CONTRACTUAL AGREEMENT
BETWEEN
MID-DEL TECHNOLOGY CENTER
AND
ROSE STATE COLLEGE

September 17, 2015
Oklahoma State Regents for Higher Education

CONTRACTUAL ARRANGEMENTS AND/OR TECHNICAL PRIOR LEARNING ASSESSMENT PROGRAM REQUEST FORM

Rose State College
Institution Submitting Proposal

Business Administration Associate in Applied Science Program, General Business (008)
Program name and State Regents' three-digit program code

Mid-Del Technology Center

Date of Governing Board Approval: 09/17/15
Signature of President: [Signature] Date: 09/17/15
Signature of Other Entity Signatory: [Signature] Date: 09/24/15

State Regents' Policy 3.6 and 3.15
http://www.okhighered.org/admin-fte/academic-forms/
Thank you for your submission. Based on the information detailed below, the Commission has determined that it has sufficient information to constitute notification of the contractual relationship per policy and no further action is required. If you have any further questions, please send an email to changerequests@hlcommission.org.

Name: Frances M Hendrix  
Institution: 1635 - Rose State College - OK  
City: Midwest City  
State: Oklahoma  
Email address: fhendrix@rose.edu  
Phone number: 405.733.7395

You confirm you are authorized to provide the Commission with information regarding your institution's contractual arrangements.

Academic program: Data Entry/Microapplication  
CIP code: 11.0601  
Course catalog name: Microcomputer Applications  
Program or credential level: Associate  
Expected start date: 2015-08-17  
Contractual partner: Mid-Del Technology Center

Total program credit hours: 62  
Credit hours taught by contractual partner: 6  
Calculated percentage: 9.68

The percentage taught by the contractual partner is less than 25%.  
Does the contractual partner provide oversight of the curriculum? Yes  
Does the contractual partner provide assurance of the consistency? Yes  
Does the contractual partner establish academic qualifications for instructional personnel? Yes

The percentage representing the aggregate of the contractual partner's total efforts: Less than 25%
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Institution: 1635 - Rose State College - OK
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State: Oklahoma
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Phone number: 405.733.7395

You confirm you are authorized to provide the Commission with information regarding your institution's contractual arrangements.

Academic program: Computer Programming/Program
CIP code: 11.0201
Course catalog name: Introduction to Computers
Program or credential level: Associate
Expected start date: 2015-08-17
Contractual partner: Mid-Del Technology Center

Total program credit hours: 62
Credit hours taught by contractual partner: 6
Calculated percentage: 9.68

The percentage taught by the contractual partner is less than 25%.
Does the contractual partner provide oversight of the curriculum? Yes
Does the contractual partner provide assurance of the consistency? Yes
Does the contractual partner establish academic qualifications for instructional personnel? Yes

The percentage representing the aggregate of the contractual partner's total efforts: Less than 25%
Contractual Arrangement and/or Technical Prior Learning Assessment Program Request Form

The proposal for a contractual arrangements or technical prior learning assessment (PLA) program should provide the following information.

NOTE: INFORMATION NOT INCLUDED IN THE PROPOSAL MAY CAUSE A DELAY IN PROCESSING.

1. A signature page (institutional president and entity’s signatory) that includes the names of the participating college and other entity.

2. Name of college-level certificate or degree program(s) toward which credit will be awarded, including the State Regents’ three-digit program code and any options.

(The size of the box is NOT an indicator of the amount of information required to address the request. Please include as much information as necessary [the boxes will expand].)

3. Will this arrangement include:

   X  contractual arrangement  technical assessments (PLA)  Combination of both

4. List a) technical courses on the Statewide Contractual Course Inventory/Technical Crosswalk, b) assessments on the Statewide Inventory of Industrial, Technical and Other Assessments, and/ or c) general education courses that will be included in the contractual or technical PLA program.

   a) Technical Courses in Contractual Arrangements:

<table>
<thead>
<tr>
<th>Higher Education Course:</th>
<th>Contractual Technical Course:</th>
<th>Approved for listing on Statewide Contractual Course Inventory/Technical Crosswalk?</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIT 1093 Microcomputer Applications</td>
<td>Fundamentals of Administrative Technology</td>
<td>Yes No X Request Pending</td>
</tr>
<tr>
<td>CIT 1103 Introduction to Computers</td>
<td>Fundamentals of Technology</td>
<td>Yes No X Request Pending</td>
</tr>
<tr>
<td>Higher Education Course:</td>
<td>Contractual Technical Course:</td>
<td>Approved for listing on Statewide Contractual Course Inventory/Technical Crosswalk?</td>
</tr>
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<td>--------------------------</td>
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<td>-----------------------------------------------</td>
</tr>
<tr>
<td>(add rows as needed)</td>
<td></td>
<td>Yes No Request Pending</td>
</tr>
</tbody>
</table>

State Regents’ Policy 3.6 and 3.15  http://www.okhighered.org/admin-fac/academic-forms/
b) Technical Assessments (PLA):

<table>
<thead>
<tr>
<th>Higher Education Course</th>
<th>Technical Assessment</th>
<th>Approved for listing on the Statewide Matrix of Industrial, Technical and Other Assessments?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>___Yes ___No ___ Request Pending</td>
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<td>___Yes ___No ___ Request Pending</td>
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<tr>
<td></td>
<td></td>
<td>___Yes ___No ___ Request Pending</td>
</tr>
</tbody>
</table>

(add rows as needed)


c) General Education Courses:

<table>
<thead>
<tr>
<th>Higher Education Course</th>
<th>Location?</th>
<th>Delivery Method?</th>
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</thead>
<tbody>
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</table>

(add rows as needed)

5. Detail the maximum number of college credit hours to be articulated through contractual technical courses or technical assessments and the maximum college credit awarded toward the degree for work completed outside the institution¹.

Total credit hours articulated through contractual technical courses:  6

Total credit hours articulated through technical assessments:  0

Total credit hours that can be applied to the degree through approved contractual technical courses and/or assessments:  6

Total credit hours in general education:  20-21

Total credit hours required for the degree:  62

¹ Note: the Higher Learning Commission requires that at least “15 of the 60 credits for the associate’s degree be credits earned at the institution itself, through arrangements with other accredited institutions, or through contractual relationships approved by the Commission.” However, any time the credit from outside the institution surpasses 50%, a higher level of scrutiny/review from HLC should be expected.
6. Description of the contractual entity's classroom and laboratory facilities and how they will be utilized.

Mid-Del Technology Center offers up-to-date equipment and facilities to their students in the Office Technology Program. Computers are available in a lab environment for students to complete application assignments. Lecture environments are equipped with instructional technology used by the faculty member to conduct the class.

