The provisions of this publication are not to be regarded as an irrevocable contract between the student and Ross College. The campus, through appropriate action, reserves the right to change any provision or requirement at any time prior to or within the student’s scheduled training program. Any modification of the student’s application and contract shall be agreed to, in writing, by all parties.

**CAMPUS CATALOG**

**2012-13**

**VOLUME XXXVI**

**MAIN CAMPUS**

5834 Monroe Street, Suite F-J
Sylvania, OH 43560
(419) 882-3203

Ross College located in Sylvania, OH is a non-main campus.
It is an additional location of Ross Medical Education center located at:
8110 Murphy Drive, Brighton, MI 48116
(810) 227-0160

Please call the campus for its hours of operation.
You may also call 1-800-833-ROSS or visit our website at www.rosseducation.edu.
For information concerning Ross College online programs please visit rossonline.edu for a separate catalog.

Published JULY 1, 2012
Equal Opportunity Employer
Auxiliary aids and services are available upon request to individuals with disabilities.
Dial TTY Number 7-1-1
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Catalog Addendums
For current information regarding start dates, tuition, fees, calculations based on the cancellation and refund policy and current administrative staff and faculty, refer to the catalog addendum located in the back pocket of this catalog.
Ross College is licensed by the Ohio State Board of Career Colleges and Schools:

State Board of Career Colleges and Schools
30 East Broad Street, Suite 2481
Columbus, OH 43215

An applicant or student may review documentation of the school licensure and accreditation status by submitting a written request to the Campus Director.

Ross College is institutionally accredited by:

Accrediting Bureau of Health Education Schools
7777 Leesburg Pike, Suite 314 North
Falls Church, VA 22043
Phone: 703-917-9503
Fax: 703-917-4109

The Accrediting Bureau of Health Education Schools (ABHES) is listed by the U.S. Department of Education as a nationally recognized accrediting agency.

Ross Education, LLC is the owner of Ross Medical Education and Ross College.

Initial Ross Education activities began in 1969 when J. M. Ross opened a school in Flint, Michigan, under the name Learning Foundations. That school provided “after school” academic instruction to kindergarten through twelfth grade students. Six additional schools were opened from 1969 through 1971 by Mr. Ross.

In 1971, the name of the company was changed to Ross Learning, Inc., and the focus of the company shifted to providing prevocational and vocational training services to adults. Ross Learning was purchased by Howard J. Hulsman in 1973 and the organization began evolving into career training centers.


Today, Ross Education provides Medical Assistant and Medical Insurance Billing and Office Administration training in 22 communities in Michigan, Indiana, Ohio and West Virginia. At several of our campus locations, the Dental Assistant program is also offered. At select campuses, the Pharmacy Technician, Rehabilitation Technician and Veterinary Assistant programs are also offered.

Each facility operates independently. For campus history, see Facility on Page 3 of this catalog.

The officers of Ross Education, LLC are:

Paul Mitchell - Executive Chairman
George Grayeb - CEO & President
Anthony Iaquinto - CFO/Treasurer/Secretary
Sandra Tallman - Executive Vice President of Financial Aid Services
Sharon Treumuth - Executive Vice President of Operations
Shibu Thomas - Executive Vice President Admissions and Marketing
Greg Brenner - Chief Technology Officer

Ross Education, LLC is member-managed by its sole member Ross Education Holdings, LLC.

The facility is carpeted and/or tiled, barrier free, handicap accessible, air conditioned, and well lit. Ample space is available to provide pleasant conditions conducive to proper instruction. In addition to space devoted to classroom use, this facility houses administrative offices and general purpose rooms.

Ross College - Sylvania, OH is a non-main campus accredited by the Accrediting Bureau of Health Education Schools (ABHES). It is an additional location of Ross Medical Education Center/Brighton, MI. This campus opened in 2008. This facility occupies a total of 8,358 square feet. Approximately 3,900 square feet is designated for classroom use; 2 computer/lab rooms, a lecture room and a clinical/lab room.
The staff of Ross College believes our purpose is to make available to students quality training and student services necessary to undertake careers in the allied health fields. The objectives to fulfill the mission of Ross College is:

- To prepare the graduate for entry-level positions in a dental office, physician’s office, clinic, or other medical setting.
- To provide a program that focuses on the clinical and/or the administrative aspects of the allied health field.
- To maintain current industry standards and practices.
- To ensure that faculty have the necessary and relevant work experience and educational preparation for effective program delivery.
- To maintain a high level of employer and graduate satisfaction by providing active and ongoing career development services.
OWNERSHIP/GOVERNING BODY
Ross College is owned and governed by Ross Education, LLC which is located at 300 S. Riverside, Suite A, St. Clair, MI 48079. The owner of Ross Education, LLC is Ross Education Holdings, LLC.

ENROLLMENT

ADMISSIONS PROCESS
Students may inquire about the programs via the telephone, through the mail, e-mail, or via the rosseducation.edu website. An appointment is then made with an admissions representative to visit the school and receive a tour of its facilities. Once the interview is complete, interested students will fill-out an application and take an entrance evaluation. Students receiving a passing score will be considered for entrance by the Campus Director.

ADMISSIONS REQUIREMENTS
1. Each Student will satisfactorily complete an evaluation that measures general ability. The evaluation used is the Wonderlic Scholastic Level Exam. A score of 16 correct answers is required for the Medical Insurance Billing and Office Administration Program and a score of 15 correct answers is required for acceptance into all other programs.

2. Students entering Ross College must have graduated from high school, secured a GED, or completed homeschooling at the secondary level. Students entering the Dental Assistant Program must be 18 years of age. All other students must be at least 18 years of age at the time they complete classroom training and begin externship.

Determination for admission is made by the Campus Director after candidates are screened and evaluated to determine their academic capabilities and career potentials.

Ross College, an Equal Opportunity Employer offering equal opportunity programs, admits students of any race, color, sex, religion, age, political affiliation or belief, or national origin, and does not discriminate on the basis of handicap. Auxiliary aids and services are available upon request to individuals with disabilities. These individuals may utilize the Ohio relay center at 1-800-750-0750 or 7-1-1.

STUDENT APPLICATIONS ARE PROCESSED ON A FIRST-COME BASIS AND ARE SUBJECT TO APPROVAL BY THE CAMPUS DIRECTOR.

CLASS SCHEDULES
It is the practice of Ross College to enroll students continuously throughout the calendar year. To meet individual student needs, day, afternoon and evening class schedules have been developed. Medical Assistant day programs are scheduled Monday through Friday. All other programs are scheduled Monday through Thursday. Externships for all programs are scheduled based on clinical sites’ hours of operation. All program hours and credits are the same whether they are offered during day, afternoon or evening hours. Schedules vary by program.

START DATES
Classes are scheduled regularly throughout the calendar year. An addendum is provided in the back pocket of this catalog. Please refer to it for specific start dates and class schedules.

LEGAL HOLIDAYS/SCHEDULED BREAKS
Classes will not be in session on the following days: Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving and the Friday after Thanksgiving, Christmas and New Year’s break.

CLASS SIZE
Each class or laboratory will be limited to no more than 25 students. Individual class capacities will vary depending upon the scheduled programs. A typical class/laboratory size varies from 15 to 25 students.
ACADEMICS

GRADING SYSTEM
The grading scale is based on a 4.0 system. Students are expected to maintain satisfactory progress in each course. All tests and assignments are graded against a 100% scale which is assigned a letter grade and a grade point average according to the chart below:

<table>
<thead>
<tr>
<th>Numeric Grade</th>
<th>Letter Grade</th>
<th>Grade Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>90 - 100</td>
<td>A</td>
<td>4</td>
</tr>
<tr>
<td>85 - 89.99</td>
<td>B+</td>
<td>3.5</td>
</tr>
<tr>
<td>80 - 84.99</td>
<td>B</td>
<td>3</td>
</tr>
<tr>
<td>75 - 79.99</td>
<td>C+</td>
<td>2.5</td>
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<tr>
<td>70 - 74.99</td>
<td>C</td>
<td>2</td>
</tr>
<tr>
<td>65 - 69.99</td>
<td>D+</td>
<td>1.5</td>
</tr>
<tr>
<td>60 - 64.99</td>
<td>D</td>
<td>1</td>
</tr>
<tr>
<td>below 60</td>
<td>F</td>
<td>0</td>
</tr>
</tbody>
</table>

In order to receive credit for any course, the student must earn a minimum of a D/1.0 and successfully complete all required proficiencies. A student not earning full credit in any course at the end of the progress report period is required to have satisfactorily completed the course with a final grade of a D/1.0 or higher no later than the end of the applicable satisfactory progress warning period.

All course requirements must be satisfactorily completed within one and a half times the normal program length.

Students unable to maintain the academic requirements outlined in the Standards of Satisfactory Progress Statement (see pages 28-30) will be subject to dismissal.

A permanent record on each student is maintained by the campus and is available upon request.

MAKE-UP POLICY
Tutoring and academic guidance are provided to students when needed.

Any student with incomplete or failing grades at the completion of a module would receive either a mid progress alert or be placed on satisfactory progress warning. An alert may be issued to students in all programs in the middle of a satisfactory progress evaluation period; with the exception of the Medical Insurance Billing and Office Administration program. This is intended as a precautionary measure to alert the student that improvement is needed in order to meet the minimum satisfactory progress standards by the next official evaluation point. The student is responsible for arranging make-up work, tutoring, or skill proficiencies with the appropriate instructor.

