

**Pennsylvania School of Business  
406 West Hamilton Street  
Allentown, PA 18101**

**School Catalog**

# GENERAL INFORMATION

## MISSION STATEMENT

Pennsylvania School of Business is an innovative institution of higher education that offers Associate in Specialized Business degrees, as well as diplomas, to a diverse student body. PSB works diligently to ensure that its students achieve success academically, personally, and professionally, and graduate with an ability to enter the work force in careers that are in demand in their respective fields of business, allied health, or information technology. PSB's faculty and staff continually strive to promote accountability, responsibility, leadership, personal accomplishment, and life-long learning skills.

We believe in a philosophy of service to our students by providing quality programs, implemented by a competent and dedicated faculty.

## OBJECTIVES

1. To provide the basic education needed to secure responsible entry-level positions in the technology, business, and medical fields.
2. To supply up-to-date programs and equipment to provide students with proper classroom instruction and hands-on training.
3. To provide additional training for employees so that they may upgrade their current positions.
4. To maintain our facility in good condition.
5. To maintain an outstanding reputation of leadership in education within the community and with the industry in the area.
6. To maintain a close relationship with the business community to assure a steady source of placement opportunities for our graduates.
7. To develop programs of continuing education for our graduates and other members of the community

## HISTORY

Information Computer Systems Institute (ICSI) was formed in 1980 by William H. Barber, Jr.

The first training sessions began in 1980 through contracts with the Lehigh Valley Manpower Program for the training of students under the Comprehensive Employment Training Act (CETA). Evening courses were also developed to train small businesses in computer operations and computer programming.

In December 1981 the School received its state license from the Pennsylvania State Board of Private Business Schools. At that time, evening courses were opened to the general public. The first daytime career program was offered to the general public in April 1982.

In January 1984, ICSI received its accreditation from the Accrediting Commission of Career Schools and Colleges (ACCSC). At that time, the School enhanced its original training program by expanding into computer network training (IT) and by developing new career programs in the areas of MCSE and A+ Certification Study.

In 2005, ICSI was bought by EVCI Career Colleges Holdings, Inc., moved its facilities to its present location, and expanded its curriculum. The school's name was changed to Pennsylvania School of Business (PSB), and it began offering specialized career education in Information Technology, Business Administration, Office Administration, and Medical Information Technology. Career programs and individual courses are available both day and evening. It also began accepting Ability-to-Benefit (ATB) students.

Today, PSB has ASB degree programs in Networking Technology, PC Administration, and Business Administration. It also has diploma programs in Office Administration, Office Operations, and Medical Billing and Coding.

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In January, 1984, Information Computer Systems Institute received its accreditation from the Accrediting Commission of the Career Schools and Colleges (ACCSC).

Since then, the School has enhanced its original training program by expanding into computer network training, and developing new career programs in the areas of Microsoft Certified Systems Engineer (MCSE) and CompTia A+ Certification.

Information Computer Systems Institute offered complete technical training on Personal Computers. Career Programs and individual courses were available both day and evening.

The School was offering two (2) Associate in Specialized Business degrees at this time: Business Data Processing Networking Technology and Business Data Processing Personal Computer Administration. It was also offering two (2) diploma programs: PC Networking Certification and Microcomputer Networking Technologies.

In 2005, ICSI was bought by EVCI Career Colleges Holding Corp and moved from its location at 2201 Hangar Road, Allentown, PA 18109 to 406 West Hamilton Street, Allentown, PA 18101. It also changed its name from ICSI to Pennsylvania School of Business (PSB). At this time, Dr. John J. McGrath was appointed President and Chief Executive Officer.

The School expanded its curriculum and began offering specialized career education in Computer Applications, Business Administration, Office Administration, and Medical Information Technology. Career programs and individual courses are available both day and evening.

The School also began to accept Ability-to-Benefit (ATB) students into its non-degree programs.

The student body changed in composition from training predominately working professionals to training an inner-city population looking for entry level employment.

William Barber retired as Director of the School in December 2006 and Dr. McGrath and the PSB Board of Directors brought in a new Director – Norman Rankis. Dr. McGrath remained as President and CEO. In May of 2007, Mr. Rankis resigned as Director and the PSB Board appointed Michael J. O’Brien, J.D. as school President. He is still in that position and Dr. McGrath remains as the CEO.

The Business Administration program was elevated from a diploma program to an ASB degree program in 2008.

## **ACCREDITATION**

Pennsylvania School of Business is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC).

The U.S. Office of Education lists ACCSC as a nationally recognized accrediting agency under the provisions of Chapter 33, Title 38, U.S. Code, and subsequent legislation.

## **LICENSING**

Pennsylvania School of Business is licensed by the Pennsylvania State Board of Private Licensed Schools.

## **APPROVALS**

Approved by the Pennsylvania Department of Education to grant Associate in Specialized Business Degrees.

Approved by the U.S. Department of Education to participate in Federal Title IV Programs.

Approved for the training of veterans and dependents as defined by the Veterans Administration.

Approved by the Commonwealth of Pennsylvania, Bureau of Employment Security, Department of Labor and Industry, for the training of students under the Work Force Investment Act.

Approved by the State Board of Vocational Rehabilitation.

## **MEMBERSHIPS**

Delta Gamma of Pennsylvania Chapter of Alpha Beta Kappa National Honor Society

National Technical Honor Society

MS IT Academy Program

National Healthcareer Association (NHA) – also a testing center

National Center for Competency Testing (NCCT) – also a testing center

## ADMINISTRATIVE STAFF

Chief Executive Officer.....	John J. McGrath, Ph. D.
President.....	Michael J.O'Brien, Esq.
Controller.....	Michele Taylor
Dean of Education.....	Dani Phelps
Associate Dean of Student Services.....	Christine Rinker
Acting Director of Admissions.....	Jessica Melendez
Financial Aid Director.....	Stephanie Azar
Director of Career Services.....	Cynthia Phillips
Bursar.....	Megan Bauder
Retention Coordinator.....	Jean Paul Richardson
Librarian.....	Kaitlin Brower
Network Administrator.....	John Deleo
Facilities Manager.....	James Darcy
Program Directors	
Technology.....	John Deleo
Business.....	James Darcy
Medical .....	Clarissa Lopez
Office Operations.....	Maria Holder

## FACILITIES

Pennsylvania School of Business is located in the heart of downtown Allentown, directly across from City Hall. and may also be conveniently accessed from several major highways. PSB occupies approximately 20,000 square feet, all of which is modern, air-conditioned, and handicapped accessible.

**DIRECTIONS:** From Route 22 take the Seventh Street South exit; follow Seventh Street to Hamilton Street; at the traffic light turn left onto Hamilton Street; proceed through two traffic lights; the school is located on the right, directly across from City Hall.

## EQUIPMENT

Pennsylvania School of Business computer classrooms are equipped with Pentium personal computers and supporting peripherals. Each computer classroom is equipped with networked personal computers with software applications installed on them for the students, a network file server, data display unit, and CD ROMS. All computers have total Internet access.

The ratio of students to computers in classrooms is 1:1 in computer classrooms. Students in lecture classes can range from as few as 10 to as many as 35.

The ratio of students to transcription machines is 1:1.

Students in the medical program must wear scrubs

# ADMISSIONS

## GENERAL ADMISSION POLICY AND REQUIREMENTS

1. Applicants wishing to enroll in any Pennsylvania School of Business degree or diploma program, with the exception of the Office Operations program, must be at least 17 years of age and have satisfactorily completed a high school education or equivalency program (GED). A copy of this document must be submitted to the Admissions Office. In addition, the student must pass an ACT-recognized reading test. Two forms of ID, one of which must be a valid picture ID and the other, which may be a social security card or birth certificate, are required prior to taking this test; these are then put in the student's academic file. The reading requirement will be waived for any applicant who already has a post-secondary degree.
2. Applicants who are at least 17 years of age and do not possess either a high school diploma or GED but who demonstrate the ability to benefit from higher education and the ability to complete the program may be accepted as a matriculated student in the Office Operations diploma program. These candidates must take and pass ACT-approved assessment tests to establish an ability to benefit. These types of tests will measure the student's math, reading, and language arts skills. Two forms of ID, one of which must be a valid picture ID and the other, which may be a social security card or birth certificate, are required prior to taking this test; these are then put in the student's academic file.

When an ATB student has passed 30 credits in a program at PSB, the Commonwealth of Pennsylvania will issue a Commonwealth Secondary School Diploma, provided that student has been a resident of the Commonwealth for at least six months. The student must fill out a form, which is in the Registrar's Office, to send to the state to request the diploma.

The two tests currently being used are below:

CPA passing scores are as follows: (Scaled Scores)

<u>Form B</u>		<u>Form C</u>	
Reading	45	Reading	43
Language Arts	43	Language Arts	42
Numerical Skills	41	Numerical Skills	42

COMPASS

Reading	62
Writing Skills	32
Mathematics	25

3. An appointment must be made with the Admissions Office for an interview and a tour of the School's facilities, including our computer laboratories.

The Admissions Office hours are

Monday – Thursday	8:30 a.m. – 7:00 p.m.
Friday	8:00 a.m. – 4:00 p.m.

4. Applicants are entitled to receive information about the cost of their program. Financial arrangements can be made with the Bursar. Any applicant interested in applying for financial aid is invited to meet with the Financial Aid Representative for information and assistance in completing the Free Applicant for Federal Student Assistance (FAFSA). In order to receive approval of grants and loans before classes begin, applications should ideally be processed 3 – 4 weeks in advance.
5. Applicants who wish to enroll must first be provided with a current and complete catalog to read prior to signing the enrollment agreement. Once the enrollment agreement is signed, a copy of the agreement must be provided to the applicant.
6. Applicants are admitted to any of our programs, educated, and referred for employment without regard to race, color, creed, sex, age, or national origin.

### **Pennsylvania School of Business** **Ability to Benefit Testing Policy**

The Pennsylvania School of Business uses COMPASS or CPAt to determine an applicant's ability to benefit (ATB)..

ATB applicants taking either test must furnish a picture ID before the test is taken, which is then put in the student's academic file. If an applicant does not pass COMPASS or CPAt on the first attempt, they may take the test on another day provided they offer proof that some significant change has taken place in the examinee's relevant knowledge and skills. An example of a significant change would be if the student had some kind of tutoring between testing.

#### **Retesting Policy**

Retesting is appropriate when there is reason to believe that a score obtained from previous testing does not accurately reflect the applicant's true level of knowledge or skill. Typically, retesting is appropriate in two situations:

- When factors other than the examinee's ability are believed to have influenced the previous testing
- When the scores obtained from earlier testing are no longer believed to reflect the student's current ability.

#### ➤ **Situation 1: Performance Influenced by Factors Other than Ability**

In this case, some aspect of the previous testing session is believed to have caused the examinee to perform in a fashion not indicative of his or her actual level of ability. Examples of such events might include extreme physical illness, lack of adequate motivation or effort, misunderstanding of testing instructions or procedures, cheating, or a testing session that was interrupted or improperly administered to the extent that it could have affected examinee performance. In Situation 1, the examinee can be retested as soon as the disruptive situation has been resolved.

#### ➤ **Situation 2: Significant Change in Examinee Ability**

In Situation 2, a significant intervening change is believed to have occurred in the examinee's relevant knowledge and skills. If the examinee has engaged in a learning activity since the previous COMPASS or CPAt testing, such as tutoring, and the learning

activity is likely to have meaningfully improved the examinee's relevant knowledge and skills, then retesting may occur once the learning activity is completed.

The general retesting policy reflects the principle that retesting is appropriate when there is substantial reason to believe that a meaningful change has occurred. In general, ACT recommends that retesting not occur before a full 30 days has elapsed such that there is sufficient opportunity for intervening learning/instruction. If, at any time, reason exists to believe the examinee's current level of knowledge and skills should be verified, retesting can be conducted. If the examinee does not pass the retest, he/she must wait 90 days, before a test can be retaken.

Admissions to the School and/or placement in first semester courses is primarily based upon placement tests administered by a test administrator through the Education Department. Requirements vary by program. The scores on these examinations will assist the School in determining whether placement into the college preparatory courses or into the developmental courses in English and/or math are required.

All students in the Business Administration program must take the English and the mathematics placement tests prior to receiving a schedule unless they already have taken Composition IA and/or MAT115-A in another program and passed it or have taken and passed with a "C" or better a college-level math and/or English course.

## FINANCIAL AID SERVICES

### TUITION & FEES

Please see Catalog Supplement for Tuition Fees and other related costs.

### REFUND, CANCELLATION & TERMINATION POLICY

#### **Cancellation Prior To Starting Class:**

In the event that a student's application is not accepted by the School, full refund of all monies will be made to the applicant.

An applicant may cancel his/her enrollment at any time before the start of his/her classes.

#### **Cancellation During the First Seven (7) Calendar Days of the Term or Course:**

An applicant or first time student will be considered an active student upon his/her first day of attending class. To be considered a cancel, a first-time student may withdraw from school up to seven calendar days of first sitting in class and will not be charged tuition.

A current student may withdraw or be withdrawn from school up to seven calendar days from the start of the new semester without being charged tuition, even if the student has attended classes during that time.