7. Academic credentials of contractual entity's faculty responsible for classroom and laboratory experiences. (Include a summary document here. Full vitae, resume and certifications must be included as attachments, as well as documentation of the institutional process for credential and/or experience evaluation for contractual entity's faculty.)

College faculty supervising the contractual arrangement or application of PLA credit for the program:
N/A

Contractual entity's faculty teaching in the contractual arrangement:
Ms. Carla Darme, Office Technology faculty member, B. S., Education; Secretarial Certifications, Oklahoma Christian University
Ms. Teresa Thompson, Office Technology faculty member, M.Ed., B.S., Business Education/Vocational Business and Office Endorsement, University of Central Oklahoma

8. Outline the process to assure quality academic programming and continuous improvement in the contractual arrangement or technical PLA program.

Rose State College faculty reviewed the Mid-Del Technology Center curriculum and determined that the curriculum duplicated six credit hours of instruction that occurs through the Business Administration, General Emphasis, Associate in Applied Science degree program at Rose State College. Rose State College faculty reviewed the credentials of faculty from Mid-Del Technology Center to ensure faculty hold credentials that meet or exceed the minimum requirements for adjunct and full-time faculty assignments at Rose State College. Rose State College faculty added the Mid-Del Technology Center faculty to the Rose State College Business Administration program advisory committee. Rose State College faculty were added to the Mid-Del Technology Center Office Technology Program.
9. Describe the criteria for assessment of student outcomes in each contractual technical course and/or assessment.

See attached syllabi.

10. To maintain quality courses, the higher education institution will designate an appropriate individual to direct and oversee the contractual arrangement. Provide the name of the individual as well as the criteria and procedures that will be used for an annual evaluation of courses. (Note if same or different from #7)

In addition to the full-time Business Administration Associate in Applied Science degree program faculty members, Ms. Jerri Cachero, Coordinator for Technology Center Programs, Rose State College, oversees all contractual arrangements with technology centers to ensure that students are advised and enrolled appropriately, serves as the liaison between faculty representatives from the technology centers and the college. She holds meetings with faculty on campus, meets with faculty and staff at each technology center, and arranges and holds joint meetings. She also develops the annual Technology Center catalog, meets with admissions and enrollment staffs from the technology center and on campus, and hosts students from the technology centers on campus on enrollment/advisement days. In addition, she attends advisory committees, and other statewide meetings at the Oklahoma State Regents for Higher Education.

11. Describe the academic and student support services available to students enrolled in the contractual arrangement.

Students from the technology center are hosted on campus. Students are enrolled on campus by Academic Advisors, tour the campus and receive financial aid/college life information from Prospective Student Services and are taken on a campus-wide tour. Students complete their admissions forms, take COMPASS exams, are enrolled and attend various related seminars on campus. Students have access to the College’s website services such as those available in the Learning Resources Center and receive a Rose State College student I.D. card which grants students’ rights and privileges of a Rose State College student.

A college liaison visits each campus on a weekly basis to assist with questions related to degree completion, financial aid deadlines, Ticket to Rose, etc., and serves as an advisor to these students at their technology center.
12. Outline the financial arrangements between the institution and the contractual entity if different from that specified in policy; this should include student tuition and other charges applicable to the contractual arrangement.

Students pay the state-adopted rate of $8.00 per credit hour since instruction takes place at the technology center under the technology center budget.

13. Indicate if high school students may be enrolled in this contractual arrangement and/or any restriction based on age of students due to the nature of the technical field, licensure requirements, etc.

High school students are eligible for enrollment provided that they meet the admission requirements under the cooperative agreement policy.
COOPERATIVE AGREEMENTS PROGRAM
ROSE STATE COLLEGE/MID DEL TECHNOLOGY CENTER
Fall 2015 – Spring 2016

RSC – Business & Information Technology Division
Degree: A.A.S. - Business Administration – General Business (0061-00)
Various degree programs on campus
Contacts: Professor Arlene Haynes
Division Academic Advisor: Mr. Steve Johnson

Mid Del Technology Center Program: Office Technology Program
Contacts: Ms. Carla Dame and Ms. Teresa Thompson

Credit Total: 6 Hours

<table>
<thead>
<tr>
<th>RSC Course Number and Title</th>
<th>MDTC Tech Center Units Covered</th>
<th>Credit Hours</th>
<th>RSC Faculty Initials</th>
<th>Tech Center Faculty Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIT 1093 Microcomputer Applications</td>
<td>Completion of both: 8103 – Fundamentals of Administrative Technology 8104 – Fundamentals of Administrative Technology II</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CIT 1103 Introduction to Computers</td>
<td>8169 – Fundamentals of Technology</td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Business, Management, & Administration Cluster
Medical Office Assistant
Fundamentals of Administrative Technologies Syllabus

Course Title: Fundamentals of Administrative Technologies

Instructor: Carla Dame, cdame@mid-del.net, 739-1707 ext. 6330

Course Number: 8103

Career Cluster/Pathway: Business Management & Administration Cluster

Career Majors: Administrative Assistant, Medical Office Assistant, Medical Insurance Coder

Pre-requisite: Fundamentals of Technology

Length: 120 hours

OHLAP Approved: Yes

Possible Career Outcome: Medical Office Assistant, Administrative Medical Assistance, and/or Medical Secretary, Patient Billing Clerk, Medical Transcriptionist, Medical Office Assistant, and Medical Insurance Coder.

Course Description: This course builds on the core business skills and will provide students with the concepts, principles, and attitudes needed to understand how an office is operated and managed in a rapidly changing global environment. State-of-the-art personal computing is integrated throughout the course.

Specific Learning Competencies - Upon successful completion of this course, the student will be able to:

Office Procedures - 35 hours
Correspondence
- Prepare and format effective business documents including, envelopes, letters, reports, faxes, email, outlines, footnotes/endnotes, and minutes.
- Demonstrate knowledge of general mail procedures, including the different classes of mailings, sorting, and distribution of mail.

Customer Service
- Effectively apply conflict resolution techniques when dealing with internal customers as well as external customers.
-Demonstrate appropriate telephone etiquette when providing customer service, including appropriate manners when handling irate customers.

Filing
-Demonstrate the ability to effectively use the many types of filing systems, including subject, standard alphabetic, and numeric.

Organization
-Use appropriate procedures to effectively prioritize and manage time, projects, and resources.
-Apply appropriate business math skills to prepare business forms and complete financial transactions.

Reading Comprehension
-Demonstrate effective use of proofreading skills, including spelling, grammar, proofreading marks, and charts/graphs.

