NIMAA CATALOG

2024–2025; Volume 8
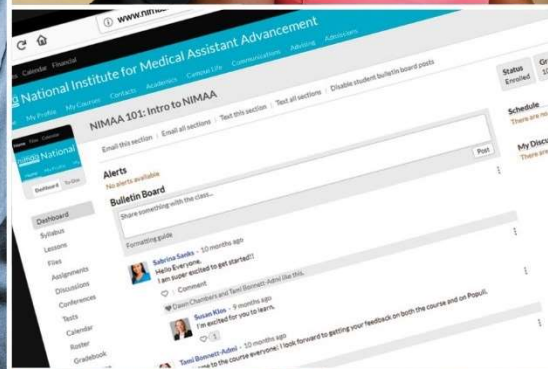
the national institute for

nimaa

medical assistant advancement

A NONPROFIT EDUCATION INSTITUTE

NATIONAL INSTITUTE FOR MEDICAL ASSISTANT ADVANCEMENT CATALOG

Volume 8 – 2024-2025

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**Approved and Regulated by the
Colorado Department of Higher Education,
Private Occupational School Board**

The National Institute for Medical Assistant Advancement is institutionally accredited by the Accrediting Bureau of Health Education Schools, #I-432.

Information regarding our institution may be obtained using the following contact information:

ABHES
Accrediting Bureau of Health Education Schools (ABHES)
6116 Executive Blvd., Suite 730
North Bethesda, MD 20852
Phone: 301-291-7550
www.abhes.org

A Message from our CEO and School Director

Here at the National Institute for Medical Assistant Advancement (NIMAA), we are proud to provide an innovative training program that prepares medical assistants to work at the top of their scope in team-based, high-performing health care settings.

It is our goal to support you at every juncture of your academic journey. Our administrative and academic teams are here to cheer you on and to ensure you have access to the tools and resources you need to succeed academically, personally, and professionally.

As you pursue your goals here at NIMAA, I want to encourage you to take advantage of the many opportunities that will be presented to you here and to be an active member of our exciting, growing learning community. Your diverse voice and perspective are invaluable to this educational adventure and we hope you will be an involved, active student and graduate of our program!

We look forward to celebrating with you at graduation!

John Ephraim Butt, MEd, MHRM School Director

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INTRODUCTION

The National Institute for Medical Assistant Advancement (the "Institute" or "NIMAA") is a not-for-profit corporation incorporated in the state of Connecticut, 501(c)(3) federal tax exemption, and is governed by a Board of Directors. NIMAA offers Medical Assistant training utilizing high-quality, web-based learning with an extensive concurrent externship in a primary care clinic. NIMAA is staffed by qualified, approved instructors.

NIMAA was created by health care organizations to meet the workforce needs of health care employers and enrolled its first class of students in the fall of 2016. The main campus is located in Colorado and NIMAA offers its medical assistant program in many states (see State Authorization section). NIMAA shares long-term partnerships with multiple health clinics that support student placements for team-based care externships.

MISSION AND OBJECTIVES

NIMAA's mission is to provide educational opportunities that address critical workforce shortages in primary care.

NIMAA's objective is to enable graduates to gain the competencies and knowledge to be eligible to apply for an entry-level position in the medical assisting profession.

STAFF, OFFICIALS, AND GOVERNING BODIES

Board of Directors

Chairperson:	Mark Masselli, Community Health Center, Inc.
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Clinical Director/Interim Director of Education:	Mary Blankson
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Director of Business & Partnership Development:	Ali Murray
Program Specialist:	Tatianna dePaz
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Student Services Manager:	Madeline Snyder
Student Services Specialist:	Samantha Bartolome
Admissions Specialist:	Megan Almanza
Curriculum/Program Director:	Susan Klos
Instructors:	Jennifer Cole Jorie Davis Lennett Davis Itzel Gutierrez Lucia Gutierrez Tiffany Heath Stephanie Kidd Susan Klos Sabrina Sanks Clair Valenti
Student Information System Program Manager:	Tiara Edwards

Approval and Accreditation

NIMAA is Approved and Regulated by the Colorado Department of Higher Education, Private Occupational School Board.

