GOODWILL TECHNICAL COLLEGE

# 2022 -2023
# STUDENT HANDBOOK

WE EDUCATE. WE SUPPORT. YOU LEARN.

www.gwtech.edu

# Official Student Handbook of the 2022 – 2023 Academic Year

*Goodwill Technical College is accredited by the Commission of the Council of Occupational Education.*

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*Goodwill Technical College is a licensed training center by the Louisiana Board of Regents.*

## Student Affairs Team

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## Administrators

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|---|---|
| Jodee Daroca | President and CEO |
| Scottie LeBlanc | Vice President of Mission Services |
| Kiedra Williams, M.Ed. | Chief Academic Officer |

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# WELCOME

**Welcome Message from the Chief Academic Officer**

It is with great pleasure that I welcome you to Goodwill Technical College (GTC) for the 2022 – 2023 academic year! Here you will find a welcoming, supportive environment where your success is top priority to our faculty, staff and administration. We offer affordable, quality occupational education programs designed to give you the skills you need to succeed in becoming economically self-sufficient.

I encourage you to read through this handbook and use it as a guide to help you navigate the policies and regulations at GTC. It provides you with procedures for various processes and includes the academic calendar, program information and course descriptions. The Student Affairs team is here to meet the needs of our GTC community. Please do not hesitate to contact the student affairs team if you have any questions about the policies and procedures outlined in this handbook. For further information, please see the college catalog online at www.gwtech.edu.

It is our desire that your time with us is memorable and beneficial. I wish you much success!

Sincerely,

Kiedra M. Williams, M.Ed.
Chief Academic Officer

# ABOUT US

## History of Goodwill Industries and Goodwill Technical College

Goodwill Technical College operates under the auspices of Goodwill Industries of Southeastern Louisiana, Inc. (Goodwill). Goodwill is located at 3400 Tulane Avenue, New Orleans, LA, 70119 and is a member of Goodwill Industries International, North America's leading non-profit provider of vocational services for people with barriers to employment. In 1947, two Methodist ministers, one in Texas and one in New Orleans, along with other civic-minded individuals, established Goodwill Industries of Greater New Orleans at a site originally on Chartres Street in the French Quarter. The agency was chartered in 1947 as a non-profit corporation. The organization is governed by a Board of Directors in which Mr. Steven Lorio serves as the chairperson. Goodwill's mission is to offer opportunities to people with disabilities and other barriers to employment to improve their economic self-sufficiency through training, education, support services, and employment.

In 2015, the administrators of the agency saw a need to bridge the educational gaps for its clients who not only needed social services but required additional educational training and certification to gain employment and realize economic self-sufficiency. On March 25, 2015, the Louisiana Board of Regents granted the agency approval to operate the first proprietary school in its history. The school was formed with the mission of offering quality, occupational education in a supportive environment that prepares students for competitive employment to enhance their economic self-sufficiency and quality of life.

Goodwill Industries of Southeastern Louisiana, Inc. applied for the trade name Goodwill Technical College (GTC) and was granted permission by the State of Louisiana. In addition, Goodwill Technical College was granted permission to move into its new location, 2740 Canal Street, New Orleans, Louisiana 70119.

The college has expanded to include academic programs in hospitality and healthcare administration and opportunities for students to earn industry-based certifications. A variety of programs and supportive services come together to form a comprehensive and quality technical education program for all the students we serve.

## OUR MISSION

Goodwill Technical College offers quality occupational education in a supportive environment that prepares students for competitive employment to enhance their economic self-sufficiency and quality of life.

## Governing Officers

Jodee Daroca
**President & CEO**

Stephen A. Lorio
**Chairperson**

Ricardo Thomas
**Vice Chairperson**

Lana Lovick
**Secretary**

Toni Mobley
**Treasurer**

Malcolm D. Meyer
**Past Chairperson**

## Board of Directors

Heath Allen
Warren Benoit
Philip Catanzaro
Paula Hartley Clayton
Scott Evans
Monique G. Gardner
Mandy Gerrets
Greg Gibson
Marlin Gusman, Jr.
Dale Jenkins
Brian Lade
Walt Leger, III
Dr. Irvin Morgan, Jr.
Margaret Tauzier
Alan Yacoubian

## OUR VALUES

The following core values are fundamental to the success of Goodwill Technical College in achieving its mission and vision. We commit to the core values of:

- Student Success
- Access
- Student Support
- Community Relationships
- Collaboration

## Nondiscrimination Statement

Goodwill Technical College does not discriminate on the basis of race, color, religious or political affiliation, gender identity, sexual orientation, citizenship, national origin, age, qualified disability, marital status or veteran's status, in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. Goodwill Technical College does not discriminate in its hiring or employment practices and seeks to provide a positive learning and working environment for its students and employees.

## ADA Statement

Goodwill Technical College strives to make available to all students the opportunity for an excellent and rewarding educational. Therefore, in accordance with the requirements of the titles of the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973 as amended in 1992, Goodwill Technical College will not exclude or discriminate against any individual with a disability from the full attainment and access to post-secondary education, and equal enjoyment of its services and facilities. The College does not discriminate on the basis of disability, and will provide reasonable accommodations in its policies, practices, or procedures when such modifications are necessary to afford its services and facilities to individuals with disabilities, unless the modifications would fundamentally alter the nature of its services or impose and undue financial or administrative burden.

# STUDENT POLICIES & PROCEDURES

## Admissions Policy

Goodwill Technical College (GTC) welcomes all eligible prospective applicants. This College has an open admissions policy and serves persons on an equal opportunity basis. Admission to all programs is made without regard to race, color, religious or political affiliation, gender identity, sexual orientation, citizenship, national origin, age, qualified disability, marital status, or veteran's status.

Prospective applicants seeking admission to Goodwill Technical College must meet the admission requirements for the program under which they are entering. Any person 17 years of age or above, regardless of prior academic preparation, may be fully admitted to GTC if the following criteria are satisfied:

1. The person has completed and submitted an application for admission.
2. The person has provided proof of selective service registration as required by Louisiana R.S. 17:3151.
3. The person has satisfied the requirements of Louisiana R.S. 17:170 related to the immunization of persons entering school.

### General Admissions Requirements

1. **Application**

   Applications should be completed as early as possible prior to the semester period of anticipated enrollment. Applications may be completed and submitted online at www.goodwillno.org.

   A non-refundable application fee of $10.00 is due upon submission. The application fee is transferable to the next semester within the same academic year.

2. **Proof of Immunization**

   As required by Louisiana R.S. 17:110, students born after 1956 must provide proof of immunization against measles, mumps, rubella, and tetanus-diphtheria as a condition of enrollment. The law allows for a medical or personal exemption; however, should an outbreak occur, students signing exemptions will be excluded from class and other campus activities during an incubation period of two to three weeks.

   Students are provisionally admitted Goodwill Technical College until they have submitted their immunization records or have completed the immunization waiver on the application for admission.

   Students enrolling in healthcare administration programs may not be allowed to sign a waiver, and depending on the program, may be required to have one or more of the following:

   - MMR (or acceptable titer)
   - Tetanus/Diphtheria
   - Meningitis
   - TB Skin Test or Negative Chest X-ray
   - Hepatitis B Series

3. **Military Service Act for Admission**
   In accordance with the requirements of Louisiana Law R.S.17:3151 and the Federal Selective Service Act, male applicants who are between the ages of 18 and 25 must provide written evidence that they have registered with Selective Service before they will be allowed to register for classes. Acceptable documentation may be a copy of the applicant's Selective Service Registration card or a printout from the Selective Service web site indicating the applicant's status. Selective service registration may be completed online at https://www.sss.gov/. A selective service exemption form for GTC admissions purposes may be completed for those who meet the following criteria:

   The following categories of applicants are exempt from this requirement:
   - Males currently on active duty in the military
   - Veterans who submit a copy of their DD214 discharge certificate

4. **Age Requirement**
   To be admitted to Goodwill Technical College, students must be 17 years of age or older.

Other requirements vary according to program.

## Admissions Procedures

Step 1: Apply online and submit admissions documents.

- $10 application fee
- Immunization records – All GTC students born after 1956 must provide proof of immunization against measles, mumps, rubella, tetanus-diphtheria and Meningococcal Disease (in compliance with Louisiana state law) to complete the admissions process. Students may submit proof of immunization OR sign the online waiver.
- Proof of Selective Service Registration (if applicable) – Proof of registration with the military Selective Service is required for male applicants between the ages of 18 and 25 (in compliance with Louisiana state law) to complete the admissions process.
  - If applicable, register now with the selective service.
  - If you are exempt from this requirement due to currently serving in the armed services (on active duty), are a veteran of active duty in the U.S. Armed Forces or are a citizen who entered the U.S. after your 26th birthday, please complete the GTC Selective Service Exemption Form
- High school transcript or equivalency (required for certain GTC programs)
- Unofficial college transcript (optional)

Step 2: Schedule TABE test if applicable.

- Students who have a college degree from or have successfully completed a minimum of 12 credit hours (excluding remedial or developmental courses) at a regionally accredited or COE accredited college or university are exempt from taking the TABE test and may proceed to the next step.
- Students who have a high school diploma or equivalency are exempt from taking the TABE test and may proceed to the next step.
- Students who have do not have a high school diploma or equivalency or received a high school certificate, must take the TABE test.
- Once the test is complete, a student may proceed to the next step.

Step 3: Complete Online Student Orientation

Step 4: Register for your classes

Step 5: Secure funding for your classes OR set up a payment plan.

- Whether your tuition and fees are being paid out-of-pocket or you have a funding source such as VA, SNAP, WIOA, LRS, etc. that will be covering your costs, please be sure that your funding is secured before classes begin. Tuition assistance is available.

## Admissions Documents & College Readiness

To help evaluate which courses you should take and/or meet program admission requirements, please submit the following documents if applicable.

1. **Submit High School Transcript:** If you have earned a high school diploma or completed an equivalency exam, submit your official high school transcript or copy of your diploma. If you completed an equivalency exam, submit a copy of your equivalency diploma or scores. Certain programs at GTC require proof of high school graduation (or equivalency) for program-specific admissions.

2. **Submit Official College Transcript(s):** If you have earned college credit at another college or university, request an official transcript be sent to Goodwill Technical College. Official transcripts are used to determine appropriate course placements, transfer in coursework towards graduation requirements, and to satisfy course pre-requisites. Though it is not required for full admission to the college, failure to submit official transcripts from previous institutions may cause the student to miss an opportunity for transfer credit and to be ineligible for courses with pre-requisites that the student may have otherwise qualified for based on transfer coursework.

## Program Admission Requirements

Students who meet the general admissions requirements are admitted to Goodwill Technical College, but not necessarily into specific programs of study. Certain programs at GTC may have additional admissions requirements which must be satisfied in order to become eligible for admission into the specific program of study. Programs with additional admissions requirements include:

- Medical Office Administrative Assistant
- Medical Billing and Coding

Students should consult the listing for the specific program of interest in the Programs of Study section of this catalog for information about additional admissions requirements.

## Assessment and Placement

First-time applicants entering Goodwill Technical College who do not have a high school diploma or equivalency must take the TABE Test. The TABE Test is given to assess ability to benefit from an education at GTC. Applicants are required to score at least a sixth-grade reading, vocabulary, and math level.

## Orientation

All students are required to complete a mandatory orientation session before being permitted to register for classes. Currently, online orientation sessions are being offered. You must first apply to the college

to receive the email containing online orientation instructions. The purpose of the orientation is to acquaint students with the staff, building, and the policies and procedures of the college and provide an orientation to technology and technical support at the college.

## Provisional Admission

Students are classified as one of the following upon applying for admission: First-Time Freshman, Returning Student, Transfer Student, or Non-Degree Seeking.

### First-Time Freshman Students

A first-time freshman is a first-time student who has never attended a regionally accredited institution other than as part of a dual enrollment program.

### Returning Students

A returning student is someone who has previously attended GTC, but who has not attended during the most recent semester excluding summer semester. Returning students are subject to any curriculum, program, assessment score requirements, and/or catalog changes and may be required to reapply to programs with exceptional admissions requirements.

Returning students must:

- Re-submit all documentation required for a completed application (if those documents were not previously submitted).
- Meet the admission requirements for the program of application.

### Transfer Students

A transfer student is one who has attended another regionally accredited college or university prior to GTC. This student can be degree- or certificate-seeking, non-degree seeking, or on suspension from another institution. Transfer students are encouraged to submit an official transcript from all previously attended institutions of higher learning so that the College can determine appropriate course placement and degree progress through the awarding of transfer credit.

# Transfer Admissions

Students wishing to transfer fewer than 12 semester hours of coursework must meet the same admission requirements as entering freshmen. All transfer students must meet admission requirements and the specific requirements for the program of entry. Coursework taken at an institution accredited by COE or a regionally accredited postsecondary educational institution will be evaluated by the Chief Academic Officer and lead faculty/department chair of the student's program.

## Transfer Between Programs

Students who transfer between programs at GTC must complete the Change of Major Form and submit it to the Chief Academic Officer to obtain approval. Students will not be permitted to transfer between programs if they do not meet the admission requirements of the program they are requesting to transfer to.

# Attendance Policy

Success in employment and education is dependent upon preparation and regular attendance. All students must be officially enrolled in any course that they attend. Students are expected to attend all classes regularly and punctually. Attendance will be checked at every class meeting and is tracked and maintained for various reporting purposes. Attendance accounts for 30% of the students' final grade in all courses. Specific attendance policies vary depending upon instructor or program. Ultimately, each faculty member's individual syllabus will serve as the governing attendance policy for a course and may differ from others based on academic discipline, teaching philosophy, or instructional necessities. Students should refer to each of their instructors' syllabi for guidance and seek immediate clarification from their instructors if needed.

Any student who ceases to attend a class may be subject to a College-Initiated Withdrawal. A student who wishes to withdraw from a course or resign from the College must do so officially by completing the required withdrawal forms. When a student has missed 15% of a course, the instructor may remove the student by assigning a College-Initiated Withdrawal. As a result of this action, the student will receive a grade of "WN" for the course if the action is initiated prior to the last day to drop.