The Drop/Add period for a course or courses is seven (7) calendar days from the start of the new semester. If a new or current student drops a course or courses during this period, there will be no charge. It may, however, have an effect on the student's financial aid.

If a student drops a course after the drop/add period, there will be no adjustment to Title IV awards.

If a current student is scheduled for a class or classes but does not show up for that class(es) and doesn't drop it (them), he/she will be charged for the class(es).

### **Cancellation After the First Seven (7) Calendar Days of the Term:**

A student canceling a class/program after the first seven calendar days of sitting in a class will be considered a drop and will be charged tuition on a prorated basis (see below).

Students who withdraw from a class or a program

- after the first seven (7) calendar days but within the first 25% of term will get a refund of 55% of tuition
- after 25% but within 50% of term will get a refund of 30% of tuition
- after 50% of term will get no refund

Students finding it necessary to withdraw prior to completion of their program may obtain a refund of unearned tuition. Termination date for refund computation will be the last date of attendance by the student. Monies will be refunded within 30 days of the termination date, regardless of whether the student requests them. Book costs are not calculated for refund purposes and are not refundable.

### **Return of Title IV Funds Policy:**

The Financial Aid Office is required by federal statute to determine how much financial aid was earned by students who withdraw, drop out, are dismissed, or take a leave of absence prior to completing 60% of a payment period or term.

If a student leaves the institution prior to completing 60% of a payment period or term, the Financial Aid Office recalculates eligibility for Title IV funds. Recalculation is based on the percentage of earned aid using the following Federal Return of Title IV funds formula:

For a student who withdraws after 60% point-in-time, there are no unearned funds. However, a school must still complete a Return calculation in order to determine whether the student is eligible for post-withdrawal disbursement.

The calculation is based on the percentage of earned aid using the following Federal Return of Title IV funds formula:

Percentage of payment period or term completed = the number of days completed out to the withdrawal date divided by the total days in the payment period or term. (Any break of five days or more is counted as part of the days in the term.) This percentage is also the percentage of earned aid.

Funds are returned to the appropriate federal program based on the percentage of unearned aid using the following formula:

Aid to be returned = (100% of the aid that could be disbursed minus the percentage of earned aid) multiplied by the total amount of aid that could have been disbursed during the payment period or term.

If a student earned less aid than was disbursed, the institution would be required to return a portion of the funds and the student would be required to return a portion of the funds. Keep in mind that when Title IV funds are returned, the student borrower may owe a debit balance to the institution.

If a student earned more aid than was disbursed to him/her, the institution would owe the student a post-withdrawal disbursement which must be paid within 120 days of the student's withdrawal.

The institution must return the amount of Title IV funds for which it is responsible for, no later than 45 days after the date of determination of the date of the student's withdrawal.

## **FINANCIAL AID PROGRAMS**

### **General Information**

Pennsylvania School of Business recognizes that many families may need assistance in meeting the cost of a college education. The Financial Aid department is trained to assist students and families in completing the financial aid process and receiving the maximum amount of aid based on eligibility in all the financial aid programs.

For financial aid purposes, an academic year is defined as follows:

- Full time students – 24 credits completed
- Half time students – 12 credits completed

In order to be considered for scholarships and financial aid, students must:

- Be accepted by the School for admission to a degree or diploma program, and
- File the Free Application for Financial Assistance (FAFSA). The application is available at the School, on the web at [www.fafsa.ed.gov](http://www.fafsa.ed.gov), or at any high school Guidance Office.

Students applying for financial assistance are considered for every program for which they are eligible. The amount awarded may consist of a combination of grants, scholarships, and loans and is based on the student's financial need. The Financial Aid Office determines all aid awards based on the Federal Methodology legislated by the federal government. By filing the (FAFSA), a student is applying for federal, state and institutional aid. Each FAFSA result is reviewed for completeness and accuracy. The School may request additional information from the family to confirm the information listed on the FAFSA. The FAFSA collects information about the student and student's family including demographic information (name, address, citizenship status, residency status), the number in the family, the number in college, income, assets, etc. The form collects information from the most recent tax year (for example, for September 2007 you will include information from the 2006 tax returns).

Total educational debt is considered in awarding loans so that no student accumulates an excessive amount of debt. Stafford, PLUS and alternative loans are offered as part of a financial aid package to cover direct educational expenses. Direct expenses include tuition, fees, and books and supplies. Additional funds may be borrowed for indirect expenses. The student needs to see a financial aid representative to request this money.

Sometimes a family suffers a change of circumstances in their financial picture. A student should inform the Financial Aid Office if there is a change in the family income as a result of unemployment, retirement, lay-off, etc. or if a wage-earner is no longer part of the family (for example, due to a separation or divorce). The Financial Aid Office will collect additional information and determine if the current financial information will result in a change in eligibility.

## Types of Aid

There are three basic types of financial aid available to the students at PSB: grants, scholarships and loans. Funding sources include federal, state, college and private sources. Our financial aid

staff will develop a financial package that includes a combination of these funding sources tailored to your particular situation based on the eligibility formulas.

Grants and Scholarships are funds that do not have to be paid back. Scholarships are usually merit-based aid awarded to students who have a special characteristic, skill, talent or ability. In some cases, financial need is also given consideration in awarding scholarships.

Loans are borrowed funds that must be repaid with interest, usually after you have completed your college education. Each loan program has different eligibility and application requirements. PSB currently participates in the Federal Family Educational Loan (Stafford and PLUS) and a variety of alternative loans from several lenders.

## Federal Aid Programs

**Federal PELL Grants:** Grants are awarded to needy undergraduate students. Eligibility is based on the Estimated Family Contribution (EFC) calculated by filing the FAFSA. Individual award amounts are dependent on federal appropriations and enrollment status.

**Federal Supplemental Education Opportunity Grant (FSEOG):** This grant program is targeted to needy students with the lowest EFC levels as shown on the Student Aid Report (SAR). Individual award amounts may range from \$100 to \$4000 based on federal appropriations, allocations to the School and enrollment status.

**Federal Family Education Loans (FFEL):** The student may borrow money at low interest rates to meet educational expenses. A student must file a FAFSA. Loan amounts are determined by the School and are based on Cost of Attendance (COA), Family Contribution (EFC), other aid received and grade level.

**Federal Stafford Loans:** Students may qualify for subsidized and/or unsubsidized loans for each academic year. Loan limits are:

Undergraduate Students:

1st year (0 – 24 credits)	\$3500
2nd year (25 – 48 credits)	\$4500

Independent students and dependent students whose parent does not qualify for a PLUS loan may also qualify for an additional unsubsidized loan up to \$4000 annually (freshman/sophomore) or \$5,000 (junior/senior).

Loan amounts may be pro-rated based on the length of a student's individual program. All first time borrowers are required to complete an Entrance Interview prior to disbursement of Stafford loan funds. All students are required to complete an Exit interview when they leave the school or drop below half-time. The Financial Aid Office will send information about this process when a student leaves the institution.

**Federal PLUS Loans:** Parents of dependent students may borrow up to the cost of education minus any other aid per year for each son or daughter in an approved college.

There is no interest subsidy, and repayment begins within 60 days of disbursement. Loans are paid in two or more disbursements and are co-payable to the institution and the borrower.

## **Pennsylvania State Aid**

The following types of financial assistance are available to qualified students residing in the State of Pennsylvania.

**Pennsylvania Grant Program:** Students must be enrolled in an associate degree program in order to be eligible for a state grant. Students admitted as ATB students must have earned 30 credits and received their Commonwealth diploma in order to apply for the state grant.

**Pennsylvania Higher Education Assistance Authority (PHEAA):** PHEAA administers scholarships to qualified students through its New Economy Technology Program. Students must be enrolled in a diploma or associate degree program.

## **Supplemental Assistance Programs**

**Veteran's Benefits:** are educational benefits for veterans and dependents of certain deceased/disabled veterans. For eligibility and approval, contact the Veterans Administration under the U.S. Government telephone directory listing.

**Vocational Rehabilitation Educational Benefits:** are for students with physical or mental disabilities that result in substantial handicaps to employment. Contact local Vocational Rehabilitation Services for additional information.

## **Financial Aid Policies**

### ***General Policies***

- Students receiving Financial Aid must be making satisfactory academic progress according to the School's policy.
- Students who are United States citizens (including U.S. nationals) or permanent residents of the U.S. (possessing an alien registration, Form I-551) may be considered for financial aid. Other individuals who may be eligible for aid are those possessing a conditional permanent resident (I-551C) or an Arrival-Departure Record (I-94) from the Department of Homeland Security showing any one of the following designations: "Refugee," or "Asylum Granted," or "Parolee" (I-94 confirms paroled for a minimum of one year and status has not expired) or "Cuban-Haitian Entrant." Students on F1 or F2 student visa, or only a J1 or J2 exchange visitor visa, or a G series visa (pertaining to international organizations) are, by definition, in this country on a temporary basis and are not eligible to receive any assistance. Documentation of permanent residency status may be required prior to the awarding of financial aid.
- Students must not owe refunds on a Federal Pell Grant or a Federal Supplemental Educational Opportunity Grant in order to receive financial aid.
- Students will not be eligible to receive financial assistance from any source (federal, state and college) if they are in default on a student loan received through any federal program (Federal Perkins Loan, Federal Stafford Loan, and/or Federal PLUS Loan).

- In no case, can a student's total aid package from all sources (grants, scholarships, and loans) exceed the student's cost of education.

### **Verification Policies -**

All students who are selected by the federal agency or the School for verification will be required to provide additional documentation which demonstrates the accuracy of the data which was previously provided on a financial aid application (FAFSA). Students will be given approximately one month to provide the information once it is requested. Failure to complete the verification process may result in cancellation of financial aid previously awarded.

### **Financial Aid Refund Policies -**

PSB will provide a fair and equitable refund to all students who leave school prior to the completion of an enrollment period for which they are charged. The federal and state government agencies mandate that the school perform appropriate refund calculations based upon the student's registration and financial aid status at the time of withdrawal. Each category is described below:

#### **OFFICIAL WITHDRAWALS**

Students who submit notification to the Registrar's Office of their intent to withdraw from all courses are considered to be "officially" withdrawn from the school and are subject to the following policies:

#### **Students NOT Receiving Funding From Any Source**

Students who take a leave of absence or withdraw for any reason during the first half of the term are eligible to receive a refund under the tuition refund policy as described in the Refund, Cancellation, and Termination Policy section of the catalog.

#### **Students Receiving Funding From PSB**

The amount of a PSB scholarship or grant a student will retain will be based on the same percentage applied in the institutional refund policy. (Example: A student who is billed 80% of tuition for the semester will receive 80% of the PSB semester award.)

#### **Students Receiving Funding From Federal Sources (Pell, FSEOG, Stafford Loans and/or Plus Loans)**

Current federal regulations require that a student who withdraws from school prior to the completion of 60% of the enrollment period is subject to the federal government Return to Title IV Refund (R2T4) formula. The school is allowed to retain only that portion of federal aid that corresponds to the actual length of attendance in the enrollment period. The calculation is as follows:

1. The percentage of federal aid earned is calculated as the number of days completed in the enrollment period divided by the total number of days in the enrollment period. For example, 30 calendar days completed over 90 days in the term = 30% earned.
2. The amount of federal aid earned is calculated as the amount of federal aid that was disbursed plus the amount of federal aid that could have been disbursed by the percentage of the enrollment period completed as determined by regulation.
3. The formula will calculate the amount of earned federal aid and determine if the student is entitled to receive a post-withdrawal disbursement.

4. Federal funds will be returned in the following order:

Unsubsidized Federal Stafford Loans  
Subsidized Federal Stafford Loans  
Federal Parent (PLUS) Loans  
Federal Pell Grant  
Federal SEOG Grant  
Other federal sources of aid  
State Aid  
Private and Institutional Aid  
Student

**Students Receiving Funding From the Commonwealth of Pennsylvania**

The PHEAA State Grant Refund Policy for students who withdraw or are terminated from school is based on the School's refund policy, which can be found on page 6, 7, and 8.

**UNOFFICIAL WITHDRAWALS**

Federal aid recipients who stop attending as determined based on the daily attendance records will be considered to have unofficially withdrawn from the school. The Federal Return to Title IV (R2T4) regulations will be applied accordingly. Students are encouraged to contact the Financial Aid Office immediately if it becomes necessary to cease attendance in all courses in any semester.

**Rights and responsibilities of financial aid recipients:**

**Student Rights:**

- To have complete information regarding fees, payment, and refund policies available to you.
- To have all personal and family financial information treated with sensitivity and confidentiality.
- To have aid awards credited to their account in a timely manner.
- To know the source(s) and amount(s) of aid for which they are eligible.
- To submit an appeal or request a reevaluation if circumstances change.
- To know what portion of your financial aid package must be repaid and what portion does not.
- To request an explanation of the funds in your financial aid package and decline any portion of your award.