State Authorization

Education on the state level is regulated by each of the 50 states plus U.S. Territories. NIMAA makes every effort to follow each state's condcuts regarding the offering of distance education programs. Students should research whether the program at NIMAA meets the requirements of the profession in their state. NIMAA makes every effort to ensure it complies with all applicable laws, regulations, and accreditation standards.

NIMAA may have the authority to offer its program to students through license, exemption, or non-regulation in one state that does not exist in another state. Before relocating to another state, students who are enrolled in NIMAA must inquire as to whether NIMAA is authorized (via license, exemption, or non-regulation) to offer the same program to students in their new state. Failure to assure whether NIMAA can offer its program in the state of a student's new residency may result in a student's dismissal by NIMAA, as required by law. Transferability of earned credits from NIMAA may be affected should the student move to a state where the program is not recognized. If the student should discontinue the program and wishes to return at a later time, acceptance to the program will be dependent upon the current status of licensure and recognition of the state that the student resides in at the time of re-entry.

A student's physical location is identified at the time of application to determine program authorization requirements for enrollment in our program. The basis for determination of the student's physical location is determined by receipt of a Driver's License or official US identification as required for admission (*Admissions Requirements*). If it is determined that the state of residency at the time of enrollment is different from that indicated in the admissions determination documentation, the student will be required to provide proof of state residence in another form (e.g., rental agreement, utility bill, insurance or similar documentation). If a student has a change to their physical location during the course of the program, the student shall update their address in the Student Information System or contact Student Services directly to update their information. Students may be required to provide additional updated residency documentation. If a student relocates to a state where NIMAA does not have approvals, the student will no longer be able to participate in the NIMAA program, even if commuting to a state where approvals exist.

NIMAA can enroll students in distance education in the states below, adhering to each state's requirements:

- Alaska: NIMAA has been deemed exempt from authorization by the Alaska Commission on Postsecondary Education under AS 14.48 and 20 AAC 17.015 because its program is online or distance delivered and it does not have a physical presence in the state.

- Arizona: NIMAA has been deemed non-regulated by the Arizona State Board for Private Post-Secondary Education.

- California: NIMAA has been deemed exempt from registration requirements by the Department of Higher Education Bureau of Private Postsecondary Education.

- Colorado: NIMAA is approved and regulated by the Colorado Department of Higher Education, Private Occupational School Board.

- Connecticut: NIMAA has been registered by the Connecticut Office of Higher Education.

- Hawaii: NIMAA has been deemed non-regulated by the Hawaii Department of Education.

- Idaho: NIMAA has been deemed non-regulated by the Idaho State Board of Education.

- Illinois: NIMAA has been deemed exempt from oversight by the Illinois Department of Education.

- Indiana: NIMAA has been deemed non-regulated by the Indiana Department of Workforce Development.

- Iowa: NIMAA is authorized in Iowa to offer full distance education to Iowa students.

- Kansas: NIMAA has been deferred from seeking approval until December of 2021 by the Kansas Board of Regents

- Maine: NIMAA has been deemed non-regulated by the State of Maine Department of Education.

- Mississippi: NIMAA has been deemed non-regulated by the Mississippi Commission on Proprietary Schools and College Registration.

- Missouri: NIMAA is certified as a proprietary post-secondary school by the Missouri Department of Higher Education.

- Montana: NIMAA has been deemed non-regulated by the Montana Board of Regents.

- New Jersey: NIMAA has been deemed non-regulated by the State of New Jersey Department of Education.

- New York: NIMAA has been deemed non-regulated by the New York Bureau of Proprietary School Supervision.