PROGRESS REPORTS
Students will receive regular evaluations of their progress. Determination for meeting the minimum requirements will be conducted by the institution at the evaluation points (see pages 28-30). A summary of the grades and attendance for each phase of the program is given to each student. The appropriate instructor or the Campus Director will be available to discuss any concerns.

GRADUATION REQUIREMENTS
A Diploma will be awarded to each student who successfully completes all program requirements in the specified time, has a grade point average of 2.0/C or higher, with no less than a 1.0/D in any individual course and has attended no less than 90% of scheduled classroom training hours. It should be noted that successful completion of the externship is a course requirement.

In addition, the student must satisfy his/her financial obligations to Ross College in order to receive his/her Diploma and/or placement assistance.
CREDIT CALCULATIONS
Ross College measures progress by quarter credit. One quarter credit hour is awarded for a minimum of 10 clock hours of lecture and a minimum of 20 clock hours of lab. One quarter credit is awarded for a minimum of 30 clock hours of externship. These credits include the appropriate outside preparation time by the student. A clock hour is a class period of 50 to 60 minutes of instruction. See the Course Descriptions for the specific credits per course.

CREDIT FOR PREVIOUS EDUCATION
It is the policy of Ross College to require that each student complete the entire course of study. Entry into a program in progress denies the student the opportunity to take full advantage of the campus’ uniquely structured modular format. However, the campus will consider credits earned at another institution accredited by an agency recognized by the United States Department of Education or the Council of Higher Education Accreditation as long as those credits fit satisfactorily into the school’s modular format. The student must request this consideration before starting classes at Ross College. The student must present evidence demonstrating that the previous campus attended is accredited by an agency recognized by the United States Department of Education or the Council of Higher Education Accreditation as well as an official transcript of grades from the former institution. The Campus Director will assess the courses taken and grades earned at the previous institution and determine if credit for prior education can be granted.

Credit or advanced placement will not be granted for previous work experience.

STUDENT SERVICES

CAREER DEVELOPMENT
Ross College is committed to assisting program graduates with career development services.

To help insure the success of every graduate, Ross College offers job placement assistance at no additional cost.

Professional growth and communication skills are taught to prepare each graduate for employment. Job seeking skills such as resume writing, networking and interviewing techniques are also taught.

Campus personnel maintain regular contact with numerous health care employers to obtain first-hand information about their employment needs. This information is then shared with program graduates.

The objective of career development is to assist students with the skills necessary to secure an entry-level position in an allied health setting. Naturally, securing rewarding employment for a student depends upon a mutual effort between campus personnel and the student throughout the entire program of study. However, the campus does not in any way or any time guarantee employment. Specific recent placement information can be obtained at the campus.

TRANSFER CREDIT
Ross College is not designed as a transfer institution and does not currently have articulation agreements with any post-secondary institutions. Therefore, Ross College offers no guarantee of transferability of credits to any other institution. The receiving institution (college) rather than the training institution (Ross) makes the final determination whether or not transfer credits will be accepted. Students should plan that the educational credits received at Ross will not transfer to another institution.

HOUSING
Ross College does not offer housing; however, rooms and apartments are usually available in the immediate area.
ATTENDANCE AND EXCUSED ABSENCE POLICY
Ross College believes that preparation for a career includes developing the proper work habits of punctuality and good attendance. Therefore, students are expected to attend class daily and be on time. Students will be marked absent for any time missed. Students are required to attend a minimum of 90% of the scheduled classroom training hours to achieve successful completion of classroom training at Ross. Students who exceed the attendance requirement will be considered unexcused and will be required to makeup these absences in order to meet the 90% in class attendance requirement. Students will not be allowed to make up more than 5% of the scheduled classroom training hours. Students unable to maintain the attendance requirements will be subject to a satisfactory academic policy warning and/or dismissal. Students are expected to keep current with class work and are expected to call in each day before being absent or late to class.

Students are required to attend a minimum of 90% of the scheduled classroom training days. Students unable to maintain the attendance requirements will be subject to a satisfactory academic policy warning and/or dismissal.

WITHDRAWAL POLICY
Regardless of notification, if a student is not in attendance for seven consecutive classroom training days from the last date of attendance, the student will automatically be terminated. Students who notify the campus prior to seven days having elapsed will be withdrawn on the date of notification. The Campus Director has the discretion to waive the termination based upon extenuating circumstances.

STANDARDS OF CONDUCT
Students are to maintain a professional and positive attitude toward their school work, the faculty, and other classmates. A copy of the Student Guidelines, which explains the rules and regulations, is issued at enrollment.

Students who disregard the rules and regulations will be subject to dismissal. In most cases, students will be warned and then dismissed if the misconduct continues.

READMISSION
Application for readmission to Ross College will be reviewed on an individual basis. Readmission is considered a serious matter and will be reviewed by the Regional Vice President. It will only be considered if extenuating circumstances exist. A student must submit a written request for reentry and meet with the Campus Director before being considered for readmission. The readmitted student will be placed on satisfactory progress warning status.

DRESS CODE
The dress code requirements for Ross College follow the typical protocol found in most medical facilities. Students are required to wear a school-issued uniform or comparable style as determined by the Campus Director during their classroom training. Additionally, during the admissions process, further guidelines are explained which ensures compliance to OSHA regulations as well as to prepare students for the professional work environment. Please refer to the Student Guidelines for a complete dress code policy.

CAMPUS SECURITY
Each Ross College strives to promote and maintain a safe and secure learning environment. A campus security report is available upon request from the Campus Director. This report includes information regarding campus security policies and campus crime statistics.

DISCLOSURE OF EDUCATIONAL RECORDS
Students and parents of tax dependant students have the right to review and inspect their educational records or the records of their tax dependent student. Students and parents have the right to challenge information contained in their educational records and to add notations to such records.

Educational records include files, materials and documents maintained by the campus directly related to the student. Ross requires written consent prior to disclosing student records to a third party except as required by law. A detailed policy regarding Family Educational Rights and Privacy Act (FERPA) is available from the Campus Director.

EQUIPMENT AND AUDIO-VISUAL AIDS
In order to prepare graduates for allied health careers, a variety of equipment is available for program instruction. Knowledge and proficiency are attained by both demonstration and actual operation of equipment. The campus is well
supplied with audio-visual equipment, anatomy and physiology charts, an array of educational videos and DVDs to provide a variety of teaching and learning modes including, DVD player, LCD projectors, and an assortment of educational videos, transparencies and models. In addition, Ross College has program specific equipment as follows: Medical Assistant program - instruments, microscopes, EKG machines, centrifuge, hemoglobin meter, stethoscopes, sphygmomanometers, spirometer, infant scale, nebulizer, autoclave, computers, network printers, ICD-9-CM and CPT coding manuals. Medical Insurance Billing and Office Administration program – stethoscopes, sphygmomanometers, computers, network printers, ICD-9-CM and CPT coding manuals. Dental Assistant program - amalgamators, autoclave, film processing equipment, model trimmers and model vibrators, oral evaluation equipment, ultrasonic and x-ray units. Pharmacy Technician program - flow hood, prescription and counter balances, pharmaceutical weights, mortar and pestles, conical and cylindrical graduates, and a cash register and a variety of pharmaceutical products to simulate the pharmacy.

SPECIAL LECTURES, FIELD TRIPS & STUDENT PROJECTS
Guest speakers are periodically invited to acquaint students with the latest techniques, equipment, and materials. Field trips to nearby hospitals, clinics, laboratories, and offices are arranged as schedules permit.

Students may participate in class projects such as charity fund-raisers and community service projects.

LIBRARY AND RESOURCE MATERIALS
Ross College provides a current collection of reference material for student use. A variety of books and periodicals makes it possible for all students to have access to supplementary materials. These materials have been purchased to provide all students with current information in their field of study. At this campus, a virtual library is also available for student use.

PROFESSIONAL CREDENTIALING
While credentialing is not necessary for employment after completing the Medical Assistant, Dental Assistant, Medical Insurance Billing and Office Administration programs, graduates of these programs are eligible to sit for several national credentialing examinations. Credentialing for Pharmacy Technicians varies from state to state. Graduates from the Pharmacy Technician program are eligible to sit for the Certified Pharmacy Technician (CPhT) examination.

PROGRAM ASSESSMENT
Prior to graduation, each student will participate in a mock clinic (day in the office), which is used by Ross as an indicator of the program’s quality. This program assessment tool is designed to assess curricular quality and to measure overall achievement in the program, as a class, not as a measurement of an individual student’s achievement.
FINANCIAL INFORMATION

FINANCIAL ASSISTANCE
Tuition assistance and other financial aid is available to qualified students. The following agencies or programs may provide financial or other assistance to students.

WORKFORCE INVESTMENT ACT
Ross College has been certified as Workforce Investment Act-Individual Training Account eligible.

FEDERAL PELL GRANT
This is funding from the federal government that does not have to be repaid. It is available to eligible students based on financial need determined on the basis of a formula developed by the Department of Education and reviewed by Congress annually. Awards will vary based on an expected family contribution.

