIPAA Policy

Policy Statement: The PES School of Nursing is committed to ensuring the privacy and security of protected health information (PHI) in compliance with the Health Insurance Portability and

Accountability Act (HIPAA) and its regulations. This policy outlines the procedures and safeguards implemented by the school to protect PHI.

Scope: This policy applies to all faculty, staff, students, and other individuals affiliated with the PES School of Nursing who have access to PHI in any form, including electronic, paper, or oral communication.

Responsibilities:

Privacy Officer:

PES School of Nursing designates a Privacy Officer responsible for overseeing and ensuring compliance with HIPAA regulations. The Program Director serves as the Privacy Director for PES School of Nursing.

The Privacy Officer is responsible for addressing any privacy concerns, conducting regular risk assessments, and implementing necessary safeguards.

Authorized Users:

Only authorized individuals with a legitimate need for PHI will have access.

Access will be granted based on the principle of least privilege.

Training and Awareness:

All individuals handling PHI must undergo HIPAA training upon initial assignment and periodically thereafter.

Training will include the understanding of privacy and security policies, confidentiality requirements, and reporting procedures.

Use and Disclosure of PHI:

Minimum Necessary Standard:

Only the minimum necessary PHI required to perform job duties will be accessed, used, or disclosed.

Consent and Authorization:

Prior to the use or disclosure of PHI, the school will obtain appropriate written consent or authorization from individuals, unless otherwise permitted by HIPAA.

De-identification:

Where appropriate, PHI will be de-identified to prevent the identification of individuals.

Security Measures:

Physical Safeguards:

Physical access to areas containing PHI will be restricted and monitored.

Electronic devices containing PHI must be password-protected and encrypted.

Technical Safeguards:

Electronic PHI will be protected through secure login credentials, firewalls, and encryption.

Regular audits and monitoring will be conducted to detect and respond to security incidents.

Administrative Safeguards:

Policies and procedures will be implemented to manage the selection, development, and maintenance of security measures.

Incident response and breach notification procedures will be in place.

Breach Notification:

In the event of a breach of unsecured PHI, PES School of Nursing will follow the breach notification requirements outlined in the HIPAA regulations.

Enforcement:

Violations of this policy may result in disciplinary action, up to and including termination or expulsion, in accordance with PES School of Nursing policies and procedures.

Review and Revision: This policy will be reviewed annually and updated as necessary to ensure ongoing compliance with HIPAA regulations.

FERPA Policy

Family Educational Rights and Privacy Act (FERPA) Policy

Introduction: PES School of Nursing is committed to protecting the privacy of student education records in accordance with the Family Educational Rights and Privacy Act (FERPA) and its implementing regulations. FERPA is a federal law that affords certain rights to students concerning the privacy of their education records and imposes obligations on educational institutions regarding the release and management of these records. This policy outlines the procedures and guidelines that [School Name] follows to ensure compliance with FERPA and safeguard the confidentiality of student education records.

Definition of Terms:

Education Records: Education records are defined as those records that are directly related to a student and maintained by PES School of Nursing or by a party acting on behalf of the school. These records include, but are not limited to, transcripts, grades, class schedules, disciplinary records, and financial aid information.

Directory Information: Directory information may include a student's name, address, telephone number, date and place of birth, email address, photograph, dates of attendance, enrollment status, degrees and awards received, and participation in officially recognized activities and sports. [School Name] may disclose directory information without prior consent unless the student has requested in writing that such information not be disclosed.

Personally Identifiable Information (PII): Personally identifiable information includes, but is not limited to, a student's name, student ID number, social security number, and other information that could be used to identify or distinguish an individual student.

Legitimate Educational Interest: A legitimate educational interest exists when a school official requires access to a student's education records in order to fulfill his or her professional responsibilities, such as providing educational services, conducting research, or performing administrative tasks.

Rights of Students:

Access to Records: Students have the right to inspect and review their own education records within a reasonable time after the school receives a written request.

Amendment of Records: Students have the right to request the amendment of their education records if they believe the records are inaccurate, misleading, or in violation of their privacy rights.

Consent for Disclosure: Except in certain specified circumstances, [School Name] must obtain written consent from the student before disclosing personally identifiable information from the student's education records.

Right to File a Complaint: Students have the right to file a complaint with the U.S. Department of Education if they PES School of Nursing has violated their rights under FERPA.

Procedures for Compliance:

Access to Education Records: Requests by students to access their education records should be submitted in writing to the appropriate school official. The school will respond to such requests within a reasonable timeframe and arrange for the student to review the records in the presence of a school official.

Disclosure of Directory Information: PES School of Nursing may disclose directory information without prior consent, unless the student has opted out of such disclosures by submitting a written request to the school registrar.

Authorization for Disclosure: Requests for the disclosure of personally identifiable information from education records must be accompanied by a signed and dated consent form from the student, unless the disclosure falls within one of the exceptions outlined in FERPA.