- North Carolina: NIMAA has been deemed non-regulated by the State Board of Proprietary Schools.

- Ohio: NIMAA has been deemed non-regulated by the Ohio State Board of Career Colleges and Schools.

- Oregon: NIMAA has been deemed exempt from oversight by the Higher Education Coordinating Commission Office of Academic Policy and Authorization Private Career Schools Licensing Unit.

- Pennsylvania: NIMAA is registered as a private licensed school with the Pennsylvania State Board of Private Licensed Schools.

- Texas: NIMAA has been deemed non-regulated by the Texas Workforce Commission.

- Vermont: NIMAA has been deemed non-regulated by the Vermont Agency of Education.

- Virginia: NIMAA has been deemed non-regulated by the State Council of Higher Education for Virginia.

- West Virginia: NIMAA has been approved by the State of West Virginia Department of Education.

State-Specific Education Disclosures

NIMAA reviews whether completion of its program is sufficient to meet licensure or credentialing requirements for Medical Assisting in the states where students are *physically located**, as summarized in the table below.

Program Name and Credential Awarded	Medical Assistant (Certificate)
State where enrolled students are physically located	AZ, CO, CT*, HI, ID, IL, IN, KS, MO, MS, MT, NJ, NY, NC, OR, PA, TX, WV
States where NIMAA has determined that program curriculum meets the state educational requirements for a license or credential	AK, AZ, CA, CO, CT*, HI, IA, ID, IL, IN, KS, ME, MI, MO, MS, MT, NJ, NY, NC, OH, OR, PA, TX, VA, VT, WV
States where NIMAA has determined that program curriculum does not meet the state educational requirements for a license or credential	N/A
States where NIMAA has not determined whether its curriculum meets the state educational requirements for a license or credential	AL, American Samoa, AR, DE, FL, GA, Guam, KY, LA, MA, MN, NE, NV, NH, NM, ND, N. Marianas Island, OK, PR, RI, SC, SD, TN, UT, VI Virgin Islands, WA, WI, WY

*Note: While NIMAA's program meets the state requirements for a license or credential, CT requires additional training, beyond a certificate, for Medical Assistants to administer vaccines.

Students may check with the appropriate regulatory agency in their state to confirm the program/course work will satisfy initial or renewal licensing or certification of that agency.

Consumer Information

In recognition of the Higher Education Act of 1965, as amended, NIMAA supports consumers, students, and other parties having access to necessary information to make informed decisions regarding their educational opportunities.

Those interested can find NIMMA's Consumer Information at the following URL: https://www.nimaa.edu/financial-aid

For additional questions, assistance, or to request paper copies, contact NIMAA at: finance@nimaa.edu

FACILITIES

Description of Facilities

NIMAA's administrative office (staff only) is located at:

> 1525 Raleigh Street, Suite 260
> Denver, CO 80204

The NIMAA office is equipped with conference rooms and administrative offices.

Inclement Weather Policy

Inclement weather or other emergencies could cause unexpected cancellation of an online event, such as synchronous seminar or a meeting with an instructor. Students will be notified by email and via the Student Information System (SIS) of any delays or cancellations due to inclement weather. Additionally, students should abide by inclement weather policies set by their externship site for scheduled externship sessions and report any such delays or cancellations to their instructor.

IMPORTANT NIMAA TERMINOLOGY

TERM	DEFINITION
Block	NIMAA is a 29-week program comprised of four blocks. Each block consists of 7 weeks of online coursework and externship hours, as defined in the *Medical Assistant Program Information* and in the *Grading Policy*.
Cohort	The 29-week period that identifies the fall or spring start date and the year **of program participation** (ex: Fall 2024 or Spring 2025).
Course Finalization	Also referred to as grade finalization. A course is considered finalized when the last due date for all assignments in the course has passed, the instructor has completed all necessary grading, and the final grades have been submitted such that they are now included on the student transcript.
Early Decision	Application period allowing applicants to receive an admissions decision before the Regular Decision date. Applicants accepted into the NIMAA program under Early Decision are not financially obligated to attend until the enrollment agreement is signed.
Enrollment Period	The 29-week period from the start of the program to the completion date. It can be interchanged with the term Academic Year, which is used by financial aid.