WILLIAM D. FORD FEDERAL DIRECT LOAN (DIRECT LOAN) PROGRAM
Loans made through this program are referred to as Direct Loans. Eligible students and parents borrow directly from the U.S. Department of Education. Direct Loans include subsidized and unsubsidized Direct Stafford Loans (also known as Direct Subsidized Loans and Direct Unsubsidized Loans) and Direct PLUS Loans.

Direct Subsidized Loans are based on financial need and the federal government pays the interest on the loan while the student is in school or in deferment.

Direct Unsubsidized Loans are non-need based, and the student pays the interest during in-school and deferment periods. The interest may accumulate until a student is out of school or until a deferment ends; however, that interest will be added to the principle of the “unsubsidized” loan.

Direct Plus Loans are for parent borrowers. This loan provides additional funds for educational expenses.

ROSS EDUCATION PAYMENT PLANS
Ross College provides a payment plan option to students. Ross College Payment Plans are administered by independent third party service entities. Currently, Ross College Payment Plans are managed by Genesis Lending Services, Inc. This entity provides a full-service, reliable management system. Ross College may periodically assign/sell/transfer all rights to any outstanding receivables to independent third parties and/or change/add receivable service entities.

SATISFACTORY PROGRESS
Please refer to page 10 of this catalog for guidelines for maintaining satisfactory progress for financial assistance.

RETURN OF TITLE IV FUNDS POLICY
Please refer to page 10 of this catalog for a description of the Return of Title IV Funds Policy.

CREDITS FOR FINANCIAL AID
For purposes of determining financial aid awards, Ross College will follow the formula mandated by Federal Regulations. This formula includes hourly requirements for outside classroom/homework assignments that are factored into an overall grade for each course.

CANCELLATION & REFUND POLICY
A) An applicant may cancel an enrollment at any time before the commencement of class.

B) Rejection. An applicant rejected by the school shall be entitled to a refund of all monies paid. All refunds shall be returned within 30 days.

C) Five Day Cancellation – All monies paid by an applicant will be refunded if requested in writing within five calendar days after signing an enrollment agreement. This provision shall not apply if the student has already started classes.

D) Other cancellations. An applicant subsequently requesting cancellation prior to class start shall be entitled to a refund of all monies paid minus a registration fee of $60. Also, students who have not visited the campus facility prior to enrollment will have the opportunity to withdraw without
penalty within three days following either attendance at a regularly scheduled orientation or following a tour of the campus facilities and inspection of equipment.

E) If a student enrolls but does not begin classes, Ross College will refund all monies except the registration fee.

F) Attendance on any day within a seven day period based on the start date will constitute a full week of attendance. Refunds will be made within 30 days of the date of cancellation or termination.

G) Special cases. In case of prolonged illness or accident, death in the family or other circumstances that make it impractical to complete the program, the school may make a settlement which is reasonable and fair to both parties.

Once the refund liability for a particular student has been determined, the federal portion of the refund will be distributed back to the federal programs in the following manner.

STATE OF OHIO REFUND POLICY

After a student starts school, he/she will be obligated for tuition payments as follows:

Semester 1: MA Day (1-16 weeks); MA Afternoon and Evening (1-20 weeks); DA Day and Evening (1-20 weeks); MIBOA Day (1-15 weeks); MIBOA Eve (1-22.5 weeks) Pharmacy Technician Day and Evening (1-20 weeks)

Semester 2: MA Day (17-30 weeks); MA Afternoon and Evening (21-36 weeks); DA Day and Evening (21-36 weeks); MIBOA Day (16-30 weeks); MIBOA Eve (22.5-42.5 weeks) Pharmacy Technician Day and Evening (21-36 weeks)

• A student who starts class and withdraws during the first full calendar week of the academic term shall be obligated for twenty-five percent of the tuition and refundable fees for that academic term, plus the registration fee.
• A student who withdraws during the second full calendar week of the academic term shall be obligated for fifty percent of the tuition and refundable fees for that period, plus the registration fee.
• A student who withdraws during the third full calendar week of the academic term shall be obligated for seventy-five percent of the tuition and refundable fees for that period, plus the registration fee.
• A student who withdraws beginning with the fourth full calendar week of the academic term will not be entitled to a refund of any portion of the tuition and fees.

1. Any refund monies will be applied first to reduce any student loans in the following order: Direct Unsubsidized Loans, Direct Subsidized Loans, Direct PLUS Loans, and will result in funds being sent to the U.S. Department of Education on the student’s behalf.

2. Any remaining refund monies will then be applied to reduce the student’s Federal Pell Grant award and will result in a deposit to that account.

3. Any remaining refund monies will be then applied as a reduction to any other federal program awards if applicable, and if not, then to any non-federal sources.
### MEDICAL ASSISTANT PROGRAM

### COURSE LIST

<table>
<thead>
<tr>
<th>COURSE #</th>
<th>COURSE</th>
<th>CLOCK HOURS</th>
<th>CREDITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>MA101A</td>
<td>Medical Terminology/Anatomy and Physiology</td>
<td>15</td>
<td>1.5</td>
</tr>
<tr>
<td>MA101B</td>
<td>Medical Terminology/Anatomy and Physiology</td>
<td>15</td>
<td>1.5</td>
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<tr>
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<td>Medical Terminology/Anatomy and Physiology</td>
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<td>Cardiopulmonary Procedures</td>
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<td>Administration of Medicine</td>
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<td>Basic Office First Aid</td>
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<td>MA109</td>
<td>Hematology</td>
<td>40</td>
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<td>MA110</td>
<td>Keyboarding</td>
<td>30</td>
<td>1.5</td>
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<tr>
<td>MA111</td>
<td>Introduction to the Office Laboratory</td>
<td>15</td>
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<tr>
<td>MA112</td>
<td>Introduction to Word Processing for the Medical Office</td>
<td>30</td>
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<td>MA113</td>
<td>Mathematical Applications in the Medical Office</td>
<td>15</td>
<td>1.0</td>
</tr>
<tr>
<td>MA114</td>
<td>Financial Recordkeeping</td>
<td>30</td>
<td>2.0</td>
</tr>
<tr>
<td>MA115</td>
<td>Medical Insurance Coding Procedures</td>
<td>15</td>
<td>1.0</td>
</tr>
<tr>
<td>MA116</td>
<td>Medical Insurance Billing Procedures</td>
<td>15</td>
<td>1.0</td>
</tr>
<tr>
<td>MA117</td>
<td>Medical Office Automation</td>
<td>30</td>
<td>2.0</td>
</tr>
<tr>
<td>MA118</td>
<td>Medical Office Procedures</td>
<td>45</td>
<td>3.0</td>
</tr>
<tr>
<td>MA119</td>
<td>Professional Growth and Communication Skills</td>
<td>20</td>
<td>2.0</td>
</tr>
<tr>
<td>MA120</td>
<td>Externship</td>
<td>180</td>
<td>6.0</td>
</tr>
<tr>
<td>MA121</td>
<td>Specialty Examinations and Procedures</td>
<td>15</td>
<td>1.0</td>
</tr>
</tbody>
</table>

### PROGRAM OBJECTIVES:

*During the Medical Assistant Program students will be taught:*

- Basic human anatomy and physiology and disease processes along with medical terminology.
- Administrative office skills that includes medical charting and filing, basic word processing and computer information and other routine medical office procedures.
- Good interpersonal and customer service skills that consist of oral and written communication, including telephone communication.
- Financial recordkeeping skills that include accounts receivable and payable as well as preparing a payroll.
- How to properly complete medical insurance claim forms including the required coding.
- Skills in taking patient vital signs, assisting with examinations, sterilizing instruments and equipment, administering medications, performing hematology procedures and EKGs.
- Basic knowledge of first aid procedures.

Upon completion of the program, the student should be prepared to work in entry-level positions in a physician’s office, clinic or other medical setting.

### PROGRAM LENGTH:
The Medical Assistant Program is 30 weeks for day students and 36 weeks for afternoon and evening students.

### PROGRAM DELIVERY:
The Medical Assistant Program is a residential training program and no portion is offered by distance learning.

**OUTSIDE COURSEWORK:** During the program, all students are required to complete 180 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student’s course grades. Ross College’s policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education’s credit conversion regulation for credit hours.
# Medical Insurance Billing and Office Administration