Protection of Records: PES School of Nursing will take appropriate measures to safeguard the confidentiality of student education records, including the use of secure electronic systems and limiting access to authorized personnel with a legitimate educational interest.

Training and Awareness: PES School of Nursing will provide training and guidance to faculty, staff, and administrators on their responsibilities under FERPA and the importance of protecting student privacy.

Record of Disclosures: [PES School of Nursing will maintain a record of all disclosures of personally identifiable information from education records, including the purpose of the disclosure and the identity of the party to whom the information was disclosed.

Exceptions to Consent Requirement:

School Officials: PES School of Nursing may disclose education records to school officials with a legitimate educational interest.

Emergencies: In emergency situations where the health or safety of the student or others is at risk, PES School of Nursing may disclose relevant information from education records to appropriate parties without prior consent.

Compliance with Legal Requirements: PES School of Nursing may disclose education records as required by law, including subpoenas, court orders, or other legal processes.

Retention and Destruction of Records: PES School of Nursing will adhere to established retention schedules for education records and will ensure the secure destruction of records that are no longer needed in accordance with applicable laws and regulations.

Policy Review and Revision: This FERPA policy will be reviewed periodically by [School Name] to ensure compliance with changes in laws, regulations, and best practices. Any revisions to the policy will be communicated to all relevant stakeholders.

Conclusion: PES School of Nursing] is committed to upholding the privacy rights of students and ensuring compliance with FERPA. This policy provides guidance and procedures for the management and protection of student education records in accordance with federal law. If you have any questions or concerns regarding this policy, please contact the PES School of Nursing administration for assistance.

Withdrawal Policy

Should a student wish to withdraw from the program, the following policy will apply:

Withdrawal Eligibility: Students enrolled in the School of Nursing may voluntarily withdraw from courses or the entire program under certain circumstances. Withdrawal eligibility is subject to the guidelines outlined in this policy.

Voluntary Withdrawal Procedure: Students considering withdrawal from a course, or the program must initiate the process by submitting a written request to the Program Director or designated administrative office. The written request should include the student's full name, student ID number, the program from which they wish to withdraw, the reason for withdrawal, and any supporting documentation if applicable. Upon receipt of the withdrawal request, the Program Director and Program Administrative Coordinator will review the request and may schedule a meeting with the student to discuss their decision and explore alternatives to withdrawal.

Withdrawal Deadlines: Students may withdraw at any time during the term. If students withdraw, they will be withdrawn from all courses in that term; students may not continue in just one or two classes.

Financial Considerations: Students withdrawing from courses, or the program may be subject to financial implications, including tuition refunds, financial aid adjustments, and other applicable fees. The Program Administrative Coordinator will provide information and guidance regarding financial considerations related to withdrawal.

Academic Consequences: Any student who withdraws will receive an INCOMPLETE in any courses not yet finished or completed. The School of Nursing will work with withdrawing students to address academic consequences and explore options for academic recovery or re-entry into the program if applicable.

Return Policy: Students who voluntarily withdraw from the School of Nursing may be eligible to apply for re-entry into the program in subsequent academic terms. The re-entry process is subject to the School of Nursing's policies and procedures, including but not limited to academic review, availability of space, and compliance with admission requirements, as well as a meeting with the Program Director to discuss academic expectations.

Appeals Process: Any students who wishes to appeal a decision related to withdrawal or re-entry into the program may submit a written appeal to the School of Nursing. The appeal must include a detailed explanation of the grounds for the appeal and any supporting documentation. The School of Nursing will review the appeal in accordance with established procedures and notify the student of the outcome in a timely manner.

Confidentiality: All withdrawal requests and related communications will be handled with the utmost confidentiality and in accordance with applicable privacy laws and regulations.

Policy Review and Updates: The School of Nursing reserves the right to review and update the withdrawal policy as needed to ensure compliance with institutional policies, accreditation standards, and legal requirements. Any revisions to the withdrawal policy will be communicated to students in a timely manner.

Curriculum

Term 1- 2 Months	Credit Hours
Anatomy and Physiology	3
Medical Terminology	3
Introduction to Medical Assisting	5
Clinical Procedures Lab 1	2
Term 2- 2 Months	
Pharmacology and Clinical Mathematics	3
Medical Office Administration and Procedures	3
Diseases of the Human Body	3
Clinical Procedures Lab 2	2
Term 3- 2 Months	
Medical Coding and Billing	3

Medical Ethics and Law	3
Nutrition	3
Clinical Procedures Lab 3 and Skills Checkoffs	2
Clinical Externship	3

Program Outline

The Medical Assistant Training Program is designed to prepare students with the knowledge and skills required to work as medical assistants in various healthcare settings. This program covers both theoretical concepts and practical skills necessary for success in the field of medical assisting.