TERM	DEFINITION
Externship	Each student completes attendance at an externship or clinical site that has an agreement with NIMAA to host students. The externship is the time students spend in the clinic observing and practicing the skills that they learn online.
Externship Organization	The healthcare organization that has an established agreement with NIMAA to host student placements for externship.
Externship site	The clinic site(s) where the student is placed to complete their externship (e.g. CHC - New London is an externship site of the Community Health Clinic, Inc. externship organization).
Grade weights	Weighting refers to the percentage of a particular assignment or group of assignments to the total course grade, as well as the percentage of a particular course relative to the overall program grade.
Online coursework / courses	Online coursework makes up 100% of the student's grade. NIMAA online coursework consists of courses and seminars covering courses such as medical terminology; anatomy and physiology; and, medical law and ethics.

TERM	DEFINITION
Payment Period	Federal Financial Aid is disbursed to students on a schedule that ensures fairly even distribution over the course of the enrollment period. This distribution is based on divisions of the enrollment period into payment periods. In NIMAA's case, there are two payment periods (weeks 1 through 15 make up payment period 1, and weeks 16-29 make up payment period 2).
Populi	Populi is the NIMAA Student Information System (SIS) used to support NIMAA's admissions process, student management, and alumni management. Populi also serves as the learning management system for the NIMAA 29-week MA program.
Regular Decision	NIMAA's regular application period.
SAP	Satisfactory Academic Progress – requirements that must be met for students to graduate from the program and to maintain Federal Student Aid eligibility.
Student Information System (SIS)	An online software platform used to collect, store and report on all student data.
Synchronous seminars	Students are required to participate in weekly one-hour synchronous (live) seminars conducted over a web-based video conferencing platform.

ADMISSIONS AND ENROLLMENT

Non-Discrimination Statement

NIMAA offers opportunity to all interested and qualified applicants without regard to gender, race, color, religion, age, national origin, disability, sexual orientation, genetic information, or any other applicable status protected by federal, state, or local law.

Admissions Requirements

General Admission Requirements

Before enrollment, prospective students must meet the following requirements:

- **Be 18 years old or older by the cohort graduation date,** 17 years of age at the time of application is acceptable if the applicant has a high school diploma or the equivalent by time of enrollment and the written consent of a parent or legal guardian (Driver's License or official US identification is required);

- **Have evidence of high school graduation or equivalent to include** a high school diploma or transcript that includes the name of the high school attended, city, state, and graduation year; or equivalent to include:

  o A General Education Development (GED) certificate, or

  o A State certificate after passing other State-authorized examinations (HiSET, TASC) that a State recognizes as the equivalent of a high school diploma; or

  o A DD214 that indicates high school equivalency; or

  o A degree issued to the student that indicates the high school graduation, or documentation of completion of a bachelor's degree from an institution recognized by the United States Department of Education (USDE) or the Council for Higher Education Accreditation (CHEA).

- **Students must be proficient in verbal and written English, as demonstrated by the possession of a high school diploma, GED, or passage of a state approved high school proficiency exam.** For applicants who provide a foreign institution evaluation for admissions determination and the applicant's primary written and spoken language is not English, English proficiency will be assessed via the written and verbal portions of the application process. An official test result of an English as a foreign language test may be required.

- Students must reside in a state in which NIMAA is authorized to offer its program. Documentation of state residence shall be as follows:

- o The identification document submitted for admission to the program shall be used to determine the student's physical location, for purposes of confirming residence in a state where NIMAA is authorized to operate.
- o Should the identification document not represent the student's current state residence, the student will be required to provide proof of residence in another form, such as a rental agreement, utility bill, insurance or similar documentation.
- o Should a student change their state of residence during the course of the program, the student will be required to provide updated documentation of residence.
- Evidence of meeting the above admissions requirements must be supplied to NIMAA prior to the commencement of classes.