If an absence occurs, it is the responsibility of the student to notify the instructor. Contact information for faculty and specific attendance policies can be found in course syllabi. It is also the student's responsibility to make up all missed coursework, if approved by the instructor. Absences affect performance in all courses and do not reflect well on participation. Students who stop attending a course and do not officially drop/withdraw, may receive a grade of "F" for all course work missed that may result in a punitive final grade.

# STUDENT CODE OF CONDUCT

The College has the legal right and moral obligation to establish rules for academic and personal conduct and to deny admission to applicants or continued enrollment to students who do not meet/maintain these standards or other rules of Goodwill Technical College. Counseling and/or sanctions will be imposed on students that are found in violation of these standards. The College reserves the right to take any necessary and/or appropriate steps to protect the safety and wellbeing of the College community. Jurisdiction may be extended based on conduct off campus, when the behavior or the presence of the student, in the College's sole judgment, adversely impacts or represents a threat to the College community, damages the reputation of the institution, or impairs, obstructs, or interferes with the interests and/or mission, processes, or functions of Goodwill Technical College.

All students admitted to the College accept the responsibility to conform to all Goodwill Technical College rules and regulations. It is the responsibility of every student to conduct themselves in a manner fitting an academic environment. In most cases, the exercise of good sense and judgment prevail.

The Goodwill Technical College Student Code of Conduct defines disruptive behavior as:

> Any student who displays intentional obstruction or disruption of teaching, administration, disciplinary procedure, or other authorized college event; any student who displays verbal, emotional, or physical abuse or threat thereof against any person on campus or at any college authorized event, or other conduct which threatens or endangers the health and safety of others; and any student who displays conduct which adversely affects the student's suitability as a member of the academic community (such as drunkenness, use of profanity, or disorderly conduct).

Behavior conducted through electronic means through blogs, web pages, social networking sites and any other modes of electronic communication are in the public sphere, are not private, and can be subject to allegations of misconduct. The College will make every reasonable effort to make the rules and regulations available. Each student is responsible for becoming familiar with and abiding by them.

The philosophy of the policies and procedures in the Student Code of Conduct is one of education and fair, prompt resolution of problems. Regardless of how a case is processed, the goals are the same: to redirect the behavior of the student and to protect the rights of all students and the entire College community. Goodwill Technical College is a community composed of diverse students, faculty, and staff. GTC will not tolerate harassment of any person or group of persons based on race, color, religious or political affiliation, gender, sexual orientation, citizenship, national origin, age, disability/handicap or marital status or veteran's status, pregnancy, childbirth and related medical conditions, and the sickle cell trait. Each member of the College community is held accountable to this standard which is strongly reflected in this Code.

Goodwill Technical College uses a preponderance of evidence standard to determine whether a code violation is more likely than not to have occurred. A student who violates these rules, whether on or off campus, will be subject to adjudication and potential disciplinary action in accordance with the College's due process. Disciplinary action may result in suspension from Goodwill Technical College and additional, independent action from the civil authorities, such as local, state, or federal law enforcement agencies. Any student who commits or attempts to commit any acts, such as, but not limited to the following, will be subject to disciplinary proceedings:

1. Committing a criminal act under federal, state or municipal law, or supporting or assisting with the violation of any of those laws on or off campus.

2. Violating any college policy, procedure, rule or regulation.

3. Failure to identify oneself to a college official upon request or falsifying one's identity to an officer of the law.

4. Failing to obey, or lying to, a college official or officer of the law who is performing his/her duties.

5. Obstructing an investigation (e.g., falsifying a report of an incident).

6. Participating in repetitious offenses and/or failing to fulfill all probationary requirements.

7. Misusing any fire equipment or other life-safety equipment on or off college property.

8. Use or possession of ammunition, firearms or other weapons, including, but not limited to, guns, BB guns, bows, arrows, knives, brass knuckles, or other device used as a weapon or ammunition on or off college property.

9. Behaving in a manner that significantly endangers the health or safety of other people, including members of the college community and visitors on or off campus. This includes but is not limited to hazing or voluntarily submitting to hazing, or any participation or support thereof.

10. Stealing, destroying, defacing, damaging or misusing college property or property belonging to others and/or participating as an accessory in such activity.

11. Infliction, threat or inciting bodily harm while on or off college property:

    a. infliction of bodily harm upon any person;
    b. any act that contributes to the risk of bodily harm to a person, and which includes but is not limited to physical or sexual assaults or threats thereof.

12. Using, possessing, or distributing intoxicating beverages or substances in any college building or facility, or other public area or supporting or assisting with such possession, including paraphernalia thereof (e.g., empty alcohol containers).

13. Use of any tobacco products or other related devices (e.g., cigarettes, pipes, cigars, electronic cigarettes, vapor devices) is prohibited in college buildings and on college grounds, including parking areas and structures, sidewalks, walkways, or college owned buildings.

14. Gambling in any form including but not limited to on looking or conspiracy on or off college property.

15. Illegal possession, use, sale, manufacture or distribution of any quantity, whether usable or not, of any drug, narcotic or controlled substance. Drug paraphernalia of any type, including bongs, clips, pipes, residue, seeds, a smoke-filled room or any other items used in the preparation or consumption of illegal drugs is prohibited. Knowingly remaining within the presence of narcotics, controlled substances, or drug paraphernalia is strictly prohibited; supporting or assisting with such possession is also prohibited.

16. Forging, altering or misusing any college or other documents, forms, records or identification cards.

17. Possession of or setting off any explosive devices, fireworks or flammable liquid or object on college property.

18. Failing to respond to an official summons from an administrative officer of the college within the time indicated.

19. Harassing, bullying, intimidation, or stalking made either in person, or by telephone, writing or computer.

20. Hate crime – Intentionally selects a person against whom the offense is committed or intended to be committed in whole or in substantial part because of a belief or perception regarding the race, color, national origin, ancestry, gender, religion, religious practice, age, disability or sexual orientation of a person, regardless of whether the belief or perception is correct, or intentionally commits the act or acts constituting the offense in whole or in substantial part because of a belief or perception regarding the race, color, national origin, ancestry, gender, religion, religious practice, age, disability or sexual orientation of a person, regardless of whether the belief or perception is correct.

21. Any act that contributes to the sexual harassment, discrimination, or assault of another person on or off campus. This includes intimate partner or domestic/dating violence or harassment.

22. Involvement in any act or statement that provides a terroristic threat made in person, on paper, by phone or through other electronic means that contributes to or suggests endangerment toward a person(s) and/or to the physical property of others, including but not limited to that of Goodwill Technical College.

23. Obstructing or disrupting any college activity, including teaching, research, social activities and public service functions.

24. Engaging in any obscene, profane, slanderous, reckless, destructive or unlawful course of conduct.

25. Bribery, forgery, alteration, misuse of college documents, records or identification as well as misuse and/or abuse of services such as financial assistance, arranged accommodations/modifications and academic assistance provided by the college.

26. Creating a nuisance with noise through talking, yelling, singing, playing a musical instrument, stereo, radio or through other means in a way that is sufficiently loud enough to disturb other members of the college community.

27. Theft, copyright infringement or other abuse of computer time. This includes but is not limited to: unauthorized entry into a file, to use, read or change the contents, or for any other purpose; unauthorized transfer of a file, or use of another individual's identification and password; use of computing facilities or equipment to send, receive or transport obscene, abusive or pornographic messages or images.

28. Creating a disturbance or distraction through appearance, physical gestures or by wearing or possessing inappropriate clothing, jewelry, bandannas, body decorations or other items in possession deemed extreme or gang-related, and inappropriate for the educational environment.

29. Engaging in academic dishonesty as defined under the Academic Dishonesty policy.

30. Participating in illegal or unsanctioned solicitation on or off the premises of Goodwill Technical College.

31. Loitering or participating in any unapproved, unsanctioned physical presence within a facility or property boundaries of which are owned, maintained, operated, or utilized by Goodwill Technical College.

32. Harboring or in possession of unapproved animals on campus.

33. Engaging in an off-campus offense.

## Firearms Policy

Carrying a firearm or dangerous weapon as defined in R.S. 14:2 by a student or non-student on college property, at a college-sponsored function, or in a firearm-free zone is unlawful and shall be defined as possession of any firearm or dangerous weapon on one's person at any time while on a college campus, on college transportation, or at any college-sponsored function in a specific designated area including but not limited to athletic competitions, dances, parties, or any extracurricular activities, or within 1,000 feet of any college campus. A zero-tolerance policy applies.

1. Whoever commits the crime of carrying a firearm, whether by a student or non-student, on school property or in a firearm-free zone shall be imprisoned at hard labor for not more than five years.

2. Lack of knowledge that the prohibited act occurred on or within 1,000 feet of school shall not be a defense.

3. School officials shall notify all students and parents of the impact of this legislation and shall post notices of the impact of this section at each major point of entry to the school. These notices shall be maintained as permanent notices.

4. If a student is detained by a college official for violation of this section or a college official confiscates or seizes a firearm or concealed weapon from a student while upon school property or at a school function, the college official in charge at the time of the detention or seizure shall immediately report the detention or seizure to the police department or sheriff's department where the school is located and shall deliver any firearm or weapon seized to that agency.

5. It is unlawful for any person to cover, remove, deface, alter, or destroy any sign or other marking identifying a firearm-free zone as provided in this section.

## Student Behavior in Classroom/Lab Setting

Students are encouraged to discuss, inquire, and express during class. Classroom behavior that interferes with either the instructor's ability to conduct the class or the ability of students to benefit from the instruction is not acceptable. Students are required to turn off all cell phones or similar electronic devices (or place them on silent mode) before coming into the classroom. The instructor reserves the right to assign no credit for work on that day if a student talks or texts on a cell phone or similar electronic device. The classroom is not a place for children, and students are not to bring their family members into the classroom.

## Student Dress and Appearance

The primary purpose of Goodwill Technical College is to provide students with an education. College officials consider this activity second to none in its importance and believe it should be so regarded by the students. Thus, a mature attitude should be demonstrated by the dress and appearance of the students while attending classes or engaging in other programs or functions on the campus. The student is expected to maintain the same standards of dress and personal grooming on campus that would ordinarily be maintained by those engaged in other serious activities and employment. Inappropriate dress includes but is not limited to tee shirts with inappropriate logos or language, any type of clothing that emanates discriminatory or obscene language/tones that may be offensive to others. Obvious violations of these standards may be subject to disciplinary action.

## Career Services

The primary goal of Career Services is to work with faculty to assist with locating employment opportunities for completers in the occupational field for which they have been trained. The functions of Career Services are to provide students with employment information, to advise them where jobs are available, to assist with completing job applications, and to provide counseling concerning work conditions, requirements, wages, and opportunities for advancement. The college does not guarantee placement to any student. The Career Specialist and faculty members maintain relationships with local businesses and industry to stay up to date on current employment needs and opportunities. Employer representatives are invited and always welcome to visit the campus to interview students.

The Council on Occupational Education (COE) mandates that GTC perform routine follow-up on all students. This data is used to indicate the success of the program and the employment success of the student. For this reason, students are asked to inform their instructors and/or Career Services of employment obtained during enrollment or following withdrawal from the campus. Periodically, the faculty and staff will attempt to contact those students who have dropped from the college to determine placement information. Employers of former students who have been employed in a field related to

their training are also contacted through a survey questionnaire for the purpose of evaluating occupational programs.

# Off-Campus Conduct

When a student is alleged to have violated Goodwill Technical College's Code of Student Conduct by an offense committed off the college premises, the College reserves the right to investigate and adjudicate. All students enrolled in GTC should clearly understand that the college is expressly concerned with student conduct both on and off campus. Goodwill Technical College expects the behavior of its students, always and in all settings, to be guided by the same standards that define acceptable forms of student conduct.

To this end, any student enrolled at GTC who is found in violation of the Student Code of Conduct or state or federal laws, even in an off-campus setting, is subject to administrative disciplinary procedures that could result in one or a combination of several disciplinary sanctions. Based on the reasonable belief that a student has been involved in conduct off campus incompatible with the college's function as an educational institution or with the mission of Goodwill Technical College, the Chief Academic Officer or designee may invoke the disciplinary process at their discretion.

# Disciplinary Procedures for Student Misconduct

## Reporting of Incidents

- All reports of student misconduct shall be made in writing to the College Counselor within 5 days of when the incident occurred.

- The College Counselor shall interview and obtain written statements from all parties involved in the incident and witnesses to the alleged incident.

- The College Counselor shall determine if a violation of the Student Code of Conduct has taken place based on the allegation. If an alleged violation is determined to have been committed, the Disciplinary Committee will convene to discuss a recommendation/sanction for the case. If it is determined that a sanction is warranted, the College Counselor will compose a sanction letter and this letter will be forwarded to the Chief Academic Officer for review.

- If the Chief Academic Officer concurs with the findings, the College Counselor will meet with the student to issue the sanction letter and go over next steps. If the student is not willing to meet in person, the letter will be mailed to the student's mailing address.

## Immediate Action

Incidents where a disciplinary contract is needed.

- The student will be advised of the decision and of the conditions of the contract. If the student concurs, the proposed contract shall be imposed and the proceedings terminated. A copy of the contract will be placed in the student disciplinary files of the Chief Academic Officer.

## Incidents handled through Resolution Conference

- If the College Counselor determines that the alleged misconduct requires disciplinary action of minor nature, a Resolution Conference will be held with the student within five (5) working days of the determination. If a resolution is reached, both parties will sign a resolution statement to that effect.

- If the student declines to accept the decision, the student may file a written request for a hearing before the Disciplinary Committee within five (5) working days of the meeting.

### Incidents referred to Disciplinary Committee

- If the issue cannot be resolved through the resolution conference process, the student will be referred to the college Disciplinary Committee.

- If the Chief Academic Officer is of the opinion that the matter should be heard by the Disciplinary Committee, the Chief Academic Officer will inform the student that a notice of the hearing will be forthcoming.

### Student Status Pending Final Action by Disciplinary Committee

Pending action on charges, the status of the accused student shall not be altered nor his/her right to be present on campus and attend classes suspended, except for reasons relating to his/her physical or emotional safety and well-being or when it is deemed necessary for the protection of the safety of other students, faculty, and/or property. In such an event, the College Counselor in consultation with the Chief Academic Officer will decide if an interim suspension is warranted. The student will have the right to be present at the hearing.