Curriculum Overview:

Introduction to Medical Assisting

Overview of the healthcare system

Roles and responsibilities of a medical assistant

Medical ethics and professionalism

Medical Terminology and Anatomy

Introduction to medical terminology

Basic anatomy and physiology

Common medical abbreviations and symbols

Clinical Procedures

Taking vital signs (temperature, pulse, blood pressure, respiration)

Patient assessment and history taking

Infection control and sterilization techniques

Assisting with minor surgical procedures

Emergency response and CPR certification

EKG Assessments

Injections

Medication administration

Laboratory Procedures

Introduction to medical laboratory equipment

Specimen collection and processing

Performing basic laboratory tests (urinalysis, blood glucose monitoring, etc.)

Quality control and safety in the laboratory

Administrative Duties

Medical billing and coding principles

Health insurance processing

Electronic health records management

Scheduling appointments and managing patient records

Communication skills and patient interaction

Clinical Practicum

Practical experience in a healthcare setting

Application of clinical and administrative skills under supervision

Integration into the healthcare team

Observation and participation in real-world medical procedures

Program Duration

The Medical Assistant Training Program spans 7 months, including classroom instruction, laboratory practice, and ends in a clinical practicum experience.

Certification

Upon successful completion of the program, students will be eligible to sit for the Certified Medical Assistant (CMA) exam through the National Healthcareer Association.

Career Opportunities

Graduates of the program can pursue entry-level positions as medical assistants in various healthcare settings such as hospitals, clinics, physician offices, urgent care settings, and long-term care facilities. Additionally, the program provides a solid foundation for further education and specialization in allied health fields.

Program Outcomes

PO1 Demonstrate proficiency in medical terminology, accurately interpreting and using terminology relevant to healthcare settings.

PO2 Apply knowledge of medical laws and ethics in professional practice, ensuring patient confidentiality and adherence to legal standards.

PO3 Perform clinical procedures competently, including taking vital signs, administering medications, and assisting with minor surgeries.

PO4 Utilize electronic health records (EHR) systems effectively for documentation, scheduling, and communication within a medical office.

PO5 Communicate effectively with patients, families, and healthcare professionals, demonstrating empathy and cultural sensitivity.

PO6 Employ critical thinking and problem-solving skills to prioritize tasks and respond to emergent situations in a healthcare setting.

PO7 Execute administrative tasks such as billing, coding, and insurance processing accurately and efficiently.

PO8 Collaborate with interdisciplinary healthcare teams to provide coordinated patient care and support positive health outcomes.

PO9 Implement infection control measures and maintain a safe environment for patients and healthcare personnel.

P10 Demonstrate proficiency in basic laboratory procedures, including specimen collection, processing, and handling.

P11 Stay abreast of current medical trends, technologies, and best practices through ongoing professional development and education.

P12 Exhibit professionalism, integrity, and a commitment to lifelong learning and ethical practice in the field of medical assisting.

These outcomes cover both the clinical and administrative aspects of medical assisting, ensuring graduates are well-prepared for various roles within healthcare settings.

Course Descriptions

Medical Terminology:

Medical Terminology is a comprehensive course designed to provide students with the knowledge and skills necessary to understand and effectively communicate within the complex language of healthcare. This course serves as an essential foundation for healthcare professionals, enabling them to accurately interpret medical documentation, communicate with colleagues, and interact with patients and their families in a professional manner.

Throughout this course, students will explore the structure, formation, and interpretation of medical terms, focusing on prefixes, suffixes, roots, and combining forms. Emphasis will be placed on the systematic breakdown of medical terms to decipher their meaning and enhance comprehension.

Key components of the course include anatomy and physiology terminology, medical specialties and subspecialties, diagnostic procedures, pharmacology terms, and common abbreviations and symbols used in healthcare documentation. Students will learn to recognize and analyze medical terms encountered in various healthcare contexts, including clinical settings, medical literature, and electronic health records.

Additionally, the course will address the importance of accurate documentation and the role of medical terminology in facilitating interdisciplinary communication and collaboration among healthcare professionals. Students will develop proficiency in verbal and written communication skills, enabling them to effectively convey medical information to diverse audiences.

Interactive learning activities, including vocabulary drills, word building exercises, and medical terminology games, will reinforce learning and promote retention of key concepts. Real-world case studies and clinical scenarios will be used to demonstrate the practical application of medical terminology in healthcare practice.

Overall, this course aims to equip students with a solid foundation in medical terminology, empowering them to navigate the complexities of the healthcare environment with confidence, accuracy, and professionalism. By mastering medical language, students will enhance their ability to provide quality patient care, contribute to interdisciplinary healthcare teams, and pursue further education and training in healthcare-related fields.

Anatomy and Physiology:

Anatomy and Physiology is a comprehensive course designed to provide students with a deep understanding of the structure and function of the human body. This course serves as the foundation for a wide range of health-related fields, including medicine, nursing, physical therapy, and biomedical research.

Throughout this course, students will explore the intricate organization of the human body at multiple levels, from cells and tissues to organs and organ systems. Emphasis will be placed on understanding the relationships between anatomical structures and physiological processes, as well as the mechanisms that maintain homeostasis and support optimal bodily function.