## 720 Clock Hours* - 52 Quarter Credits

<table>
<thead>
<tr>
<th>COURSE #</th>
<th>COURSE</th>
<th>CLOCK HOURS</th>
<th>CREDITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>MB201A</td>
<td>BioMedical Science</td>
<td>45</td>
<td>4.5</td>
</tr>
<tr>
<td>MB201B</td>
<td>BioMedical Science</td>
<td>45</td>
<td>4.5</td>
</tr>
<tr>
<td>MB201C</td>
<td>BioMedical Science</td>
<td>45</td>
<td>4.5</td>
</tr>
<tr>
<td>MB201D</td>
<td>BioMedical Science</td>
<td>45</td>
<td>4.5</td>
</tr>
<tr>
<td>MB201E</td>
<td>BioMedical Science</td>
<td>30</td>
<td>3.0</td>
</tr>
<tr>
<td>MB202A</td>
<td>Medical Office Administration</td>
<td>45</td>
<td>3.0</td>
</tr>
<tr>
<td>MB202B</td>
<td>Medical Office Administration</td>
<td>45</td>
<td>3.0</td>
</tr>
<tr>
<td>MB202C</td>
<td>Medical Office Administration</td>
<td>30</td>
<td>2.0</td>
</tr>
<tr>
<td>MB202D</td>
<td>Medical Office Administration</td>
<td>30</td>
<td>2.0</td>
</tr>
<tr>
<td>MB202E</td>
<td>Medical Office Administration</td>
<td>40</td>
<td>2.5</td>
</tr>
<tr>
<td>MB 203</td>
<td>Fundamentals of Assisting</td>
<td>30</td>
<td>2.0</td>
</tr>
<tr>
<td>MB 204</td>
<td>Medical Law and Ethics</td>
<td>15</td>
<td>1.5</td>
</tr>
<tr>
<td>MB 205</td>
<td>Medical Asepsis and Infection Control</td>
<td>15</td>
<td>1.0</td>
</tr>
<tr>
<td>MB 206</td>
<td>Medical Office Procedures</td>
<td>45</td>
<td>3.0</td>
</tr>
<tr>
<td>MB 207</td>
<td>Mathematical Applications in the Medical Office</td>
<td>15</td>
<td>1.0</td>
</tr>
<tr>
<td>MB 208</td>
<td>Financial Recordkeeping</td>
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<tr>
<td>MB 209</td>
<td>Basic Office First Aid</td>
<td>15</td>
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<tr>
<td>MB 210</td>
<td>Medical Office Management</td>
<td>15</td>
<td>1.0</td>
</tr>
<tr>
<td>MB 211</td>
<td>Professional Growth and Communication Skills</td>
<td>20</td>
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</tr>
<tr>
<td>MB 220</td>
<td>Externship</td>
<td>120</td>
<td>4.0</td>
</tr>
</tbody>
</table>

### Program Objectives:

During the Medical Insurance Billing and Office Administration Program students will be taught:

- Basic human anatomy and physiology and disease processes and the associated pharmacotherapy along with medical terminology.
- Administrative office skills that include medical charting and filing, basic word processing and computer information and other routine medical office procedures.
- Good interpersonal and customer service skills that consist of oral and written communication, including telephone communication.
- Financial recordkeeping skills that include accounts receivable and payable as well as preparing a payroll.
- How to properly complete medical insurance claim forms including the required coding.
- Graduates in the Medical Insurance Billing and Office Administration Program will be prepared to seek entry-level employment in a variety of healthcare settings, including, but not limited to: physician’s offices, multi-specialty clinics, surgery centers, hospitals, long-term care facilities and home health care agencies. Upon completion of the program, the student should be prepared to work in positions such as: Medical Receptionist, Medical Secretary, Billing Clerk, Billing Specialist, Patient Account Representative and Patient Services Representative.

### Program Length:
The Medical Insurance Billing and Office Administration Program is 30 weeks in length for day students and 42.5 weeks for evening students.

### Program Delivery:
The Medical Insurance Billing and Office Administration Program is a residential training program and no portion is offered through distance learning.

### *Outside Coursework:
During the program, all students are required to complete 180 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student’s course grades. Ross College’s policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education’s credit conversion regulation for credit hours.
DENTAL ASSISTANT PROGRAM

720 Clock Hours* - 50.5 Quarter Credits

<table>
<thead>
<tr>
<th>COURSE #</th>
<th>COURSE</th>
<th>CLOCK HOURS</th>
<th>CREDITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>DA 301</td>
<td>Fundamentals of Dental Assisting</td>
<td>45</td>
<td>4.5</td>
</tr>
<tr>
<td>DA 302</td>
<td>Dental Law and Ethics</td>
<td>15</td>
<td>1.5</td>
</tr>
<tr>
<td>DA 303</td>
<td>Introduction to the Dental Team</td>
<td>10</td>
<td>1.0</td>
</tr>
<tr>
<td>DA 304</td>
<td>Dental Radiography and Clinical Procedures</td>
<td>90</td>
<td>6.5</td>
</tr>
<tr>
<td>DA 305</td>
<td>Skull Anatomy/Human Dentition</td>
<td>15</td>
<td>1.5</td>
</tr>
<tr>
<td>DA 306</td>
<td>Infection Control/Microbiology</td>
<td>20</td>
<td>1.5</td>
</tr>
<tr>
<td>DA 307</td>
<td>Oral Surgery/Endodontics</td>
<td>30</td>
<td>2.5</td>
</tr>
<tr>
<td>DA 308</td>
<td>Anatomy/Cranial Nerves</td>
<td>15</td>
<td>1.5</td>
</tr>
<tr>
<td>DA 309</td>
<td>Chairside Dental Assisting</td>
<td>90</td>
<td>7.0</td>
</tr>
<tr>
<td>DA 310</td>
<td>Dental Instruments and Equipment</td>
<td>20</td>
<td>1.5</td>
</tr>
<tr>
<td>DA 311</td>
<td>Dental Materials</td>
<td>60</td>
<td>4.5</td>
</tr>
<tr>
<td>DA 312</td>
<td>Dental Laboratory Procedures and Prosthodontics</td>
<td>40</td>
<td>3.0</td>
</tr>
<tr>
<td>DA 313</td>
<td>Dental Records Management</td>
<td>30</td>
<td>3.0</td>
</tr>
<tr>
<td>DA 314</td>
<td>Administrative Dental Assisting</td>
<td>20</td>
<td>2.0</td>
</tr>
<tr>
<td>DA 315</td>
<td>Periodontics/Orthodontics</td>
<td>25</td>
<td>2.0</td>
</tr>
<tr>
<td>DA 316</td>
<td>Dental Emergencies/CPR</td>
<td>15</td>
<td>1.0</td>
</tr>
<tr>
<td>DA 317</td>
<td>Externship</td>
<td>180</td>
<td>6.0</td>
</tr>
</tbody>
</table>

PROGRAM OBJECTIVES:

During the Dental Assistant Program students will be taught:

- How to perform basic administrative tasks, including preparation of a new patient chart, filing of medical records, and using proper telephone techniques and appointment scheduling skills.
- How to complete dental insurance claim forms, prepare a ledger card, post and balance a day sheet, write a check, and reconcile a bank statement.
- How to process exposed radiographs using the manual and automatic methods, mount full-mouth set of radiographs, identify radiographic errors, and demonstrate how to correct those errors.
- The role OSHA plays in operation of the dental office.
- To identify and demonstrate correct operatory disinfection, instrument decontamination, and sterilization techniques.
- How to prepare and dispose of local anesthetic.
- How to take and record vital signs.
- To identify and explain the use of dental specialties instrumentation.
- Dental assistant chair-side assisting duties and responsibilities.
- Use and care of all rotary instruments.
- The types of dental restorative materials and their properties.
- The types of dental cements; explain their properties, composition, uses and manipulation.
- The steps of cavity preparation, terminology and the role of the dental assistant.

- How to aspirate on a patient.
- How to take impressions and construct study and master casts.
- How to develop independent job-seeking skills which include resume and cover letter preparation, interviewing techniques, job search and follow-up, as well as an understanding of employer-employee relations.

The graduate of the Dental Assistant Program will be prepared to seek entry-level positions as a Dental Assistant. Graduates are also capable of filling entry-level positions such as Dental Receptionist, Dental Insurance Clerk, Dental Supply Salesperson and Administrative Assistant.

PROGRAM LENGTH: The Dental Assistant Program is 36 weeks in length for day and evening students.

PROGRAM DELIVERY: The Dental Assistant Program is a residential program and no portion is offered by distance education.

*OUTSIDE COURSEWORK: During the program, all students are required to complete 180 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student’s course grades. Ross College’s policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education’s credit conversion regulation for credit hours.
PHARMACY TECHNICIAN PROGRAM

900 Clock Hours – 66.5 Quarter Credits

<table>
<thead>
<tr>
<th>COURSE #</th>
<th>COURSE</th>
<th>CLOCK HOURS</th>
<th>CREDITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHT 101</td>
<td>Introduction to Pharmacy</td>
<td>48</td>
<td>4.5</td>
</tr>
<tr>
<td>PHT 102</td>
<td>Pharmacy Operations</td>
<td>72</td>
<td>6.0</td>
</tr>
<tr>
<td>PHT 103</td>
<td>Basic Principles and Concepts of Mathematics</td>
<td>48</td>
<td>4.5</td>
</tr>
<tr>
<td>PHT 104</td>
<td>Measurement Systems and Dosage Calculations</td>
<td>72</td>
<td>7.0</td>
</tr>
<tr>
<td>PHT 105</td>
<td>Medical Terminology for the Pharmacy Technician</td>
<td>72</td>
<td>7.0</td>
</tr>
<tr>
<td>PHT 106</td>
<td>Pharmacy Law and Ethics</td>
<td>48</td>
<td>4.5</td>
</tr>
<tr>
<td>PHT 107</td>
<td>General Pharmacy</td>
<td>72</td>
<td>7.0</td>
</tr>
<tr>
<td>PHT 108</td>
<td>Pharmaceutical Agents for Human Physiological Systems</td>
<td>48</td>
<td>4.5</td>
</tr>
<tr>
<td>PHT 109</td>
<td>Community/Retail Pharmacies</td>
<td>96</td>
<td>6.5</td>
</tr>
<tr>
<td>PHT 110</td>
<td>Non Sterile Compounding</td>
<td>24</td>
<td>1.0</td>
</tr>
<tr>
<td>PHT 111</td>
<td>Hospital and Health Systems Pharmacies</td>
<td>72</td>
<td>5.5</td>
</tr>
<tr>
<td>PHT 112</td>
<td>Sterile Compounding</td>
<td>48</td>
<td>2.5</td>
</tr>
<tr>
<td>PHT 201</td>
<td>Externship</td>
<td>180</td>
<td>6.0</td>
</tr>
</tbody>
</table>

PROGRAM OBJECTIVES:

During the Pharmacy Technician program students will be taught:

- To function at an entry-level competency as an assistant to a licensed pharmacist in both retail and hospital settings. Training encompasses a thorough understanding of the duties and responsibilities of pharmacy technicians, including the standards of ethics and law, as they pertain to the practice of pharmacy.