### Disciplinary Committee Members

The Disciplinary Committee will be comprised of a minimum of five individuals appointed by the Chief Academic Officer. Composition of the committee is to include faculty, students, and administrators.

## Procedure on Failure to Comply with Disciplinary Sanctions

Any disciplinary action taken against a student enrolled at Goodwill Technical College may result in levying against that student any one of several disciplinary sanctions. Whenever disciplinary sanctions are levied against a student, he/she is expected to fully comply. Any student who does not fully comply with his/her disciplinary sanctions is subject to one or more of the following consequences:

1. Immediate dismissal from Goodwill Technical College.
2. Prohibited from re-enrolling in Goodwill Technical College.
3. Having all college records placed on hold.

The purpose of this policy is to ensure that students are accountable and responsible for their decisions and actions to promote civility and ethical behavior among Goodwill Technical College students and to show students that every decision carries a consequence.

## Sanctions Against Misconduct

The College Counselor or Chief Academic Officer may impose misconduct sanctions. The following penalties may be imposed singularly or in combination upon individuals or groups:

1. Administer a verbal or written warning to the student.

2. Require the student attend personal counseling/coaching sessions.

3. Impose disciplinary probation for a definite period of time with the condition that future violations may result in disciplinary suspension.

4. Prohibit a student from representing the college, on or off campus, in any recognized college-sponsored event.

5. Withhold an official transcript or degree.

6. Prohibit readmission.

7. Require restitution, whether monetary or through specific duties, such as; reimbursement for damage(s) to or misappropriation of college, student or employee property.

8. Expel or suspend a student from Goodwill Technical College.

9. Withdraw a student from all currently enrolled coursework without refund of tuition and fees. Educational sanctions may include work assignments, essays, community service, behavioral contract, administrative referral, letters of apology and other related educational assignments. No student who has been suspended from the college shall be permitted on the college campus during the period of suspension without prior written approval from the appropriate college administrator who may convene the appeals committee for consideration/consultation of the matter.

10. Limit access to and/or prohibit students from certain areas of the campus.

11. Administer other sanctions as per the discretion of the College Counselor, Chief Academic Officer, or Vice President of Mission Services.

Failure to meet the requirements of any notice by a college official may result in action being taken by the Chief Academic Officer apart from action for the alleged violation. Failure to appear is a violation of the Student Code of Conduct and will result in further sanctions and a hold will remain on the student's enrollment pending student cooperation. Once informed of the allegations against the student, they may choose not to dispute and will be sanctioned appropriately.

If the student chooses to dispute the allegations, the College Counselor will determine the circumstances of an alleged violation by investigating the facts and interviewing the implicated student and other potentially involved parties, including the complainant. The College Counselor will then communicate the findings with the Chief Academic Officer. If it is determined that no violation has occurred, or if there is an insufficient amount of evidence to meet the preponderance of evidence standard, the allegations will be dismissed. If it is determined that a violation has occurred, the student will be sanctioned appropriately. All sanctions must be approved by the Chief Academic Officer students have the right to appeal the decision of the college per the Disciplinary Appeal Procedures.

NOTE: In cases where a student receives a sanction of probation, suspension or expulsion, a copy of the confirmation letter received by the student may be forwarded to the parent or guardian of the student in conjunction with the Buckley Amendment and in compliance with FERPA guidelines.

# Authorized Disciplinary Action

The following actions are available to college administrative personnel to deal with repeated or serious violations of the Student Code of Conduct or college policies. Actions may be taken at the level deemed appropriate depending on the seriousness of the violation and the past record of the student. Please take notice that an incident of misconduct may involve more than one violation and may result in action being taken at various levels of the college administration (college violation and programmatic violation). Action at one level regarding a particular violation does not preclude action being taken at another level regarding other violations arising from the same incident.

1. *Written Warning* is official notice to the student that their past behavior is not in accordance with college expectations; is educational in nature, but also forms a basis for more severe action in case of further violations.

2. *Restitution* may be assessed in cases where damage to property has occurred or a fine exists for a specific action. Financial action may involve a replacement or repair charge, a punitive charge or a combination.

3. *Restrictions and Suspension of Activities* are actions which restrict or prohibit a student's use of College facilities or services; prohibit participation in extracurricular activities; and/or terminate college employment. Actions may include, but are not limited to:
    a. No participation in student organizations.
    b. No use of certain college facilities, such as student lounge areas
    c. No participation in college activities.
    d. Termination or refusal of college employment.

4. *Behavioral Contract or Referral* would require the student enter a binding contract to structure their activities and behavior in order to change that behavior and eliminate the need for further disciplinary action. Referral to other resources for assistance, either on or off campus, also may be required for the student to remain enrolled and/or on campus. Referral may be separate or part of a behavioral contract.

5. *Disciplinary Probation* usually involves any or all of the actions listed in sections 1 through 5. This is used only when the student's actions and past behavior or doubt of their ability to act in a responsible manner and to successfully adjust to a college environment are noted. Failure to abide by these restrictions and conditions will result in suspension. This action normally is in effect for at least one regular academic semester.

6. *Suspension* is used when other attempts to change behavior have failed. This involves suspension from enrollment and presence on campus at any time. This action will be in effect for at least one semester and may constitute permanent severance from the college. The length of the suspension will be determined by the seriousness of the actions and the possibility of future problems with the student. The student is suspended for a specified period of time and may submit a request of re-entry once this period expires. Student may also have to fulfill special requirements set forth by the Disciplinary Committee prior to re-entry to GTC.

7. *Interim Suspension* is used when a student's presence poses continuing danger to people or property or an ongoing threat of disruption to the academic process. The student may be immediately removed from the college. In such incidents, a notice of hearing to the student will follow for resolution of the matter as soon as is practical.

8. Failing Grade may be assigned to a student for a course in which the student was found guilty of academic dishonesty.

9. Expulsion is used for the most serious incidents. If a student is expelled from GTC he or she may not return.

## Due Process and Timeframe

Any student accused of violating the Student Code of Conduct should have the right to expect consistent and fair procedures for resolving their situation. Goodwill Technical College's College Counselor oversees all student discipline procedures as well as any judiciary appeal processes involving student complaints. A reasonably prompt time-frame is maintained for all procedures and varies between one week and thirty days with extensions dependent on such factors as the number of witnesses or participants, the involvement of court or criminal proceedings, subsequent findings or additional incidents, and the nature and extent of such incident(s).

With a primary concern for student safety and from the start of the adjudication process and consistent with Title IX standards, both the complainant and the accused are provided protection against retaliatory harassment, may receive tentative immunity for concurrent lesser offenses, may file a criminal complaint against the other student, and may receive counseling as needed. Prior to an initial hearing, the completion of the adjudication process, or an appeal hearing, if it is decided that the accused student has behaved in a manner that significantly endangers the health and safety to the community college and/or the educational process, the student may be removed from the campus until such times as a scheduled hearing is conducted.

Furthermore, all student-based disciplinary decisions made may be appealed. These requests should be submitted to the Chief Academic Officer, who will then schedule an appeal hearing with the Disciplinary Appeals Committee. The student will receive notification of the appeal results within three business days following the appeal hearing.

## Disciplinary Appeal Procedures

After an original decision is rendered, the student shall be given a letter stating the charge(s), sanction(s), and the procedure if the student chooses to appeal. If the sanctioned student wishes to appeal the decision, the appeal must be received in writing to the Chief Academic Officer no later than 4:00 p.m. within five (5) business days.

The Chief Academic Officer will determine if the appeal letter has merit. The student will be notified within five (5) business days whether their appeal has been granted. If the appeal is granted, the Chief Academic Officer will convene the Disciplinary Committee, facilitate the hearing, and prepare all supporting information for the appeal. Failure to comply with the applied sanctions pending the outcome of the disciplinary appeal may result in further sanctions.

These appeal procedures serve to provide due process in principle and fact. In practice, the procedures are not viewed or intended to be courts; rather, they are procedures with hearings to air differences and seek solutions within the expectations of the academic community.

Considering these principles, individuals may have witnesses for the Disciplinary Committee to interview. In addition, if Goodwill Technical College utilizes an attorney to present the case, the student shall have similar right to utilize an attorney. Representation by legal counsel is not required but may

be permitted. If counsel is requested, the attorney's purpose is to serve as an Advisor to the student. Should the student plan to have an attorney present, the institution must be informed in writing no less than 48 hours prior to the appeal hearing.

Only the student, legal counsel (if approved for student advising only) and a representative of the college may be present during the appeal hearing. Any witness testifying will appear before the committee only while testifying. The committee will render a final recommendation to the Chief Academic Officer that:

1. The original decision be upheld; or
2. The original decision be reversed; or
3. The severity of the decision or sanction may be modified (increased or decreased).

At the conclusion of the hearing, a letter will be given to the student within three (3) business days and should state the decision of the committee, and the stipulations, such as a timeframe for vacating the campus, and/or instructions for processing the proper withdrawal papers, length of time for any probation, and any restrictions.

The decision of the Disciplinary Committee to grant or not grant an appeal is final and cannot be appealed further at the college level. Listed below are additional guidelines for the appeal process.

1. An opportunity will be provided for the accused to present his/her own case and to present other evidence in support of the case.

2. The right to hear evidence and to ask questions of witnesses, through Goodwill Technical College staff, must be allowed.

3. Goodwill Technical College has the burden of proving its case by preponderance of evidence. The preponderance of evidence means proof that leads a reasonable person to find the facts at issue are more likely to have occurred than not.

4. A determination of the facts will be based only on the evidence presented.

5. A student may not be compelled to testify on his/her own behalf if the student chooses not to testify. If the student does testify, he/she may be fully, indirectly, cross-examined.

6. After hearing all the evidence, the committee shall determine by a majority vote, or if a hearing officer is used in lieu of a committee (as with the sanction of probation), the hearing officer shall determine if the student violated the policy. The committee by majority vote shall recommend or assess the appropriate penalty.

In addition to the statements from the appeals board, the right to make a record of the hearing at an individual's own expense should be preserved. Goodwill Technical College will provide a recording of the proceeding by electronic means, or by notes or minutes taken by an impartial recording secretary. The record will be retained by the institution for a period of three years. Notification to administrators, staff and instructors may be distributed to indicate that the student has been removed from classes if the student's suspension is upheld by the appeal process.

The above constitutes the minimum constitutionally mandated due process. In addition to these guaranteed rights, the following will be Goodwill Technical College's practice to ensure fairness in serious disciplinary offenses:

1. The right to appeal to a higher authority within the institution.
2. The right to cross-examine witnesses, not directly, but through the appeal committee chair.
3. The right to have counsel at a hearing, not to participate, but to advise.

# Academic Dishonesty

An essential rule in every class at GTC is that any work for which a student will receive a grade or credit be entirely his/her own or be properly documented to indicate sources. When a student does not follow this rule, he/she is dishonest and undermines the goals of the College. Cheating in any form will not be tolerated. Students must not cheat and/or plagiarize any work submitted for credit, whether prepared in or out of class. Responsibility rests with the student to know the acceptable methods and techniques for proper documentation of sources. Instances of any form of cheating will result in formal College action.

Acts of academic dishonesty include:

## Cheating

Cheating is the act of deception by a student who misrepresents his mastery of information on an academic exercise. These acts can be either premeditated or not. Examples include copying or allowing someone else to copy work of another student; using a textbook or other material during an examination; collaboration during an academic exercise or giving or receiving information; and using specially prepared materials during an academic exercise, such as notes or formula lists.

## Plagiarism

Plagiarism is the inclusion of someone else's actual words or paraphrases, ideas, or data into one's own work without acknowledging the original source. The included material must have appropriate citations such as footnotes or quotation marks and identification of the sources, published or unpublished, copyrighted or not copyrighted.

## Collusion

Collusion is defined as the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any section of the scholastic dishonesty rules. Example: Using another person’s computer jump drive despite instructions to the contrary or without authority to do so.

## Academic Misconduct

Academic Misconduct is the actual or attempted tampering or misuse of academic records or materials such as transcripts and examinations. Examples include stealing, buying, or otherwise obtaining all or part of a test or academic exercise that has not yet been administered; selling, bribing or giving away all or part of an academic exercise or any information about it that has not yet been administered; changing or altering a grade book, test, "drop form," or other official academic records of the College which would alter grades; and breaking in and/or entering a building or office for the purpose of changing a grade or tampering in any way with grades or examinations.

## Accessory to Acts of Academic Dishonesty

Accessory to Acts of Academic Dishonesty is the act of facilitating, supporting, or conspiring with another student to commit any form of academic dishonesty.

## Falsification/Fabrication

Falsification/Fabrication is the intentional use of invented information or the falsification of research findings with the intent to deceive. Examples include citation of information not obtained from the source indicated; listing sources in a bibliography not used in the academic exercise; inventing data or source information; submitting as one's own any academic exercise prepared totally or in part for/by another; taking a test for another student or permitting another student to take a test for oneself; submitting work previously used for credit in another course without express permission of the Instructor; and falsifying information on official school documents such as application, financial aid, and/or scholarship forms.

## Falsification of Records

All students must be aware of the importance of supplying correct information on college applications, records, etc. Students should also notify Student Affairs if personal information changes during their enrollment. Students participating in any financial aid program must inform Student Affairs of any changes in circumstances that may alter their eligibility for such financial aid. Falsification of student records may result in dismissal.

# STUDENT GRIEVANCES

## Purpose

Goodwill Technical College values feedback from its students and believes students should be able to discuss problems and express concerns to the College and free from duress or retaliation. The College is committed to providing students with an avenue to express concerns and to work with College officials toward amical resolutions. The College believes engaging in this process can also be an inherently valuable for students and can help prepare students to address issues in a professional productive manner.

## Policy and Procedures

Any student who wishes to file a complaint or grievance should be referred to the College Counselor for attempted informal resolution of the complaint. Resolution of a majority of complaints can likely be resolved at this informal level which is the first step in a grievance procedure.

If an informal resolution of the student's complaint cannot be accomplished, or if the complaint is about a faculty member or responsible staff member, the student should then submit their grievance formally in writing to the College official responsible for the department from which the grievance originated or relates. The written grievance should include, at a minimum, the student's name, details, and a written account of the complaint, a desired outcome, and any supporting documentation per grievance form.