Key topics covered in the course include the musculoskeletal system, nervous system, cardiovascular system, respiratory system, digestive system, urinary system, endocrine system, and reproductive system. Students will examine the anatomy and physiology of each system, including the structure of organs, the functions of tissues, and the coordination of physiological processes.

Furthermore, the course will address the interconnections between different organ systems and their roles in maintaining overall health and wellness. Students will explore how physiological processes are regulated and coordinated through complex feedback mechanisms, neural control, and hormonal signaling.

Practical applications of anatomy and physiology principles will be integrated throughout the course, including laboratory exercises, anatomical dissections, and clinical case studies. Students will develop observational, analytical, and critical thinking skills to apply anatomical and physiological concepts to real-world scenarios.

Overall, this course aims to provide students with a solid foundation in anatomy and physiology, enabling them to understand the structure and function of the human body and appreciate the interconnectedness of biological systems. By mastering the principles of anatomy and physiology, students will be better prepared for further study and professional practice in healthcare-related fields.

Introduction to Medical Assisting

This course provides students with an introductory understanding of the role and responsibilities of medical assistants within the healthcare system. This course covers foundational knowledge essential for success in the field of medical assisting, including medical terminology, anatomy, physiology, and basic clinical and administrative procedures. Students will explore the ethical and professional standards guiding medical assisting practice and develop essential communication skills necessary for interacting with patients, healthcare professionals, and other members of the healthcare team.

Understand the Role of Medical Assistants: Gain insight into the diverse roles and responsibilities of medical assistants within healthcare settings, including clinical, administrative, and patient care duties.

Develop Proficiency in Medical Terminology: Acquire a comprehensive understanding of medical terminology, abbreviations, and symbols commonly used in healthcare documentation and communication.

Explore Human Anatomy and Physiology: Study the structure and function of the human body systems, with a focus on organs and tissues relevant to medical assisting practice.

Learn Basic Clinical Procedures: Familiarize oneself with fundamental clinical procedures such as taking vital signs, performing patient assessments, and assisting with medical examinations.

Introduction to Administrative Duties: Gain exposure to administrative tasks including medical billing, coding, appointment scheduling, and electronic health records management.

Ethical and Professional Standards: Develop an understanding of ethical principles, confidentiality regulations, and professionalism in medical assisting practice.

Enhance Communication Skills: Cultivate effective communication skills for interacting with patients, healthcare professionals, and other members of the healthcare team in a respectful and compassionate manner.

Key topics include: Introduction to Medical Assisting, Overview of the healthcare system, Historical perspective and evolution of medical assisting, Professional organizations and certifications in the field, Medical Terminology, Basics of medical word structure (prefixes, suffixes, roots), Common medical abbreviations and symbols, Medical terminology related to body systems, diseases, and treatments, Anatomy and Physiology, Overview of human anatomy and physiology, Study of body systems including skeletal, muscular, cardiovascular, respiratory, digestive, and urinary systems, Relationship between

anatomy, physiology, and medical assisting practice, Clinical Procedures, Importance of infection control and hygiene in healthcare settings, Techniques for taking vital signs (temperature, pulse, blood pressure, respiration), Patient assessment skills and medical history taking, Introduction to medical asepsis and sterile techniques, Administrative Duties, Medical office procedures and protocols, Basics of medical billing and coding, Appointment scheduling and patient registration, Electronic health records (EHR) systems and documentation standards, Ethics and Professionalism, Legal and ethical considerations in medical assisting practice, HIPAA regulations and patient confidentiality, Professional conduct, boundaries, and responsibilities of medical assistants, Communication Skills, Verbal and non-verbal communication techniques, Active listening skills and empathetic communication, Strategies for effective communication with diverse patient populations and healthcare professionals,

Introduction to Medical Assisting serves as the foundation for students embarking on a career path in medical assisting. By mastering essential concepts, skills, and professional standards, students will be well-equipped to progress through subsequent courses and pursue opportunities for further specialization and certification in the field.

Pharmacology and Clinical Mathematics:

This course serves as an introduction to the fundamental principles and concepts of pharmacology, providing students with a comprehensive understanding of the science behind drug action and therapeutics. Pharmacology, as a discipline, explores the interactions between drugs and living organisms, encompassing the study of drug absorption, distribution, metabolism, and excretion, as well as their mechanisms of action and therapeutic applications.

Throughout this course, students will delve into the basic pharmacokinetic and pharmacodynamic principles that underpin drug behavior within the body. Topics covered include drug-receptor interactions, dose-response relationships, drug metabolism, pharmacokinetic parameters, and factors influencing drug efficacy and safety.

Moreover, the course will examine the classification of drugs based on their mechanisms of action and therapeutic uses. Students will gain insight into various drug classes, including but not limited to antibiotics, analgesics, antihypertensives, and psychotropic agents. Emphasis will be placed on understanding the mechanisms by which drugs exert their effects on specific physiological systems and pathological conditions.