**Student Responsibilities:**

- Meet your financial obligations to the school. If you do not, you will be withdrawn from school.
- Know and comply with the rules governing all financial aid you receive.
- Read and understand all materials sent by the Financial Aid Office.
- Accept responsibility for all agreements signed by you and keep copies of all materials for your records.
- To provide the Financial Aid Office with all verification materials requested within the time frame given.
- Complete the Free Application for Federal Student Aid (FAFSA) each year prior to the school's established priority deadline.
- Advise the Financial Aid Office if you change your enrollment status at any time.
- Respond promptly to any information requests from external organizations.
- Notify the Financial Aid Office immediately if you expect to withdraw or take a leave of absence.
- Advise the Financial Aid Office of any additional aid (outside sources) received which are not indicated on your financial aid award letter.
- Maintain good standing and satisfactory academic progress as defined in the academic section of this catalog.

Web sites with additional financial aid information:

1. [www.finaid.org](http://www.finaid.org)
2. [www.fastweb.com](http://www.fastweb.com)
3. [www.mapping-your-future.org](http://www.mapping-your-future.org)
4. [www.ifap.ed.gov](http://www.ifap.ed.gov)
5. [www.fafsa.org](http://www.fafsa.org)
6. [www.aessuccess.org](http://www.aessuccess.org)

## GENERAL ACADEMIC INFORMATION

### THE DIVISION OF CONTINUING EDUCATION

Courses and workshops are available on an individual basis. Applicants may acquire course schedules and registration forms from the Admissions Office.

The Division of Continuing Education processes all requests for courses that do not lead to an Associate in Specialized Business Degree or to a diploma. Such students may be seeking specific courses to satisfy specific skill or knowledge deficiencies or for purely personal enrichment. Students may enroll in classes through the Division of Continuing Education by signing an enrollment agreement for the course(s). All courses listed in this catalog may be taken through the Division of Continuing Education, provided that the applicant meets any prerequisite requirements for the course. Students wishing to convert from the Division of Continuing Education to an Associate in Specialized Business Degree or a Diploma status must satisfy all admissions requirements.

### TRANSCRIPT & WORK EXPERIENCE EVALUATION

Individuals who have attended other business schools and colleges should submit transcripts for evaluation of transfer credit toward a diploma or degree at Pennsylvania School of Business to the Registrar or the Dean of Education. At a minimum, 50% of the required curriculum must be completed at Pennsylvania School of Business.

If the course taken elsewhere covers the same material and is of approximately the same length of time in hours, and if the student received the equivalent of a 70 or better, the course will be accepted. Courses that were taken more than ten (10) years ago will not be accepted.

### CAREER PROGRAMS

Pennsylvania School of Business offers career programs and individual courses for day and evening students. Students may enroll into either a diploma or degree program, which will allow them to train for entry-level careers in the technology, business, and medical fields. Each career program will include classroom instruction, individual work, and hands-on experience with personal computers. Please see the Catalog Supplement for career program starting dates.

Career program graduates are eligible for career placement services offered by Pennsylvania School of Business.

Resource information related to tuition, fee, and program length of comparable programs may be obtained by contacting the Accrediting Commission of Career Schools and Colleges of Technology (ACCSC) 2101 Wilson Boulevard, Suite 302, Arlington, Virginia 22201, (703) 247-4212.

<b>CAREER PROGRAM TERMS</b>
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Each career program is divided into terms: 1 term = 15 weeks = 300 clock hours. There are five courses within each term; each course is 3, 4, or 6 credits which represents 60 or 120 clock hours

A credit hour is a unit of measure, not necessarily an indicator of transferability of credit. The receiving institution, rather than the training institution, decides whether to accept credits for transfer.

A clock hour is defined as 50 minutes of classroom or lab instruction.

One credit hour is equal to 15 clock hours of lecture, 30 clock hours of laboratory instruction, and 45 clock hours of internship/externship.

<b>GRADING SYSTEM</b>
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Grade reports are issued upon completion of each term of training.

At the end of each course, students are assigned a final letter grade, as follows:

Letter Grade	Quality Points	% Equivalent	Interpretation
A+	4.0	97-100	
A	4.0	94 - 96	Excellent
A-		90-93	
B+		87-89	
B	3.0-3.9	84-86	Good
B-		80-83	
C+		77-79	
C	2.0-2.9	74-76	Average
C-		70-73	
D+		67-69	
D	1.0-1.9	64-66	Poor
D-		60-63	
F	0.0	Below 60	Failure

The final letter grade is based upon attendance, completion of assignments, and test scores.

Report cards will be issued to students within three weeks of their final tests.

## STUDENTS SCHEDULES

In order to be considered full time, daytime and evening students in a degree or a diploma program need to carry at least 12 credits. Students' schedules are made for them by the Education Department. Toward the end of a term, students are given the opportunity to register for the next term, at which time their tentative schedules for the upcoming term are given to them. These schedules are subject to change if the student does not pass all the classes in the current term.

Permanent schedules are given out the first day of the new term to all students. Students have seven (7) calendar days to drop any class without charge. After that, students will be charged on a prorated basis for any class that is dropped. Students must also be careful of how a dropped class might affect their satisfactory academic progress (SAP) and/or their financial aid.

Students will be charged \$1.00 for any requests for schedules to be printed after the permanent schedules are given out.

## GRADUATION REQUIREMENTS

The following requirements must be met by all full-time and part-time students in order to qualify for a diploma or degree:

1. Achieve a cumulative Grade Point Average(Cum GPA) of 2.0 or higher (a C- is 70%).
2. Complete all designated course requirements in their program with no failing course grades.
3. Satisfy all financial obligations to the School.

Students will receive a diploma showing the program they graduated from and the award they received. Anyone who requests a second diploma will be charged \$25.00.

An official transcript will be given to the students when they receive their diplomas. Any requests after that for an official transcript will cost \$10.00.

## DISCLOSURE OF CERTIFICATION STUDIES

Certification Studies as an MCP (Microsoft Certified Professional), MCSE (Microsoft Certified Servicing Engineer), and A+ are third party certifications. The career programs provide the theory and hands-on experience that would allow the successful student to attempt passing the test required by the certifying organization. Passing of these third party tests is not a requirement for graduation, although it is recommended that the student study for and attempt these tests.

## DEGREES, DIPLOMAS, AND CERTIFICATES

An **Associate in Specialized Business Degree** is awarded by the School after satisfactory completion of each course within a degree program. The degree indicates that the student has maintained the required academic average, is proficient in the use of the equipment, and that he/she exhibits a behavior and character that fulfills the professional expectations of employers.

A **Diploma** is awarded by the School for a career program after satisfactory completion of each course within the diploma program.

A **Certificate** is awarded by the School upon successful completion of a particular Continuing Education course.

A **Commonwealth Secondary School Diploma** may be issued to any Pennsylvania resident who does not possess a secondary school diploma and who is at least 17 years of age upon presentation of evidence of full matriculation and satisfactory completion of a minimum of one full year or 30 semester hours of study at an accredited institution of post secondary education located in the United States. An official college transcript is acceptable evidence for award of this diploma.

## **ATTENDANCE**

### **Attendance / Punctuality**

There is strong correlation between class attendance/ punctuality and academic success. Pennsylvania School of Business (PSB) students are expected to attend each and every class for which they are registered, arrive in a timely manner, and complete all assigned work and examinations related to those classes. Students who are absent are responsible for all missed class work. All course requirements must be fulfilled, and students are responsible for the entire content of the course.

Faculty members are asked to inform students of attendance/ punctuality policies during the first class meeting of the semester. Students who are absent from an examination may request a make-up exam from the faculty member. Faculty members are not required to give make-up examinations, so every effort must be made to complete the examination as scheduled.

Because PSB believes in the importance of class participation, students who are absent from their classes may be contacted by the college and offered assistance in resolving the issues that have led to their non-attendance.

There are no excused absences. All time missed from class will be included in the cumulative total regardless of the reason for the absence. A student not physically present at the start of his/her scheduled class period will be considered late. A student who misses ten (10) consecutive calendar days for all classes, excluding Saturdays, Sundays, and PSB School holidays, will be terminated from the program, unless the student has completed a written request for a leave of absence.

Students who are withdrawn after missing ten (10) consecutive calendar days in all classes, excluding Saturdays, Sundays, and PSB School holidays, can appeal if there are extenuating circumstances (as defined in the Student Appeal Process) that caused the student to be absent. There will be a \$50.00 appeal fee charged to the student. If the appeal is successful, the student will be reinstated as an active student for that same semester.

Students dropped for excessive absenteeism will be required to repeat the course or term from which they were dropped at a rate of tuition stipulated in the School's current Enrollment Agreement.

## **STUDENT CONDUCT**

Students are expected to conduct themselves in a professional manner and maintain professional attitudes. Such conduct should exemplify the dignity of the profession in which they are to become a participant. Pennsylvania School of Business reserves the right to dismiss any student at any time for any reason.

Students who do not comply with the rules of conduct or other school policies are subject to one or more of the following procedures: oral and/or written warning, a period of suspension, and/or dismissal from the Institute.

The following types of behavior are considered misconduct, whether they occur on campus or during a campus sponsored event, and are subject to disciplinary action, including suspension or dismissal from Pennsylvania School of Business.

**Inappropriate Behavior Includes, But Is Not Limited to the Following:**

1. Actions that obstruct, disrupt, or interfere with the normal educational functions of the college or any officially scheduled college activity.
2. Plagiarism, cheating or any other breach of academic integrity.
3. Deliberate falsification of information on a college form or record or forgery.
4. Unauthorized use of college name, equipment, property or premises.
5. Unauthorized possession or distribution, sale or consumption of alcoholic beverages on campus.
6. Possession, sale, or use of illegal drugs or drugs for which proper prescriptions have not been obtained.
7. Possession of weapons on campus.
8. Behavior that jeopardizes the safety or well being of the other students, faculty and staff of the college.
9. Violent behavior and threats of bodily injury against a student or employee of the college.
10. Damage to or theft of college records and property.
11. Disorderly or abusive conduct in the classroom or on college premises.
12. Smoking in unauthorized area.
13. Gambling in any form.
14. Unauthorized or illegal soliciting of goods or services.
15. Sexual harassment.
16. Refusal to identify oneself to an official or security officer of the college or to present proper identification upon entering college premises.
17. Refusal to follow the directives of college officials acting in performance of their duties (e.g. fire drills, evacuation exercises).
18. Libelous or slanderous statements, deliberately intended to inflict harm, regarding any member of the College community, including anti-Semitic or racist remarks.

PSB reserves the right to dismiss any student at any time for any reason.

## **Satisfactory Academic Progress**

Pennsylvania School of Business reserves the right to dismiss any student at any time.

All students must maintain satisfactory academic progress (SAP) in order to remain a student in good standing at the School and to remain eligible for Title IV financial aid. Progress is determined by measuring both the student's term and cumulative grade point average (CGPA) and the student's rate of progress toward completion of the academic program. These are outlined below.

Satisfactory academic progress is a cumulative measure of a student's performance and includes all periods for which a student is enrolled. Both quantitative and qualitative standards must be used to

evaluate a student's SAP. Progress will be monitored every semester to ensure that students are meeting SAP.

Once a student has reached 150% of a program's length, he/she is no longer eligible for FA in that program, even though the student has not graduated. However, if a student enrolls in another program, this restriction no longer applies, and the student will have 150% of the new program's length to finish.

### **CGPA REQUIREMENTS**

Students must meet minimum CGPA requirements at the end of every semester in order to be considered making SAP. These requirements are listed in the tables below.

#### **Qualitative SAP for 5 and 6 semester programs**

<b>Credits Attempted</b>	<b>Minimum CGPA</b>
0-15	0.50
16-30	0.75
31-45	1.30
46-60	1.50
61-75	1.75
76-above	1.90
Required for graduation	2.00

#### **Quantitative SAP for 5 and 6 semester programs**

<b>Credits Attempted</b>	<b>Minimum % Achieved</b>
0-15	30%
16-30	35%
31-45	40%
46-60	50%
61-75	60%
76-above	65%
Required for graduation	67%

#### **Quantitative SAP for 2 semester programs**

<b>Credits Attempted</b>	<b>Minimum % Achieved</b>
0- 15	33%
16-above	63%
Required for graduation	67%

**NOTE: Grades for all credit-bearing courses, including withdrawals and failures, are considered attempts for the purposes of program pursuit calculations.**

### **MAXIMUM TIME IN WHICH TO COMPLETE**

The maximum allowable time to complete each program is as follows:

Business Administration – 5 terms/82 credits x 150% = 8 terms/123 credits

Microcomputer Operations/Word Processing – 2 terms/30 credits x 150% = 3 terms/45 credits

Medical Billing & Coding – 5 terms/80 credits x 150% = 8 terms/120 credits  
 Office Administration – 6 terms/106 credits x 150% = 9 terms/159 credits  
 PC Administration – 5 terms/77 credits x 150% = 8 terms/115.5 credits  
 Networking Technology – 6 terms/92 credits x 150% = 9 terms/138 credits

## **HOW TRANSFER CREDITS/CHANGE OF PROGRAM AFFECT SAP**

Credit that has been transferred into the School has no effect on the percentage of completion calculation in the SAP, nor does it have any effect on the Cum GPA requirement for the SAP. Transfer credits are considered when computing the maximum timeframe allowed for a program of study. Transfer credits will be added to the attempted and earned hours when the time frame is calculated.