Upon receipt of a written grievance, the College official will review the complaint and contact the student within ten business days to verify receipt of the grievance, clarify any information provided by the student, and request any additional information that may be needed from the student for the College official to fully evaluate the grievance.

The College official will then undertake efforts to evaluate and investigate the student's complaint to reach a determination. The College official will endeavor to reach a final determination within thirty days of receipt of the student's formal written complaint, although circumstances may warrant a lengthier period of time and the student will be notified of the same. If a committee is needed and formed it will consist of a Director level staff member, College Counselor, and two administrative or support staff members. The committee will issue written findings and recommendations within a reasonable time. The findings and recommendations of the Grievance Committee will be submitted to the Chief Academic Officer for review and final decision. The Chief Academic Officer may modify the committee's decision or send a case back to the committee for further details.

The College official will provide the student with a written notification of the determination and outcome of their grievance. If the student is dissatisfied with the outcome, they may file an appeal with the Chief Academic Officer or designee. The appeal must be filed in writing within three business days of receipt of the outcome notification and include the grounds for the appeal. The Chief Academic Officer or designee will consider timely appeals, conduct any additional investigation (if necessary), and make a final decision within ten business days of receipt of the appeal. The student will be informed in writing of the outcome of the appeal. The decision of the Chief Academic Officer or designee is final and not subject to further appeal.

Student complaints relative to actions of school officials after the College's appeal process have been exhausted shall be addressed to:

Louisiana Board of Regents
Proprietary Schools Section
P.O. Box 3677
Baton Rouge, LA 70821-3677
(225) 342-7084
www.regents.la.gov

Council on Occupational Education (COE) should be contacted only if a grievance isn't resolved on the institutional level:

Council on Occupational Education
7840 Roswell Road, Building 300, Suite 325
Atlanta, GA 30350
(770) 396-3898 or (800) 917-2081
Facsimile (770) 396-3790
www.council.org

# ADA Policy

It is the policy of Goodwill Technical College to provide equal opportunity for all qualified persons without regard to disability in the recruitment of, admission to, accessibility to, participation in, treatment in or employment in the programs and activities operated and sponsored by Goodwill Technical College, pursuant to the Americans with Disabilities Act of 1990 (ADA) and other related federal and state laws. Goodwill Technical College prohibits discrimination against qualified persons with disabilities in employment, academic and other programs. Additionally, Goodwill Technical College is committed to promoting an atmosphere to end discrimination against individuals with disabilities, to bring persons with disabilities into the social and economic mainstream and to provide enforceable standards to address discrimination against individuals with disabilities. The ADA prohibits discrimination on the basis of disability in any academic program or activity associated with Goodwill Technical College. GTC will integrate students with disabilities into the college community to the fullest extent possible.

Goodwill Technical College prohibits retaliation against an individual requesting accommodation under the Americans with Disabilities Act. Goodwill Technical College will provide “reasonable accommodations” to disabled applicants, upon request, unless the accommodation would present a hardship. The determination of “hardship” is a decision that grows out of the ADA Accommodation process and is made by the Chief Academic Officer. The Goodwill Technical College representative receiving the request should contact Human Resources to obtain appropriate guidelines.

Qualified applicants with disabilities will not be denied admission or subjected to discrimination in admissions or recruitment on the basis of their disability. In its recruitment efforts, Goodwill Technical College, shall not limit the number of persons with disabilities who may be admitted. All admission criteria and testing will be selected, administered, and evaluated in a manner that is accessible and accurately reflects the applicant’s ability rather than an individual’s impaired sensory, manual or speaking skills. Applicants for admission may voluntarily self-identify as a person with a disability in the admissions process and will be routinely provided information on services available to students with disabilities at Goodwill Technical College.

A decision not to self-identify will not result in adverse treatment of the applicant. In all cases in which a student or applicant requests an accommodation based upon disability, advice and assistance should be sought by Goodwill Technical College. It is the responsibility of Goodwill Technical College personnel and administrators responsible for activities, programs, and services to respond to requests for accommodation by persons with disabilities seeking access to such activities, programs, and services.

In determining an appropriate response, advice and assistance may be obtained from the Chief Academic Officer. General questions about such services should be directed to the Chief Academic Officer. The college office should coordinate requests for such services by students to the Office of Student Affairs. The Office of Student Affairs is responsible for:

- Implementing reasonable accommodation procedures
- Serving as a resource for matters involving persons with disabilities
- Coordinating all disability-related support services
- Providing accommodations for enrolled students with documented temporary and permanent disabilities at the college
- Providing information on services for students with disabilities to potential students and their families

## ADA Confidentiality and Release of Information

Goodwill Technical College is committed to ensuring that all information regarding a student is maintained on a confidential basis as required or permitted by law. The college will retain all information provided by the student. No one has immediate access to files except the Chief Academic Officer. A student has the right to review his or her own file.

Any information regarding the disability is considered confidential and will be shared with others within the College on a need-to-know basis only and the student will be contacted in this instance. In other words, faculty members do not need to have access to information regarding a student's disability, only the appropriate accommodation(s) that are appropriate and necessary to meet the student's needs. Confidential information is kept in a separate file and is not considered a part of a student's educational record.

All medical documentation submitted is Goodwill Technical College property to use for assessing academic accommodations. Information in files will be released only in the following circumstances:

- the student states the intent to harm himself or herself or others
- a student's file may be released pursuant to a court order or subpoena
- a student may give written authorization for release of information when he/she wishes

## Procedures for Requesting Accommodations

Students must initiate requests for accommodations by completing a Request for Disability Services form and provide supporting documentation of disability at least two weeks prior to the beginning of the semester. Special accommodations of equipment may need more time. It is the student's responsibility to pay any costs associated with providing documentation necessary to receive accommodation(s).

# FINANCIAL INFORMATION

## Tuition and Fees

| CREDIT HOURS | TUITION | STUDENT SERVICES FEE | ACADEMIC EXCELLENCE FEE | TOTAL TUITION & FEES |
|---|---|---|---|---|
| 1 | $167 | $6.00 | $6.00 | $179 |
| 2 | $334 | $12.00 | $12.00 | $358 |
| 3 | $501 | $18.00 | $18.00 | $537 |
| 4 | $668 | $24.00 | $24.00 | $716 |
| 5 | $835 | $30.00 | $30.00 | $895 |
| 6 | $1,002 | $36.00 | $36.00 | $1,074 |
| 7 | $1,169 | $42.00 | $42.00 | $1,253 |
| 8 | $1,336 | $48.00 | $48.00 | $1,432 |
| 9 | $1,503 | $54.00 | $54.00 | $1,611 |
| 10 | $1,670 | $60.00 | $60.00 | $1,790 |
| 11 | $1,837 | $66.00 | $66.00 | $1,969 |
| 12 | $2,004 | $72.00 | $72.00 | $2,148 |
| 13 | $2,171 | $72.00 | $72.00 | $2,315 |
| 14 | $2,338 | $72.00 | $72.00 | $2,482 |
| 15 | $2,505 | $72.00 | $72.00 | $2,649 |
| 16 | $2,672 | $72.00 | $72.00 | $2,816 |
| 17 | $2,839 | $72.00 | $72.00 | $2,983 |
| 18 | $3,006 | $72.00 | $72.00 | $3,150 |

Tuition and registration fees cap at 18 credit hours. Student Services and Academic Excellence fees cap at 12 credit hours.

### Academic Excellence Fee:

The academic excellence fee promotes academic excellence at the College by enhancing institutional programs. The fee is charged at $6 per credit hour, not to exceed $72.

### Student Services Fee:

The student services fee covers services that benefit the student and are complementary to, but not part of, instructional programs. The fee is currently charged at $6 per credit hour. Not to exceed $72 per semester.

## Financial Responsibility

When a student registers for any class at GTC, the student is making a financial commitment to pay all tuition, fees, and other associated charges assessed as a result of the student's enrollment and/or receipt of services. The student's registration and acceptance of these terms constitutes a promissory note agreement in which GTC is providing the student educational services, deferring some or all of the student's payment obligation for those services, and the student promises to pay for all assessed tuition fees, and other associated costs by the published or assigned due date. Students are expected to meet their financial obligations in a timely manner and to understand that failure to do so will result in further action to collect the balance due.

It is the student's responsibility to understand all college policies and procedures related to managing their registration and student account. If the student drops or withdraws from some or all of the classes for which he or she registers, the student is responsible for paying all or a portion of tuition and fees in accordance with the published tuition refund schedule. In addition, the student's failure to attend class or receive a bill does not absolve the student of financial responsibility as described above.
Any debt owed to the College as a result of the student's failure to make required payments or failure to comply with the terms of the applicable program as governed by GTC will result in a violation of the terms and conditions. Students with an outstanding balance will not be allowed to register for future semesters or receive academic transcripts until the debt is paid in full.

# Financial Assistance

Goodwill Technical College does not currently offer Title IV funding for students. However, financial assistance is available to qualified students in the form of tuition remission.

## Tuition Remission Policy

Tuition remission is a reduction in tuition available to any student with a household income equal to or less than 200% of the poverty rate as published annually by the Department of Health and Human Services. Tuition remission is subject to the availability of funds determined by the President and CEO of Goodwill Industries of Southeastern Louisiana, Inc. (Goodwill). Tuition Remission assistance can be requested at any time by scheduling an appointment with the Student Financial Services Accounting Manager.

Students requesting tuition remission will complete an interview with the Student Financial Services Accounting Manager. During the interview, the student will provide household income. If the student lives with their parents, it may be necessary for the Manager to obtain this data from the parents. Household income data may be provided or self-attested; no backup documentation is required.

Additionally, staff at GTC will assist students by connecting them to other agencies that offer financial assistance for education and training such as Louisiana Rehabilitation Services (LRS), American Job Centers, and Supplemental Nutrition Assistance Program (SNAP).

### General Conditions of Tuition Remission Program

Costs and Associated Expenses: An eligible student must meet the administrative and academic requirements and follow all admissions and registration procedures. Textbooks and other incidental expenditures are the responsibility of the student, but students may request additional needs-based assistance through the Department of Student Affairs as necessary.

Coverage:

- Tuition Remission assists students with the cost of tuition and fees only, as published in the needs-based Tuition Remission Chart. All scheduled courses must be associated with the student's program of study.
- Tuition Remission may only be used for courses taken at Goodwill Technical College and does not cover any costs associated with courses taken at other training institutions, colleges and/or universities.

### Other Tuition Remission Program Requirements Applicable to All Eligible Participants

Satisfactory Academic Progress: The student must maintain satisfactory academic progress to maintain eligibility.

Scholarships, Grants, Veteran's Benefits:

- The plan will not pay for any course more than once, and it will not duplicate other educational assistance the student may be receiving, such as scholarships, veteran's educational benefits or other financial aid.
- After scholarships, grants, Veteran's Affairs benefits, and other third-party grant sources of payment, if any, have been applied to tuition and fees, the remaining balance of tuition and fees (if applicable) shall be eligible for tuition remission in accordance with the terms of this policy.

## Payment Options

To secure classes, all tuition and fees must be paid in full or enrollment in a payment plan must be completed by the dates established in the GTC Academic Calendar. Fee Bills are also emailed to the student's preferred email address. Payment options are as follows:

**Payment in person:** Cash, check, or money orders are the only forms of payment accepted in person

Third party payments: For students receiving tuition and/or other supportive assistance from a third-party agency, it is the student's responsibility to maintain eligibility and to meet any obligations placed on the student by the funding agency. If the student becomes ineligible for funding or if the funding is no longer available, the student is responsible for any unpaid tuition and fees. If this occurs, GTC staff will work with the student to identify any unpaid costs and develop a payment plan as appropriate.

## Failure to Pay for Courses

If a student fails to pay for courses due to incomplete or inaccurate financial aid information, payment plan default, or a dishonored check, he/she is responsible for full payment in cash or money order for all outstanding tuition and fees. Students unwilling or unable to make full payment will be allowed to drop the courses with a "W" or will be dropped from the courses by the Registrar with an "F". In either case, the student will still owe any outstanding balance. Failure to pay an outstanding balance will prevent the student from obtaining a transcript, award, or other documentation as well as enrolling for future semesters/sessions.

## Refund Policy

A student who resigns from the college may be entitled to some refund of tuition and certain fees based upon the 14$^{th}$ instructional day of the semester (7$^{th}$ instructional day of the semester for summer sessions or minimesters). The amount of the refund, if any, will depend upon the amounts paid by the student and the date of withdrawal.

GTC will first apply refunds to outstanding obligations of the student and then return any remaining funds to the student. At the time of withdrawal, students are responsible for any unpaid portion of their accounts and for any other obligations to the college. At no time will the amount refunded exceed the amount paid by the student.

A student who decides to withdraw from the college for the term/semester, must drop all classes on or before the 7th instructional day of the current term/semester to avoid tuition charges. All refunds/credits due to a student shall first be applied to any outstanding balances due to Goodwill Technical College. Any remaining credit balance will then be paid to the student. Refunds for tuition and fees (the first $100 of fees are non-refundable) will be processed after the 15th instructional day, but within 30-days from the date of withdrawal.

A student who reduces his/her credit hours or officially drops from the college prior to the first day of class through the 5th instructional day of the semester will receive a 100% credit of tuition and fees (the first $100 of fees are non-refundable) for the dropped classes. A student that reduces his/her credit hours or officially drops from the college from the 5th instructional day through the 14th instructional day (or 7th instructional day for summer sessions and minimesters) will receive a 50% credit for tuition and fees (the first $100 of fees are non-refundable).

AFTER THE 14TH INSTRUCTIONAL DAY OF THE SEMESTER (OR 7TH FOR SUMMER SESSIONS AND MINIMESTERS), REFUNDS WILL NOT BE GRANTED FOR DROPPED CLASSES OR WITHDRAWALS.

## Refund Schedule

| Fall and Spring Semesters Refund Schedule | |
|---|---|
| Prior to 1st Day | 100% (the first $100 of fees are non-refundable) |
| Day 1 – 5 | 100% (the first $100 of fees are non-refundable) |
| Day 6 – 14 | 50% |
| After Day 14 | None |

| Summer Session or Minimester Refund Schedule | |
|---|---|
| Prior to 1st Day | 100% (the first $100 of fees are non-refundable) |
| Day 1 – 5 | 100% (the first $100 of fees are non-refundable) |
| Day 6 – 7 | 50% |
| After Day 7 | None |

## Class Cancellations

If Goodwill Technical College cancels a class for any reason, students enrolled in the class will receive a 100% credit of tuition and fees for the cancelled class.