In addition to theoretical knowledge, practical applications of pharmacology will be explored, including the rational use of drugs, pharmacovigilance, and principles of drug development and regulation. Through case studies, discussions, and interactive learning activities, students will develop critical thinking skills and learn to apply pharmacological principles to real-world scenarios.

Overall, this course aims to provide students with a solid foundation in pharmacology, enabling them to comprehend the mechanisms of drug action, make informed decisions regarding drug therapy, and appreciate the role of pharmacology in healthcare and biomedical research.

Medical Office Administration and Procedures

Medical Office Administration and Procedures is a comprehensive course designed to provide students with the knowledge and skills necessary to effectively manage administrative tasks and procedures within a medical office or healthcare facility. This course covers essential administrative functions, including medical billing and coding, insurance processing, appointment scheduling, medical records management, and office communication protocols. Students will also explore strategies for maintaining compliance with regulatory requirements and promoting efficient office workflows to enhance patient care delivery.

Diseases of the Human Body

Diseases of the Human Body is a comprehensive course designed to provide students with an in-depth understanding of common diseases, disorders, and conditions affecting the human body. Through a systematic exploration of pathophysiology, etiology, clinical manifestations, diagnostic procedures, and treatment modalities, students will gain insight into the complexities of various diseases across multiple body systems. This course emphasizes critical thinking, problem-solving, and evidence-based approaches to disease management and prevention.

Diseases of the Human Body provides students with a comprehensive overview of the diverse range of diseases and disorders affecting human health. By mastering the fundamental concepts and principles covered in this course, students will be equipped with the knowledge and skills necessary to identify, understand, and manage various diseases across different body systems, contributing to improved patient outcomes and the advancement of healthcare practice.

Medical Coding and Billing

Medical Coding and Billing is a specialized course designed to provide students with the knowledge and skills necessary to accurately assign diagnostic and procedural codes, submit insurance claims, and navigate the complex landscape of healthcare reimbursement. This course covers essential concepts in medical coding, including the use of standard code sets such as ICD-10-CM, CPT, and HCPCS, as well as principles of medical billing, claims processing, and revenue cycle management. Through a combination of theoretical instruction and practical exercises, students will develop proficiency in coding accuracy, compliance with coding guidelines, and effective communication with insurance payers and healthcare providers.

Medical Coding and Billing is essential for individuals seeking to pursue careers in medical coding, billing, healthcare administration, or revenue cycle management. By mastering the core concepts and skills covered in this course, students will be prepared to navigate the intricacies of medical coding and billing processes, ensure accurate reimbursement for healthcare services, and contribute to the financial health and compliance of healthcare organizations.

Medical Ethics and Law

Medical Ethics and Law is an interdisciplinary course designed to explore the ethical principles, legal regulations, and moral dilemmas inherent in healthcare practice. This course provides students with a comprehensive understanding of the ethical frameworks guiding healthcare decision-making, the legal foundations of healthcare delivery, and the intersection of ethics and law in clinical practice. Through case studies, discussions, and critical analysis of real-world scenarios, students will develop the knowledge, skills, and ethical reasoning necessary to navigate complex ethical and legal issues in healthcare settings.

Medical Ethics and Law is essential for healthcare professionals and students preparing for careers in healthcare, as it provides a solid foundation in ethical reasoning, legal principles, and moral decision-making in healthcare practice. By exploring the complex interplay between ethics and law, students will develop the knowledge, skills, and ethical awareness necessary to navigate challenging ethical dilemmas, advocate for patient rights, and uphold professional standards of conduct in their future healthcare careers.

Nutrition

Nutrition and Wellness is a comprehensive course designed to provide students with a deep understanding of the role of nutrition in promoting health and well-being. This course explores the principles of nutrition science, the importance of balanced diet and lifestyle choices, and the impact of nutrition on overall health, disease prevention, and management. Through a combination of theoretical knowledge, practical applications, and experiential learning, students will develop the skills and strategies necessary to make informed dietary choices, optimize nutritional intake, and adopt healthy eating habits for life.

Nutrition and Wellness is essential for individuals seeking to improve their own health and well-being, as well as those interested in careers in healthcare, nutrition education, public health, and food service. By mastering the principles of nutrition science and adopting healthy eating habits, students will be empowered to make informed dietary choices, optimize their nutritional intake, and lead healthier, more fulfilling lives.

Grading Scale and Policy

Letter Grade	Numerical Range	Grade Point Average
A	93-100	4.0
B	83-92	3.0
C	75-82	2.0
D	67-74	1.0
F	66 and below	0.0
Lab and Clinical	PASS or FAIL	PASS or FAIL

Students must have a grade of 75% or higher in the didactic portion of each course and a PASS in lab and clinical practicum to matriculate through each term. Any student who does not achieve academic achievement in any course will have one attempt to re-take the course to pass. If, after the second attempt, the student is not successful, the student must wait 6 months to reapply to the program.