If a student transfers from one program to another at the School, the student’s earned credits and grades will be transferred to the new program as applicable, including transfer credits. Credits earned at the School in the original program will be used when computing GPA, rate of progress, and maximum time frame. Transfer credits from another institution will not be calculated in the GPA or rate of progress, but will be considered as credits attempted and earned in the time frame calculation.

## **Standards for PHEAA SAP and Pursuit of Program**

	<u>Minimum Credits earned</u>	<u>Minimum GPA</u>
1 <sup>st</sup> semester	0	0.00
2 <sup>nd</sup> semester	3	0.50
3 <sup>rd</sup> semester	9	0.75
4 <sup>th</sup> semester	18	1.3
5 <sup>th</sup> semester	30	2.0
6 <sup>th</sup> semester	45	2.0

In addition, a student must obtain a minimum GPA of 2.0 after two years (i.e., 24 points of PHEAA aid)m in order to maintain PHEAA eligibility. PHEAA points used at another institution other than Pennsylvania School of Business count towards the 24 points.

## **INITIAL PROBATION, SECOND PROBATION, AND ACADEMIC DISMISSAL**

Students will be placed on initial academic probation if their Cum GPA and/or rate of progress falls below the values specified in the tables above. If they meet or exceed the minimum standards required at the end of the next semester, they will be taken off of probation. If they again fail to meet the values in the specified tables above, they will be placed on second probation. Students on initial or second probation should participate in tutoring that is provided by the School. If students meet neither of the values required, the students will be academically dismissed.

Students who are placed on second probation will have one semester to bring all values up to the standards specified. If they do not, they will be an academically dismissed.

Students who are dismissed because of not meeting SAP will be notified in writing. If a student fails to meet satisfactory academic progress (SAP) and is academically dismissed, he/she has the right to appeal to the Education Department in writing. Supporting documentation must accompany the letter of appeal. Appeals are considered only if lack of academic progress resulted from death of a family member or significant other, an injury or illness to the student,

having to take care of a sick family member, jury duty, incarceration, or other special circumstances. Appeals are considered on a case-by-case basis.

If the appeal is granted, the student must sign a contract that stipulates the conditions under which the appeal has been granted. The student would have one term to prove that he/she is making SAP, according to standards set forth in the SAP Policy. The student would receive financial aid during this period. If, at the end of the period, the student fails to make SAP, then he/she will be withdrawn. The student would then have to wait a full year to reapply.

### **PHEAA Academic Progress Requirements**

Failure to make satisfactory progress towards the completion of a degree may result in the loss of one or more semesters of PHEAA state payments. Students pursuing associate degrees are eligible for a maximum of six semesters (or 36 PHEAA points) of support as long as they meet the academic progress standards.

## **COURSE WITHDRAWALS, INCOMPLETE AND MAKE-UP WORK**

The drop/add period for courses is one week from the start of the course. After a week, the student will be charged at the prorated rate stated in the catalog if he/she drops a course and the student will receive a grade of either W or F depending on what percentage of the class was completed at the time of withdrawal. Before 50% completion, the student will receive a W and after 50% completion, the student will receive an F.

### **Withdrawal**

*From Courses:* Withdrawing from one or more courses at any time during the semester may result in serious consequences for students including course sequencing, scheduling problems, reductions in financial aid, or difficulties maintaining an adequate grade point average (GPA). Therefore, the ramifications of withdrawing from any course should be carefully considered. A student wishing to withdraw from any course(s) should consult his/her program director, the Dean of Education, or the Registrar. The student is responsible for checking the academic calendar to determine the deadline for this option.

*From the College:* Any student who wishes to fully withdraw from the college needs to fill out a withdrawal form, which can be found in the Education Department). The form must be reviewed and signed by three officials representing

1. the Education Department,
2. the Financial Aid Office,
3. the Controller's Office,

and then handed in to the Registrar's Office.

Withdrawal from the College has financial and academic implications for the student.

A student who is terminated due to academic progress may re-enter a program according to the School's Re-entrance Policy and Appeal Process.

There are no incompletes at PSB. If a student does not finish all of his/her work by the last day of the semester because of extenuating circumstances, the said student will have the opportunity to make-up the missing work within one week of the last day of the semester, providing the

instructor's syllabus does not give a different time limit. Students need to make arrangements with the instructor(s) to do the make-up work. Absolutely no extensions will be given after the week is up, unless there are extenuating circumstances. If the instructor(s) is(are) not available, the student must see the Program Director or the Dean of Education.

Failing grades will be factored into the cumulative grade point average until the course is repeated and a passing grade is achieved. When a passing grade is earned for a course which was previously failed, that passing grade will be used to determine the cumulative grade point average. The "F" will remain on the student's transcript but will not be counted in the Cum GPA.

## **CHANGE OF EDUCATIONAL OBJECTIVES**

A student may change his educational objectives one time. The courses previously taken that are a part of the new program selected will be credited and used for the accumulated academic average. However, those courses that do not count toward the new major will not be included in determining SAP.

## **REPEATING A COURSE**

When a student repeats a course, the last grade received for that course replaces the original grade (even if the original course grade was higher), and is used, along with the student's other grades, to calculate the term's Grade Point Average. The most recent grade for a repeated course will be the only grade for that course to appear on the student's transcript.

Students must pay for repeated courses.

## **DISCIPLINE AND TERMINATION**

Students who do not comply with the rules of conduct or other School policies are subject to one or more of the following procedures: oral and/or written warning, a period of suspension, and/or dismissal from the School. PSB reserves the right to dismiss any student at any time for any reason.

## **RE-ENTRANCE POLICY**

Students desiring to re-enter a training program will be required to re-enroll under the currently effective School Enrollment Agreement reflecting current tuition, hours, etc. They must sign a new Enrollment Agreement.

Students who are terminated by the School for academic or disciplinary reasons as set forth in the School Catalog may request re-entrance before the next semester begins. Based on their academic progress at the time of termination, the students may be placed on academic probation and may or may not qualify for financial aid. Students granted re-entry will be required to wait until regular class scheduling permits re-entry at the beginning of a new semester.

Students whose new start date is less than a full calendar year from their LDA are considered re-entrers. Students whose new start date is more than a full calendar year from their LDA are considered new starts.

## VETERAN'S REGULATIONS

**Absence:** Students must attend a minimum of 85% of all scheduled classes to attain satisfactory progress. A student who accumulates more than 15% absenteeism (including tardiness) is deficient and should be counseled by the institution. If the problem continues, the student may be subject to termination of his/her V.A. Educational Assistance Allowance.

**Class-Cuts:** Class cuts are not permitted and shall be recorded as absences.

**Make-Up Work:** Make-up work is not permitted for the purposes of receiving Veterans Administration Training Allowances.

**Tardiness:** Any student not physically present at the start of his scheduled class period will be considered tardy. Each occurrence accumulates and is included in total absenteeism reporting. Excessive tardiness may be cause to lose VA financial aid.

**Unsatisfactory Progress:** Students receiving failing grades are placed on probation according to the School's written policy. If unsatisfactory progress continues beyond the probationary period, the student's training will be immediately interrupted and all concerned will be notified accordingly. Students dismissed because of unsatisfactory progress may apply for re-entrance; however, each case will be considered on the basis of the facts involved.

**Credit for Previous Education and Training:** Documentation for previous education and training must be submitted ten (10) days prior to the term starting date for review and possible approval.

## STUDENT APPEAL PROCESS

If a student's training is interrupted for any reason (not making SAP, terminated for violating the Student Conduct policy, withdrawn because of violating the attendance policy, etc.), he/she has the right to appeal that decision. Students should see the Registrar to have the process explained to them. The student must initiate the appeals process by submitting a written request to the President and must explain the reasons for re-entering. The request will be reviewed by the School's President and the student will be notified of the School's decision.

## COMPLAINT/GRIEVANCE PROCEDURE

Schools accredited by the Accrediting Commission of Career Schools and Colleges of Technology must have a published procedures and operational plan for handling student complaints, questions or concerns should first be brought to the attention of the School President. Situations that are not satisfactorily resolved may be brought to the attention of The State Board of Private Licensed Schools, Pennsylvania Department of Education, 333 Market Street, Harrisburg, PA 17126-0333.

If a student does not feel that his/her complaint or concern has adequately been addressed, the student may consider contacting the School's Accrediting Commission, which is ACCSC. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to the Accrediting Commission of Career

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting the President of PSB.

## **TRANSFER CREDIT DISCLAIMER**

Students considering continuing their education at, or transferring to, other institutions, must not assume that credits earned at this institution will be accepted by the receiving institution. Decisions concerning the acceptance of credits granted are made solely by the receiving institution.

## **TEST OUT POLICY**

Students may test out of up to 5 classes prior to being scheduled in those classes. If the student passes the test-out exam, he/she will get the credits for the class without having to sit through the class. Students will not receive a mark for the class, so it will not be included in their cumulative GPA.

Students will be charged for any class that they test-out of and for which they are given credit. Testing out may also have an effect on a student's financial aid, so the student should always check with a financial aid representative.

If a student wishes to test out of more than 5 classes, he/she needs to appeal to the President of the School with a written letter.

If a student has already taken a course and received a failing grade for the course, he/she may not test out of the course. The student must retake the course.

## **INDEPENDENT STUDY**

Independent study necessitates a high level of self-directed learning that may require students to read do research, complete written exams, reports, research papers, or similar assignments that are designed to measure the student's achieved competency relative to the objectives of the course being taken. The course must be part of the curriculum of the program that the student is taking

Students need a minimum cumulative of at least 3.0 to be eligible to take an independent study, and must get permission in writing from the Program Director and the instructor who will teach the course.

Minimally, independent study credits must award one semester credit hour for each 20 hours of documented independent study activities. The student engaged in an independent study must demonstrate that he/she has acquired the knowledge, skills, and/or competencies that are equivalent to those acquired by students enrolled in traditional courses.

## REQUEST FOR TRANSCRIPTS

Once a student has left school, he/she may request a copy of his/her transcript through the registrar's office. Students wishing to receive a transcript must give at least a two-week notice to the registrar. The cost for official transcripts is \$10.00; a copy of a student's entire file will cost \$25.00 and the school has 45 days to comply with this request.

## FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT OF 1974 (FERPA)

Students who desire access to their official School files may request them from the person(s) responsible for the office in which the records are maintained. Access will be granted at a mutually satisfactory time, but in no case is the time between request and access to exceed 45 days. According to the Family Educational Rights and Privacy Act of 1974, the School cannot release a student's records in situations other than emergencies without a student's written consent. These records may be released, however, to other School officials (including faculty) who have legitimate cause to review a student's application for and receipt of financial aid, or when the information is classified as Directory Information. The following categories of information have been designated by the School as Directory Information: name, address, major, field of study, class level and status (full-time, part-time), dates of attendance, degrees and awards received. A form is available in the Office of the Registrar for students desiring to restrict release of Directory Information; not filing said form signifies authorization to release information.

# OPERATIONAL POLICIES

## SCHOOL CALENDAR

Classes are held on a daily basis throughout the semester. Legal holidays are as follows:

Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day (and the day following)  
Christmas Week Recess (to include New Year's Day)

There is a supplement that contains the current year's Calendar. It can be found in the Education or Admissions Departments. It will be updated to account for any days that must be made-up during a semester.

## SCHOOL HOURS

### **Day Instruction:**

Classes meet five days per week, Monday through Friday, from 8:30 a.m. to 2:30 p.m.

**Evening Instruction:**

Evening classes are held from 6:00 to 10:00 p.m. Monday through Thursday. Beginning in September of 2009, evening classes will be held from 5:30 p.m. to 10:30 p.m.

<b>STARTING DATES</b>
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Please see Catalog Supplement of the Academic Calendar for applicable course and program starting dates.

<b>STUDENT ORIENTATION</b>
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Student orientations will be conducted a few days/evenings prior to the beginning of the semester. It is important that new students attend these sessions.

Computer orientation sessions will also be held for new students prior to their starting school. The Admissions Representative will inform the students about these sessions during the application process.

<b>DRUG FREE SCHOOLS AND CAMPUS ACT</b>
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The Drug-free Schools and Communities Act Amendments of 1989 require an institution of higher education, as a condition of receiving funds or any other form of financial assistance under any federal program, to certify that it has adopted and implemented a drug prevention program to

prevent the unlawful possession, use, and distribution of illicit drugs or alcohol by students and employees.

As part of its drug prevention program for students and employees, PSB will distribute the following information in writing to students at the start of their programs or to employees upon hire:

1. Standards of conduct that clearly prohibit the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees on PSB's property or as part of any of its activities.
2. A description of the applicable legal sanctions under local, state, or federal law for unlawful possession or distribution of illicit drugs or alcohol
3. A listing of available drug and alcohol counseling, treatment, or rehabilitation programs.
4. A clear statement of the disciplinary sanctions that the School will impose on students and employees who violate the standards of conduct.

PSB's policy is that any employee found to be in possession of, using, or offering drugs for sale or being under the influence of drugs or alcohol at the school will be subject to disciplinary action, possible dismissal, and possible arrest. Students found to be in possession of, using, or offering drugs for sale or being under the influence of drugs or alcohol at the school will be immediately dismissed from School.