NIMAA does not accept special diplomas or non-standard state diplomas. Diplomas and transcripts from foreign institutions require official evaluation. To be deemed acceptable, an evaluation of equivalency to meet the minimum requirements of high school equivalent from a National Association of Credential Evaluation Services (NACES®) or Association of International Credential Evaluators, Inc. (AICE) approved official service must be received within 30 days from the student's start date.

NIMAA externship sites may have additional requirements for student placement that must also be adhered to, such as drug screening or additional immunizations. Applicants required to meet such requirements will be notified accordingly.

Ability-to-Benefit

NIMAA does not admit ability-to-benefit students.

Procedure

NIMAA requires that all prospective students enrolling in the program provide official evidence of high school graduation or equivalent, including official translation of foreign transcripts by an approved entity. Acceptable evidence includes high school diplomas and transcripts issued by institutions recognized by the appropriate state licensing body. NIMAA may require additional documentation if the legitimacy of the document is unclear.

The Admissions Team is required to collect and evaluate admissions determination documentation required for admission to the program in compliance with the above referenced policy.

The Admissions Team is responsible for verifying that the applicant attestation form to the application is located in the student information system and copies of required

documentation are obtained within the 30-day stipulated timeframe for foreign transcripts.

If the applicant is unable to provide any of the above documents, the applicant has an opportunity to discuss possible steps to follow with the Student Services Manager. An unofficial copy of high school transcripts or equivalent may be accepted as long as NIMAA is able to verify the validity of the document with the granting entity. The Admissions Team is responsible for reviewing and evaluating the high school diploma or equivalency documentation for validity as stated within the above referenced policy. The Admissions Team shall complete the Proof of Education form in the Student Information System, including all validation documentation as applicable.

The Admissions Committee is responsible for reviewing all admissions determination documentation and determining whether an applicant's application to NIMAA will be accepted or denied. Any such determination will be documented and maintained in the Student Information System for a period of seven years from the date of the Admissions Committee determination.

High School Diploma (or equivalent) Verification and Acceptable Documentation

Applicants are responsible for providing copies of the official document(s) to NIMAA; documentation shall be provided to NIMAA prior to the commencement of the program on the specified date they are due. All documents related to High School Diploma or equivalent shall be verified by the Admissions Team as applicable:

1. Search for school/institution approval through state department of education or agency in the state in which the high school is located to determine if a diploma from the high school (which does not have to be accredited) is recognized by that State;

2. Contact high school/institution and request written or electronic confirmation of details of school approval/authorization, file written communication in the Proof of Education form in the Student Information System to minimally include the school name, contact phone number and address, and name/title of individual verifying information.

3. Any other resources or means to validate the documentation as equivalent.

NIMAA will also accept the following documents as a recognized equivalent of secondary education:

1. A GED certificate to be considered the "equivalent of a high school diploma" requires obtaining the certificate. This requirement is not satisfied by completing a "GED program";

2. Official copies of HiSET, TASC results or other state approved high school proficiency exams for which the applicant is a resident;

3. A DD214 military discharge form evidencing high school graduation or equivalent;

4. A degree issued to the student that indicates the high school graduation, or documentation of completion of a bachelor's degree from a regionally or nationally accredited institution recognized by the United States Department of Education (USDE) or the Council for Higher Education Accreditation (CHEA) as long as NIMAA is able to verify the institution's accreditation status of good standing with its accrediting agency.