## Refunds to Outside Agencies

Tuition paid by an outside agency will not be refunded to the student. The agency must contact the Office of Student Affairs within the refund period.

## Procedure for Receiving Refund of Tuition

Refunds, when due, are made without requiring a request from the student. After completion and approval of the necessary forms, a check will be requested by the Student Financial Services Accounting Manager and mailed to the student's residence within 30 business days.

# ACADEMIC POLICIES & PROCEDURES

## Responsibilities of Students

All GTC students are expected to become acquainted with College policies, requirements, procedures, and regulations regarding all phases of College operations. In addition, students are to remain cognizant of these policies and procedures during their attendance at GTC.

Close adherence to curricula assures the student's completion of all general education requirements and all major requirements. The student should be familiar with all the requirements of the degree program and should consult with the Chief Academic Officer when necessary.
Each student assumes the responsibility for scheduling courses that are applicable to degrees and for taking courses in proper sequence to ensure the orderly progression of work.

Students attending evening classes are expected to assume the same academic responsibilities as all other students. Evening students are given the same curricular guidance and counseling as day students. Evening students follow the same procedures for admission to the College as other students, including the submission of applications and transcripts. GTC does not guarantee that all classes required in a degree or academic certificate can be obtained during the evening schedule of classes.

## Family Education Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act of 1974, as amended (FERPA), ensures students access to their educational records maintained by the College and prohibits the release of personally identifiable information from these records without the student's permission, except as specified by law. Only parties with the right to receive educational records pursuant to this policy and identified as such shall be entitled to receive the information. Permanent records, which include courses a student has completed, grades, placement, and follow-up information, are housed in Student Affairs. These records are confidential.

In accordance with the Family Education Rights and Privacy Act (Sec. 513 of P.L. 93- 380, Education Amendments of 1974, which amends the General Education Provisions Act Sec. 438), postsecondary students attending Goodwill Technical College have access to their official records as follows:

1. The right to inspect and review the student's education records.
2. The right to request the amendment of the student's education records.
3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that the Act and the regulations authorize disclosure without consent.
4. The right to file with the U.S. Department of Education a complaint concerning alleged failures by the institution to comply with the requirements of the Act and the regulations.
5. The right to obtain a copy of the institution's student record policy.

FERPA requires that a student's education records be disclosed only to persons who meet the strict definition of a school official who has a legitimate educational interest in the records (or others explicitly granted access under the law). Students may authorize individuals to access their education records at the College by filing a Consent to Release Student Information Form to the Student Affairs office.

The Act provides that certain information, designated as directory information, concerning the student may be released by the College unless the student has informed the College that such information should not be released.

Directory information at GTC includes: name/s, address(es), telephone number, email address, date of birth, dates of attendance, degrees and dates received, current schedule of classes (released to GTC, local, state, and federal law enforcement agencies only), program and major, full- and part-time status, and level (i.e., undergraduate).

A student who desires that any or all of the above listed information not be released must notify the Student Affairs office by filing a Withhold Directory Information Form each semester within 10 days after the final day of registration.

Requests for further information should be made to the Student Affairs office.

# Records

All records submitted become the property of the college and cannot be returned to the student. All students must be aware of the importance of supplying correct information on college applications, College records, etc. All student records must be true and correct to the best of the student's knowledge. Falsification of student records may result in being expelled from the college.

# Release of Student Records/Transcripts

Release of information and/or the issuance of transcripts must be made through the proper request procedure and must be authorized by the student. Transcript requests made by telephone or requests made by the parent, spouse, or prospective employer of a student will not be honored except with the written authorization of the student. The parent of a student less than 18 years of age may be provided a copy of the student's transcript if the student is a dependent of the parent as defined by the Internal Revenue Service. Transcripts may be issued upon request to institutions to which a student transfers provided the student concurs in the request. Transcript request forms are available in Student Affairs and may be mailed or submitted in person. Transcripts will not be issued if a student has any form of hold on his/her account.

## Transcript Requests

Submit a Transcript Request Form to the Administration Office.

- Transcript Request Forms can be found online at gwtech.edu under the Registrar tab on the Student Affairs drop down menu.
- A transcript request should be made at least two weeks before a transcript is required.
- The initial request for an official transcript upon graduation or completion is processed and issued by the college free of charge. Requests made thereafter will be processed at a fee of $5.00 each.

### Transcripts Issued to Student

A transcript is a complete copy of the student's academic record. Official transcripts bear the college seal and the signature of the Chief Academic Officer. If a transcript is sent directly to a student, the words "***Issued to Student*"** will appear on the transcript.

### Transcripts to and From Other Schools

The college is unable to release transcripts from other educational institutions. The college only issues transcripts from this institution.

## Change of Name, Address, or Phone

Students must notify the Administration Office immediately when a name/phone/address change occurs. For name changes, official documentation must be submitted with a completed Student Data Change Form. Name changes become effective at the beginning of the next semester.

## Change of Program

A student who wishes to change his/her program of study after enrolling, must complete a Change of Major Form. Transfers from one program to another are only permitted at the beginning of a semester. Students should seek career counseling from the Student Affairs Office and be in good standing within the actively enrolled program. Once approved, the student's program change will become effective upon processing by the Chief Academic Officer.

## Grades

### Grading Scale

GTC has established a grading scale describing the letter grade that is associated with the percentage grade. The students' transcript will include the letter grade only, not the percentage grade.

The grading scale at GTC for all programs is:

| | |
|---|---|
| 90% - 100% | A |
| 80% - 89% | B |
| 70% - 79% | C |
| 60% - 69% | D |
| 59% - Below | F |

### Grading System

Quality points earned for each course are determined by multiplying the number of quality points for each grade by the number of credit hours the course carries. A student's grade point average is computed by adding the total quality points for all courses for which quality point values may be computed, then dividing by the corresponding number of credit hours attempted during the same period. The grade of pass "P" will be awarded for nontraditional credit and non-credit courses only. Courses so credited will not be used in computing the grade point average.

A grade of incomplete ("I") indicates that satisfactory work has been done in a course, but the student has been prevented from completing the final examination or other concluding work because of some verifiable reason. The grade of "I" may be given as a final grade only. An "I" grade will not be given unless the student contacts his or her instructor and a contract for completion of work is approved. The

“I”’ grade must be removed by the time midterm grades are due the following semester (unless the “I” contract specifies an earlier deadline); otherwise, it will be automatically converted to a permanent “F”. The grade of “I” is not used in calculating grade point average. If it is not removed in the allotted time, however, it will be calculated as an “F” upon conversion. Re-enrolling in a class will not prevent an “I” from being changed to an “F”. A grade in a repeated course replaces the grade attained in the previous course attempt.

| Grade | Points |
|---|---|
| **A** | 4.0 |
| **B** | 3.0 |
| **C** | 2.0 |
| **D** | 1.0 |
| **F** | Failure |
| **Other Grades** | **Definition** |
| **P** | Awarded as credit for successfully challenging a course or non-traditional credit and is not calculated into a student’s cumulative grade point average. |
| **I** | Assigned for incomplete coursework and is only assigned for unavoidable and extenuating circumstances. This grade is not calculated into a student’s cumulative grade point average, but it is counted in hours attempted. |
| **R** | Assigned in addition to a grade for a course that a student repeats. |
| **T** | Assigned in addition to a grade for a course that is transferred from another institution. |
| **W** | The grade of “W” is given when a student drops or resigns from a course prior to the drop date published in the Academic Calendar if regular attendance is maintained. |
| **WN** | When a student has missed 15% of a course, the instructor may remove the student by assigning a College-Initiated Withdrawal. As a result of this action, the student will receive a grade of “WN” for the course if the action is initiated prior to the last day to drop. |

# Academic Standing

Good Academic Standing – a cumulative grade point average of 2.0 or higher on all course work attempted at Goodwill Technical College

Academic Probation – GTC cumulative grade point average falls below a 2.00. No student will be placed on probation before he/she has attempted 15 credit hours. The statement “Academic Probation” will be placed on the student’s permanent academic record. Once on probation, a student will remain on probation until the GTC cumulative grade point average of 2.00 or higher is achieved.

Academic Suspension – when a student on academic probation has a semester grade point average below a 2.00. A student on academic probation will be suspended from the institution for one semester at the conclusion of any semester or summer session in which he/she fails to earn a semester grade point average of 2.00. The statement “Academic Suspension” will be placed on the student’s permanent academic record. A student who is suspended at the end of the fall semester must remain out of school for the spring semester. A student who is suspended at the end of the spring semester may attend the summer session. If the student raises his/her GTC cumulative average to 2.00 during the summer session, the student may attend the following fall semester. If the cumulative average remains below 2.00, or if the student does not attend the summer session, the student is suspended for the fall semester.

Students will receive official notification of academic standing. Such notice is not a prerequisite to students being placed in one of the above categories. Students have the responsibility to ascertain their academic standing prior to the beginning of the next enrollment period.

Upon returning to college, the student will remain on academic probation until the semester or cumulative grade point average (as needed) is 2.00 or above.

## Academic Appeals

Students may challenge and/or appeal 1) the final grade received in a class; and 2) their academic suspension. Any academic challenge or appeal that is submitted beyond the prescribed deadline will be denied.

All academic appeals related to final grades received in courses must be submitted to the Chief Academic Officer within 30 business days from the date the semester ends. Failure to appeal within the 30-day period will result in the waiver of the student's rights to appeal the decision. Note: This policy does not apply to students disputing grades received on exams, assignments, research papers, etc. Those kinds of grade disputes must be resolved between the faculty member and the student within the same semester. To appeal a final grade:

1. A student consults the faculty member regarding a disputed final course grade within the timeframe listed above. If the faculty member agrees that a course grade change is warranted, the faculty member will complete a Grade Change Form and forward the form to the Chief Academic Officer.
2. If no satisfactory agreement can be reached with the faculty member, or if the student is unable to contact the faculty member, the student contacts the College Counselor. Students consulting the College Counselor without first meeting with the faculty member will be referred to the faculty member.
3. The student may consult the College Counselor who determines that the student has first failed to reach satisfactory resolution with the faculty member. If no satisfactory conclusion can be reached between the faculty member and the student, the student completes the top portion of the Academic Appeals form and returns it to the College Counselor.
4. The faculty member is contacted by the Chief Academic Officer and is given a copy of the Academic Appeals form. The faculty member is required to respond and may add documentation to the Academic Appeals form and returns it to the Chief Academic Officer.
5. The Academic Appeals Committee will meet within two weeks of receiving the appeal to review the student's appeal letter and the instructor's course syllabus, grade book, student's assignments and assessments, criteria used for determining grades, and other relevant documentation. Once the committee makes a decision, the student will be notified of the decision by the Chief Academic Officer or their designee.
6. If the decision of the committee is to change the grade, the committee will complete the Grade Change Form and submit it to the Chief Academic Officer. The Academic Appeals Committee may change a reported grade in the case of emergency circumstances (e.g., death of a faculty member, faculty member leaving the country, etc.). The student's Academic Appeal Form must be completed and signed by the Chief Academic Officer.
7. If a student is not satisfied with the Academic Appeals Committees' decision, the student may submit a written appeal within four (4) working days to the Chief Academic Officer of the College. The Chief Academic Officer will respond to the student after review of the written appeal.

## Appeal of Academic Standing

A student who believes that his/her academic standing (suspension) does not reflect the quality or quantity of effort put forth, or which is the result of extenuating circumstances, may appeal his/her standing to the Academic Appeals Committee. Students should, at least two weeks prior to the start of the semester/session, submit the following to the Chief Academic Officer:

1. An Academic Standing Appeal Form
2. A letter stating the reasons why the academic standing should be re-evaluated
3. Documentation (if any) to help their cause. The committee will hold a meeting at which the student's appeal will be presented. The student will be notified of the committee's decision.

A student whose Academic Standing Appeal has been approved may not register for future semesters until grades have been posted and the appealed semester GPA is a 2.00 or above. A student who is placed on academic suspension for two or more times is suspended for two regular semesters. The student cannot appeal the suspension of two or more suspensions.

# Graduation Requirements

Candidates for a Technical Diploma (TD), Certificate of Technical Studies (CTS) or Career and Technical Certificate (CTC) must fulfill the general requirements of the curriculum/program in which he/she is enrolled. The Chief Academic Officer will complete a degree audit for all graduation requirements before the student is certified as a candidate for graduation. All approved course substitutions requests, transfer credit evaluations, non-traditional credit documents/approvals, and official transfer transcripts must be on file with the Student Affairs office before a student can be certified as a candidate for graduation.

Candidates for graduation must meet the following requirements:

- Meet the specific program requirements outlined in the curriculum in effect when the student enrolled or changed majors.
- Earn at least a grade of "C" (2.0) on all coursework applied towards the completion of a credential at GTC (excluding grades for courses deleted through repeat/delete).
- Earn at least a 2.0 cumulative Grade Point Average (GPA) in major.
- Complete 25% of credit hours in residence (excluding hours gained through credit for prior learning) required for a program credential.
- If a program requires a course but the course is no longer available or a course substitution cannot be made, completion of the total number of credit hours required in the program being followed is mandatory.
- Complete and submit an Application for Graduation by the deadline established in the academic calendar.
- Fulfill all other obligations and regulations including financial obligations to the College prior to established dates.

## Graduation Application Deadlines

Students must apply for graduation by completing the Application for Graduation Form and submitting it to the Chief Academic Officer by the deadline established in the Academic Calendar. A late fee will be charged to each student who submits the Application for Graduation past the established deadline.

## Commencement Ceremony

A commencement ceremony is held once a year. Graduating students who participate in the commencement ceremony will receive graduation information, including commencement activities, by e-mail/mail. It is the student's responsibility to ensure that the college has your correct e-mail and mailing address.