## TELEPHONE CALLS

Students are not expected to receive telephone calls at school and will not be called to the phone except in the case of an emergency. Telephones in offices are for faculty and staff use only. Students are expected to turn off their cell phones while in any class. Text messaging should not take place in the classroom.

## CHILDREN IN CLASS

Children in class are not permitted; children should not be left unattended anywhere on school property

## DRESS CODE

An important part of a student's training at Pennsylvania School of Business (PSB) includes the development of professional attitudes and behavior. PSB has created a "work-like" environment in which our students can grow and develop according to professional expectations. Learning how to communicate and handle a variety of people, coping with frustrations, problem solving, disciplined technical skills, and dress code are just a few of the ingredients that are included in the formation of the professional.

A clean, neat appearance will help students develop appropriate dress habits for new careers. Employers may visit the campus to interview students for jobs and to give guest lectures, so it is important that the student body convey a professional image at all times. Things to avoid are low necklines showing too much cleavage, spaghetti straps, short shorts, no bare midriffs, offensive sayings/logos/graphics on clothing, no pajama bottoms, and no exposed underwear. Medical students must wear scrubs.

Any student who is dressed inappropriately will be asked to go home and change. This includes wearing revealing clothing and inappropriate sayings on T shirts. Also, students must wear their student IDs at all times when on school property.

Medical Students must wear scrubs at all times.

## SCHOOL CANCELLATION

In the event of inclement weather, the following web sites, radio and TV stations will broadcast pertinent information regarding classes for that day:

WZZO-95.1 FM	WFMZ Channel 69
WAEB – B104 FM	<a href="http://www.b104.com">www.b104.com</a>
WAEB – 790 AM	<a href="http://www.waeb.com">www.waeb.com</a>

Students may also call the school at 610-841-3333.

If school is cancelled, the time missed must be made up sometime within the semester.

If school is on a 2 hour delay, the student will start with Period 1 or 5 and all periods will be shortened.

# STUDENT SUPPORT

## EDUCATIONAL DEVELOPMENT

Initially, an Admissions Representative discusses the student's interests, background, and career goals to help the student select an appropriate program and to orient them into their new academic routine. Development is then monitored constantly by the appropriate instructors and the Program Director. Changes in career goals, interests, and academic progress are handled on an individual basis as appropriate.

## COPING SKILLS

An important part of training at PSB includes the development of professional attitudes and behaviors. PSB has created a "work-like" environment in which our students can grow and develop according to professional expectations. Learning how to communicate and deal with a variety of people, coping with frustration, solving problems, learning disciplined technical skills and applications," and learning how to dress for success are just a few of the ingredients that go into the makeup of a "Professional". It is through hands-on daily experiences, course content, and academic requirements, coupled with the educational development, advisement, and career planning levels of student support, that the staff provides direction and development with respect to coping skills. Speakers will be brought in from outside agencies to talk to students about anger management, conflict resolution, dealing with a diverse population, etc.

## CAREER PLANNING

Career Planning is an integral part of the student's learning experience and is addressed continually. It begins with admissions' initial encounter with a student, is fine tuned through an ongoing process of staff/student educational development, and is specifically addressed at different points within the curriculum itself, as well as on an individual basis.

## CAREER SERVICES

Pennsylvania School of Business provides career services for those students who have satisfactorily completed a career program. The primary goal is to assist graduates in locating suitable positions that best match their experience and capabilities; another goal is to aid alumni in future years when a change in jobs is considered.

The School reserves the right to refuse career services to those who withdraw from school, who are delinquent in their financial obligations to the School, or who do not abide by the policies and practices of Pennsylvania School of Business.

Pennsylvania School of Business aids its graduates in their job search by providing the following assistance before graduation:

1. Every student takes Professional Development, a course in which the students learn resume writing, interview techniques, and job search techniques.

2. The Career Services Director is available to assist potential graduates with resume and interview preparation.
3. Upon request, resumes will be reviewed by the Career Services Director before being sent for review to employers who seek graduate information. Available job leads are posted for student review.

Pennsylvania School of Business's placement policies and practices are as follows:

1. It is the student's responsibility to place every effort into the job search. The student should notify the School of any interview or job offers to enhance the employment potential of each graduate.
2. Any change in status (address, phone number, etc.) should also be brought to the attention of the School.
3. Each student shall submit the following information:
  - a. A copy of his/her up-to-date resume.
  - b. A completed Employment Acceptance Form upon acceptance of employment.
4. The interview is a vital step in the job search process. Graduates should be prepared to present themselves favorably by exhibiting professional behavior, dressing in a business-like manner, and arriving on time to all interviews and appointments.
5. The School will make every attempt to maintain contact with students who request placement services until the student acquires his/her first job. In return, students should maintain contact with the School to inquire about job openings.

<b>ADVISEMENT</b>
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Students may request a meeting with the appropriate person for any reason he or she deems important, be it academic, financial, or personal. It is the School's goal to acknowledge the individual needs of each student and to advise them accordingly.

For students' personal problems outside the scope of the School's support function, the School provides a list of community agencies that the student may find helpful.

A successful employment search depends upon self-confidence, good preparation, and substantial training. While placement is not guaranteed, the School will make every effort to assist the graduate in securing employment.

The Director of Career Services will also assist students who wish to do so to obtain part-time employment while they attend the School.

It must be understood that mentors are not counselors. If a student has an issue that should be handled by a trained counselor, the mentor needs to put the student in touch with an outside agency that has been trained to handle the issue. A partial list of those outside agencies follows. A full list can be obtained in the office of the Registrar.

Fire, Police, Ambulance	911
St. Luke's Health Center	610-954-3000
Alcoholics Anonymous	610-882-0558
Allentown Women's Center	610-264-5657
Confront (Drug and Alcohol Counseling)	610-433-0148
Crisis Intervention	610-820-3127
Crime Victims Council of the Lehigh Valley	610-437-6611
Turning Point (For abused women)	610-437-3369
Planned Parenthood	610-694-0642

# INFORMATION TECHNOLOGY PROGRAMS

## ASSOCIATE IN SPECIALIZED BUSINESS DEGREE In PC Administration

FULL-TIME DAY: 75 Weeks/5 Semesters  
FULL-TIME EVE: 105 Weeks/7 Semesters  
TOTAL HOURS: 77 Credit Hours/1500 Clock Hours

### **Program Objectives:**

Enrollment in this program provides the student with a working knowledge of the Personal Computer with training leading to an entry-level position in the administrative support area of computer systems. Certified A+ (VUE) testing is available.

The pedagogical objective is to provide students with basic education to secure responsible entry-level positions in the field of Information Technology, working as PC Software Specialist/Help Desk Analysts, Web Designer and Computer Repair Technicians.

Students in this program are trained and eligible for A+ Certification testing. Each course, or series of courses, is specifically designed to prepare our students for an IT position and our graduates are expected to learn the skills necessary to successfully perform in the position.

### **Upon graduation from this program, students should be able to**

- Identify and explain PC hardware and system peripherals
- Install, troubleshoot, and configure software applications and Operating Systems
- Create, modify, and integrate Microsoft Office components
- Create code using command line syntax and basic programming logic
- Design, edit and maintain dynamic Web services
- Function responsibly as a help desk technician
- List essential networking concepts
- Communicate effectively across all mediums
- Use critical thinking skills to solve business-related problems
- Conduct a job search, write a resume and cover letter, and demonstrate interview skills

Our program exit competencies are closely aligned with the job requirements for positions our students will be seeking. Set out below are entry-level positions and skills necessary to perform successfully in the positions.

A PC Software Specialist / Help Desk Analyst is responsible for end user software support. This position requires, and our program provides, knowledge of PC application software products and the ability to install and troubleshoot application software. This includes the operating system and all Microsoft Office Suite products.

A Web Designer is responsible for the creation, implementation, update and maintenance of web pages or web sites. Knowledge of personal computer operations is required. Our program provides, and entry level positions require, basic HTML coding which will be practiced, first in a

simple text-editor, then in Microsoft's new standard of Web Design. Microsoft Expression and other coding practices such as JavaScript and ASP.NET are also introduced. The program will end with a Capstone course.

A Computer Repair Technician is responsible for the maintenance of the hardware and software of a computer system. This entails a thorough working knowledge of each computer component and the ability to troubleshoot problems and fix or change broken components.

**PC Administration  
Program Outline:**

<b>Course Number</b>	<b>Course Title</b>	<b>Credits</b>	<b>Hours</b>
CIS100	Microcomputer Operations	3	60
CIS101	Windows Operations	3	60
CIS115	A+ Hardware I	3	60
CIS116	A+ Hardware II	3	60
FS100	Freshman Seminar	3	60
CIS117	A+ Software I	3	60
CIS118	A+ Software II	3	60
CIS120	Networking Technology I	4	60
MAT115-A	Basic Mathematics I	3	60
OT100	Keyboarding I	3	60
CIS215	Web Site Design I	3	60
CIS111	Spreadsheet Management	3	60
CIS121	Networking Technology II	3	60
ENG105-A	Composition I	3	60
MAT116-A	Basic Mathematics II	3	60
CIS216	Web Site Design II	3	60
CIS217	Web Site Design III	3	60
ACC120	Accounting I	3	60
PD290	Professional Development	3	60
PSY100	Psychology	4	60
CIS110	Word Processing	3	60
CIS200	Database Management	3	60
CIS210	Electronic Presentations	3	60
CIS218	Web Site Design IV	3	60
CIS230	Introduction to Visual Basic	3	60
<b>TOTAL:</b>		<b>77</b>	<b>1500</b>

**ASSOCIATE IN SPECIALIZED BUSINESS DEGREE**  
**In**  
**Networking Technology**

FULL-TIME DAY: 90 Weeks/6 Semesters  
FULL-TIME EVE: 120 Weeks/8 Semesters  
TOTAL HOURS: 92 Credit Hours/1800 Clock Hours

**Program Objective:**

Enrollment in this program provides the student with a working knowledge of the Personal Computer with training leading to the technical support area of computer networking systems.

The program's objectives are to provide students with the skills and experience necessary to secure responsible entry-level positions in the field of Information Technology, working as a Web Designer, PC Software Specialist / Help Desk Analyst, Computer Repair Technician, or Networking Specialist.

**Upon graduation from this program, students should be able to**

- Identify and explain PC hardware and system peripherals
- Install, troubleshoot, and configure software applications and Operating Systems
- Create, modify, and integrate Microsoft Office components
- Use command line syntax and basic programming logic
- Design, edit and maintain dynamic Web services
- Function responsibly as a support technician
- List essential networking concepts
- Communicate effectively across all mediums
- Install, configure and troubleshoot Microsoft Server 2003 Operating System and support services
- Design and administer an Active Directory domain
- Devise and implement a routed IP network environment
- Develop and manage an Information Technology project
- Use critical thinking skills to solve business-related problems
- Conduct a job search, write a resume and cover letter, and demonstrate interview skills

Our program exit competencies are closely aligned with the job requirements for positions our students will be seeking. Set out below are entry-level positions and skills necessary to perform successfully in the positions.

A Web Designer is responsible for the implementation of personal computers utilizing Web Site management and Web Design applications. Our program provides, and entry level positions require, detailed knowledge of personal computer operations and its related software packages.

A PC Software Specialist/Help Desk Analyst is responsible for end-user software support. The position requires, and PSB's program provides, knowledge of PC application software products and the ability to install and troubleshoot software applications. This includes the PC's Operating System (typically a Microsoft OS) and all Microsoft Office Suite products.

The Computer Repair Technician is responsible for the maintenance of the hardware and software of a computer system. Our program provides, and entry level positions require, a thorough working knowledge of each computer component and the ability to troubleshoot problems and fix or change broken or malfunctioning components.

A Networking Specialist receives training targeted towards Microsoft technical support areas. Our program provides, and entry level positions require, a thorough working knowledge of installation, configuration and maintenance of computer networks as well as maintaining day-today functions. It includes the ability to plan, implement, maintain, and support information systems with a Microsoft Windows 2000 Server operating system, as well as the Microsoft BackOffice Integrated Server Products.

## Networking Technology

### Program Outline:

Course Number	Course Title	Credits	Hours
FS100	Freshman Seminar	3	60
OT100	Keyboarding I	3	60
CIS100	Microcomputer Operations	3	60
CIS115	A+ Hardware I	3	60
CIS101	Windows Operations	3	60
CIS116	A+ Hardware II	3	60
CIS117	Software I	3	60
ENG105-A	Composition I	3	60
CIS120	Networking Technology I	4	60
MAT115-A	Basic Mathematics I	3	60
CIS118	A+ Software II	3	60
CIS215	Web Site Design I	3	60
CIS121	Networking Technology II	3	60
MAT116-A	Basic Mathematics	3	60
CIS290	Server 2003 Install/Config	3	60
CIS216	Web Site Design II	3	60
CIS292	Windows Active Server	3	60
CIS200	Database Management	3	60
CIS230	Introduction to Visual Basic	3	60
CIS110	Word Processing	3	60
ACC120	Accounting I	3	60
CIS111	Spreadsheet Management	3	60
CIS217	Web Site Design III	3	60
CIS291	Server 2003 Network Infrastructure	3	60
PSY100	Psychology	3	60
CIS210	Electronic Presentations	3	60
ENG120	Technical Writing	3	60
CIS218	Web Site Design IV	3	60
PD290	Professional Development	3	60
CIS293	IT Support	3	60
<b>TOTAL</b>		<b>92</b>	<b>1800</b>

# BUSINESS PROGRAMS

## ASSOCIATE IN SPECIALIZED BUSINESS DEGREE

### In Business Administration

FULL-TIME DAY: 75 Weeks/5 Semesters

FULL\_TIME EVE: 105Weeks/7 Semesters

TOTAL CREDIT/HOURS: 82 Credit/1500 Hours

#### **Program Objective:**

Students enrolled in this program receive training that provides them with the hands-on skills and knowledge necessary to gain entry-level positions in the business community.