Program Progression

The purpose of the student progression policy is to delineate the process for advancement through the Medical Assistant program. All enrolled students must:

- Follow the nursing course sequence as prescribed in the program progression.
- Meet and maintain a minimum overall passing grade of 75% or higher and meet all Standards of Satisfactory Academic
- Progress per PES School of Nursing's pacing guide
- Pass each individual course with a grade of 75% or higher. Failure to achieve the above will result in dismissal from the program.
- Score an average of 75% on all tests AND obtain an overall grade of 75% in all the coursework.
- A course can only be attempted a maximum of twice. Failure to successfully pass any course within two attempts will result in termination from the program.

Satisfactory Academic Progress

Medical Assistant students must meet PES School of Nursing Standards of Academic Progress (SAP) per the student handbook. Failure to achieve this will result in dismissal from the program.

Program Completion Requirements

In order to successfully complete the Medical Assistant Program, students must pass all lab and clinical hours with a PASS and must have an overall 75% or higher as their GPA in order to fully matriculate through the program and graduate.

Clinical Externship Policy

Clinical Externship Policy

Medical Assistant Students

1. Purpose

The purpose of this policy is to outline the requirements, expectations, and professional standards for Medical Assistant students participating in a clinical externship. The externship is a critical component of the educational program and provides students with supervised, real-world clinical experience in a healthcare setting.

2. Scope

This policy applies to all Medical Assistant students enrolled in a clinical externship or practicum at an approved healthcare facility.

3. Eligibility and Prerequisites

Students must meet all program and clinical site requirements prior to beginning their externship.

Requirements may include, but are not limited to:

- Successful completion of all required didactic and laboratory coursework
- Up-to-date vaccinations and immunizations as required by the clinical site, state regulations, federal guidelines, and accrediting agencies
- Proof of tuberculosis screening, physical examination, or other health clearances as required
- Background check and/or drug screening, if required by the clinical site
- Current CPR/BLS certification, if required

Failure to meet or maintain these requirements may result in delayed placement or removal from the externship.

4. Professional Behavior and Conduct

Students are expected to conduct themselves as healthcare professionals at all times while on externship. This includes:

- Treating patients, staff, providers, and fellow students with respect, dignity, and courtesy
- Maintaining patient confidentiality and complying with HIPAA and all privacy regulations
- Demonstrating honesty, integrity, and ethical behavior in all interactions
- Following all clinical site policies, procedures, and rules

Unprofessional behavior, including but not limited to disrespectful conduct, dishonesty, inappropriate language, or violation of patient privacy, will not be tolerated and may result in disciplinary action or termination from the externship.

5. Professionalism and Appearance

Students are expected to represent their program and the profession of medical assisting in a professional manner. Expectations include:

- Arriving on time and being prepared for each scheduled shift
- Wearing appropriate attire as required by the clinical site, including clean uniforms, proper footwear, and visible identification
- Practicing appropriate personal hygiene and grooming
- Using professional communication at all times, both verbal and written

Cell phone use, social media activity, or other distractions during clinical hours is prohibited unless explicitly permitted by the clinical site.

6. Student Expectations During Externship

While on externship, students are expected to:

- Follow the direction and supervision of clinical site preceptors and staff
- Perform only those skills and tasks they have been trained and authorized to complete
- Ask questions and seek clarification when unsure of a task or procedure
- Accept feedback constructively and demonstrate a willingness to learn
- Complete all required clinical hours, documentation, evaluations, and assignments

Students should understand that they are guests at the clinical site and are expected to act accordingly.

7. Attendance and Scheduling

Students must adhere to the clinical site's schedule and attendance policies. Absences, tardiness, or schedule changes must be reported according to program and site guidelines. Excessive absences or failure to notify appropriate personnel may result in failure of the externship.

8. Safety and Compliance

Students must comply with all safety protocols, infection control procedures, and occupational health guidelines. Any injury, exposure, or incident must be reported immediately to the clinical site supervisor and the educational program.

9. Disciplinary Action

Failure to comply with this policy or with clinical site expectations may result in disciplinary action, which may include warnings, remediation, suspension, or removal from the clinical externship. Serious violations will result in program dismissal.

10. Acknowledgment

Students are required to acknowledge that they have read, understand, and agree to abide by this Clinical Externship Policy prior to beginning their clinical placement.

Failure Policy

The School of Nursing recognizes that academic success is vital for students pursuing careers in healthcare. This Failure Policy outlines the procedures and consequences in the event a student fails to meet the academic requirements of their medical assistant training program.

Academic Performance Evaluation: Students will be evaluated based on their academic performance, including grades obtained in courses, clinical assessments, and other academic requirements outlined in the program curriculum. The grading scale and criteria for passing each course and clinical rotation will be clearly communicated to students at the beginning of each academic term. Students must pass labs and clinical practicum with a PASS, and all coursework must be passed with a 75% or higher score.

Failure Notification: Students who fail to meet the minimum passing requirements in a course or clinical rotation will be notified promptly by the course instructor or clinical supervisor. The notification will include specific details regarding the areas of deficiency and any available resources or remediation options.