- A sufficient knowledge base in pharmaceutical and medical terminology, abbreviations and symbols used in prescribing, dispensing, and documenting medications. The student will achieve a working knowledge of both trade and generic names, dosages, routes of administration and dosage forms of medications. The student will also be prepared to perform the necessary calculations used in dosage determination and preparation of drugs.

- To perform the essential functions related to drug procurement and inventory control and to provide a working knowledge of manufacturing and packaging operations, including the physical and chemical nature of drugs used in a pharmacy, and the packaging and labeling requirements as well as manufacturing techniques used for drug dispensing.

- A working knowledge of aseptic technique, parenteral admixtures, compounding procedures, and microbiology as it applies to disease and the use of aseptic techniques in the health care field.

- A working knowledge of computers and pharmacy software for entry-level employment in a pharmacy setting.

Upon completion of the program, the student should be prepared to work in entry-level positions in a community/retail and/or hospital/health systems pharmacy.

PROGRAM LENGTH: The Pharmacy Technician program is 36 weeks for day and evening students.

PROGRAM DELIVERY: The Pharmacy Technician Program is a residential training program and no portion is offered by distance learning.
MA 101A - Medical Terminology/Anatomy and Physiology 1.5 Credits
A discussion of the structure and function of the body, including cells and tissues, organs, systems, and the body as a whole, including a study of body cells and the types of tissues. Students will be introduced to anatomical position and direction, as well as body function balance, which includes homeostasis, feedback loop, negative and positive feedback. Students will also learn the root words, prefixes and suffixes related to tissues, organs, systems body cavities, and the body as a whole.
Prerequisite: None

MA 101B - Medical Terminology/Anatomy and Physiology 1.5 Credits
A discussion of the structure and function of the Integumentary, Skeletal, and Urinary Systems of the Body, including words, prefixes, and suffixes related to the:
• Integumentary System - appendages, integument, and membranes, synovia and synovial fluid, skin damage by burns and the classes of burns, and skin disorders, functions, and infections.
• Skeletal System - the names, functions, and types of bones, microscopic structures of bone and cartilage, formation and growth of bones, normal and abnormal spinal curves, differences of male and female skeleton, joints and movement of joints, range of motion, and skeletal disorders.
• Urinary System - the location, microscopic and internal structure and function of the kidneys, urinalysis, urine formation, ureters, bladder and urethra, micturition, renal and urinary disorders such as obstructive disorders, UTI’s, acute and chronic glomerulonephritis, and renal failure.
Prerequisite: None

MA 101C - Medical Terminology/Anatomy and Physiology 1.5 Credits
A discussion of the structure and function of the Muscular and Digestive Systems of the Body, including the root words, prefixes, and suffixes as follows:
• Muscular System - includes an introduction to and discussion of disorders and types of muscle movement as well as the distinction between skeletal, cardiac, and smooth muscle.
• Digestive System - an introduction to the alimentary canal, gastrointestinal tract, digestion, absorption and metabolism. Introduces the mouth, palates, uvula, teeth, and salivary glands, liver, gallbladder, pancreas, and intestines. A discussion of nutrition and nutritive deficiency diseases are also covered.
Prerequisite: None

MA 101D - Medical Terminology/Anatomy and Physiology 1.5 Credits
A discussion of the structure and function of the heart, blood and blood vessels and the respiratory systems of the body, including the roots words, prefixes, and suffixes related to the heart, blood and blood vessels and the respiratory system. Specific areas of study will include the chambers of the heart, layers of the heart, heart action, heart valves, heart sounds, blood flow, coronary circulation, pulmonary and systematic circulation, the lungs, trachea, larynx, pharynx, and nasal cavity, and the two basic functions of air distribution and gas exchange, as well as cardiopulmonary procedures, and disorders.
Prerequisite: None
MA 101E - Medical Terminology/Anatomy and Physiology 1.5 Credits
An introduction to the structure and function of the Endocrine and Reproductive Systems of the Body, including the regulation of hormone secretion, hormone glands (pituitary, thyroid, parathyroid, adrenal glands, pancreas, and the male and female hormones and sex glands) and their functions, as well as male and female reproductive organs, their structural plan, function, disorders, and diseases. Also includes the root words, prefixes, and suffixes related to the endocrine and reproductive systems of the body. Prerequisite: None

MA 101F - Medical Terminology/Anatomy and Physiology 1.5 Credits
A discussion of the structure and function of the Special Senses and Nervous System of the Body, including classification of sense organs and receptors, structure of the eye and structure of the ear. The senses of taste and smell are examined. Also includes an introduction to the root words, prefixes, and suffixes related to the nervous system and special senses of the body. Prerequisite: None

MA 103 - Fundamentals of Assisting 2 Credits
Introduction to the basic routine of the medical office. Emphasis on skills relative to patient physical examination, including charting, measuring vital signs, obtaining a medical history and assisting the physician with examinations. Instruction in radiology: its uses, clinical indications, and patient preparation. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. Prerequisite: None

MA 104 - Cardiopulmonary Procedures 2 Credits
An introduction to the electrical conduction system of the heart, a review of the cardiac cycle (waves, baseline, segments, and intervals) as it relates to ECGs, including the use of the ECG machine as a diagnostic tool. Cardiac arrhythmias and the clinical indication of each type will be covered. The student will perform PFTs using the spirometer as a diagnostic tool and will use the nebulizer as a therapeutic tool. Prerequisite: None

MA 105 - Urinalysis 1 Credit
An introduction to the structure and function of the kidney, ureters and bladder as it relates to urine production. Types of urine collection, proper care and handling of urine specimens utilizing universal precautions, chemical and physical analysis along with patient teaching are elements of this course. Prerequisite: None

MA 106 - Medical/Surgical Asepsis and Infection Control 1 Credit
Fundamental principles of microbial control with emphasis on the mechanisms of disease. Familiarization with various techniques and procedures used to prohibit and maintain medical and surgical asepsis. Medical office surgical procedures, wound care and bandaging are included. Prerequisite: None

MA 107 - Administration of Medicine 3 Credits
An introduction to administering, prescribing, and dispensing medication, along with the common routes of administration. A basic introduction to pharmacology is part of this course which covers drug nomenclature, classification, and measurement as well as drug actions and interactions. Use of the PDR is covered. An overview of the guidelines for preparation and administering oral and topical medication is included. Parenteral drug administration introduces the student to the parts of a needle and syringe and needle safety while practicing intradermal, subcutaneous, and intramuscular injections. Accurate calculation of drug dosages is included. Prerequisite: None
MA 108 - Basic Office First Aid  
1 Credit  
The proper application of dressings and bandages are basics of this course. Appropriate handling of medical 
emergencies is emphasized. In addition, students will learn adult/child and infant cardiopulmonary resuscitation 
(CPR)/automatic external defibrillator (AED).

MA 109 - Hematology  
2.5 Credits  
Includes the three methods of venipuncture, the general guidelines of patient preparation and positioning, 
application of tourniquets, site selection, and alternative sites. This course requires student participation in invasive 
procedures using strict adherence to Standard Precautions. The student will be able to demonstrate a variety of 
invasive blood-drawing procedures and hematology tests using equipment such as centrifuges, needles, hematocrit 
tubes, glucose & hemoglobin meters, various sizes and types of vacuum tubes, multisample needles, needle 
holders, safety needles and holders, and sharps containers. The student will perform finger punctures for glucose 
and hemoglobin tests. The student will perform blood tests and understand their diagnostic value, including red 
and white blood count tests and significance of, learn that types of white blood cells, and normal adult test results. 
The student will learn patient teaching regarding anemia.

MA 110 - Keyboarding  
1.5 Credits  
Presentation of the keyboard and touch typing techniques. Practice for speed and accuracy.

MA 111 - Introduction to the Office Laboratory  
1 Credit  
This course provides fundamental principles of the stages of infection, microorganisms and disease, and the proper 
and safe handling of microbial specimens. Familiarization with various laboratory departments laboratory safety 
and working as a liaison with the medical lab. OSHA and CLIA regulations and guidelines are emphasized.

MA 112 - Introduction to Word Processing for the Medical Office  
1.5 Credits  
Hands-on experience to learn basic operations and functions of word processing systems.

MA 113 - Mathematical Applications in the Medical Office  
1 Credit  
Practical application of fundamental mathematical concepts are applied to the medical office, including preparation 
of payroll, check writing, inventory, and reading number lines and scales.

MA 114 - Financial Recordkeeping  
2 Credits  
Fundamental math concepts are applied to accounts receivable, including determining fees and charges, completion 
of ledgers, itemized receipts, and completion of daily journals. Principles and procedures of electronic billing are 
introduced. Collection procedures are also included.