The objective of this program is to provide students with basic education to secure responsible, entry-level positions in the field of business. Graduates from this program can effectively serve in positions such as Office Manager, Office Supervisor, Customer Service Representative, Bookkeeper, or Sales Associate, among others.

PSB's program courses are designed to provide students with the necessary competencies to gain employment by using classroom learning combined with both hands-on training and role-playing. In addition, PSB's program allows students to learn about the business cycle as they create their own "business opportunities" through the business club, which hosts a variety of small business ventures and allows students to gain effective experience implementing and managing a business plan.

#### **Upon graduation from this program, students should be able to**

- Open, save, move, create, and print files and reports
- Create and edit a spreadsheet
- Create a PowerPoint presentation
- Demonstrate ability to mail merge and manage e-mails.
- Prepare a trial balance, adjusting entries, net income statement and balance sheet using accounting principle and Quickbooks.
- Create a business plan, marketing plan, and sell a product.
- Demonstrate best practices in retail merchandising and customer service.
- Use critical thinking skills to solve business problems.
- Demonstrate oral, written, and interpersonal communications skills.
- Conduct a job search, write a resume and cover letter, and demonstrate interview skills

Our program exit competencies are closely aligned with the job requirements for positions our students will be seeking. Set out below are entry-level positions and skills necessary to perform successfully in the positions.

An Office Manager/Office Supervisor is responsible for the implementation of day-to-day general operations of a business office. Some tasks may include preparing budgets, arranging travel requirements, preparing work schedules and handling any complaints. This position requires good communications skills and a knowledge of computer operations and its related software packages. This job also requires knowledge associated with basic bookkeeping, labor laws, and simple management skills.

A Customer Service Representative is responsible for answering phone calls, dealing with people in person, or dealing with people via a computer. This position requires excellent communication skills, organizational skills, and a knowledge of computers and their applications.

A Sales Associate is responsible for dealing with the public either on the phone, on the computer, or in person. This position requires excellent communication skills, organizational skills, and a knowledge of computers and their applications.

A Bookkeeper is responsible for doing entry-level accounting work. This position requires a detailed-oriented person with a knowledge of the accounting cycle. A knowledge of computers is very helpful.

**Business Administration**

**Program Outline:**

<b>Course Number</b>	<b>Course Title</b>	<b>Credits</b>	<b>Hours</b>
OT100	Keyboarding I	3	60
CIS101	Windows Operations	3	60
FS100	Freshman Seminar	3	60
BUS101	Introduction to Business	4	60
ENG130	English Composition I	3	60
PSY100	Psychology	4	60
CIS110	Word Processing	3	60
BUS160	Customer Service	3	60
ENG131	English Composition II	3	60
BUS110	Introduction to Management	4	60
MAT120	Algebra	3	60
CIS111	Spreadsheet Management	3	60
ACC120	Accounting I	3	60
BUS120	Introduction to Marketing	4	60
CIS210	Electronic Presentations	3	60
CM120	Public Speaking	3	60
BUS121	Marketing Strategies	3	60
BUS210	Organizational Behavior	4	60
BUS200	Business Law	4	60
ACC121	Accounting II	3	60
BUS150	Sales	3	60
BUS220	Retail Merchandising	3	60
PD290	Professional Development	3	60
ACC122	Accounting III	3	60
BUS250	Human Resource Management	4	60
<b>TOTAL</b>		<b>82</b>	<b>1500</b>

**Diploma  
In  
Office Administration**

FULL-TIME DAY: 90 Weeks/6 Semesters  
FULL-TIME EVE: 120 Weeks/8 Semesters  
TOTAL HOURS: 97 Credit Hours/1800 Clock Hours

**Program Objective:**

Enrollment in this program provides the student with a thorough working knowledge of the roles and responsibilities of an administrator in an office environment.

The program objectives are to provide students with basic education to secure responsible, entry-level positions in the field of business. Graduates will be able to serve in positions such as Administrative Assistant, Secretary, Customer Service Representative, Receptionist, Office Manager, Office Assistant, Clerk, or File Manager, among others.

**Upon graduation from this program, students should be able to**

- Open, save, move, and print files and reports
  - Create a spreadsheet and database
  - Create a Web page
  - Create a brochure and newsletter using Publisher
  - Compose effective letters and memos
  - Develop a PowerPoint presentation
  - Key at a speed of more than 40 gross words a minute
  - Prepare a trial balance, adjusting entries, a net income statement and a balance sheet using accounting principle and QuickBooks
  - Perform office procedures such as filing, answering phones, and coordinating activities
  - Conduct a job search, write a resume and cover letter, and demonstrate interview skills
  - Use critical thinking skills to solve business problems
- Demonstrate oral, written, and interpersonal communications skills

Our program exit competencies are closely aligned with the job requirements for positions our students will be seeking. Set out below are entry-level positions and skills necessary to perform successfully in the positions.

An Administrative Assistant/Secretary is responsible for providing administrative support to an upper level executive. PSB's program prepares students for the tasks that are required to be performed in this position such as preparing documents, making travel arrangements, managing office supplies and equipment, answering phones, handling mail, and preparing reports. The Administrative Assistant position requires detailed knowledge of personal computers and its related software packages. This position also requires strong interpersonal skills.

A Receptionist is responsible, and PSB prepares students, for greeting visitors and responding to questions effectively, handling incoming and outgoing telephone calls, and providing administrative and light clerical support. In this position, good oral and written communication skills are needed.

A File Manager is responsible, and PSB prepares students, for maintaining, tracking, retrieving and filing company files, as well as the ability to perform data entry tasks and general data maintenance on files of various types. This position requires good communication skills, a

detail-oriented outlook, and excellent typing skills in terms of both speed and accuracy. This position requires working knowledge of Microsoft Office 2003, Windows OS, and mainframe applications.

A Customer Service Representative is responsible, and PSB prepares students, for performing data entry tasks; taking, receiving, and entering orders accurately; answering phones; and fielding customer requests for assistance with computerized billing systems. The position also requires thorough knowledge of computers, including the Microsoft Office 2003 Suite of applications.

An Office Assistant/Clerk is responsible, and PSB prepares students, for filing, faxing, handling mail and e-mail, making travel arrangements, answering telephones, preparing documents, typing letters, copying, and performing an inventory of office supplies. The position also requires thorough working knowledge of computers, including the Microsoft Office 2003 Suite of applications.

**Office Administration  
Program Outline**

<b>Course Number</b>	<b>Course Title</b>	<b>Credits Hours</b>	
OT100	Keyboarding I	3	60
CIS101	Windows Operations	3	60
MAT115A	Basic Mathematics I	3	60
BUS101	Intro to Business	4	60
ENG105A	Composition I	3	60
OT110	Keyboarding II	3	60
CIS110	Word Processing	3	60
MAT116A	Basic Mathematics II	3	60
OT125	Office Procedures	4	60
ENG115A	Composition II	3	60
CM110	Bus. Communication	4	60
OT200	Keyboarding III	3	60
CIS111	Spreadsheet Management	3	60
ACC120	Accounting I	3	60
BUS120	Introduction to Marketing	4	60
CM120	Public Speaking	3	60
CIS200	Database Management	3	60
OT210	Keyboarding IV	3	60
OT230	Office Management	4	60
ACC121	Accounting II	3	60
BUS230	Public Relations	4	60
CIS210	Electronic Presentations	3	60
PD290	Professional Development	3	60
OT250	Machine Transcription	3	60
ACC122	Accounting III	3	60
CIS215	Web Site Design I	3	60
CIS205	Desktop Publishing	3	60
OT145	Records Management	4	60
CM135	Interpersonal Communications	3	60
CIS220	E-Mail Management	3	60
<b>TOTAL:</b>		<b>97</b>	<b>1800</b>

# Diploma In Medical Billing and Coding

FULL-TIME DAY: 90 Weeks/6 Semesters

FULL-TIME EVE: 120 Weeks/8 Semesters

TOTAL CREDITS/HOURS: 95/1800

## **Program Objective:**

Students enrolled in this program receive training in the knowledge and hands-on skills necessary to obtain entry-level positions in a number of medical settings, including doctors' offices, clinics, and hospitals.

The objective is to provide students with basic education to secure responsible entry-level positions, working as a Medical Administrative Assistant, Medical Receptionist, Medical Billing Clerk, Medical Records Coder, or a Medical Insurance Coder, among other positions.

The courses in this program should prepare the student to take the certification exam in billing and coding, insurance and reimbursement, and/or medical administration.

## **Upon graduation from this program, students should be able to**

- Define terms used to describe the location of body planes, directions, and cavities
- Name the various systems of the body and explain their functions
- Demonstrate the use of standard billing and coding practices
- Determine insurance coverage, process insurance claims and complete insurance forms via electronic health systems software applications
- Describe numbering and filing systems and record storage and circulation methods, types of patient records, and proper maintenance of medical records
- Key at a speed of more than 40 gross words a minute
- Demonstrate knowledge of computer applications
- Greet patients, answer telephones, and schedule appointments effectively
- List the legal aspects of standard care and federal HIPPA guidelines
- Demonstrate a thorough knowledge of OSHA regulations
- Conduct a job search, write a resume and cover letter, and demonstrate interview skills
- Use critical thinking skills to solve problems in the workplace

Our program exit competencies are closely aligned with the job requirements for positions our students will be seeking. Set out below are entry-level positions and skills necessary to perform successfully in the positions.

A Medical Billing Clerk serves medical insurance customers by determining levels of insurance coverage, examining and resolving medical claims, documenting actions, maintaining quality customer services, and ensuring accurate and appropriate billing. A Billing Clerk also documents medical claims actions by completing and reviewing forms, reports, logs, and records; maintains quality customer services by following proper customer service practices and responding to customer inquiries; and prepares reports by collecting, analyzing, and summarizing information. These skills require detailed knowledge of computers and their related software packages and strong organization skills. The training necessary to acquire these skills are embedded in PSB's program.

A Medical Records Coder is able to demonstrate a thorough knowledge of coding guidelines and practices to include accurate assignment of ICD-9-CM and CPT codes, appropriate DRG assignment, as well as the ability to effectively communicate with medical staff and ancillary departments regarding coding issues. The training necessary to acquire these skills is embedded in PSB's program.

A Medical Administrative Assistant is responsible for answering telephones, scheduling patients, preparing patient charts, filing and billing, handling the completion of medical insurance forms, and typing correspondence and reports using a personal computer. The training necessary to acquire these skills is embedded in PSB's program. This job function also requires detailed knowledge of computers and their related software packages which is included in the education and training students receive at PSB.

**Medical Billing and Coding  
Program Outline:**

<b>Course Number</b>	<b>Course Title</b>	<b>Credits</b>	<b>Hours</b>
OT100	Keyboarding I	3	60
CIS101	Windows Operations	3	60
MED105	Medical Office Procedures I	3	60
MED100	Medical Terminology	4	60
FR100	Freshman Seminar	3	60
OT110	Keyboarding II	3	60
SCI101A	Anatomy & Physiology I	4	60
MED125	Medical Law and Ethics	3	60
CIS220	E-Mail Management	3	60
MAT115A	Basic Mathematics I	3	60
SCI201A	Anatomy & Physiology II	4	60
OT200	Keyboarding III	3	60
CM135	Business Communications	3	60
PSY100	Psychology	3	60
MED120	Medical Office Procedures III	3	60
OT210	Keyboarding IV	3	60
SCI215	Human Disease and Treatment	4	60
PD290	Professional Development	3	60
CM135	Interpersonal Communication	3	60
MED245	CPT and ICD-9-CM Coding	3	60
MED280	Insurance and Reimbursement	6	120
CIS111	Spreadsheet Management	3	60
CIS210	Electronic Presentations	3	60
OT259	Machine Transcription	3	60
<b>TOTAL:</b>		<b>80</b>	<b>1500</b>

# Diploma In Office Operations

**FULL-TIME DAY:** 30 Weeks/2 Semesters

**FULL\_TIME EVE:** 45 Weeks/3 Semesters

**TOTAL HOURS:** 30 Credit Hours/600 Clock Hours

## **Program Objectives:**

Enrollment in this program provides students with typing skills, data entry skills and knowledge of the Personal Computer and its related software.

The objective of this Program is to train students to secure responsible entry-level positions in the field of Business Data Processing, working as word processors, data entry operators, and computer operators.