Remediation Opportunities: Students who fail a course or clinical rotation may be provided with opportunities for remediation, as determined by the faculty and program administration. Remediation activities may include additional coursework, clinical practice, tutoring, or other interventions aimed at addressing the areas of deficiency.

Probationary Status: If a student fails a course or clinical rotation, they may be placed on academic probation, subject to the policies and procedures outlined by the School of Nursing and the university. During the probationary period, students may be required to meet specific academic requirements or conditions to continue their enrollment in the program.

Dismissal: Students who fail to meet the academic requirements despite remediation efforts and probationary status may face dismissal from the nursing program. Dismissal decisions will be made by the School of Nursing's Dean and Program Director as well as the academic review committee, following due process. Dismissed students will be provided with information regarding their appeal rights and available support resources.

Re-Entry and Readmission: Students who are dismissed from the nursing program may be eligible for re-entry or readmission following a specified period, upon demonstrating readiness and meeting designated criteria for reinstatement. Re-entry and readmission decisions will be made on a case-by-case basis, taking into account the student's academic history, remediation efforts, and readiness to resume their studies.

Support and Resources: The School of Nursing is committed to supporting students' academic success and well-being throughout their educational journey. Students who are struggling academically are encouraged to seek assistance from faculty, advisors, tutoring services, and other support resources available within the university. All faculty are required to meet and maintain office hours and students are strongly encouraged to meet with faculty in any classes in which they are struggling for additional help.

By adhering to this Failure Policy, the School of Nursing aims to maintain academic standards, uphold the integrity of its programs, and support students in achieving their educational and professional goals in the field of nursing.

Academic Dispute, Grievance, and Resolution Policy

Students who wish to dispute academic results, grades, or have a grievance will be required to adhere to the following policy.

All grade disputes for regular assignments, tests, and quizzes must be disputed within 7 days of receiving the grade. Failure to dispute the grade in this timeframe, sees the grade for that assignment stand.

Final grades for any class, but have a dispute entered within 5 days of final grade being issued; failure to dispute the grade in this timeframe will see the grade stand.

Any student disputing a grade, or having an academic grievance will do the following:

Arrange to meet with the appropriate faculty member for that class. A meeting will be scheduled within 24 hours of a dispute being made with the faculty member, student, and either the Dean of Curriculum or the Program Director. During this meeting, the student will professionally and respectfully describe the reasons that they feel that their grade is wrong, and all parties will look at and examine evidence that the student provides during this meeting.

The faculty member and Dean or Director will then meet to discuss the student's evidence (if any) and to determine if an alteration or change in grade is actually warranted. Once a decision has been made, the student will be notified in writing why the grade stays or has been changed. (Should it be determined that a need for change in curriculum is warranted by this inquiry, the curriculum committee will form a meeting and investigate the need for change in curriculum.)

Should the student still be unsatisfied, he or she can then make an appeal to the Program Director with a written explanation as to why the grade should be changed. The Program Director will then meet with the curriculum committee to determine if the grade should be changed, and if so how or why the change should be made.

Once a decision has been made, the Program Director and Dean of Curriculum will meet with the student in person to discuss why or why not the change was made or not made. This is a final decision and will stand.

If there is a dispute or conflict resolution needed with a faculty member or fellow student, the following policy will apply:

Student will meet with the Program Director or Dean during open office hours to explain the situation and what occurred. An official report will be taken at that time. A meeting will then be called with either the fellow student or faculty member to obtain their information for an official report.

If it is determined that a mediation session is necessary, the Program Director or Dean will arrange a time for a mutually agreed upon time to meet with all parties to come to a resolution. The final resolution will be added to the report, and all parties must agree to adhere to the resolution that has been presented. If, at any time, either party varies from the agreement, disciplinary action may occur up to and including expulsion from the program or employment with the PES School of Nursing.

If it is determined that a faculty member violated a policy of the school of nursing, this will be dealt with via their supervisor and human resources.

Any complaints of any kind that a student has should be submitted, in writing, to the Program Director once a student becomes aware of a complaint or grievance. The Program Director will make final decisions on how to address informal complaints submitted by students or faculty. All complaints are taken seriously and documentation on any complaints will be kept on file for two years.

Faculty Office Hours

All faculty members are required and expected to have open office hours for students to meet with faculty and to discuss and share information. These open office hours are a great way for students to collaborate and dive deeper into topics that may be unfamiliar or that they need additional assistance on. Please see the course syllabus for office hours for your class to know when your instructor has the open availability for meeting. You may also schedule office hours with an instructor should the open office hours not work for you that particular week.

Student Counseling and Academic Advising

The Academic Advising Policy is established to provide guidance and support to students in achieving their academic and personal goals. This policy aims to ensure that all students have access to high-quality academic advising services that promote academic success, degree completion, and holistic development.

Principles:

Student-Centered Approach: Academic advising shall be student-centered, focusing on the individual needs, aspirations, and interests of each student.