Foreign Transcript/Evaluation Verification

Applicants are responsible for providing copies of the official document(s) to NIMAA. All foreign transcripts and degrees must be evaluated and translated to meet U.S. equivalency. NIMAA will accept the credential evaluation services of an agency that has published standards for membership, affiliations to international higher education associations, and are frequently linked to and used by federal agencies, state agencies, educational institutions and employers (e.g., NACES and AICE). NIMAA does not endorse any evaluators, but may provide the following list of sample foreign transcript and degree evaluators to applicants:

- Foreign Consultants: https://www.foreignconsultants.com/
- Educational Credential Evaluators: http://www.ece.org/
- Educational Perspectives: http://www.educational-perspectives.org/
- International Consultants of Delaware: http://www.icdeval.com/
- International Education Research Foundation, Inc.: http://www.ierf.org/
- World Education Services: http://www.wes.org/

By two weeks prior to the school start date, applicants with foreign transcripts and degrees must provide evidence that they have submitted appropriate documentation to an appropriate evaluating agency, as outlined above.

Documentation of equivalency shall be provided no later than thirty (30) days from the student's start date. All documents related to foreign transcript evaluation shall be verified by the Student Services Manager as applicable as follows:

NIMAA shall accept any foreign transcript and evaluation that includes the following:

1. Translated in English;

2. Evaluated to meet minimum requirements for equivalency of a high school diploma; and

3. Evaluation service provider is a member of NACES or AICE and verified through:

a. NACES | National Association of Credential Evaluation Services: https://www.naces.org/members

b. AICE | Association of International Credential Evaluators, Inc.: http://aice-eval.org/members/

Student Required Equipment

NIMAA students require consistent access to a personal computer and internet connection that can support completion of all online coursework requirements and participation in the weekly synchronous seminars. Minimum hardware, software, and internet requirements are described in the following sections.

Prospective students unsure of whether their personal equipment will meet these requirements can contact the NIMAA IT team at it@nimaa.edu with any questions.

Minimum Hardware Requirements

- Personal computers should be three years old or newer, when possible

- 2.4 GHz or faster processor

- 4 GB or more of RAM

- 300 GB or larger hard drive

- 500 MB or better video card capable of 1920x1080 resolution or higher

- Sound card with speakers, headphones and microphone

- Monitor/display video card capable of 800x600 dpi with 256 colors

- All students must have access to a digital video camera or recording device such as a laptop or desktop computer with an enabled webcam or a smart phone or tablet with built-in video-recording capabilities. Students must be able to transfer content from their digital device into the internet via USB/HDMI cable, email (size limitations vary) or other appropriate methods.

- Highly Recommended:
  o Printer
  o External mouse
  o USB mass-storage device (recommended)
  o Mobile device capable of connecting to the internet (e.g. tablet, smartphone)

Minimum Software Requirements

- Operating Systems (one of the following):
  o Windows 10 and newer

- o Mac OS X 10.15 and newer
- o ChromeOS 125.0.6422.4
- Supported browsers: Edge, Safari, Chrome, and Firefox (current and first previous major releases of each browser)
  Note: Chrome is preferred, if possible.
- JavaScript enabled

Minimum Internet Speed

- Bandwidth of 3 Mbps minimum to support good video streaming

Immunization and Testing Requirements

The purpose of these requirements is to ensure a consistent testing and immunization standard for all NIMAA students to protect the health and safety of all those served by NIMAA, as well as the community as a whole.

In order to participate in the NIMAA program, students must meet the immunization and test requirements as noted in the following table. Externship sites may require students to have additional immunizations, as well.