## Academic Calendar

The academic year at Goodwill Technical College begins with the fall semester, is followed by the spring semester, and concludes with the summer semester. An academic calendar is established for each semester within the academic year. Key dates, including the opening of registration, first day of instruction, add/drop deadlines, and college-recognized holidays, are included in each academic calendar.

# WITHDRAWS

## Withdrawal from College

Students must notify their instructors and the Chief Academic Officer and complete a Withdrawal from College Form if he/she intends to withdraw from the College for any reason. Equipment and/or books belonging to the College must be returned. Employment information should be given to the instructor, Career Services, and/or Chief Academic Officer prior to leaving the College. Failure to properly withdraw may jeopardize a student's ability to re-enter GTC. If the student secures employment later (after withdrawal), he/she should forward that information to Career Services so that student records can be updated.

If a student resigns from the College during the drop and add period as designated on GTC Academic Calendar, courses are removed from the student's transcript. If a student withdraws from the College after the drop and add period but on or before the final withdrawal date as designated on GTC Academic Calendar, the student will receive a grade of "W" in remaining courses. Students who do not officially resign by the designated final withdraw date or who discontinue attendance may receive an "F" in their course(s).

## Schedule Changes, Withdraws and Reinstatement Period

Changes to a student's schedule are made in person or online during the designated drop and add periods at the beginning of each semester.

Adding Courses: Courses may be added through the last day to add courses as outlined in the Academic Calendar. Courses may not be added for credit or audit after the dates outlined in the Academic Calendar.

Dropping Courses/Withdrawing: Course may be dropped through the Last day to drop without a grade of "W" as outlined in the Academic Calendar and the course will not appear on the student's transcript. The grade of "W" is given when a student drops or resigns from a course after the last day to drop without a "W" and until the last day to drop with a "W" as outlined in the Academic Calendar.

Once the drop and add period is over, a student may no longer add classes to his/her schedule unless. Section changes may be allowed due to extenuating circumstances and if approved by the Chief Academic Officer.
When a student has missed 15% of a course, the instructor may remove the student by assigning an Administrative Withdraw. As a result of this action, the student will receive a grade of "WN" for the course if the action is initiated prior to the last day to drop. Administrative Withdraws are not guaranteed, and as a result, excessive absences can result in a grade of "F" for all coursework missed.

Students who are receiving any type of financial assistance, tuition assistance, or other financial aid should consult the rules governing that aid before withdrawing from a course or resigning from the College.

Reinstatement: For a student to be reinstated into a course, the instructor must agree that the student has an acceptable excuse for missing or dropping the class and that the student has a reasonable chance of passing the course. A student may be administratively reinstated if dropped in error.

# CREDIT FOR PRIOR LEARNING

Student may petition for credit to be awarded based on prior learning methods, which may include the following: credit by exam and/or non-credit to credit conversion. Relative to the awarding of credit for prior learning, or non-traditional credit, the appropriate faculty/staff of each respective program area will determine the level of student performance necessary to demonstrate satisfactory mastery of course content. Non-traditional credit cannot be used to meet residence requirements.

To be eligible for non-traditional credit, a student:

- Must be in good academic standing and currently enrolled
- Cannot have previously enrolled in the academic course being challenged
- Cannot have attempted non-traditional credit for the course on a previous occasion

Non-traditional credit will be recorded on the student's transcript with a grade of "P." A grade of "P" is not used to compute the grade point average (no quality points awarded), and the hours of credit will not be considered in determining academic hours, probation or suspension. Non-traditional credit is limited to nine (9) semester hours. Some programs may prohibit the awarding of non-traditional credit due to external accrediting agencies.

The total amount of credit earned by any credit for prior learning method that can be applied toward completion of a Career and Technical Certificate, Certificate of Technical Studies, or Technical Diploma must meet the 25% in-residence credit hours.

## Credit by Examination

GTC permits students to take credit examinations in order to "test out" of specific courses. Only students with competencies gained through practical experience, extensive military or industry-based training, or completion of courses at institutions without articulation agreements with GTC may apply for a credit exam. Exams will be evaluated by faculty members of the applicable program. Students may attempt challenge exams only once per course and will not be eligible to challenge courses already attempted at GTC. To be awarded credit of this type, students must follow the credit for prior learning policy described above.

Credit by examination may include both written and skill performance, and it is developed, administered, and scored by faculty who teach the course.

- An administrative fee of $ 10 per credit hour must be assessed to the student prior to sitting for the examination.
- A student must receive a score of 80% or higher to be assigned a grade of "P" for the course.
- The "P" grade will apply toward the requirements of the program but will not be calculated in the student's grade point average.
- Students who score less than 80% will not receive a passing grade and must enroll in the course.
- All Credit by Examinations must be completed, and forms submitted to the Chief Academic Officer on or prior to the day Midterm grades are due for the semester.
- Students cannot be currently enrolled in the course they wish to challenge.
- Credit by Examination is non-traditional credit and therefore subject to the college's Credit for Prior Learning policy.

# Acceptance of Transfer Credits

In making the determination of credit to be awarded from other institutions, GTC is guided by commonly accepted principles of good practice in recognizing coursework as acceptable and collegiate.

1. Evaluation of Credit
    a. Coursework taken at an institution accredited by COE or a regionally accredited postsecondary educational institution will be evaluated by the Chief Academic Officer and lead faculty/department chair of the student's program.
    b. GTC will examine course equivalency, faculty credentials, and other appropriate indicators of competencies, to determine if credits earned at institutions that are not regionally or COE accredited will be accepted as transfer credits toward the student's program of study.
    c. Only grades of "C" or higher are considered for transfer credit toward a credential.

2. Awarding of Credit
    a. Credits from approved accredited institutions of higher education are recorded on the student's official transcript.
    b. Only courses with a grade of "C" or higher will be transferred towards the following credentials: Career and Technical Certificate, Certificate of Technical Studies, and/or Technical Diploma.

GTC reserves the right to deny credit where such indicators are not present or to require the student to prove competency by some other means. Academic courses taken at approved accredited institutions are generally accepted at GTC.

Transfer students must provide GTC with an official transcript from the institution from which they have attended. If a student has attended more than one institution prior to attendance at GTC, an official transcript from each institution must be provided. Transfer credit shall be limited to 75 percent of the total credit hours required for the program credential, and transfer credit grades do not count toward the GTC grade point average (GPA). The GTC GPA is established after the first term/semester of classes. Twelve credits in the student's major must be completed in residence at GTC.

# HEALTH & SAFETY

## Health and Safety Policy and Procedures

### Overview

The following is a health and safety plan designed to assure the health and safety of the students, faculty, staff, and guests of Goodwill Technical College. The health and safety plan is reviewed annually by the Health and Safety Council.

### General Safety Procedures

The following general safety procedures should be followed:

- Learn the locations of emergency exits, evacuation routes and fire extinguishers
- Do not block fire doors, exits, or aisles
- Report any accident or incident to Goodwill Technical College staff immediately
- No weapons are allowed on campus
- No horseplay
- Use safety equipment and personal protective equipment when needed
- Do not use elevators when there is an emergency
- In an emergency, if you are unable to exit the building on your own, please ask for help
- If the fire alarm goes off, exit the building calmly and quickly
- Adhere to directions given by Goodwill Technical College staff during an emergency situation

When an accident or incident occurs, Goodwill Technical College administration is responsible for:

- Calling 911 or Campus Security if needed
- Accounting for the safety of faculty, staff, visitors, and students
- Completing and forwarding accident/incident reports to the appropriate personnel

### General Emergency Procedures

Goodwill Technical College has an emergency procedure plan specific to its particular circumstances. The plan directs students, faculty, staff and guests in emergency situations and outlines steps to follow in the event of an emergency. The following emergencies are addressed: Lockdown, Evacuation, Utility Emergency, Severe Weather, Bomb Threat, Fire, Gas Leaks, Accidents/Medical Emergencies, Hurricanes, Suspicious Mail Packages &Chemical/Biochemical/Radiological/Nuclear Attacks. Emergency quick guides/flipbooks are located in each classroom. Everyone at Goodwill Technical College – students, faculty, staff, and visitors – must take appropriate and deliberate action when in the event of an emergency.

## Evacuation Procedures

An evacuation is required any time the fire alarm sounds, an evacuation announcement is made or a college official orders you to evacuate.

- Remain calm and notify others in the area of the alarm if they did not hear it.
- Listen for next steps.
- Take personal items, but if you are away from belongings when the evacuation is ordered, you should exit the building immediately and not return for personal items.
- Leave lights on, close doors and windows, but do not lock them.
- Stay with group.
- Exit the building via the nearest safe exit route. Walk, do not run. Do not use elevators to exit.
- Gather at the indicated evacuation site away from the building and await instructions.
- Report any missing or trapped people to the emergency responders and College Administrative.
- Do not reenter the building until emergency staff gives the "all clear" signal. In some cases, the fire alarm will be silenced, and staff members placed at building entrances to keep people out until the incident has been resolved.

## Evacuation of Persons with Disabilities

Goodwill Technical College Administrators will be aware that faculty, staff, and students with "hidden" disabilities (arthritis, cardiac conditions, back problems, learning disabilities, etc.) may also need individual assistance in additional to those with visual disabilities. Each case will be handled based on the individual's disability. Persons with disabilities may also contact College Administrators or Campus Security for evacuation assistance.

# GENERAL POLICIES & PROCEDURES

## Student Identification (ID) Cards

All students, faculty, and staff are required to have an ID card visible while on campus. The cost of the initial ID is a part of the student services fee. Any replacement card is $5.00. ID pictures are taken during orientation.

## Service Animals

Service animals are welcome on the College campus. A service animal is a dog that has been individually trained to do work or perform tasks for an individual with a disability. The dog must be trained to take specific action when needed to assist the person with a disability. Emotional support, comfort, therapy, and/or companion animals are not permitted on site. To be qualified to utilize a service animal for ongoing accommodation at Goodwill Technical College, the student must register with the Office of Disability Services and supply appropriate documentation of a disability. The requirements and responsibilities outlined in the GTC Service Animal Procedures apply in regard to service animals on college premises.

# 2022 – 2023 Academic Calendar

## Fall 2022 (16 weeks)

August 15 – December 9, 2022

### August

| | |
|---|---|
| April 20 – August 12 | Fall 2022 Semester registration |
| 15, Monday | Classes Begin |
| 15-26, Monday – Wednesday | Late Registration |
| 19, Friday | Deadline for 100% tuition and applicable fee adjustment |
| 26, Friday | Final day to add courses, change sections/Last day for admission to the college for the semester |

### September

| | |
|---|---|
| 1, Thursday | Official Census Day<br>▪ Last day to drop without a “W” on student transcripts<br>▪ Deadline for 50% tuition and applicable fee adjustment – after this date, no adjustments are given. Students are responsible for full tuition and fee rates after this day, regardless of withdrawal or attendance |
| 5, Monday | Labor Day Holiday, No classes |
| 28, Wednesday | Midterm exams begin |

### October

| | |
|---|---|
| 4, Tuesday | 4:00 p.m., Midterm grading period ends; midterm grades and progress reports due to Chief Academic Officer |
| 10-11, Monday – Tuesday | Fall Holiday, No classes |
| 17, Monday | 4:00 p.m., Deadline for Fall 2022 completers to apply for graduation |
| 24, Monday – January 13 | Spring 2023 Semester Registration begins |

### November

| | |
|---|---|
| 3, Wednesday | 4:00 p.m., Final day for dropping courses with a “W” or withdrawing from the college |
| 16, Wednesday | Last day for Reinstatement |
| 23-25, Wednesday – Friday | Thanksgiving Holidays, No classes |

### December

| | |
|---|---|
| 1, Thursday | Last day of class |
| 2, Friday | Final exams begin |
| 8, Thursday | Final exams end |

| | |
|---|---|
| 9, Friday | 4:00 p.m., Final grading period ends/grade books and end of semester items due to Chief Academic Officer<br>▪ End of Fall semester |

### Fall Semester Tuition Adjustment Schedule/Withdrawal from College/ Reduction in Credit Hours:

| | |
|---|---|
| 100% Tuition Adjustment | August 19 |
| 50% Tuition Adjustment | August 22 – September 1 |
| No Tuition Adjustment | After September 1 |

## Fall 2022 Minimester

### October 3, 2022 – December 9, 2022

| | |
|---|---|
| Registration | September 12 - 30 |
| Classes Begin | October 3 |
| Late Registration | October 3 - 4 |
| Fall Holiday, No classes | October 10 - 11 |
| 100% Tuition Adjustment | October 7 |
| 50% Tuition Adjustment | October 13 |
| Enrollment Census Day | October 13 |
| Last day to drop courses without a “W” | October 13 |
| Last day to drop courses with a “W” | November 8 |
| Last day to reinstate course | November 15 |
| Thanksgiving Holidays | November 23 – 25 |
| Last Day of Class | December 1 |
| Final Exams | December 2 - 8 |
| Grades Due | December 9 |

### Fall Minimester Tuition Adjustment Schedule/Withdrawal from College/ Reduction in Credit Hours:

| | |
|---|---|
| 100% Tuition Adjustment | October 7 |
| 50% Tuition Adjustment | October 13 |
| No Tuition Adjustment | After October 13 |

## Spring 2023 Semester (16 weeks)

January 17, 2023 – May 12, 2023

### January

| | |
|---|---|
| 3-13, Monday - Friday | Spring 2023 Semester registration |
| 16, Monday | Martin Luther King, Jr. Day, College Closed |
| 17, Tuesday | Classes begin |
| 17 – February 3 | Late Registration |
| 25, Wednesday | Deadline for 100% tuition and applicable fee adjustment |

### February

| | |
|---|---|
| 1-3, Wednesday – Friday | Late Registration |
| 3, Wednesday | Final day to add courses, change sections/Last day for admission to the college for the semester |
| 3, Friday | Official Census Day<br>▪ Last day to drop without a “W” on student transcripts<br>▪ Deadline for 50% tuition and applicable fee adjustment – after this date, no adjustments are given. Students are responsible for full tuition and fee rates after this day, regardless of withdrawal or attendance |
| 6, Monday | Registration for Spring 2023 Minimester-B opens |
| 20-22, Monday – Wednesday | Mardi Gras Holidays, No classes |