Collaboration: Academic advising is a collaborative process involving active participation and communication between students, advisors, faculty, and other relevant stakeholders.

Holistic Development: Academic advising shall consider the holistic development of students, including their academic, personal, and career goals, as well as their socio-emotional well-being.

Inclusivity: Academic advising services shall be inclusive and accessible to all students, regardless of background, identity, or ability.

Continuous Improvement: Academic advising practices shall be regularly evaluated and refined based on feedback from students, advisors, and other stakeholders to ensure effectiveness and relevance.

Roles and Responsibilities:

Students:

Actively engage in the academic advising process, seeking guidance and support as needed to clarify academic and career goals, select courses, and navigate academic policies and procedures.

Take ownership of their academic progress, attending advising appointments, preparing for meetings, and following through on recommendations provided by advisors.

Communicate openly and honestly with advisors about their academic interests, challenges, and aspirations, as well as any personal or academic concerns that may impact their academic performance.

Advisors:

Provide accurate and up-to-date information about academic programs, degree requirements, course selection, registration procedures, and other academic policies and resources.

Assist students in developing academic plans and pathways that align with their interests, abilities, and career goals, while also considering factors such as academic progress, time to degree completion, and graduation requirements.

Offer guidance and support to students in addressing academic challenges, exploring academic and career opportunities, and accessing appropriate campus resources for additional support as needed.

Maintain confidentiality and professionalism in all interactions with students, respecting their privacy and individual circumstances.

Faculty:

Collaborate with academic advisors to provide academic mentoring and support to students within their respective disciplines or areas of expertise.

Assist students in understanding course content, academic expectations, and disciplinary standards, as well as offering academic recommendations and referrals to relevant resources or opportunities.

Advising Services:

Individual Advising: Offer individual advising appointments for students to discuss academic progress, degree requirements, course selection, and other academic concerns on a one-on-one basis.

Group Advising: Provide group advising sessions or workshops on topics such as academic planning, time management, study skills, and career exploration to reach larger groups of students and address common academic challenges.

Online Advising: Offer online advising services, including email, video conferencing, or chat-based advising, to accommodate the needs of distance learners or students with scheduling constraints.

Evaluation and Assessment: Regularly assess the effectiveness of academic advising services through student surveys, advisor evaluations, focus groups, and other feedback mechanisms. Use assessment data to identify strengths, areas for improvement, and emerging needs, and make adjustments to advising practices accordingly.

Training and Professional Development: Provide comprehensive training and professional development opportunities for academic advisors, faculty advisors, and other staff involved in academic advising to ensure that they possess the necessary knowledge, skills, and resources to effectively support students.

Conclusion: The Academic Advising Policy underscores the institution's commitment to providing students with comprehensive and student-centered academic advising services that facilitate academic success, personal growth, and career readiness. By adhering to the principles outlined in this policy and implementing best practices in academic advising, the institution aims to empower students to make informed decisions, achieve their academic goals, and thrive as lifelong learners.

Holidays

PES School of Nursing recognizes the following federal holidays, and classes will not be held on these days. The school will be closed for all recognized holidays.

New Years Day	Day After Thanksgiving
Memorial Day	Christmas Eve
4 th of July	Christmas Day
Labor Day	
Thanksgiving Day	

Career Placement/Assistance

The Career Placement Advisement Services for the School of Nursing is established to support nursing students in their transition from academic study to professional practice. This program aims to provide comprehensive guidance and resources to assist students in exploring career options, developing job search strategies, and securing employment in the nursing field. PES School of Nursing makes no guarantees or promises on job availability or job placement.

Services Offered:

Career Counseling: Provide one-on-one career counseling sessions to nursing students to discuss their career goals, strengths, and areas for development, as well as to create personalized career plans.

Resume and Cover Letter Assistance: Offer workshops and individualized assistance to help students create polished resumes and cover letters tailored to nursing positions.

Interview Preparation: Conduct mock interviews and provide tips and strategies to help students prepare for nursing job interviews, including common interview questions, professional attire, and effective communication skills.

Job Search Resources: Maintain a database of job openings, internship opportunities, and career resources relevant to the nursing profession, accessible to students through an online platform or career services office.

Networking Opportunities: Organize networking events, career fairs, and employer panels to connect nursing students with healthcare professionals, alumni, and potential employers.

Career Fairs: In term 3, all students will have the opportunity to attend a PES sponsored career fair to meet with potential employers and learn more about various job opportunities.

Collaboration with Clinical Partners: Forge partnerships with healthcare facilities, hospitals, clinics, and other clinical settings to provide students with clinical placements, preceptorship opportunities, and real-world experiences that enhance their readiness for professional practice.

Conclusion: The Career Placement Advisement Services for the School of Nursing are designed to empower nursing students to successfully navigate their transition from student to professional nurse. By providing comprehensive support, resources, and opportunities for professional growth and development, the program aims to prepare nursing students to thrive in their chosen careers and make meaningful contributions to the healthcare profession.