## **Upon graduation from this program, students should be able to**

- Open, save, move, create, and print files and reports
- Create and edit a spreadsheet
- Use WORD to create documents
- Create a PowerPoint presentation
- Demonstrate written communication skills
- Conduct a job search, write a resume and cover letter, and demonstrate interview skills
- Demonstrate a basic knowledge of the accounting cycle

Our program exit competencies are closely aligned with the job requirements for positions our students will be seeking. Set out below are entry-level positions and skills necessary to perform successfully in the positions.

A Word Processor's main responsibility is the input, storage, manipulation, and processing of data as needed in the preparation of letters, e-mails, reports, and ongoing file maintenance. This program provides graduates with thorough working knowledge of personal computers and related software necessary for this position.

A Data Entry Operator is responsible for entering and maintaining business information that is stored in the computer. This program provides the operational knowledge of personal computers and adequate Keyboarding skills required for the position.

A Computer Operator is responsible for keeping track of all processing on the computer system and responding to the needs of the system. The position requires thorough knowledge of personal computer and printers. A Computer Operator also must have knowledge of the specific functions of the computer in order to keep the system running including knowledge of the information necessary to efficiently store and retrieve data. The objective of the Microcomputer

Operations/Word Processing Diploma Program is to train students to secure responsible entry-level positions in the field of Business Data Processing, working as word processors, data entry operators, computer operators and Personal Computer (PC) Coordinators.

**Office Operations  
Program Outline:**

<b>Course Number</b>	<b>Course Title</b>	<b>Credits</b>	<b>Hours</b>
CIS101	Windows Operations	3	60
OT100	Keyboarding I	3	60
ENG105-A	Composition I	3	60
MAT115-A	Basic Mathematics I	3	60
FR100	Freshman Seminar	3	60
ACC120	Accounting I	3	60
CIS110	Word Processing	3	60
CIS111	Spreadsheet Management	3	60
CIS210	Electronic Presentations	3	60
PD290	Professional Development	3	60
	<b>TOTAL:</b>	<b>30</b>	<b>600</b>

# Course Descriptions

## **ACC120 Accounting I**

The Accounting I course is designed to teach the generally accepted principles of accounting going through the accounting cycle. Utilizing the Personal Computer, each student will go through the accounting cycle, creating journal entries, trial balances, and adjustments.

Prerequisites: None

## **ACC121 Accounting II**

The Accounting II course is designed to further explore concepts of the Accounting principles taught in Accounting I, as well as learn new concepts including accounts receivable, accounts payable, cash payment journal, payroll, accrued income and deferred income. The course will use Excel to create journals that automatically sum columns for input to the worksheets. An overview of QuickBooks will be presented in the final weeks.

Prerequisites: ACC120-Accounting I

## **ACC122 Accounting III**

The Accounting III course continues to expand on the accounting cycle to include payroll taxes, accruals, deferrals, depreciation, worksheets; and financial statements and closing procedures. This course will incorporate both Excel and QuickBooks in completing homework and class assignments.

Prerequisites: ACC121-Accounting II

## **BUS101 Introduction to Business**

This course is designed to give students a foundation of business knowledge that can enable them to use their talents in the business world. It introduces students to core business concepts and how they center on a company's business plan. The textbook uses an applied approach that addresses how and why a business operates. Topics covered include ethics and social responsibility of businesses, assessing global conditions, starting a new business, and an introduction to management and marketing principle.

Prerequisites: None

## **BUS110 Introduction to Management**

This course is designed to introduce students to the basic concepts in the field of management today. It answers such questions as: Who are managers? What is management? What do managers do? Why is an understanding of management important even if you don't plan to be a manager? It

integrates the topics of globalization, ethics, diversity, customer service, and innovation into each chapter because these issues permeate the management process.

Prerequisites: None

### **BUS120 Introduction to Marketing**

This course is designed to introduce the students to the basic concepts essential to marketing. It presents both traditional and contemporary marketing theories, concepts, approaches, and tools in the context of an active-learning approach. It covers such topics as initiating the marketing process, understanding buyers and markets, and targeting marketing opportunities, and ethics and the social responsibility of marketers.

Prerequisites: None

### **BS121 Marketing Strategies**

This course is designed as a continuance of Introduction to Marketing. Its purpose is to further the understanding of the concepts essential to marketing. It presents both traditional and contemporary marketing theories, concepts, approaches, and tools in the context of an active-learning approach. It covers such topics as product decisions, distribution decisions, promotional decisions and pricing decisions that affect marketing environment.

Prerequisites: BUS120 Introduction to Marketing

### **BS150 Sales**

This course is organized around the four pillars of personal selling – relationship strategy, product strategy, customer strategy, and presentation strategy. It chronicles the evolution of consultative selling, strategic selling, partnering, customer relationship management, and value-added selling.

Prerequisites: None

### **BS160 Customer Service**

This course will focus on strategies for reaching company goals, dealing with problems and complaints, winning back customers, and creating loyal customers. The importance of effective communication and collaboration techniques are emphasized by applying concepts and thinking critically.

Prerequisites: None

## **BS210 Organizational Behavior**

This course will introduce students to the theories and concepts related to human behavior in the workplace at the individual, group, and organizational levels. Topics covered include motivation, leadership, communication, group dynamics, conflict resolution, and team effectiveness.

Prerequisites: BUS110 Introduction to Management

## **BUS200 Business Law**

This course is designed to give the student an introduction to business law and the many different legal areas that affect businesses. It covers such topics as business ethics and social responsibility, constitutional and statutory law, torts, criminal law and procedure, international law, contracts, and commercial transactions

Prerequisites: None

## **BS220 Retail Merchandising**

This course is the study of the principles and practices of the merchandising management of product/services, with emphasis on store location decisions, store layout and design, customer services, buying, sales promotion, consumer credit, vendor relationships, pricing decisions, and understanding consumer needs and wants.

Prerequisites: None

## **BUS230 Public Relations**

This course is a multi-disciplinary approach to the field of public relations. It will cover such topics as the current public relations situation, its historical roots, theories, ethics, and legal concerns; the core issues of the process that underlies public relations; the publics that are the object of these efforts; and the practice of public relations and its emerging trends.

Prerequisites: None

## **BUS250 Human Resource Management**

This course is designed to give the students an introduction to the policies and practices they will need to carry out the personnel aspects of a management job. It covers obtaining, training, and retaining employees. It covers such topics as conducting job analyses, providing incentives and benefits, appraising performance, equal employment opportunity, ethics, and affirmative actions.

Prerequisites: None

## **CIS100 Microcomputer Operations**

This course is designed to provide the knowledge and skills necessary to perform the various tasks to gain knowledge in the operations of MS-DOS, options, commands, and configuration.

Prerequisites: None

## **CIS101 Windows Operations**

This course covers basic to advanced Windows XP software skills. Students are taught how to work with Windows programs, manage files and folders, customize windows using the Control Panel, maintain their computers, explore the Internet, and exchange mail and news. Students will also be taught how to manage shared files, backup and administer their computers, and work with Windows Media and Movie Maker.

Prerequisites: None

## **CIS110 Word Processing**

This course is designed to introduce the student to one of the most current word processing software application on the market today. Students will be taught basic word processing techniques and then go on to learn some of the more specialized features, including performing mail merges, using drawing tools , creating charts, diagrams, and forms, and creating XML documents and Web pages.

Prerequisites: CIS101 – Windows Operations

## **CIS111 Spreadsheet Management**

This course is designed to teach students how to track, analyze, and chart numeric information using a hands-on approach. Students will be taught to create worksheets, copy and move cells and cell data, perform calculations with formulas and functions, use an assortment of formatting techniques to change the appearance of a worksheet, integrate applications, and work with multiple worksheets within a workbook.

Prerequisites: CIS101 – Windows Operations

## **CIS115 A+ Hardware I**

This course is designed to provide the knowledge and skills necessary to perform the various tasks involved in upgrading, diagnosing, troubleshooting, and maintaining a computers and networks. Topics covered include functions of systems modules; adding and removing field replaceable modules; IRQs, DMAs, and I/O addresses; peripheral ports; cabling and connectors; installing and configuring IDE/EIDE, SCSI, and peripheral devices; upgrading systems BIOS; disposal procedures and ESD.

Prerequisites: None

## **CIS116 A+ Hardware II**

This course furthers the students' knowledge of computers and networks. It covers such topics as CPU chips and characteristics; RAM; motherboards; printer operations and components; care and service techniques; printer connections and configurations; battery types and installations; portable displays; memory upgrades; configuring network interface cards; and solving problems on the network.

Prerequisites: CIS115 – A+Hardware I ; CIS100 – Microcomputer Operations; CIS101 – Windows Operations

## **CIS117 A+ Software I**

This course covers the skills and concepts necessary to perform function, structure, operation, file, and memory management, concentrating on tasks involved with installation, configuration, and upgrading a Windows environment. Topics covered include the functions of various operating system files and structure, file allocation tables, formatting and partitioning, managing file directories in DOS/Windows, viewing and changing file attributes, navigating operating systems, disk management, installing and configuring DOS and Windows, upgrading systems, and editing AUTOEXEC.BAT and CONFIG.SYS.

Prerequisites: CIS115 – Hardware I

## **CIS118 A+ Software II**

This course expands on the A+ Software I course to introduce students to many new features and functionalities involved in diagnosing and troubleshooting PC systems. Topics covered include common error codes during boot sequences, Correcting a startup or boot problem or sequence, creating a backup boot disk, recognizing Windows specific printing problems, correcting potential problems in the Windows environment, dealing with viruses, the Internet and setting up a system for Internet access.

Prerequisites: CIS115 – A+ Hardware I

## **CIS120 Networking Technology I**

This course explores data communication and networking technology. Students become familiar with the properties of various types of networks, specific implementation of lower layer protocols, and several of the most prominent upper layer protocol suites. Students will be introduced to various cabling techniques.

Prerequisites: None

## **CIS121 Networking Technology II**

This course provides an in depth study of the TCP/IP protocol suite for client server networks. IP addressing concepts are presented, including Subnet masking, sub-netting, IP routing, and networking protocols. Included will be discussions on NetBIOS, DHCP, WINS, IPV6, and DNS as they relate to net working with IP, Windows, UNIX, LINUX and Novell networking. Other transport protocols, IPX/SPX and NetBEUI, are also discussed.

Prerequisites: CIS120 – Networking Technology I

## **CIS200 Database Management**

This course is designed to help students become comfortable using the most current database management software as an office productivity tool. Basic database concepts and terms are introduced. Topics of study include designing modifying, and customizing tables, queries, forms, and reports both from scratch and using the wizards and building relationships between tables. Students will also be taught how to integrate this database with word processing and spreadsheet management software and the Web.

Prerequisites: CIS101 - Windows Operations

## **CIS205 Desktop Publishing**

This course will teach students a powerful desktop publishing program that will help them design and produce professional and quality documents that combine text, graphics, illustrations, and photographs.

Prerequisites: CIS101 – Windows Operations

## **CIS210 Electronic Presentations**

This course is designed to teach the students one of the most current presentation software applications. Students will be creating and modifying presentations, preparing and delivering electronic slide shows, and interfacing the software with other applications and with the Internet.

Prerequisites: CIS101 – Windows Operations

## **CIS215 Web Site Design I**

This course introduces students to the basics of Web site design and HTML, the language of the web. Students create Web pages using the HTML language including hyperlinks, tables, lists, and the insertion of pictures into these structures formatted text. There is an emphasis on design issues, including the use of color, fonts, presentation, and the use of various picture file formats.

Prerequisites: CIS101-Windows Operations

## **CIS216 Web Site Design II**

This course utilizes the skills, concepts, and tools learned in Web Site Design I and augments them using scripting languages such as VBScript and JavaScript. The students create Web Sites using HTML and the scripting languages that use many of the features seen on the Web today.

Prerequisite: CIS215 – Web Site Design I

## **CIS217 Web Site Design III**

This course builds on the core concepts learned in Web Site Design I and augments them using scripting languages such as VBScript and JavaScript. The students create Web Sites using HTML and the scripting languages that use many of the features seen on the Web today.

Prerequisites: CIS216 – Web Site Design I

## **CIS218 Web Site Design IV**

This course is a Capstone project course. Using all the concepts acquired in the Web Site Design I, II, and III courses along with the Windows Server 2003 courses the students will develop a network that will support a E-Commerce Site along with the DNS functions, Active Directory, routing, and authentication services. Students work on individual projects that make up the functioning network.

Prerequisites: CIS215, 216, 217 – Web Site Design I, II, III

## **CIS220 E-Mail Management**

This course is designed to teach the students one of the most current software application packages for sending, receiving, and customizing E-mail.

Prerequisites: CIS101 – Windows Operations

## **CIS230 Introduction to Visual Basic**

This is an introductory course in computer programming using Microsoft Visual Basic, a computing language that is geared towards the graphical user interface (GUI) environment of Windows. Topics include Visual Basic objects and their properties, variables, constants, performing calculations, coding Visual Basic selection control structures, coding Visual Basic repetition control structures, menus, sub procedures with parameter passing, forms, arrays, database and file processing. Emphasis will be placed on basic programming techniques, user interface program structure, language syntax, and implementation details. Students will create several projects that demonstrate their understanding of these topics.

Prerequisites: CIS101-Windows Operations; CIS100-Microcomputer Operations

## **CIS290 Server 2003 Install & Configuration**

This course is the first in the Systems Administrator and Systems Engineer tracks for Windows Server. Topics covered include how to manage accounts and resources, maintain server resources, monitor server performance, and safeguard data in an MS Windows Server environment.