Scheduling
-Demonstrate proper parliamentary procedure and effectively plan a meeting.
-Use appropriate procedures and resources to make travel arrangements, including preparing/securing travel documents, creating itineraries, and providing appropriate confirmations.

Terminology
-Identify and/or demonstrate the ability to use appropriate and effective language, resources, and organizations needed in an office environment.

Telephone Etiquette-5 hours
Communication
-Identify common barriers to open communication.
-Identify appropriate customer care representative behaviors.
-Distinguish between idle conversation and dialogue.
-Demonstrate ability to determine customer expectations.
-Demonstrate ability to use fact-finding techniques.
-Demonstrate proper phone etiquette and techniques.-conference calls, voice mail, pagers, video conferencing, transferring calls, ending calls, taking messages, screening calls, placing callers on hold, and using cell phones.

Answering Phones
-Demonstrate proper technique for beginning and ending calls.
-Identify methods for showing customer empathy.
-Identify methods to build customer goodwill.
-Demonstrate methods for dealing with difficult callers

Customers
-Describe the importance of behavioral styles as it applies to telephone techniques.
-Describe the components of an ideal customer service environment.

Telephone Equipment
-Define and describe the following types of telephone equipment: speaker phone, multi-line phones, conference calls, video conference calls, and wireless communication devices.
Terminology
- Define branding.
- Define customer service effectiveness.
- Define screening call.
- Define the phrase "our customers are blind".

Handling the Call
- Demonstrate fact-finding techniques.
- Differentiate when to use open and closed-ended questions.
- Model positive impression using proper communication techniques.

Professionalism
- Demonstrate proper word choice when dealing with customers.
- Demonstrate proper techniques when transferring calls.

Develop and Demonstrate Objective and Active Listening Skills, and Telephone Personality
- Demonstrate appropriate voice quality.
- Define the four standard behavioral styles: decisive, inquisitive, rational, and expressive.
- Demonstrate techniques for handling difficult customers.

Listening
- Define the following listener types: active, passive, cohesive, constructive, emotive.
- Demonstrate the ability to listen for meaning.
- Define the following barriers to effective listening: psychological, social, sensory, organizational, emotional, bias, difficult customer, physical, preoccupation, and hearing loss.

Word Processing Fundamentals-40 hours Revising and Printing
- Perform editing (e.g., cut, copy, and move information).
- Specify print options and print files.
- Set printing options for templates with fields.
- Set printing options to manage print jobs.
- Set page orientation.
- Check spelling/grammar.
- Set specialized language options.
- Identify Office Clipboard default settings.
- Utilize functions available on the task pane.

Shortcuts
- Identify and use keyboard shortcuts.
- Select text (word, line, paragraph, document) using various methods (e.g., mouse clicks, click and drag, or keyboard combinations).
- Identify templates available in Word.
- Use wizards and templates to create documents.
- Use templates and add-ins to identify styles.
- Set and modify Smart Tag options.

Formatting
- Format text for font, style, size, color, underline, effects and spacing.
- Format and modify margins.
- Apply borders and shading to paragraphs.
-Format and modify line and page breaks.

**Word Processing General Knowledge**
-Identify View formats.
-Use Views to display Headers/Footers.
-Identify shading types.
-Format text wrapping for clipart, shapes and text boxes.
-Identify default settings for Office Assistant.
-Identify toolbars and toolbar buttons.
-Display, hide and modify toolbars.

**Advanced Features**
-Identify types of mail merge.
-Create a mail merge main document and data source.
-Identify other types of files that may be used in a mail merge.

**Page Layout**
-Set and edit tabs.
-Identify tab types.
-Format and modify table structure.
-Create, edit, apply and delete styles.
-Identify on-screen formatting information including breaks, paragraphs markers and tabs.
-View styles applied to a document.

**Document Creation**
-Open previously created documents and identify components of the open window.
-Save files in specified locations and formats and identify components of the save window.
-Insert breaks (e.g., page, column, text wrapping, and section).
-Format multicolumn layouts.
-Modify text case using Change Case option.
-Use find/replace function.
-Locate and identify items in the drop down menus.

**Spreadsheet Fundamentals**-40 hours

**Charts**
-Identify fill effect options for chart titles.
-Insert a chart using the chart wizard.
-Insert and modify charts in a worksheet.
-Be able to identify if a presented chart accurately represents worksheet data show in a table.
-Insert a legend.
-Apply fill effects to a chart background.
-Insert and modify a PivotChart.
-Add titles to various areas on a chart.

**Data Entry**
-Modify reference to an external data link.
-Enter data into a worksheet using a Data Form.
-Use Spell-check.
-Accept labels in formulas (change numbers to text).
-List allowable characters for naming cells.
- Create and use defined names in formulas instead of cell references.
- Name the filename that stores the custom dictionary information. (CUSTOM.DIC)

Data Manipulation
- Apply Merge & Center formatting.
- Sort worksheet data.
- Apply borders and shading for a cell.
- Apply validation criteria to restrict data entry of a cell.
- List the allowable types of criteria for validating data.
- Insert and modify data.
- Apply and use various AutoFilter commands.
- Convert text from uppercase to lowercase.
- Identify & change number formats, including currency, date & time, percentage formats, and scientific notation.
- Apply conditional formatting to a range of cells.
- Filter data in place using the Advanced Filter command.
- Use the Paste Special command to transpose a range of data from a column to a row.

Formulas/Functions
- Use SEARCH.
- Use Error Checking.
- Insert arithmetic formulas into worksheet cells.
- Use common worksheet functions (e.g. SUM, AVERAGE, COUNT, DATE, IF, MID).
- Use iteration command.

Graphics
- Identify various diagram types.
- Identify default media file types.
- Apply shadow effects for an object.

Software Interface
- Use interactive worksheet components.
- Switch between sheets in an interactive workbook.
- Use the Research Task Pane.
- Apply formatting to interactive worksheets.
- Protect a shared workbook.
- Use the Freeze Pane command.
- Identify common buttons of the Formatting toolbar.
- Reset toolbar usage data.
- Share workbooks and remove a user from a workbook.
- Rename a worksheet.
- Print comments in a worksheet.
- Identify common buttons on the External Data Toolbar.
- Insert objects in custom headers or footers.
- Set and clear Print Areas.
- Print spreadsheet gridlines.
- Activate and de-activate ScreenTips.
- Use the Compare Side by Side toolbar to reset widow positions.
Method of Instruction includes:
Lecture, course books and workbooks, class discussions, hands-on training, demonstrations, projects and performance evaluation and field trips.