MA 115 - Medical Insurance Coding Procedures  
1 Credit  
An introduction to insurance coding procedures as well as practical application of the various coding manuals for 
extracting information to determine appropriate diagnostic and procedural codes for filing insurance claims.

Prerequisite: None
MA 116 - Medical Insurance Billing Procedures 1 Credit
A practical application of insurance billing procedures, including completion of insurance claim forms, tracking claims, and extracting information from medical records are included. Various insurance plans including Medicare, Medicaid, Blue Cross/Blue Shield, HMOs and private insurance claim submissions are discussed. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. Prerequisite: None

MA 117 - Medical Office Automation 2 Credits
Practical application of electronic medical records for insurance billing and medical office management techniques are included in this course. Prerequisite: None

MA 118 - Medical Office Procedures 3 Credits
This course introduces students to the administrative routines of a medical office. Records management systems, appointment scheduling, receptionist duties, telephone techniques, managed practice routines and procedures along with an introduction to the electronic medical record and electronic charting are all part of this course. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. Prerequisite: None

MA 119 - Professional Growth and Communication Skills 2 Credits
A comprehensive course to help students develop confidence and independent job-seeking skills. Includes preparation of resume and cover letter, interviewing techniques, job search and follow-up, and discussion of employer-employee relations. Covers the responsibilities of health care providers and the need for effective communication in a medical office. Cultural and ethnic sensitivity issues are also addressed. Prerequisite: None

MA 121 - Specialty Examinations and Procedures 1 Credit
A discussion of procedures involving the eye and ear, physical agents that promote tissue healing, obstetrics, and pediatrics. Topics covered include the structure of the eye and ear, irrigations and instillations, visual and hearing acuity, in addition to application of heat and cold, therapeutic ultrasound, measurement of infant head/chest circumference, pediatric vital signs and infant urine specimen collection. Prerequisite: None

MA 120 - Externship 6 Credits
The externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 168 hours off-site at a clinical facility where they will receive hands-on experience in a doctor’s office, clinic or other medical setting. Students will also spend 12 hours on campus where they will be taught the skills necessary for beginning their job search and transitioning into their chosen field. Ross College will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Services Representative. A site visit and site approval must be completed by Ross College for any student developed Externship experience. Student performance will be evaluated by Ross College personnel and site supervision will be conducted in compliance with accrediting standards. Prerequisite: Completion of all other courses in the Medical Assistant Program.
**MB 201A - Biomedical Science**  
This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 1 are skeletal, muscular and integumentary. Students are also taught to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities. Students will also study cultural and ethnic sensitivity as it applies to patient interaction.  
Prerequisite: None

**MB 201B - Biomedical Science**  
This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 2 are cardiovascular, respiratory and lymphatic. Students are also taught to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities.  
Prerequisite: None

**MB 201C - Biomedical Science**  
This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 3 are urinary and digestive. A study of basic nutrition is also included. Students are also taught to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities.  
Prerequisite: None

**MB 201D - Biomedical Science**  
This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 4 are endocrine and reproductive. Students are also taught to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities. Students will also study cultural and ethnic sensitivity as it applies to patient interaction.  
Prerequisite: None

**MB 201E - Biomedical Science**  
This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 5 are nervous and special senses. Students are also taught to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities.  
Prerequisite: None
MB 202A - Medical Office Administration

Included in this course are a presentation of the keyboard and touch-typing techniques along with practice for speed and accuracy and hands-on experience to learn basic operations and functions of word processing systems. Medical billing procedures will include completion of insurance claim forms, tracking claims, and extracting information from medical records in order to complete Blue Cross/Blue Shield, HMOs and private insurance claim submissions. A series of case studies using complex coding assignments related to the skeletal, muscular and integumentary systems will be completed.

Prerequisite: None

MB 202B - Medical Office Administration

This multi-didactic course is a practical application of insurance billing instruction and medical office management techniques applied to an automated office environment. Included in this course are a presentation of the keyboard and touch-typing techniques along with practice for speed and accuracy and hands-on experience to learn basic operations and functions of word processing systems. Medical billing procedures include completion of Medicare claim forms. A series of case studies using complex coding assignments related to the cardiovascular, respiratory and lymphatic systems are applied as part of this class.

Prerequisite: None

MB 202C - Medical Office Administration

This multi-didactic course is a practical application of insurance billing instruction and medical office management techniques applied to an automated office environment. Medical billing procedures include completion of Medicaid claim forms. A series of case studies using complex coding assignments related to the urinary and digestive systems are applied as part of this class.

Prerequisite: None

MB 202D - Medical Office Administration

This multi-didactic course is a practical application of insurance billing instruction and medical office management techniques applied to an automated office environment. Medical billing procedures including, tracking claims, and extracting information from medical records in order to complete TRICARE claim forms are covered. A series of case studies using complex coding assignments of the reproductive and endocrine systems are applied as part of this class.

Prerequisite: None

MB 202E - Medical Office Administration

This multi-didactic course is a practical application of insurance billing instruction and medical office management techniques applied to an automated office environment. Included in this course are a presentation of the keyboard and touch-typing techniques along with practice for speed and accuracy and hands-on experience to learn basic operations and functions of word processing systems. Medical billing procedures include completion of Worker’s Compensation insurance claim forms. A series of case studies using complex coding assignments of the nervous system and special senses are applied as part of this class.

Prerequisite: None

MB 203 - Fundamentals of Assisting

This course introduces the student to the basic routine of the medical office. Emphasis is placed on skills relative to patient physical examinations including charting, measuring vital signs and obtaining medical history. Students will also study cultural and ethnic sensitivity as it applies to patient interaction.

Prerequisite: None
**MB 204 - Medical Law and Ethics**
1.5 Credits
This course provides an introduction to the legal ethical, privacy, security, and confidentiality issues and practices in healthcare. The HIPAA (Health Insurance Portability and Accountability Act) privacy rule and professional ethics are also discussed. 
Prerequisite: None

**MB 205 - Medical Asepsis and Infection Control**
1 Credit
This course provides fundamental principles of microbial control with emphasis on the mechanisms of disease. Familiarization with various techniques and procedures used to prohibit and maintain medical asepses. Proper hand-washing techniques are discussed and practiced. 
Prerequisite: None

**MB 206 - Medical Office Procedures**
3 Credits
This course introduces students to the administrative routines of a medical office. Records management systems, appointment scheduling, receptionist duties, telephone techniques, managed practice routines and procedures along with an introduction to the electronic medical record and electronic charting are all part of this course. Students will learn to identify and apply therapeutic communication skills. A discussion of medical law and ethics and the history of medicine are included. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. 
Prerequisite: None

**MB 207 - Mathematical Applications in the Medical Office**
1 Credit
Practical application of fundamental mathematical concepts are applied to the medical office, including preparation of payroll, check writing, inventory, and reading number lines and scales. 
Prerequisite: None

**MB 208 - Financial Recordkeeping**
2 Credits
Fundamental math concepts are applied to accounts receivable including determining fees and charges, completion of ledgers, itemized receipts, and completion of daily journals. Principles and procedures of electronic billing are introduced. Collection procedures are also included. 
Prerequisite: None

**MB 209 - Basic Office First Aid**
1 Credit
The proper application of dressings and bandages and explanation of cardiopulmonary resuscitation (CPR) are basics of this course. Appropriate handling of medical emergencies is emphasized. 
Prerequisite: None

**MB 210 - Medical Office Management**
1 Credit
This course teaches the skills necessary to manage the day-to-day operations in a medical office such as employee relations and management and inventory control as well as oral and written business communication. Cultural and ethnic sensitivity issues are also addressed. 
Prerequisite: None

**MB 211 - Professional Growth and Communication Skills**
2 Credits
A comprehensive course to help students develop confidence and independent job-seeking skills which includes resume and cover letter preparation, interviewing techniques, job search and follow-up, and discussion of employer-employee relations. The responsibilities of health care providers and the need for effective communication in a medical office are covered. Cultural and ethnic sensitivity issues are also addressed. 
Prerequisite: None
MB 220 - Externship
4 Credits
The externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 110 hours off-site at a clinical facility where they will receive hands-on experience in the doctor’s office, clinic or other medical setting. Students will also spend 10 hours on campus where they will be taught the skills necessary for beginning their job search and transitioning into their chosen field. Ross College will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Services Representative. A site visit and site approval must be completed by Ross College for any student developed Externship experience. Student performance will be evaluated by Ross College personnel and site supervision will be conducted in compliance with accrediting standards.

Prerequisite: Completion of all other courses in the Medical Insurance Billing and Office Administration Program.

DENTAL ASSISTANT

DA 301 - Fundamentals of Assisting
4.5 Credits
This course introduces the student to the basic routine of the dental office.

Prerequisite: None

DA 302 - Dental Law and Ethics
1.5 Credits
This course provides an introduction to the legal, ethical, privacy, security, and confidentiality issues in dental health care.

Prerequisite: None

DA 303 - Introduction to the Dental Team
1 Credit
In this course, students will be familiarized with basic information about the dental health team.