IMMUNIZATION / TEST	DESCRIPTION OF REQUIREMENT
Tetanus Vaccine (Td/Tdap)	Must show evidence of one of the following: • Td within the last 10 years • Tdap within the last 10 years
Varicella (Chickenpox) Vaccine	Must show evidence of one of the following: • 2 doses of varicella vaccine administered after the age of 12 months, and with each dose a minimum of 4-8 weeks apart • Positive blood titer • Documented evidence of disease
Measles, Mumps and Rubella (MMR) Vaccine	Must show evidence of one of the following: • 2 doses of MMR vaccine administered after the age of 12 months, and with each dose a minimum of 4 weeks apart • Positive blood titer

IMMUNIZATION / TEST	DESCRIPTION OF REQUIREMENT
Influenza (Flu) Vaccine	Must upload proof of annual influenza vaccine administration to NIMAA's Student Information System and show to externship site supervisor. Students will receive notice of this policy at the time of enrolling into the program.
PPD, BAMT (QuantiFERON Gold) or Chest X-Ray (Tuberculosis/TB)	Must show evidence of one of the following: • Negative PPD test within the 6 months prior to school start • Negative BAMT (Blood Assay for M. tuberculosis—this is commonly known as a QuantiFERON-TB Gold blood test or T-spot blood test) within the 6 months prior to school start • Negative chest x-ray within the 6 months prior to school start

Hepatitis B Vaccine	• Must show evidence of one of the following:
	
	   o Hep B vaccination series:
	
	      ▪ If vaccination occurred prior to 2019, must have evidence of 3 doses, with the 3rd dose being a minimum of 16 weeks after dose 1, and 8 weeks after dose 2.
	
	      ▪ If vaccination occurred in 2019 or later, then a 2-dose series with HeplisavB could be acceptable with the 2nd dose being a minimum of 4 weeks after the 1st dose.
	
	      ▪ If vaccination occurred in 2019 or later, and not with HeplisavB, then the above 3-dose schedule would be required.
	
	   o Positive blood titer

COVID-19 Vaccine	Vaccination consistent with Centers for Disease Control guidance for health care employees at the time of application. Should the Centers for Disease Control guidance change after admission to the program, students will be required to meet the updated guidance according to the timeline recommended

IMMUNIZATION / TEST	DESCRIPTION OF REQUIREMENT
	in the guidance, or within 1 month of the notice of the change by NIMAA, whichever is sooner.

Students are responsible for uploading evidence of required vaccinations/tests to the Immunization Records form in the NIMAA Student Information System by the due dates noted in the *Immunization Timeline* section. Evidence of immunization must be provided on the forms provided by NIMAA.

Immunization Timeline

COHORT	TIMELINE
Fall	Students must provide NIMAA with evidence of all required immunizations no later than August 20, 2024, at 8pm MT. The Influenza (Flu) Vaccine is the only exception to this timeline, and must be received, with evidence provided, by December 1, 2024, at 8pm MT.
Spring	Students must provide NIMAA with evidence of all required immunizations, including the flu vaccine, no later than February 18, 2025 at 8pm MT.

Students who have not met the immunization requirements will not be allowed to attend their externship. Continued failure to meet these requirements could result in the student not meeting externship attendance requirements, leading to potential dismissal from the program.

Exemptions

Any exemption due to medical or religious contraindications must be submitted to NIMAA's Student Services no later than 30 days *before the start of the program*. Each exemption will be reviewed by NIMAA's Clinical Director, and the individual requesting the exemption will be notified in writing as to whether their request for exemption has been granted. NIMAA holds the right to deny requests for exemption. If an exemption request is denied, the individual will be required to follow the NIMAA immunization policy in order to be admitted and enrolled or cancel their application.

If an exemption request is granted, NIMAA will coordinate with the applicable externship organization to confirm whether they will honor the exemption according to

their own internal Infection Control Policies. Should an externship organization, by their own policy, not allow for an approved exemption, then NIMAA will attempt to identify an alternate externship organization for placement. Unfortunately, this may not always be possible, depending on the number of externship organizations located within a particular region and their applicable policies.

- *Medical Exemptions:* An individual requesting medical exemption because of medical contraindications must complete the required NIMAA form and provide documentation from the individual's medical provider who attests to the medical contraindication. Standard criteria for medical exemption will be utilized based on recommendations from the Centers for Disease Control and Prevention.
- *Religious Exemptions:* An individual requesting exemption because of religious reasons must complete the required NIMAA form and provide documentation of the specific reason for exemption request in writing.