Required Certifications (or equivalent industry certification):
BRAINBENCH: www.careertech.org/certify
- Word (any level)
- Excel (any level)
- Telephone Etiquette
- Office Procedures

Recommended Additional Competency Testing:
BRAINBENCH: www.careertech.org/certify
- PowerPoint (any level)
- Customer Assistance
- Listening Skills
- MS Outlook
- MS Access (any level)
- Filing
- Data Entry/10-key

Primary Course Textbooks and Instructional Resources:
South-Western – Alphabetic Indexing Rules, ISBN: 978-0-538-97080-8
Cambridge Educational - Thank You for Calling Workbook
Cengage – MS Outlook 2010 Essentials 978-0-538-74925-1

Evaluation and Grading
Daily Grade 20%
Projects 30%
Tests 30%
Block Test 20%
Total 100%

Daily Grade - An employer expects you to manage your time effectively, moving through tasks quickly while maintaining high quality. We expect the same from you. Ten points are given each day for time management*. If a student is absent he or she does not receive the daily grade and it can’t be made up. Also if a student is tardy he or she will lose five points of the daily grade. Remember daily grades are 20% of your total grade. **THIS IS AN IMPORTANT GRADE, ESPECIALLY WHEN STUDENTS ARE WORKING ON LONG PROJECTS.**
*Time Management - Working in today’s fast paced business environment requires effective use of time and leadership skills. Your grade in this area will be assessed based on a number of factors including, but not limited to, work habits, punctuality, attitude, professionalism, and interpersonal skills. You will be required to keep a Time Management Analysis Sheet, which will be graded by the instructor.

Projects/Test Grades - Competence in selected skills will be assessed through a variety of methods, including hands-on projects, and tests (subjective and objective).

ASSIGNMENTS: Students will be required to complete assignments in class. You are expected to work in class every day for the entire class session just as you would if you were in an office environment. Because classroom equipment is necessary for the completion of most class assignments, homework is kept to a minimum.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Performance Standard</th>
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</thead>
<tbody>
<tr>
<td>A</td>
<td><strong>Independent Learner</strong>&lt;br&gt;Does research, designs, plans; applies academic skills; evaluates work and makes adjustments; quality work; needs little help from teacher; seeks out and finds recourse on own; demonstrates knowledge with a grade of 90 or higher; quality portfolio.</td>
</tr>
<tr>
<td>B</td>
<td><strong>Semi-Independent Learner</strong>&lt;br&gt;Does research, Designs, plans; needs some help from teacher; quality work with a few flaws; needs feedback from teacher to realize work is not up to standards; redoes it to meet standards; demonstrates knowledge with a grade of 80 or higher; better than average portfolio.</td>
</tr>
<tr>
<td>C</td>
<td><strong>Dependent Learner</strong>&lt;br&gt;Needs help to research, design and plan or must be given a plan; relies a great deal on teacher; must be given procedures for performing tasks; requires significant help to produce a quality product; needs help to evaluate product; final product is still not up to standards; demonstrates knowledge with a grade of 70 or higher; average portfolio.</td>
</tr>
<tr>
<td>D</td>
<td><strong>Dependent Learner with no skills</strong>&lt;br&gt;Did not complete projects; if projects were completed, they were of such low quality that is was not acceptable work; show little effort to document procedures followed; show little criteria to determine quality; scored less than 70 on knowledge tests; poor portfolio.</td>
</tr>
<tr>
<td>F</td>
<td><strong>Failure</strong>&lt;br&gt;Did not complete projects; if projects were completed, they were of such low quality that they did not pass; failed to document procedures followed; did not show criteria for determining quality; scored less than 60 on knowledge tests; poor or no portfolio.</td>
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Business, Management, & Administration Cluster
Medical Office Assistant Career Major Capstone Syllabus

Course Title: Career Major Capstone
Instructor Carla Dame, cdame@mid-del.net, 739-1707 ext. 6330
Course Number: 8106
Career Cluster/Pathway: Business Management & Administration Cluster
Career Majors: Medical Office Assistant, Medical Insurance Coder & Administrative Assistant
Pre-requisite: Completion of three courses in a career major
Length: 120 hours
OHLAP Approved: No

Possible Career Outcome: Medical Office Assistant, Administrative Medical Assistance, and/or Medical Secretary, Patient Billing Clerk, Medical Transcriptionist, Medical Office Assistant, and Medical Insurance Coder.

Course Description: Internships, project-based instruction and additional industry certifications will be utilized in this course to reinforce skills obtained within any Business, Marketing, and Information Technology Career Major. Students will make final preparations for industry certifications as they master outlined competencies. Students will select from various project options to finalize portfolios that highlight skills and certifications. Students may also undertake special projects, cross-train, or participate in workplace learning opportunities to enhance skills in accordance with industry demands.

Specific Learning Competencies - Upon successful completion of this course, the student will be able to:

Demonstrate mastery in the field through the pursuit of advanced certifications.
-Complete advanced projects with limited supervision.
-Gather data to analyze customer requirements.
-Identify and analyze customer/organizational needs and requirements.
-Develop strategies and project plans to solve a specific problem.
-Conduct needs analysis.
-Demonstrate the effective use of tools/projects.
-Complete a comprehensive case study pertaining to a specific career major.
-Perform project management.
-Develop strategies and plan to solve a specific problem.
- Perform quality assurance tasks to produce quality products.
- Perform customer service functions.
- Demonstrate ability to communicate and resolve conflicts with a diverse workforce.
- Discuss the importance of cross-functional teams in achieving project goals.
- Demonstrate knowledge of leadership skills needed in the career major environment.
- Build interpersonal skills with individuals and other team members.
- Identify and demonstrate positive work behaviors and personal qualities.
- Identify and target career opportunities in one or more career pathways.
- Finalize personal career plan to meet career goals and objectives.
- Market skills and abilities and apply job readiness skills in conjunction with a portfolio.
- Successfully participate in a teamwork environment.
- Identify and apply customer service techniques necessary for a successful business.
- Develop prototype, flowchart, requirements document, and sample budget for implementation of a project.
- Demonstrate knowledge of the relationship between lifelong learning and career development.
- Demonstrate knowledge of career development/progression patterns in industry.

Professional Development/Job Readiness Competencies:
- Formulate occupational objectives.
- Compose a letter of application.
- Complete a job application form.
- Create a resume.
- Review potential interview questions.
- Formulate responses to simulated situations.
- Participate in a job interview.
- Complete post-interview activities.
- Demonstrate knowledge of resignation, termination, and exit.
- Demonstrate knowledge of available employment services.
- Complete benefits form.