Prerequisite: None

DA 304 - Dental Radiography and Clinical Procedures
6.5 Credits
Students will learn to maintain radiation safety while obtaining the best possible diagnostic quality on dental radiographs. Theory, laboratory skills, and clinical practice meet guidelines necessary for compliance with state regulations for certifying radiographic operators. Students practice techniques of film exposure and mounting in equipped dental operatories with industry-approved structural and monitoring devices. Students perform exposure techniques, including bitewings, bisecting, and parallel techniques on a patient simulator manikin. Students process film using a fully equipped darkroom or automatic processor. Students are also required to mount processed radiographs and evaluate the diagnostic quality according to established criteria. Students retake nondiagnostic films. They also learn about the professional responsibilities regarding the state radiation safety certificate.

Prerequisite: None

DA 305 - Skull Anatomy/Human Dentition
1.5 Credits
This course introduces students to the basic anatomy of the head and teeth in order to familiarize them with the anatomical structures involved in dental radiographs. Students are introduced to related dental terminology.

Prerequisite: None
DA 306 - Infection Control/Microbiology  
1.5 Credits
In this course, students are introduced to Occupational Safety and Health Administration (OSHA) Standards for infection control and hazard communication. Topics include microbiology, contagious diseases concerning the dental team, universal precautions, barrier techniques and handling hazardous chemicals. Students practice step-by-step instrument decontamination using approved sterilization agents and methods. Students learn operatory disinfection using approved agents and methods. Prerequisite: None

DA 307 - Oral Surgery/Endodontics  
2.5 Credits
Students will learn about skills performed by the dental assistant in the specialty areas of oral surgery and endodontics (root canals), including procedures for the administration of topical and local anesthetics. Students will practice acquired skills on training manikins (Typodonts), placing instruments and materials. Career development instruction focuses on interview techniques. Students will also study related dental terminology. Prerequisite: None

DA 308 - Anatomy/Cranial Nerves  
1.5 Credits
This course introduces students to the cranial nerves. They will study cranial anatomy as it relates to anesthesia administration and pain control. Students are taught an introduction to methods for taking and recording vital signs and blood pressure. Prerequisite: None

DA 309 - Chairside Dental Assisting  
7 Credits
This course introduces students to chair-side assisting duties and techniques practiced in general dentistry with emphasis on sit-down, four-handed dentistry. Properties and manipulation of common dental materials, including amalgam, composites, glass ionomers and sealants are presented. Basic concepts of psychology and communication are discussed with emphasis on helping dental patients overcome anxieties related to dental treatment. Special consideration for disabled and abused patients is presented. Children’s dentistry (pediatric dentistry) as a specialty is presented. Prerequisite: None

DA 310 - Dental Instruments and Equipment  
1.5 Credits
Students learn how to handle and transfer dental instruments and place materials on models. Career development training concentrates on the self-directed job search. Students also study related dental terminology. Prerequisite: None

DA 311 - Dental Materials  
4.5 Credits
In this course, students will receive hands-on training in taking impressions and constructing study casts and master casts. Students will be exposed to a variety of impression and gypsum materials and procedures for their use. Students will use the casts to practice dental procedures, such as fabrication of custom trays and temporary crowns. Students will practice placement and removal of temporary sedative dressings on Typodont manikins. Prerequisite: None

DA 312 - Dental Laboratory Procedures and Prosthodontics  
3 Credits
Students will learn about prosthodontics as a specialty with instruction in crown and bridge procedures and full and partial dentures. Students will be introduced to dental implants and the various types of mouth guards such as night guards, sports guards, and bleaching trays. Students will learn about laboratory safety and infection control. Instruction in career development focuses on starting a new job. Students will study related dental terminology. Prerequisite: None
DA 313 - Dental Records Management
3 Credits
Students will become familiar with records management systems, billing, banking, and insurance processing, and taking case histories and obtaining information for the completion of dental records. Prerequisite: None

DA 314 - Administrative Dental Assisting
2 Credits
Students will learn more about routine office procedures, such as appointment scheduling, filing, mail handling, inventory control and telephone communication. Career development instruction is included and focuses on identifying skills necessary for employment. Prerequisite: None

DA 315 - Periodontics/Orthodontics
2 Credits
An introduction to working with dental specialties will be covered, including working in orthodontics and periodontics. Prerequisite: None

DA 316 - Dental Emergencies/CPR
1 Credit
Students will learn to identify specific dental emergencies and explain the role of the dental assistant during an emergency. Career development instruction is included and focuses on identifying skills necessary for employment. Students will also study essential dental terminology, as well as adult, child and infant CPR/AED. Prerequisite: None

DA 317 - Externship
6 Credits
This externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 168 hours at a clinical facility where they will receive hands-on experience in the dentist’s office, clinic or other dental setting. Students will also spend 12 hours on campus where they will be taught the skills necessary for beginning their job search and transitioning into their chosen field. Ross College will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Services Representative. A site visit and site approval must be completed by Ross College for any student developed Externship experience. Student performance will be evaluated by Ross College personal and site supervision will be conducted in compliance with accrediting standards. Prerequisite: Completion of all other courses in the Dental Assistant Program.
<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHT 101</td>
<td>Introduction to Pharmacy</td>
<td>4.5</td>
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<tr>
<td></td>
<td>This course examines the role of the pharmacy technician as part of the health care team, addressing the history and background of medicine and the introduction of pharmacy practice. It orients students to the day-to-day dynamics of the pharmacy, the preparing of medications and filling prescriptions.</td>
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<tr>
<td></td>
<td>Prerequisite: None</td>
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</tr>
<tr>
<td>PHT 102</td>
<td>Pharmacy Operations</td>
<td>6.0</td>
</tr>
<tr>
<td></td>
<td>This course introduces inventory control and management, data entry, billing and collection practices operations of the pharmacy. The computer and information technology, hardware and pharmacy software along with commonly used applications are practical skills introduced. Effective verbal, written and nonverbal communication skills are developed.</td>
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<tr>
<td></td>
<td>Prerequisite: None</td>
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<tr>
<td>PHT 103</td>
<td>Basic Principles and Concepts of Mathematics</td>
<td>4.5</td>
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<tr>
<td></td>
<td>This course provides a foundation in the basic principles and concepts of mathematics necessary for use in pharmacy practice including conversion to metric measures and equivalents.</td>
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<tr>
<td></td>
<td>Prerequisite: None</td>
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</tr>
<tr>
<td>PHT 104</td>
<td>Measurement Systems and Dosage Calculations</td>
<td>7.0</td>
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<td></td>
<td>This course provides a foundation in the basic principles and concepts of dosage calculations necessary for use in pharmacy practice.</td>
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<tr>
<td></td>
<td>Prerequisite: None</td>
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<tr>
<td>PHT 105</td>
<td>Medical Terminology for the Pharmacy Technician</td>
<td>7.0</td>
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<tr>
<td></td>
<td>This course presents basic terms and abbreviations used in pharmacy, based upon the origin of medical language. It introduces the major body structures and functions, related to diagnosis and treatment.</td>
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<tr>
<td></td>
<td>Prerequisite: None</td>
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</tr>
<tr>
<td>PHT 106</td>
<td>Pharmacy Law and Ethics</td>
<td>4.5</td>
</tr>
<tr>
<td></td>
<td>This course provides an introduction to the legal, ethical, privacy, security and confidentiality issues and practices in pharmacy and an understanding of the legal requirements that relate to the daily professional activities of a pharmacy technician. Students gain perspective concerning privacy and security of patient confidentiality as governed by the Occupational Safety and Health Administration (OSHA) and Health Insurance Portability and Accountability.</td>
<td></td>
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<tr>
<td></td>
<td>Prerequisite: None</td>
<td></td>
</tr>
<tr>
<td>PHT 107</td>
<td>General Pharmacy</td>
<td>7.0</td>
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<tr>
<td></td>
<td>This course introduces the basic concepts of pharmacology and the dispensing of medications as preventative and therapeutic agents. Focus is on drug classifications, properties, actions and effects on the human body.</td>
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<tr>
<td></td>
<td>Prerequisite: None</td>
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</tr>
<tr>
<td>PHT 108</td>
<td>Pharmaceutical Agents for Human Physiological Systems</td>
<td>4.5</td>
</tr>
<tr>
<td></td>
<td>This course discusses the actions and effects on the human body and in the management of disease as pharmacology relates to specific body systems and disease processes/disorders.</td>
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<tr>
<td></td>
<td>Prerequisite: None</td>
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</tbody>
</table>
PHT 109 - Community/Retail Pharmacies
This course explains and defines the community pharmacy, focusing on the necessary skills needed to interpret, prepare, label and maintain prescription records in this pharmacy setting. Students train in supply, inventory, and data entry.

Prerequisite: None

PHT 110 – Non-Sterile Compounding
This course provides familiarization with basic pharmaceutical compounding techniques and laboratory procedures. Students practice proper hand-washing techniques, pharmaceutical calculations related to non-sterile compounding; and, medication and workplace safety techniques.

Prerequisite: None

PHT 111 - Hospital and Health Systems Pharmacies
This course provides exploration in the unique role and career opportunities for the pharmacy technician in a hospital and/or health system. Hospital pharmacy organization, work flow and the hospital team, workplace and medication safety, data entry, packaging and labeling operations, extemporaneous compounding, inpatient drug distribution systems, unit dose cart fills, quality assurance, proper drug storage, dealing with drug shortages and inventory control.

Prerequisite: None

PHT 112 - Sterile Compounding
This course introduces the student to proper aseptic techniques and the appropriate steps in compounding sterile products; the proper order of preparing for and entering the clean room, working with the laminar flow hood and factors effecting the preparation of sterile products.