Prerequisites: CIS100 – Microcomputer Operations; CIS101 – Windows Operations; CIS115-and 116 -A+ Hardware I and II; CIS117 and CIS118 - A+ Software I and II

## **CIS291 Server 2003 Network Infrastructure**

This course is designed to provide students with the knowledge and skills necessary to configure, manage, and troubleshoot a Windows Server network infrastructure. It takes students through different modules which represent different needs of an organization and the solution to those needs.

Prerequisites: CIS290 – Server 2003 Install and Configuration

## **CIS292 Windows Active Directory**

This course is designed to provide students with the knowledge and skills necessary to install, configure, and administer a Windows Active Directory-TM directory services. It also covers implementing and performing group policy.

Prerequisites: CIS290 – Server 2003 Install and Configuration

## **CIS293 IT Support Function**

This course provides students with the knowledge and skills necessary to support end users who run an MS Windows operating system, whether they are in a business environment or a home environment. It also provides the skills needed to support end users of MS Windows applications in both business and home environments.

Prerequisites: CIS115 and CIS116 – A+ Hardware I and II; CIS117 and 118 – A+ Software I and II; CIS101 – Windows Operations; CIS100 – Microcomputer Operations

## **CM110 Business Communication**

This course is designed to help the student develop communication skills that they need to compete in today's competitive employment environment. It helps to build the student's knowledge of communication technology, employment communication, and business professionalism.

Prerequisites: None

### **CM135 Interpersonal Communication**

This course focuses on the skills of interpersonal communication necessary for success in the work environment and in personal relationship. It stresses the importance of communication, perception and listening, verbal and nonverbal communication, intercultural communication, and conflict and emergency communication.

Prerequisites: None

### **CM180 Public Speaking**

This course emphasizes the strategies necessary for planning, developing, and delivering oral presentations. Classroom activity is performance-based, with students' delivering informative and persuasive speeches and responding to classmates' critiques.

Prerequisites: None

### **ENG099 Basic English**

Students will review basic grammar and punctuation, focus on writing sentences that are correct grammatically and mechanically, and improve sentence and paragraph writing techniques. Writing exercises will help the student to develop the skills necessary to write well-developed paragraphs.

Prerequisites: A placement test to determine competence in English grammar and writing. A grade of *P* on the test is required for advancement to ENG130.

### **ENG105A Composition I**

This course is an introduction to the writing process, using the personal narrative, a process paper, and a descriptive paper as starting points. Students will review basic grammar, focus on writing sentences that are correct grammatically and mechanically, and learn the MLA style of documentation for using outside sources in their writing.

Prerequisites: None

### **ENG115A Composition II**

This course will teach the student how to do research using the writing process and how to find and evaluate sources. Correct grammar and punctuation will be reviewed, as will the MLA style of documentation and how to avoid plagiarism.

Prerequisites: ENG105A-Composition I

## **ENG120 Technical Writing**

This course contains the basic principles of technical writing for business and industry. The students will receive training and practice in the preparation, writing, and the revising of technical instructions and proposals. Topics covered include: the organization and presentation of technical information from a reader-centered approach and the role of technical writing in the workplace.

Prerequisites: ENG105A – Composition I

## **ENG130 English Composition I**

This course focuses on instruction and practice in the conventions of academic writing, as well as demonstrating that the techniques that are effective in academic writing are equally effective in the workplace. The four strategies – summary, critique, synthesis, and analysis – will not only provide the basis for the writing assignments, but the basis for the work that students will do in their chosen profession. MLA format is taught for their research papers.

Prerequisites: ENG099 – Basic English or pass an English placement test administered by the Education Department

## **ENG131 English Composition II**

This course continues to focus on the traits of effective writing for not only the academic world but also for the students' professional and personal life. The course promotes critical thinking by providing activities that require the students to manipulate the information they read and to think critically and creatively and gather fresh information before writing. It introduces the students to some of the conventional ways of organizing information – narrating, describing, explaining, examining cause and effect, and comparing and contrasting.

Prerequisites: ENG130 – English Composition I

## **FS100 Freshman Seminar**

Freshman Seminar is designed to increase a student's success in school by helping to develop goal setting, time management, note taking, test taking, and critical thinking, research, and communication skills. This course should also increase the student's confidence and understanding of the skills and competencies required for success on the job.

Prerequisites: None

## **MAT098 Developmental Mathematics**

The Basic Mathematics course is designed to help the student develop basic math skills and to discover how these skills apply to real world situations. Students will review whole numbers, fractions, decimals, and percents. They will begin to use variables to solve problems in a variety of

applications. Competency with integers, order of operations, and evaluating expressions is expected by completion of the course.

Prerequisites: A placement test to determine competence in math and pre-algebra. A grade of *P* is required for advancement to MAT120 - Algebra

### **MAT115A Basic Mathematics I**

The Basic Mathematics I course is designed to help the student develop basic math skills and to discover how these skills apply to real world situations. Topics covered include addition, subtraction, multiplication, and division of whole numbers, fractions, and decimals; bank reconciliations; equations; ratio and proportion; and percents.

Prerequisites: None

### **MAT116A Basic Mathematics II**

The Basic Mathematics II course expands on computational skills and concepts important in the business community. Topics covered include business statistics, trade discounts; calculating markups, gross pay, federal taxes withheld, simple and compound interest, and discounts and proceeds for promissory notes.

Prerequisites: MAT115-Basic Mathematics I

### **MAT120 Algebra**

This course is designed primarily for the non-math and non-science majors. Topics include equations and inequalities; graphing; writing equations of lines; polynomials; Proportion and rational expressions; systems of equations and inequalities; roots and radical expressions; and quadratic equations.

Prerequisites: Pass a placement test administered by the Education Department or MAT098 – Developmental Mathematics

### **MED100 Medical Terminology**

This course introduces the meanings of the roots, prefixes, suffixes, and combining forms and how each of these word parts can create complex medical terms that refer to the body and its various systems. Terms used to describe disease conditions will also be studied.

Prerequisites: None

### **MED105 Medical Office Procedures I (Formerly Introduction to Health Management)-**

This course is designed to introduce health care information management concepts common to all allied health professionals and to describe the characteristics of health care delivery and settings in the United States. Topics covered include HIPPA, OSHA, SOAP, filing, ethics, and bioethics.

Prerequisites: None

### **MED120 Medical Office Procedures III (Formerly Medical Office Procedures)**

This course is designed to provide students with the knowledge and skills necessary for career success in administrative medical assisting through a hands-on approach. Topics include an overview of a medical office and of the tasks and responsibilities associated with each area, including scheduling appointments, preparing and posting receipts, handling telephone calls, doing inventory control.

Prerequisites: MED105 – Medical Office Procedures I

### **MED125 Medical Law and Ethics**

This course is designed to introduce the legal side of the medical environment. It will expose the student to legal aspects of standard care, scope of employment, criminal acts, contract, negligence, and ethical concepts. It is directed toward informing and alerting future employees in the health care delivery system of the legal and ethical aspects of their employment.

Prerequisites: None

### **MED150 Pharmacology**

This course is designed to present the student with information that is both factual and functional. It introduces the student to the subject of drugs, their sources, and their uses. Calculations are simplified into two operational, step-by-step processes. Drugs are organized according to classification and patient education is highlighted.

Prerequisites: None

### **MED240 CPT Coding**

This course is designed to teach the basics of coding and processing claims using the principles of Current Procedure Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS) classification systems.

Prerequisites: SCI101 and SCI102-Anatomy & Physiology I and II; MED100-Medical Terminology

### **MED241 ICD-9-CM Coding**

This course is a study of the purpose and use of the International Classification of Diseases, 9<sup>th</sup> Revision, Clinical Modification (ICD-9-CM) classification system. Topics include coding conventions, coding principles, and CMS official coding guidelines. Inpatient, outpatient, and physician office reimbursement systems are discussed.

Prerequisites: SCI101 and SCI102 - Anatomy & Physiology I and II; MED100-Medical Terminology

### **MED245 CPT and ICD-9-CM Coding**

This course is designed to teach the basics of coding and processing claims using the principles of Current Procedure Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS) classification systems. It is also a study of the purpose and use of the International Classification of Diseases, 9<sup>th</sup> Revision, Clinical Modification (ICD-9\_CM) classification system. Topics include coding conventions, coding principles, and CMS official coding guidelines. Inpatient, outpatient, and physician office reimbursement systems are discussed.

Prerequisites: SCI101 and SCI102 - Anatomy & Physiology I and II; MED100-Medical Terminology

### **MED280 Insurance and Reimbursement**

This course is a study of the principles and practice of insurance and reimbursement processing. Topics covered include plan options, carrier requirements, state and federal regulations, selecting relevant information from source documents, accurately completing claims, and coding diagnoses and procedures. The lab portion of the course will familiarize students with computerized account management and help students to develop the skills necessary to become a successful user of a computerized billing and insurance software.

Prerequisites: SCI102 – A & P II; SCI211 – Human Disease and Treatment

### **OT100 Keyboarding I**

This course is designed for the student who has no previous keyboarding experience. It introduces students to both the alphabetic and numeric keyboard and the correct fingering technique to achieve proficiency. It will also introduce students to the Windows environment using a current word processing program.

Prerequisites: None

## **OT110 Keyboarding II**

The Keyboarding II course is designed to increase the student's speed and accuracy with an emphasis on mailable copies. It also increases the student's competency in the use of a current word processing application to type letters, memos, reports, tables, and newsletters.

Prerequisites: A passing grade in OT100-Keyboarding I

## **OT145 Records Management**

This course is an introduction to the increasingly comprehensive field of records management. It emphasizes the principles and practices of effective records management for manual and electronic records systems. It covers such topics as careers and job descriptions in the records management field; alphabetic storage and retrieval methods; subject, numeric, and geographic storage methods; information technology; and the role of control in records systems.

Prerequisites: None

## **OT200 Keyboarding III**

The Keyboarding III course is designed to increase the student's speed and accuracy with an emphasis on mailable copies. It also teaches the student advanced techniques in the use of a popular word processing program, with an emphasis on enhancing report formats and using tables, charts, and graphic elements in various documents.

Prerequisites: A passing grade in OT110-Keyboarding II

## **OT210 Keyboarding IV**

This course is designed to teach advance word processing skills in order to enhance documents, to increase the student's speed and accuracy on the keyboard, and to produce documents, such as itineraries, agendas, minutes, resumes, and news releases.

Prerequisites: A passing grade in OT200-Keyboarding III

## **OT230 Office Management**

This course is designed to introduce students to the ever-changing office environment. Topics include the principles of administrative office management; the management of the office environment; management of office systems; and management of office functions.

Prerequisites: None

## **OT250 Machine Transcription**

This course is designed to help the students become proficient in transcribing a variety of documents and to strengthen their grammar and punctuation skills. Topics covered include basic machine transcription, which gives experience keying documents from various fields of employment, and intermediate machine transcription, which includes dictation from a variety of international dictators who will give very little punctuation as they dictate.

Prerequisites: A typing speed of 35 wpm

## **PD290 Professional Development**

This course is designed to provide students with a simple, proven method for developing job search and career planning skills. Students will be taught how to network; how to search for jobs on the Internet; how to develop winning resumes, cover letters, and career portfolios; and how to prepare and dress for an interview.

Prerequisites: None

## **PSY100 Psychology**

This course will provide students with an overview of the art and science of psychology and its various theories and methods. Topics covered include biology and behavior, sensation and perception, learning, memory, intelligence, motivation, and emotion. Students will be encouraged to take the principles they are taught and apply them to their lives and the lives of others.

Prerequisites: None

## **SCI101 Anatomy & Physiology I**

This course is designed for learners pursuing a career in the allied health field to comprehend the basic concepts of human anatomy and physiology without any previous biology exposure. Students will be taught how the human body operates on a daily basis from birth to death. Systems covered include the integumentary, skeletal, and articular.

Prerequisites: None

## **SCI102 Anatomy & Physiology II**

The second in a two-semester course sequence that covers the structure and function of the human body. General topics include the maintenance of the human body, pregnancy, human development, and heredity. The systems covered include the muscular, nervous, endocrine, cardiovascular, lymphatic, digestive, respiratory, urinary, and the reproductive.

Prerequisites: SCI101-Anatomy & Physiology I; MED100-Medical Terminology

## **SCI210 Human Diseases**

The course is a study of the processes that cause disease and ways in which disease manifests as symptoms, signs, physical findings, and laboratory findings. It will cover topics such as an introduction to human disease, the mechanisms of disease, neoplasms, inflammation and infection, common diseases and disorders of body systems, and genetic/developmental, childhood, and mental health diseases and disorders.

Prerequisites: SCI102 – Anatomy and Physiology II

## **SCI211 Human Disease and Treatment**

The course is a study of the processes that cause disease and ways in which disease manifests as symptoms, signs, physical findings, and laboratory findings. It will cover topics such as an introduction to human disease, the mechanisms of disease, neoplasms, inflammation and infection, common diseases and disorders of body systems and their treatments

Prerequisites: SCI102 – Anatomy and Physiology II