Print or Electronic Portfolio Development Competencies:
- Decide on portfolio goals.
- Describe the audience for the portfolio.
- Decide on contents of portfolio.
- Decide which software tools are most appropriate.
- Gather multimedia materials which represent learner's achievement.
- Convert multimedia materials to HTML or PDF.
- Discuss adding audio and video artifacts to the portfolio.
- Create an outline or storyboard with PowerPoint, Word, or Inspiration.
- Record reflection on work and achievement of goals.
- Discuss using other authoring tools.
- Insert video clips or record audio to accompany still images.
- Discuss publishing options, including CD-R, DVD, video and WWW server.
- Demo CD recording and have participants burn first draft prior to or during the final discussion, or upload files to web server.

Accountability Measures, Assessments, or Evaluation Procedures
No tests required for this course. It is used to demonstrate mastery in the field through the pursuit of advanced certifications, complete advanced projects with limited supervision, or used for an OJT (on the job training) component.
Industry Alignments
- Fulfillment of requirements for Career Major Pathway.
- Live work and/or internship in accordance with industry demands.
- Completion of portfolio.

Primary Course Textbooks and Instructional Resources:
- Numerous Technical Manuals, Certification Prep Resources and Internet Resources
- Microsoft Office Templates

Evaluation and Grading

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Daily Grade - An employer expects you to manage your time effectively, moving through tasks quickly while maintaining high quality. We expect the same from you. Ten points are given each day for time management*. If a student is absent he or she does not receive the daily grade and it can’t be made up. Also if a student is tardy he or she will lose five points of the daily grade. Remember daily grades are 20% of your total grade. **THIS IS AN IMPORTANT GRADE, ESPECIALLY WHEN STUDENTS ARE WORKING ON LONG PROJECTS.**

*Time Management - Working in today’s fast paced business environment requires effective use of time and leadership skills. Your grade in this area will be assessed based on a number of factors including, but not limited to, work habits, punctuality, attitude, professionalism, and interpersonal skills. You will be required to keep a Time Management Analysis Sheet, which will be graded by the instructor.

Projects/Test Grades - Competence in selected skills will be assessed through a variety of methods, including hands-on projects, and tests (subjective and objective).

ASSIGNMENTS: Students will be required to complete assignments in class. You are expected to work in class every day for the entire class session just as you would if you were in an office environment. Because classroom equipment is necessary for the completion of most class assignments, homework is kept to a minimum.
**B**  **Semi-Independent Learner**
Does research, Designs, plans; needs some help from teacher; quality work with a few flows; needs feedback from teacher to realize work is not up to stands; redoes it to meet standards; demonstrates knowledge with a grade of 80 or higher; better than average portfolio.

**C**  **Dependent Learner**
Needs help to research, design and plan or must be given a plan; relies a great deal on teacher; must be given procedures for performing tasks; requires significant help to produce a quality product; needs help to evaluate product; final product is still not up to standards; demonstrates knowledge with a grade of 70 or higher; average portfolio.

**D**  **Dependent Learner with no skills**
Did not complete projects; if projects were completed, they were of such low quality that is was not acceptable work; show little effort to document procedures followed; show little criteria to determine quality; scored less than 70 on knowledge tests; poor portfolio.

**F**  **Failure**
Did not complete projects; if projects were completed, they were of such low quality that they did not pass; failed to document procedures followed; did not show criteria for determining quality; scored less than 60 on knowledge tests; poor or no portfolio.
Business, Management, & Administration Cluster
Medical Office Assistant
Fundamentals of Technology Syllabus

Course Title: Fundamentals of Technology
Instructor: Carla Dame, cdame@mid-del.net, 739-1707 ext. 6330
Course Number: 8169
Career Cluster/Pathway: Business Management & Administration Cluster
Career Majors: Medical Office Assistant, Medical Insurance Coder & Administrative Assistant
Pre-requisite: None
Length: 120 hours
OHLAP Approved: Yes
Possible Career Outcome: Medical Office Assistant, Administrative Medical Assistance, and/or Medical Secretary, Patient Billing Clerk, Medical Transcriptionist, Medical Office Assistant, and Medical Insurance Coder.

Course Description: This course builds on the core business skills and will provide students with the concepts, principles, and attitudes needed to understand how an office is operated and managed in a rapidly changing global environment. State-of-the-art personal computing is integrated throughout the course.

Specific Learning Competencies - Upon successful completion of this course, the student will be able to:

Duty B: Identify the Function of Computer Hardware Components
Duty C: Identify the Factors That Go Into an Organizational Decision on How to Purchase Computer Equipment
Duty D: Identify How to Maintain Computer Equipment and Solve Common Problems Relating to Computer Hardware
Duty E: Identify How Software and Hardware Work Together to Perform Computing Tasks and How Software is Developed and Upgraded
Duty F: Identify Different Types of Software, General Concepts Relating to Software
Categories, and the Tasks to Which Each Type of Software is Most Suited or Not Suited
Duty G: Identify What an Operating System Is and How It Works, and Solve Common Problems Related to Operating Systems
Duty H: Manipulate and Control the Windows Desktop, Files and Disks
Duty I: Identify How to Change System Settings, Install and Remove Software
Duty J: Be Able to Start and Exit a Windows Application and Utilize Sources of Online Help
Duty K: Identify Common On-Screen Elements of Windows Applications, Change Application Settings and Manage Files Within an Application
Duty L: Perform Common Editing and Formatting Functions
Duty M: Perform Common Printing Functions
Duty N: Be Able to Format Text and Documents Including the Ability to Use Automatic Formatting Tools
Duty O: Be Able to Insert, Edit and Format Tables in a Document
Duty P: Be Able to Modify Worksheet Data and Structure and Format Data in a Worksheet
Duty Q: Be Able to Sort Data, Manipulate Data Using Formulas and Functions and Add and Modify Charts in a Worksheet
Duty R: Be Able to Perform Basic Database Operations
Duty S: Demonstrate Knowledge of Graphics Software
Duty T: Be Able to Create and Format Simple Presentations
Duty U: Identify Network Fundamentals and the Benefits and Risks of Network Computing
Duty V: Identify the Relationship Between Computer Networks, Other Communications Networks (Like the Telephone Network) and the Internet
Duty W: Identify How Electronic Mail Works
Duty X: Identify How to Use an Electronic Mail Application
Duty Y: Identify the Appropriate Use of E-mail and E-mail Related "Netiquette"
Duty Z: Identify Different Types of Information Sources on the Internet
Duty AA: Be Able to Use a Web Browsing Application
Duty BB: Be Able to Search the Internet for Information
Duty CC: Identify How Computers Are Used in Different Areas of Work, School and Home
Duty DD: Identify the Risks of Using Computer Hardware and Software
Duty EE: Identify How to Use Computers and the Internet Safely, Legally, Ethically and Responsibly
Duty FF: Conducting a Podcast
Duty GG: Understand the Place and Benefits of Handheld Computers in the Field of Computer Technology
Duty HH: Demonstrate Knowledge of Geographic Information Systems (GIS)
Duty II: Demonstrate Knowledge of Global Positioning Systems (GPS)
Duty JJ: Demonstrate Knowledge of a Content Management System (CMS)
Duty KK: Demonstrate Knowledge of a Learning Management System (LMS)
Duty LL: Demonstrate Digital Video Literacy
Duty MM: Demonstrate Knowledge of Web Accessibility
Duty NN: Demonstrate Understanding of Digital Media
Duty OO: Demonstrate Knowledge of Security Awareness
Duty PP: Demonstrate Knowledge of Leadership
Duty QQ: Complete an Employment Process