Prerequisite: None

PHT 201 - Externship
The externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 168 hours offsite at a facility where they will receive hands-on experience in a pharmacy setting. Students will also spend 12 hours on campus where they will be taught the skills necessary for beginning their job search and transitioning into their chosen field. Ross College will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Services Representative. A site visit and site approval must be completed by Ross College for any student developed Externship experience. Student performance will be evaluated by Ross College personnel and site supervision will be conducted in compliance with accrediting standards.

Prerequisite: Completion of all other courses in the Pharmacy Technician Program.
STANDARDS OF SATISFACTORY PROGRESS

In order to maintain satisfactory progress, a student must meet minimum standards of academic achievement and attendance. In order to graduate, a student must successfully complete all courses in the program with a grade point average of 2.0/C or higher and no less than a grade of 1.0/D in any individual course.

At Ross College, an academic year is 36 quarter credits and 30 weeks for daytime Medical Assistant and Medical Insurance Billing and Office Administration classes, 42.5 weeks for evening Medical Insurance Billing and Office Administration classes, and 36 weeks for all other programs whether offered day or evening.

At Ross College a full time student is a student who is attending 36 quarter credits in an academic year.

1. MAXIMUM PROGRAM LENGTH
A student who enrolls in a program must complete the program no more than one-and-one-half times the normal length of the program. Additionally, the credit hours attempted cannot exceed 1.5 times the credit hours required to complete the program. If the student cannot complete the program during the maximum time period, the student will be terminated from school and will be no longer eligible for Title IV funds.

2. EVALUATION POINTS
Determination for meeting the minimum satisfactory progress requirements will be conducted by the institution at evaluation points.

The student’s cumulative grade average and cumulative attendance will be evaluated with progress reports during the program:

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>EVALUATION POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Assistant</td>
<td>Every eight weeks (day)*</td>
</tr>
<tr>
<td></td>
<td>Every ten weeks (afternoon and evening)*</td>
</tr>
<tr>
<td><strong>The final progress report is the externship which covers a period of six weeks.</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>EVALUATION POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Insurance Billing and Office Administration</td>
<td>Every five weeks (day)</td>
</tr>
<tr>
<td></td>
<td>Every seven and a half weeks (evening)**</td>
</tr>
<tr>
<td><strong>The final progress report is the externship which covers a period of five weeks.</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>EVALUATION POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dental Assistant</td>
<td>Every ten weeks (day and evening)**</td>
</tr>
<tr>
<td>Pharmacy Technician</td>
<td>Every ten weeks (day and evening)**</td>
</tr>
<tr>
<td>*** The final progress report is the externship which covers a period of six weeks.**</td>
<td></td>
</tr>
</tbody>
</table>
3. MINIMUM ACADEMIC ACHIEVEMENT AND ATTENDANCE

At the progress report evaluations, a student must meet the following minimum standards:

**Medical Assistant, Dental Assistant, and Pharmacy Technician**

<table>
<thead>
<tr>
<th>Progress Report</th>
<th>Grade Average*</th>
<th>Attendance Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>1.5/D+</td>
<td>90%</td>
</tr>
<tr>
<td>#2</td>
<td>2.0/C</td>
<td>90%</td>
</tr>
<tr>
<td>#3</td>
<td>2.0/C</td>
<td>90%</td>
</tr>
<tr>
<td>#4</td>
<td>2.0/C</td>
<td>90%</td>
</tr>
</tbody>
</table>

*With no less than a grade point average of 1.0/D in any individual course.

**Medical Insurance Billing and Office Administration**

<table>
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<tr>
<th>Progress Report</th>
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<tr>
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<td>2.0/C</td>
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</tr>
<tr>
<td>#3</td>
<td>2.0/C</td>
<td>90%</td>
</tr>
<tr>
<td>#4</td>
<td>2.0/C</td>
<td>90%</td>
</tr>
<tr>
<td>#5</td>
<td>2.0/C</td>
<td>90%</td>
</tr>
<tr>
<td>#6</td>
<td>2.0/C</td>
<td>90%</td>
</tr>
</tbody>
</table>

*With no less than a grade point average of 1.0/D in any individual course.

4. SATISFACTORY PROGRESS WARNINGS

If the minimum standards for academic achievement or attendance are not met, a student will be placed on satisfactory progress warning. The warning period will coincide with satisfactory progress evaluation points.

If a student is substantially below the academic or attendance standards on any progress report, the student may be dismissed without a warning period. This may be done if, in the Campus Director’s opinion, the student cannot achieve satisfactory progress during the warning period.

Title IV funds may be disbursed during these warning periods. A student will be terminated at the end of these warning periods if the attendance or academic requirements of the warning are not met. In addition, students may be terminated before the end of the warning period if it is determined they are unable to meet the conditions of the warning. Students who satisfy the conditions of the warning will be removed from warning status and will be considered to be meeting satisfactory progress standards.

5. COURSE REPETITIONS AND INCOMPLETES

The final grade for any course which must be repeated will be based upon grades achieved by the student while repeating that course. A student who is incomplete in any course at the end of a progress report period will be placed on warning and is required to have satisfactorily completed the course(s) with a final grade of 1.0/D or higher no later than the end of the applicable warning period. Incomplete courses on the final progress report will be considered a failing grade if all course requirements are not satisfactorily completed within the maximum time frame of the program.

6. WITHDRAWAL POLICY

Regardless of notification, if a student is not in attendance for seven consecutive classroom training days from the last date of attendance, the student will automatically be terminated. Students who notify the school prior to seven days having elapsed will be withdrawn on the date of notification. The Campus Director has the discretion to waive the termination based upon extenuating circumstances.

7. TRANSFERS

When extenuating circumstances exist a student may request transfer to another class offering the same course in the same program. Transferring students must start attending in the new class within seven classroom training days of their last date of attendance in the original class or as soon as entrance into another class can be scheduled.

8. NON-CREDIT REMEDIAL COURSES

Ross College does not offer remedial courses.

9. REINSTATEMENT

Any student who has been terminated may request to be reinstated in the same program by writing a letter to the Campus Director. The reinstatement is subject to approval by the Campus Director. If reinstated, the student will be placed on satisfactory progress warning which will coincide with satisfactory progress evaluation points. The student must be able to meet satisfactory progress standards by the end of the warning period at which time financial aid will be reinstated.
10. APPEALS
Students who wish to appeal the determination that they are not maintaining satisfactory progress must submit a letter to the Campus Director. Appeals will be considered when extraordinary circumstances such as health, family, financial, transportation, childcare or other personal issues exist. The student’s appeal must include why the student failed to meet the satisfactory progress standards and what has changed that will allow the student to meet satisfactory progress standards at the next evaluation point. The letter must be postmarked within one week (7 calendar days) of the satisfactory progress determination. The letter should describe any circumstances that the student feels deserve further consideration. An appeal decision will be made and the student notified accordingly.

11. LEAVE OF ABSENCE
Ross College does not offer a leave of absence.

STUDENT CONCERNS/COMPLAINTS PROCEDURE
A copy of the Student Guidelines is issued to each student at enrollment. These guidelines contain the appropriate procedures for addressing suggestions, concerns, or complaints. Students must follow the established procedures in order to resolve their concerns. If, after all Ross avenues are exhausted, the student is not satisfied, the student may consider contacting the State Board, Career College and Schools. Please direct all inquiries to:

State Board of Career Colleges and Schools
30 East Broad Street, Suite 2481
Columbus, OH 43215
or Fax to: (614) 466-2219
www.scr.ohio.gov
**ARBITRATION STATEMENT**

Any controversy, claim or dispute of any sort arising out of or relating to matters including, but not limited to, student admission, enrollment, financial obligations and status as a student, which cannot be first resolved by way of applicable internal dispute resolution practices and procedures, shall be submitted for arbitration, to be administered in Oakland County, Michigan, by the American Arbitration Association in accordance with its commercial arbitration rules. All fees and expenses of arbitration shall be shared equally and any award rendered in favor of a student will be limited to the total amount paid to Ross Education, LLC by the student. Any award or determination rendered by the arbitrator(s) shall be final and entered as a judgement by a court of competent jurisdiction.

**RETURN OF TITLE IV FUNDS POLICY**

For any student terminating from the program after entering the school and before completing at least 60% of the payment period, the statutory RETURN OF TITLE IV FUNDS policy will be implemented to calculate the amount of financial aid funds earned by the student during his/her enrollment. Sample worksheets used to calculate the policy are available upon request.

The institution will calculate the amount of Title IV aid that was earned based upon a payment period basis. Refunds will continue to be calculated by the enrollment period. The institution will determine:

1. The Title IV Aid disbursed or that could have been disbursed.
2. The percentage of Title IV aid earned by that student.
3. The amount of Title IV aid earned by that student.
4. The total Title IV aid to be disbursed or returned.
5. The amount of unearned Title IV aid to be returned by the school.
6. The amount of Title IV funds to be returned to each program by the school.
7. The initial amount of unearned Title IV funds to be returned by the student.
8. The amount of Title IV funds to be returned to each program by the student.

The student will be obligated for any tuition, fees, books or equipment not covered by Title IV funds. To begin the withdrawal process, a student should contact the Campus Director. This procedure will enable Ross College to apply the maximum possible earned Title IV aid to institutional charges.

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