### March

| | |
|---|---|
| 8, Wednesday | Midterm exams begin |
| 14, Tuesday | 4:00 p.m., Midterm grading periods ends. Midterm grades and progress reports due to Chief Academic Officer |

### April

| | |
|---|---|
| 10, Monday | 4:00 p.m., Deadline for Spring 2023 completers to apply for graduation |
| 5, Wednesday | 4:00 p.m., Final day for dropping courses with a “W” or withdrawing from the college |
| 6-7, Thursday - Friday | Spring Holiday, No classes |
| 17, Monday | Summer and Fall 2023 Semester Registration |
| 24, Monday | Last day for Reinstatement |

## May

| | |
|---|---|
| 4, Thursday | Last day of class |
| 5, Friday | Final exams begin |
| 11, Thursday | Final exams end |
| 12, Friday | 4:00 p.m., Final grading period ends/grade books and end of semester items due to Chief Academic Officer<br>▪ End of Spring semester |

### Spring Semester Tuition Adjustment Schedule/Withdrawal from College/Reduction in Credit Hours:

| | |
|---|---|
| 100% Tuition Adjustment | January 23 |
| 50% Tuition Adjustment | January 24 – February 3 |
| No Tuition Adjustment | After February 3 |

## Spring 2023 Minimester A

### January 17, 2023 – March 14, 2023

| | |
|---|---|
| Registration | October 24 – January 13 |
| Martin Luther King, Jr. Holiday, No classes | January 16 |
| Classes Begin | January 17 |
| Late Registration | January 17 – January 23 |
| 100% Tuition Adjustment | January 23 |
| 50% Tuition Adjustment | January 25 |
| Enrollment Census Day | January 25 |
| Last day to drop courses without a “W” | January 25 |
| Mardi Gras Holidays, No classes | February 20 - 22 |
| Last day to drop courses with a “W” | February 23 |
| Last day to reinstate course | March 1 |
| Last Day of Class | March 7 |
| Final Exams | March 8 - 13 |
| Grades Due | March 14 |

### Spring Minimester-A Tuition Adjustment Schedule/Withdrawal from College/ Reduction in Credit Hours:

| | |
|---|---|
| 100% Tuition Adjustment | January 23 |
| 50% Tuition Adjustment | January 25 |
| No Tuition Adjustment | After January 25 |

## Spring 2023 Minimester B

March 15, 2023 – May 12, 2023

| | |
|---|---|
| Registration | February 6 - March 14 |
| Classes Begin | March 15 |
| Late Registration | March 15 - 21 |
| 100% Tuition Adjustment | March 21 |
| 50% Tuition Adjustment | March 23 |
| Enrollment Census Day | March 23 |
| Last day to drop courses without a “W” | March 23 |
| Spring Holidays, No classes | April 6 - 7 |
| Last day to drop courses with a “W” | April 12 |
| Last day to reinstate course | April 19 |
| Last Day of Class | May 4 |
| Final Exams | May 5 - 11 |
| Grades Due | May 12 |

### Spring Minimester-B Tuition Adjustment Schedule/Withdrawal from College/ Reduction in Credit Hours:

| | |
|---|---|
| 100% Tuition Adjustment | March 21 |
| 50% Tuition Adjustment | March 23 |
| No Tuition Adjustment | After March 23 |

# Summer 2023 Session

May 31, 2023 – July 31, 2023

## May

| | |
|---|---|
| 31, Wednesday | Classes begin/Late Registration begins |

## June

| | |
|---|---|
| 1-6, Thursday – Tuesday | Late Registration |
| 6, Tuesday | Deadline for 100% tuition and applicable fee adjustment<br>Last day for admission to the college for the session<br>Final day to add courses, change sections |
| 8, Thursday | Enrollment Census Day<br>▪ Last day to drop without a “W” on student transcripts<br>▪ Deadline for 50% tuition and applicable fee adjustment – after this date, no adjustments are given. Students are responsible for full tuition and fee rates after this day, regardless of withdrawal or attendance |
| 20, Tuesday | Midterm exams begin |
| 26, Monday | Midterm exams end |
| 28, Wednesday | 4:00 p.m., Midterm grading period ends. Midterm grades and progress reports due to Chief Academic Officer |

## July

| | |
|---|---|
| 3-4, Monday - Tuesday | Independence Day Holiday, No classes |
| 5, Wednesday | 4:00 p.m., Final day for dropping courses with a “W” or withdrawing from the college |
| 11, Tuesday | 4:00 p.m., Deadline for Summer 2023 completers to apply for graduation |
| 12, Wednesday | Last day for Reinstatement |
| 20, Thursday | Last day of class |
| 21, Friday | Final exams begin |
| 27, Thursday | Final exams end |
| 31, Monday | 4:00 p.m., Final grading period ends/grade books and end of semester items due to Chief Academic Officer<br><br>▪ End of Summer session |

## Summer Session Tuition Adjustment Schedule/Withdrawal from College/Reduction in Credit Hours:

Through June 6 – 100%
June 6 to June 8 – 50%
After June 8 - NONE

# PROGRAMS OF STUDY

## Medical Billing and Coding, Technical Diploma

40 credits | 3 semesters | 40 weeks

Program Mission Statement: The Medical Billing and Coding program provides students with knowledge and competencies required for entry level medical coding positions in hospitals, ambulatory and surgery centers, and physician-based settings.

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In this program, students will develop comprehensive skills in classifying, coding, reporting, analyzing and managing medical data in a variety of healthcare settings. Students will also learn how to code and process claims for reimbursement for multiple healthcare environments, and learn about pertinent laws, regulations, and compliance issues affecting healthcare information management and privacy. Billing & Coding Specialists have an expansive range of opportunities for employment. The skills learned in this program are essential to hospitals, physician offices, surgery centers, nursing homes, dental offices, home healthcare agencies, mental health facilities and even insurance companies and consulting firms. Upon successful completion of this program, students are eligible to take the National Healthcareer Association (NHA) Certified Billing and Coding Specialist (CBCS) exam.

Class Size: 10 – 15 students per class.

Minimum entry requirements: High school diploma or High School Equivalency (HiSET).

Certification Exam Costs: $203

Textbook Costs: $179

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### Program Learning Outcomes

Student who successfully complete the Medical Billing and Coding program will be able to:

1. Apply diagnostic and procedure codes using ICD-10-CM, HCPCS/CPT coding systems to successfully code medical record.
2. Explain ethical standards and adhere to principles of patient confidentiality within the healthcare community as defined by federal, state, and local guidelines.
3. Recognize and understand common medical terminology and acronyms used within the industry and demonstrate knowledge of the structure and organization of body systems in relation to medical billing and coding.
4. Demonstrate proficiency in verifying completeness, accuracy and quality of clinical coding using various classification systems.
5. Apply verbal, nonverbal and written communication principles and skills.

### Required Courses in Major

| CABBR | Course Title | Clock Hours | Credit Hours |
|---|---|---|---|
| COLL 101 | College Success Skills | 15 | 1 |
| CLIT 001 | Introduction to Computer Literacy | 30 | 2 |
| BMAT 101 | Basic Math Refresher | 45 | 3 |
| CRTK 101 | Introduction to Critical Thinking | 45 | 3 |
| ACCT 101 | Introduction to Bookkeeping | 45 | 3 |
| BMGT 101 | Introduction to Entrepreneurship | 45 | 3 |
| WPDV 101 | Workplace Diversity | 45 | 3 |

| | | | |
|---|---|---|---|
| HCA 101 | Introduction to Healthcare | 45 | 3 |
| MBC 101 | Introduction to ICD-10 Coding Principles and Applications | 60 | 4 |
| MBC 201 | Introduction to Professional and Institutional Billing | 45 | 3 |
| MBC 202 | Health Care Finance Managing Accounts Receivables | 30 | 2 |
| HCA102 | Medical Law and Ethics and Health Records | 60 | 4 |
| MBC 203 | Introduction to Electronic Claims Filing | 45 | 3 |
| MBC 204 | Physician-Based Chart Auditing | 15 | 1 |
| JOBS 100 | Job Seeking Skills | 30 | 2 |
| | Totals | 600 | 40 |

## Program Sequence

| **Semester 1** | **Semester 2** |
|---|---|
| COLL 101 College Success Skills<br>CLIT 001 Intro to Computers<br>BMAT 101 Basic Math Refresher<br>CRTK 101 Intro to Critical Thinking<br>HCA 101 Intro to Healthcare | ACCT 101 Intro to Bookkeeping<br>BMGT 101 Intro to Entrepreneurship<br>HCA 102 Medical Law and Ethics and Health Records<br>MBC 101 Intro to ICD-10 Coding Principles and Applications |
| **Semester 3** | **Semester 4** |
| MBC 201 Intro to Professional and Institutional Billing<br>MBC 203 Intro to Electronic Claims Filing<br>WPDV 101 Workplace Diversity | MBC 202 Healthcare Finance Managing Accounts Receivables<br>MBC 204 Physician-Based Chart Auditing<br>JOBS 100 Job Seeking Skills |

# Medical Office Administrative Assistant, Technical Diploma

40 credits | 3 semesters | 40 weeks

Program Mission Statement: The Medical Office Administrative Assistant program provides students with knowledge and competencies required to perform administrative activities in hospitals, private medical practices, clinics, and physician-based settings.

Administrative medical assistants are skilled multi-taskers who direct the flow of patients through an office. Effective patient flow allows the practice to operate efficiently, increase revenue, and provide a positive experience for the patient. Your medical administrative assistant training provides a solid foundation in scheduling appointments, entering demographic and insurance information into practice software, managing patient check-in and check-out, answering phone calls, filing and retrieving paper records, maintaining electronic records, composing correspondence, performing daily financial practices, preparing correspondence and reports, and triaging appointments.

Upon successful completion of this program, students are eligible to take the Certified Medical Administrative Assistant (CMAA) national certification exam offered by National Healthcareer Association (NHA).

Class Size: 10 – 15 students per class

Minimum entry requirements: High school diploma or High School Equivalency (HiSET).

Certification Exam Costs: $203 Textbook Costs: $179

## Program Learning Outcomes

Student who successfully complete the Medical Office Administrative Assistant program will be able to:

1. Perform healthcare office procedures that include scheduling, bookkeeping, ensuring HIPAA compliance, billing, and payment collection.
2. Demonstrate a working knowledge of medical terminology, body systems electronic health records, insurance and common medications.
3. Compose healthcare and other business-related documents.
4. Explain and apply HIPAA standards for the creation, distribution and release of medical information.
5. Demonstrate computer skills to perform administrative duties in a healthcare setting.

## Required Courses in Major

| CABBR | Course Title | Clock Hours | Credit Hours |
|---|---|---|---|
| COLL 101 | College Success Skills | 15 | 1 |
| CLIT 001 | Introduction to Computer Literacy | 30 | 2 |
| BMAT 101 | Basic Math Refresher | 45 | 3 |
| CRTK 101 | Introduction to Critical Thinking | 45 | 3 |
| ACCT 101 | Introduction to Bookkeeping | 45 | 3 |
| BMGT 101 | Introduction to Entrepreneurship | 45 | 3 |
| WPDV 101 | Workplace Diversity | 45 | 3 |
| HCA 101 | Introduction to Healthcare | 45 | 3 |
| MBC 101 | Introduction to ICD-10 Coding Principles and Applications | 60 | 4 |
| MOA 101 | Medical Office Administration | 15 | 1 |
| MOA 201 | Medical Office Applications | 45 | 3 |
| HCA 102 | Medical Law and Ethics and Health Records | 60 | 4 |
| MOA 202 | Medical Office Finance Managing Accounts and Receivables | 30 | 2 |
| MOA 203 | Medical Office Correspondence and Technology | 45 | 3 |
| JOBS 100 | Job Seeking Skills | 30 | 2 |
| | Totals | 600 | 40 |

## Program Sequence

| **Semester 1** | **Semester 2** |
|---|---|
| COLL 101 College Success Skills<br>CLIT 001 Intro to Computers<br>BMAT 101 Basic Math Refresher<br>CRTK 101 Intro to Critical Thinking<br>HCA 101 Intro to Healthcare | ACCT 101 Intro to Bookkeeping<br>BMGT 101 Intro to Entrepreneurship<br>HCA 102 Medical Law and Ethics and Health Records<br>MBC 101 Intro to ICD-10 Coding Principles and Applications |
| **Semester 3** | **Semester 4** |
| MOA 101 Medical Office Administration<br>MOA 201 Medical Office Applications<br>WPDV 101 Workplace Diversity | MOA 202 Medical Office Finance Managing Accounts Receivables<br>MOA 203 Medical Office Correspondence and Technology<br>JOBS 100 Job Seeking Skills |

# Skills, Tasks and Results Training (START), Technical Diploma

41 credits | 3 semesters | 40 weeks

Program Mission Statement: The START program provides students with knowledge and competencies required to obtain entry level employment in hotel and food and beverage operations.

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This program is divided into two sections: Skills, Tasks and Result Training (START) and Customer Service/Sales Fundamentals (CSSF). The START program is designed to teach students skills in the Hospitality industry. It offers instruction on how to perform key tasks common in the industry as well as general hospitality knowledge and soft skills needed to succeed in a front-line position at a lodging property.

CSSF is designed to help entry-level sales and service associates learn skills related to frontline work in retail (or any industry that values customer service and sales skills).

Upon successful completion of the program, students are eligible to take the national certification exam administered through the American Hotel and Lodging Educational Institute and the Customer Service and Sales certification exam administered through the National Retail Foundation.

Class Size: 10 – 15 students per class

Minimum entry requirements: Score 6th grade or above on TABE entry exam if no high school diploma or equivalency

Certification Exam Costs: $110

Textbook Costs: $244

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## Program Learning Outcomes

Student who successfully complete the START Hospitality program will be able to:

1. Demonstrate professional behavior and competencies in customer service.
2. Identify basic food and sanitation standards required in restaurant and food service operations.
3. Apply knowledge of financial management to operations related to hospitality and customer service.
4. Explain how to gain customer commitment and close a sale.
5. Describe and demonstrate of key tasks in various hospitality occupations.