Method of Instruction includes:
Lecture, course books and workbooks, class discussions, hands-on training, demonstrations, projects and performance evaluation and field trips.
Accountability Measures, Assessments, or Evaluation Procedures
(Select from the following)
ODCTE: Fundamentals of Technology (OD30901) or IC3
Brainbench (select one):
- Computer Fundamentals
- Computer Literacy

Industry Alignments
IC3 (Certiport) - www.certiport.com
Brainbench - www.brainbench.com
ODCTE - www.okcareertech.org/testing/Skills%20Standards/Business_Career_Cluster.htm

Primary Course Textbooks and Instructional Resources:

Evaluation and Grading
Daily Grade  20%
Projects     30%
Tests        30%
Block Test   20%
Total        100%

Daily Grade - An employer expects you to manage your time effectively, moving through tasks quickly while maintaining high quality. We expect the same from you. Ten points are given each day for time management*. If a student is absent he or she does not receive the daily grade and it can’t be made up. Also if a student is tardy he or she will lose five points of the daily grade. Remember daily grades are 20% of your total grade. THIS IS AN IMPORTANT GRADE, ESPECIALLY WHEN STUDENTS ARE WORKING ON LONG PROJECTS.

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Projects/Test Grades - Competence in selected skills will be assessed through a variety of methods, including hands-on projects, and tests (subjective and objective).

Assignments: Students will be required to complete assignments in class. You are expected to work in class every day for the entire class session just as you would if you were in an office environment. Because classroom equipment is necessary for the completion of most class assignments, homework is kept to a minimum.

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Business, Management, & Administration Cluster
Medical Office Assistant
Foundations of Medical Office Assistant/Medical Terminology Syllabus

Course Title: Foundations of Medical Office Assistant/Medical Terminology
Instructor: Carla Dame, cdame@mid-del.net, 739-1707 ext. 6330
Course Number: 8421
Career Cluster/Pathway: Business Management & Administration Cluster
Career Majors: Medical Office Assistant, Medical Insurance Coder
Pre-requisite: Fundamentals of Administrative Technologies
Length: 180 hours (55 hours theory/125 lab hours)
OHLAP Approved: No

Possible Career Outcome: Medical Office Assistant, Administrative Medical Assistance, and/or Medical Secretary, Patient Billing Clerk, Medical Transcriptionist, Medical Office Assistant, and Medical Insurance Coder.

Course Description: As students prepare for a position as a medical office assistant, medical records technician, medical coder, or medical transcriptionist, they will learn administrative routines and procedures followed in a medical office. The importance of complete accuracy and confidentiality in maintaining medical records will be stressed. Some of the areas emphasized in this course will include administrative responsibilities, patient ds, advanced word processing, employability skills, finance and management as they apply in a medical office setting.

Specific Learning Competencies - Upon successful completion of this course, the student will be able to:

Medical Terminology
Anatomical Mapping
-Define the following directional terms and planes: Lateral, proximal, anterior, posterior, sagittal, frontal, pronation, and abduction

Cardiovascular System
-Identify the following structures: superior vena cava, pulmonic value, mitral value, sinoatrial node, tricuspid value, aortic value, carina, and pulmonary artery.
-Define the following terms: aneurysm, ventricle, Thrombocytopenic purpura, myocardium, serum.
Digestive System
-Identify the following structure: hepatic duct.
-Define the following terms: hastra, retroperitoneal, ileum, biliary colic
-Identify the structure where a gall stone would be located if a patient had cholecystolithiasis

Endocrine/Lymphatic/Urinary Systems
-Define the following terms: Cushingoid, pyelonephritis, proenzyme, lymphadenopathy, oliguria, and spleen.

Musculoskeletal System
-Identify the following structures: hinge, distal end of the humerus, metacarpal, and vestigial vertebrae.
-Identify which group of vertebrae contains sympathetic and parasympathetic control in the pelvic region of the body
-Identify which region of the vertebrae could potentially result in a respiratory arrest
-Define the term hastra

Nervous System
-Identify the region of the nervous system that leaves the skull through the foramen magnum
-Identify the region of brain that contains the neurons responsible for respiratory control
-Define the following terms: cephalic, Stereognosis, medulla oblongata, and radial keratotomy

Reproductive System
-Identify the following structures: lies both inferior and adjacent to the urinary bladder, causes abdominal pain in women, and can enlarge and cause difficult urination in older men
-Define the following terms: colposcopy and spermatic cord

Respiratory System
-Identify the cricoid cartilage
-Define the following terms: agonal, laryngostomy, visceral pleura, and pharynx

Specific Field-Related Terms/Etymology
-Identify the structure that is responsible for performing oxygen exchange and waste removal from the fetus
-Define the following terms: mydriatic, phototherapy, iatrogenic, cholangiogram, tonometer, and erythema

**Medical Office Skills**

Employee Relations
-Identify how to determine if a health care professional must be licensed or certified in order to perform services
-Define the following abbreviations: CEU/CME, and DEA
-Define the certification process
-Determine who is responsible for employee instruction and training for new office equipment

Facility Maintenance/Safety
-Determine how often medical office equipment must be cleaned or serviced
-Define the system in which staff members wear a badge that measures the amount of radiation exposure in a medical office
-Identify which federal agency issues guidelines for medical facilities to follow in order to prevent accidents, and hazardous chemical spills
- Determine how often medical equipment used to provide patient testing or procedures must be checked for calibration and safety

General Knowledge
- Determine which medical professional would call in patient prescriptions (Example, established patient on same meds for years, is seen every few months, requests refill of meds)
- Define the Hippocratic Oath and what medical professionals must swear to and uphold it

Insurance Coverage
- Define who is eligible for Medicare and what types or parts of coverage are available
- Determine the appropriate insurance verification procedures for new patients
- Define the following terms: Fee for Service, Capitation fee, Pre-certification, and referral
- Determine which group of individuals might possibly be a recipients of Medicaid (example, children from low income families, foster care children, etc.)

Medical Terminology
- Define the following terms: gravaida, algia, and leukopenia
- Determine what standards are used to calculate or document the percentage of a patient's body that has been burned
- Define the following abbreviations: ETOH, r/o, and H & P

Operations
- Define the following terms: tickler system, autoclave unit, After Hours Coverage, biomedical, and medical office etiquette
- Identify the meaning of the standard abbreviation "H & H" used in a common laboratory procedure
- Determine the amount of time for routine office visits when scheduling patient appointments

Patient Charts/Medical Records
- Define the following terms: deferred and operative report
- Determine what the abbreviation "hxx" represents in patient's chart
- Identify the MINIMUM length of time a medical office must retain most patient medical records
- Determine who is the legal owner of a medical office patient's medical chart
- Demonstrate legal and ethical behavior and practices within the medical arena
- Practice empathy and compassion with patients and their families
- Conform and comply with state and federal mandates
- Plan, organize, and implement teamwork activities

Method of Instruction includes:
- Lecture, course books and workbooks, class discussions, hands-on training, demonstrations, projects and performance evaluation and field trips.

Required Certifications:
BRAINBENCH: www.okcareerertech.org/certify
  ▪ Medical Terminology
  ▪ Medical Office Skills

Recommended Additional Brainbench Testing:
  ▪ Business Ethics Awareness (US)
Primary Course Textbooks and Instructional Resources:
Dover Human Anatomy Coloring Book ISBN 0-486-24138-6
F.A. Davis - Taber's Cyclopedic Medical Dictionary ISBN: 0-781762-12-X
Quick Study – for Medical Terminology ISBN 978-142320260-8
Quick Study – Medical Terminology Flash Cards ISBN 978-142320363-6

Evaluation and Grading

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Cachero, Jerri

From: Carla Dame <Cdame@mid-del.net>
Sent: Monday, July 06, 2015 10:03 AM
To: Cachero, Jerri
Subject: syllabus and grade schedule

So sorry this took me so long - I have been out of town and finally made it by the school. These are the ones for my Medical Office Assistant program. Attached are the syllabi for the five courses. Hope this helps.
Also our grading scale is just the regular --
90-100 = A
80-89 = B
70-79 = C
60-69 = D
59 and below = F

The grades are based on attendance and daily work, projects, and their test scores.

If you need anything else, please let me know.

Carla Dame, Instructor
Business and Information Technology
Mid-Del Technology Center
1621 Maple Drive
Midwest City, OK 73110
cdame@mid-del.net
(405)739-1707 ext. 6330

"Life is not measured by the number of breaths we take, but by the moments that take our breath away."
Business, Management, & Administration Cluster
Medical Office Assistant
Medical Insurance Syllabus

Course Title: Medical Insurance
Instructor Carla Dame, cdame@mid-del.net, 739-1707 ext. 6330
Course Number: 8424
Career Cluster/Pathway: Business Management & Administration Cluster
Career Majors: Medical Office Assistant, Medical Insurance Coder
Pre-requisite: Patient Billing
Length: 180 hours (55 hours theory/125 lab hours)
OHLAP Approved: No

Possible Career Outcome: Medical Office Assistant, Administrative Medical Assistance, and/or Medical Secretary, Patient Billing Clerk, Medical Transcriptionist, Medical Office Assistant, and Medical Insurance Coder.

Course Description: Basic functions of processing medical insurance claims. A computer-based training program guides students through the insurance claim form cycle and focuses on the areas in which medical office assistants encounter the greatest difficulties. Students are introduced to information about major insurance programs and federal health care legislation.

Specific Learning Competencies:

Medical Insurance Concepts
-Define the following terms: referral, deductible, pre-certification, capitation fee, and Medicare Part A.
-Identify the provisions of HIPAA that makes it illegal for group health plans to knowingly discriminate against individuals based on health-related factors
-Determine which types of insurance require pre-authorization
-Determine which groups are excluded from Medicaid cost sharing
-Identify the procedures for predetermination of benefits for dental plans
-Determine which type of medical plans are designed to make the greatest use of managed care
-Determine what groups are Medicaid eligible
-Identify the advantages of HMO and PPO plans
-Identify what group of doctors are typically primary care physicians
General Knowledge
- Determine individual identifiers
- Determine reasonable safeguards to protect privacy of individual's medical information in either electronic or paper form
- Identify the actions a covered entity must take to de-identify a dataset that contains protected health information

Impacted Areas
- Define covered entities including software companies
- Identify items contained in a covered entity's notice of privacy practices
- Define policy and procedures for hybrid entities
- Determine the transition period for existing written business associate agreements
- Define business associates agreements
- Define minimum necessary guidelines in the HIPAA Privacy Regulations
- Identify the safeguards necessary for protected health information
- Determine the appropriate disclosure of patient information when contacting patients regarding lab results
- Determine which information is exempt from inclusion in a patient authorization or consent form
- Identify the Protected Health Information guidelines, timeframes, and restrictions in marketing and in research

Implementation
- Identify which agency is responsible for enforcement of HIPAA Privacy Regulations
- Determine which members of the workforce are required to participate in HIPAA training
- Determine which type of legal organizations are exempt from HIPAA regulations
- Identify the procedures and timeline for documenting HIPAA compliance
- Identify the compliance date for HIPAA Privacy Rules for various types of organizations
- Determine how the Office of Civil Rights is notified of HIPAA violations
- Determine the resources available for implementing compliance
- Determine which training approaches meet HIPAA compliance
- Identify health care organizations as defined by HIPAA
- Determine when incidental disclosures of protected health information are permissible
- Identify a hybrid organization
- Determine which position must be created in the HIPAA privacy regulations

Regulatory Environment
- Identify how often the Department of Health and Human Services is permitted to change or update the regulations once the effective date of HIPAA privacy regulations have passed
- Determine which privacy rules prevail based on which state provides more patient protection and what state prevails when multiple states are involved
- Identify which federal organization the Office of Civil Rights falls under
- Determine what qualifies a provider as a covered entity
- Identify egregious violations of the HIPAA statute that have criminal penalties

Workplace Privacy
- Define the Final Privacy Rule
- Determine organizations that are exempt from developing notice of privacy practices or having to track disclosures of patient information
- Define non-routine disclosure of personal health information
- Identify the primary purpose of the disclosure accounting provisions
- Determine the procedures for developing a notice of privacy practices to include emergency treatment situations
- Determine the minimum necessary HIPAA privacy regulations for medical professionals to access patient records
- Determine if utilizing fund raising databases for previous fundraising history falls under the HIPAA rules
- Define incidental release
- Determine which situations are covered under release of information for public health purposes
- Identify how to make sign-in sheets HIPPA complaint

**Method of Instruction includes:**
Lecture, course books and workbooks, class discussions, hands-on training, demonstrations, projects and performance evaluation and field trips.