## Required Courses in Major

| CABBR | Course Title | Clock Hours | Credit Hours |
|---|---|---|---|
| COLL 101 | College Success Skills | 15 | 1 |
| CLIT 001 | Introduction to Computer Literacy | 30 | 2 |
| BMAT 101 | Basic Math Refresher | 45 | 3 |
| CRTK 101 | Introduction to Critical Thinking | 45 | 3 |
| ACCT 101 | Introduction to Bookkeeping | 45 | 3 |
| BMGT 101 | Introduction to Entrepreneurship | 45 | 3 |

| | | | |
|---|---|---|---|
| WPDV 101 | Workplace Diversity | 45 | 3 |
| CSSF 101 | Customer Service and Sales Fundamentals<br>*Pre-Requisite: CLIT 001* | 30 | 2 |
| HOSP 101 | Introduction to Hospitality | 45 | 3 |
| HOSP 102 | Rooms Division<br>*Pre- and/or Co-Requisite: HOSP 101* | 60 | 4 |
| BMGT 105 | Business Communications | 45 | 3 |
| KEYB 101 | Keyboarding and Mouse Skills | 30 | 2 |
| HOSP 103 | Food and Beverage Division<br>*Pre- and/or Co-Requisite: HOSP 101 and HOSP 102* | 60 | 4 |
| MOWC 101 | Microsoft Office Word | 45 | 3 |
| JOBS 100 | Job Seeking Skills | 30 | 2 |
| | Totals | 615 | 41 |

## Program Sequence

| **Semester 1** | **Semester 2** |
|---|---|
| COLL 101 College Success Skills<br>CLIT 001 Intro to Computers<br>BMAT 101 Basic Math Refresher<br>CRTK 101 Intro to Critical Thinking<br>CSSF 101 Customer Service and Sales Fundamentals | ACCT 101 Intro to Bookkeeping<br>BMGT 101 Intro to Entrepreneurship<br>HOSP 101 Intro to Hospitality<br>HOSP 102 Rooms Division |
| **Semester 3** | **Semester 4** |
| KEYB 101 Keyboarding<br>BMGT 105 Business Communications<br>WPDV 101 Workplace Diversity | HOSP 103 Food and Beverage Division<br>MOWC 101 Microsoft Office Word<br>JOBS 100 Job Seeking Skills |

# COURSE DESCRIPTIONS

## General Education Courses

### BMAT 101 Basic Math Refresher

This course examines the fundamental skills in addition, subtraction, multiplication and division with respect to whole numbers, fractions, ratio and proportion, and decimals. Included are problem-solving techniques with practical application. Students also examine underlying issues that contribute to math anxiety; discuss various learning styles and assess their own learning style. Students will use hands on practice to understand how to apply learned math concepts in the workplace and how to use technology to solve problems.

### CLIT 001 Introduction to Computer Literacy

Introduction to Computer Literacy is designed to have students become familiar with computers and its usage with technology. Students will learn the fundamentals of the desktop environment, keyboarding and mouse operations, navigate around the Internet, safety and security practices, selecting appropriate Internet browsers, creating and using email accounts, and basics of Microsoft Word application. Coursework includes a hands-on approach where students can explore the issues related to computers and technology.

### COLL 101 College Success Skills

This course assists students with acclimating to the College environment and provides students with academic tools for successful outcomes. Students will learn time-management, self-management and self-responsibility skills critical to student success. During this course students will learn approaches for making responsible choices about their academic, personal, and career goals. Students will also be introduced to academic reading, writing, note-taking and communication skills, campus resources, metacognition and self-awareness.

### CRTK 101 Introduction to Critical Thinking

This course introduces the use of critical thinking skills in the workplace. Emphasis is placed on evaluating information, conflict resolution, decision making and approaching cross-cultural perspectives. Students will analyze steps to ethical-reasoning skills, explore creative and logical approaches to decision making, and problem solving. Students will examine how our thinking skills affect our personal identities, our relationships with others, and our understanding of culture. The course also examines formulation of ideas, multiple outlooks on issues, and different analytical approaches. Students will develop higher order thinking skills and intellectual values important for academic success and successful outcomes in the workplace.

### JOBS 100 Job Seeking Skills

This course is designed to teach students the employability skills needed to succeed in the workplace. The focus of this course is to teach students transferable skills necessary to succeed in the ever-changing workplace through teamwork, problem-solving, communication, self-management, and career readiness. Students will enhance basic soft skills, workplace skills, interpersonal skills, communication skills, and leadership skills while becoming career ready.

### WPDV 101 Workplace Diversity

This course introduces learners to the challenges and opportunities presented by workplace diversity. Focus is placed on workplace issues related to employee diversity in terms of gender identity, race or ethnicity, socioeconomic class, religion, sexual orientation, age and other distinct differences between people. Students will learn the concepts of acceptance and respect, accommodation of beliefs, ethnic and cultural differences, gender equality, physical and mental disabilities, language and communication and generation gaps.

## Business Courses

### ACCT 101 Introduction to Bookkeeping

This course covers the fundamentals of accounting with the newcomer in mind. This course assumes students have no prior knowledge about accounting or finance and delivers lessons and examples to build accounting skills. Specifically, this class addresses accounting terminology, revenue, expenses, net income, the accounting equation, debits, credits, and balancing the accounting formula, the accounting structure, the accounting cycle, journals, ledgers, the trial balance and more. It also guides students to learn how to read financial statements properly, and how to grab meaningful information from the balance sheet, income statements and cash flow statements.

### BMGT 101 Introduction to Entrepreneurship

This course provides students with an introduction to the potential and pitfalls of Entrepreneurship. Students will learn about the various methods for starting up, managing and financing a new venture. Students will get a chance to evaluate real world business plans and videos of entrepreneurs.

### BMGT 105 Business Communications

Introduces the student to a variety of technical and business writing theories and practices designed to be applicable to the production of business communication in the real world. It teaches the fundamentals of good business writing, including protocols for business letters, memoranda, electronic mail, good and bad messages, persuasive messages and formal reports and proposals. In addition, there will be instruction in oral presentation and in-depth practice on both an individual and a collaborative basis. Students will learn how to enhance their business communication with technically based media.

### KEYB 101 Keyboarding and Mouse Skills

This course is designed to teach Keyboarding and Mouse skills. The student will become familiar with the five types of keys on a keyboard (typing, function, cursor, numeric and program computer keys). This course will discuss and teach the student the five mouse operations (point, single click, double click, click and drag, and right click) and how to properly handle the mouse. While learning mouse operation, the student will learn to navigate Windows Desktop.

### MOWC 101 Microsoft Office Word

Microsoft Office Word is designed to teach students Word skills used in daily administrative office duties. The student will also learn how to prepare for Microsoft Word Certification exam 77-881.

## Healthcare Administration Courses

### HCA 101 Introduction to Health Care

This course will provide a broad overview of the U.S. health care system. The historical evolution of the business of health care is examined. The student will also explore concepts and work force opportunities in the health care industry.

This course is designed to introduce the student to medical terminology used in health care today. This course will focus on terminology, word formations, and acronyms. After completing the course, the student should be able to read and evaluate clinical information in order to operate effectively to perform medical billing, coding, information management, and administrative functions in a medical office or facility setting.

This course will provide an overview of the structure and functions of the human body. The student will be introduced to different systems of the human body and how they function to keep the body operating at normal capacity. This course will also introduce some common disorders seen regularly to help acclimate students' various conditions and disorders that impact the body.

### HCA 102 Medical Law and Ethics and Health Records

This Medical Law and Ethics course will introduce you to legal and ethical issues related to the health care setting. This course provides an overview of the laws and professional requirements that regulate the delivery of health care, including HIPAA, the Patient's Bill of Rights, and standard of care. You will also learn about some of the ethical and moral issues that health care professionals may encounter.

This health records course will introduce the structure and functions of health records. This course will help prepare you to collect, maintain, and analyze health information including history, symptoms, examinations, results, diagnosis suggestions, and treatment suggestions. The focus will be on record accuracy, quality, and accessibility of health information.

### MBC 101 Introduction to ICD-10 Coding Principles and Applications

This course is designed to introduce the ICD-10 system for assigning ICD-10 codes to provide official coding guidelines will be presented to help students learn to assign ICD-10 codes.
This course is designed to introduce CPT coding for medical office and hospital applications. Students will learn to correctly assign CPT and HCPCS codes to patient services in a medical office, facility, and other health settings. There will also be a focus on code linkage and coding compliance to ensure ethical coding is learned and practiced.

### MBC 201 Introduction to Professional and Institutional Billing

Modifiers play an important role in the overall coding, billing, and reimbursement process. They help to provide additional information about the services provided. This course will focus on introducing CPT and HCPCS modifiers and their use. The course will cover how to use modifiers and will also introduce resources available through the Centers for Medicare and Medicaid Services that are used on a regular basis to make modifier selections.

This course was designed to introduce professional and institutional billing. The course will outline all components required for billing on the CMS-1500 claim form, and the UB-04 claim form. In this course we will learn billing processes and guidelines for multiple types of providers, and payers. The course will focus on billing to Medicare, Medicaid, Veterans Administration, and commercial insurance payers. The goal is to learn the processes and compliance guidelines necessary to submit a clean professional and institutional claim.

Coding and billing compliance guidelines will be introduced in this course. The class will focus on the importance of a good compliance program to prevent fraud and abuse in health care. To meet this end goal, we will examine billing and compliance regulations, and we will look at specific cases of fraud and abuse to allow students to what billing and coding fraud and abuse looks like. The significance of accuracy, ethics, and continuing education will be emphasized throughout the course.

### MBC 202 Health Care Finance Managing Accounts Receivables

This course will provide a comprehensive overview of health care financial management. The course will emphasize the development of practical financial analysis that will provide a good foundation for understanding financial stability. We will cover processes that impact health care finance from initial billing through receivable management.

### MBC 203 Introduction to Electronic Claims Filing

It is essential for students to be able to read and interpret clearinghouse rejection and acceptance reports. Managing claim rejections and denials is very important for maintaining financial stability. In this course students will learn how to read clearinghouse reports, and how to look for and identify problems on claims so that they can be corrected for resubmission. This course will also focus on identifying the reason for claim denials, and how to get a denial overturned.
Students will also learn the different types and levels of appeals.

This course will introduce the claim adjudication process for electronic and paper claims. Students will learn the components needed for claim adjudication for Medicare, Medicaid, Veterans Administration, and commercial payers. We will also cover the lifecycle of a claim when starting from the point it is billed through payment receipt. This course will help students develop an understanding of what components are needed to bill a clean claim to different payers.

This course will examine ERA's/EOP's to help students develop an understanding of how to read and interpret payment information received from insurance payers. This course will also cover the dynamics between fee schedules, and contractual arrangements with a focus on understanding the rate of payment for charges. Students will learn how to post a payment, complete contractual adjustments, and bill residual balances when needed to the patient.

### MBC 204 Physician-Based Chart Auditing

Chart audits play a very vital role in ensuring compliance and accuracy. In this course basic chart audit techniques will be introduced allowing the students to develop a basic understanding of how to complete a chart audit. The course will also focus on finding missed payment potential, and compliance error prevention by continuous chart audits.

### MOA 101 Medical Office Administration

This course will provide a broad overview of tasks related to office administration. Students will learn administrative and support functions to develop skills applicable in a medical environment. The course will cover general office management procedures, basic document creation and word processing, and basic open and close financial processes.

### MOA 201 Medical Office Applications

This course is designed to be an interactive approach to learning how to use computers in a medical office, hospital, or other health care setting. The student will develop medical office computer skills through theory and hand on use of software applications for electronic health records, and billing. The course will include introducing the use of computer to enter patient data, scheduling appointments, scheduling patient procedures, electronic medical records, insurance, billing and records management, importing information into patient charts and presenting/sending patient data.

General patient reception and processing is a large part of the daily work activities for a medical administrative assistant. This course will demonstrate basic patient reception and processing procedures based on best practices. Students will learn about medical office scheduling, surgical scheduling, patient intake document requirements, and dynamics of blocking schedules in specialty practices. The course will also cover professional behavior necessary for the industry.

The health care industry relies heavily on effective communication so that patient care can be efficient and accurate. This course will help the student build their communication, and customer service skills. Some of the topics that will be covered will include verbal and non-verbal communication, active listening, ethics, written communication, customer service techniques, and conflict resolution. The student will be able to effectively communicate and navigate orally and in writing after completion of this course.

### MOA 202 Medical Office Finance Managing Accounts Receivables

This course was designed to provide the student with knowledge about the health care revenue cycle. The course will cover payer and reimbursement methodologies, basic billing and collections procedures, patient estimation, and basis revenue cycle management and reporting procedures.

### MOA 203 Medical Office Correspondence and Technology

Correspondence is an essential component in medical offices, and other health care settings. This course will introduce the student to common types of correspondence used in healthcare, and

formatting guidelines used on a regular basis. An emphasis will be placed on accurate formatting, correct grammar, and developing effective written communication.

## Customer Service and Hospitality Courses

### CSSF 101 Customer Service and Sales Fundamentals

This course introduces entry-level services and sales associate as a tool to increase awareness of, and improve skills related to frontline work in customer service, sales, and a retail environment. The student will learn basic customer service and sales, and retail skills. This course is aligned with the hospitality industry of occupations where customer service and sales skills are required. The Customer Service and Sales Fundamentals course is also designed to prepare students for the certification exam issued by the National Retail Federation.

*Prerequisite:* Student must complete CLIT 001. Failure to comply will result in the student being dropped from the class.

### HOSP 101 Introduction to Hospitality

This introductory course acquaints the student with the scope and complexity of the hospitality industry by exploring the lodging and food service business industry. The course examines careers, professionalism, guest service, and safety and security.

### HOSP 102 Rooms Division

This course introduces the student to the most revenue generated division of the lodging industry. The student will learn that the rooms division sell the room to the guests, checks them in, cares for the room, and provides them with round the clock services throughout their stay.

*Prerequisite:* Student must complete HOSP 101 or be concurrently enrolled. Failure to comply will result in the student being dropped from the class.

### HOSP 103 Food and Beverage Division

This course develops the knowledge of basic principles and the importance of the food and beverage operation. Students will also learn how to establish the quality of the hotel in the eyes of the guest with emphasis on operation of a professional food and beverage facility.

*Prerequisite:* Student must complete HOSP 101 and HOSP 102 or be concurrently enrolled. Failure to comply will result in the student being dropped from the class.

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