**Required Certifications (or equivalent industry certification):**
- BRAINBENCH: www.careertech.org/certify
  - Medical Insurance

**Recommended Additional Competency Testing:**
- BRAINBENCH: www.careertech.org/certify
  - Health Care Industry

**Primary Course Textbooks and Instructional Resources:**
- Medisoft Software

**Evaluation and Grading**
- Daily Grade 20%
- Projects 30%
- Tests 30%
- Block Test 20%
- Total 100%

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Business, Management, & Administration Cluster
Medical Office Assistant
Career Major Capstone Syllabus

Course Title: Career Major Capstone
Instructor: Carla Dame, cdame@mid-del.net, 739-1707 ext. 6330
Course Number: 8106
Career Cluster/Pathway: Business Management & Administration Cluster
Career Majors: Medical Office Assistant, Medical Insurance Coder & Administrative Assistant
Pre-requisite: Completion of three courses in a career major
Length: 120 hours
OHLAP Approved: No

Possible Career Outcome: Medical Office Assistant, Administrative Medical Assistance, and/or Medical Secretary, Patient Billing Clerk, Medical Transcriptionist, Medical Office Assistant, and Medical Insurance Coder.

Course Description: Internships, project-based instruction and additional industry certifications will be utilized in this course to reinforce skills obtained within any Business, Marketing, and Information Technology Career Major. Students will make final preparations for industry certifications as they master outlined competencies. Students will select from various project options to finalize portfolios that highlight skills and certifications. Students may also undertake special projects, cross-train, or participate in workplace learning opportunities to enhance skills in accordance with industry demands.

Specific Learning Competencies - Upon successful completion of this course, the student will be able to:

Demonstrate mastery in the field through the pursuit of advanced certifications.
-Complete advanced projects with limited supervision.
-Gather data to analyze customer requirements.
-Identify and analyze customer/organizational needs and requirements.
-Produce strategies and project plans to solve a specific problem.
-Conduct a needs analysis.
-Demonstrate the effective use of tools projects.
-Complete a comprehensive case study pertaining to a specific career major.
-Perform project management.
-Produce strategies and plan to solve a specific problem.

Career Major Capstone – Page 1
-Perform quality assurance tasks to produce quality products.
-Perform customer service functions.
-Demonstrate ability to communicate and resolve conflicts with a diverse workforce.
-Discuss the importance of cross-functional teams in achieving project goals.
-Demonstrate knowledge of leadership skills needed in the career major environment.
-Build interpersonal skills with individuals and other team members.
-Identify and demonstrate positive work behaviors and personal qualities.
-Identify and target career opportunities in one or more career pathways.
-Finalize personal career plan to meet career goals and objectives.
-Market skills and abilities and apply job readiness skills in conjunction with a portfolio.
-Successfully participate in a teamwork environment.
-Identify and apply customer service techniques necessary for a successful business.
-Develop prototype, flowchart, requirements document, and sample budget for implementation of a project.
-Demonstrate knowledge of the relationship between lifelong learning and career development.
-Demonstrate knowledge of career development/progression patterns in industry.

Professional Development/Job Readiness Competencies:
-Formulate occupational objectives.
-Compose a letter of application.
-Complete a job application form.
-Create a resume.
-Review potential interview questions.
-Formulate responses to simulated situations.
-Participate in a job interview.
-Complete post-interview activities.
-Demonstrate knowledge of resignation, termination, and exit.
-Demonstrate knowledge of available employment services.
-Complete benefits form.

Print or Electronic Portfolio Development Competencies:
-Decide on portfolio goals.
-Describe the audience for the portfolio.
-Decide on contents of portfolio.
-Decide which software tools are most appropriate.
-Gather multimedia materials which represent learner's achievement.
-Convert multimedia materials to HTML or PDF.
-Discuss adding audio and video artifacts to the portfolio.
-Create an outline or storyboard with PowerPoint, Word, or Inspiration.
-Record reflection on work and achievement of goals.
-Discuss using other authoring tools.
-Insert video clips or record audio to accompany still images.
-Discuss publishing options, including CD-R, DVD, video and WWW server.
-Demo CD recording and have participants burn first draft prior to or during the final discussion, or upload files to web server.

Accountability Measures, Assessments, or Evaluation Procedures
No tests required for this course. It is used to demonstrate mastery in the field through the pursuit of advanced certifications, complete advanced projects with limited supervision, or used for an OJT (on the job training) component.
Industry Alignments
- Fulfillment of requirements for Career Major Pathway.
- Live work and/or internship in accordance with industry demands.
- Completion of portfolio.

Primary Course Textbooks and Instructional Resources:
- Numerous Technical Manuals, Certification Prep Resources and Internet Resources
- Microsoft Office Templates

Evaluation and Grading

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<th>Grade</th>
<th>Performance Standard</th>
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<td>A</td>
<td>Independent Learner&lt;br&gt;Does research, designs, plans; applies academic skills; evaluates work and makes adjustments; quality work; needs little help from teacher; seeks out and finds recourses on own; demonstrates knowledge with a grade of 90 or higher; quality portfolio.</td>
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B  **Semi-Independent Learner**
Does research, Designs, plans; needs some help from teacher; quality work with a few flaws; needs feedback from teacher to realize work is not up to standards; redoes it to meet standards; demonstrates knowledge with a grade of 80 or higher; better than average portfolio.

C  **Dependent Learner**
Needs help to research, design and plan or must be given a plan; relies a great deal on teacher; must be given procedures for performing tasks; requires significant help to produce a quality product; needs help to evaluate product; final product is still not up to standards; demonstrates knowledge with a grade of 70 or higher; average portfolio.

D  **Dependent Learner with no skills**
Did not complete projects; if projects were completed, they were of such low quality that is was not acceptable work; show little effort to document procedures followed; show little criteria to determine quality; scored less than 70 on knowledge tests; poor portfolio.

F  **Failure**
Did not complete projects; if projects were completed, they were of such low quality that they did not pass; failed to document procedures followed; did not show criteria for determining quality; scored less than 60 on knowledge tests; poor or no portfolio.