Please contact NIMAA at info@nimaa.edu to request an exemption form, as needed.

Site Specific Admissions Requirements

NIMAA Externship Organizations where students complete the clinical components of the program may have additional requirements for student placement.

For the Fall 2024 cohort, the below Externship Organizations have additional requirements:

Alivio Medical Center (IL): bilingual in English and Spanish required; reside in Cook County, and ONE of the following: Black, Latinx, female, person living with a disability, disconnected youth, individuals in recovery, individuals with past criminal records including justice impacted and reentry participants, individual participating in the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and Women, Infants, and Children (WIC), veterans and military spouses, and/or other underrepresented persons in the corresponding sector as identified by the sector backbone

Clinica Family Health (CO): bilingual in English and Spanish required

Erie Family Health Centers (IL): bilingual in English and Spanish preferred; 4 of 8 students placed at organization reside in one of the following zip codes: 60624, 60644, 60651, or 60612

Esperanza Health Centers (IL): bilingual in English and Spanish (written and oral form) required; reside in Cook County, and ONE of the following: Black, Latinx, female, person living with a disability, disconnected youth, individuals in recovery, individuals with past criminal records including justice impacted and reentry participants, individual participating in the Supplemental Nutrition

Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and Women, Infants, and Children (WIC), veterans and military spouses, and/or other underrepresented persons in the corresponding sector as identified by the sector backbone

Hamdard Health Alliance (IL): bilingual in English and Spanish, Urdu, or Bosnian (written and oral form) required; reside in Cook County, and ONE of the following: Black, Latinx, female, person living with a disability, disconnected youth, individuals in recovery, individuals with past criminal records including justice impacted and reentry participants, individual participating in the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and Women, Infants, and Children (WIC), veterans and military spouses, and/or other underrepresented persons in the corresponding sector as identified by the sector backbone

Esperanza Health Center (PA): bilingual in English and Spanish (written and oral form) required

Fair Haven (CT): bilingual in English and Spanish preferred; socioeconomic conditions required

HealthNet (IN): become employed 0.6 FTE, comply with health requirements, agree to 2-year work commitment post-graduation

HealthPoint (TX): must be an existing employee at the organization

Kintegra (NC): participate in an additional preparatory study course for the national credentialing exam

Near North (IL): bilingual in English and Spanish (written and oral form) required; reside in Cook County, and ONE of the following: Black, Latinx, female, person living with a disability, disconnected youth, individuals in recovery, individuals with past criminal records including justice impacted and reentry participants, individual participating in the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and Women, Infants, and Children (WIC), veterans and military spouses, and/or other underrepresented persons in the corresponding sector as identified by the sector backbone

Northeast Missouri Health Council (MO): drug screening, additional background check, and copy of immunization record must be providedPrimeCare Community Health (IL): reside in Cook County, and ONE of the following: Black, Latinx, female, person living with a disability, disconnected youth, individuals in recovery, individuals with past criminal records including justice impacted and reentry participants, individual participating in the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF),

and Women, Infants, and Children (WIC), veterans and military spouses, and/or other underrepresented persons in the corresponding sector as identified by the sector backbone

Roanoke Chowan Community Health Center: must be an existing employee at the organization

Salud Family Health (CO): bilingual in English and Spanish preferred

Shawnee Health Services and Development Corporation (IL): complete additional criminal background check and complete 15 online modules to prepare for in-clinic time; must successfully be selected by the organization to be hired as apprentices under the Department of Labor MA Apprenticeship Program

Tapestry 360 (IL): reside in Cook County, and ONE of the following: Black, Latinx, female, person living with a disability, disconnected youth, individuals in recovery, individuals with past criminal records including justice impacted and reentry participants, individual participating in the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and Women, Infants, and Children (WIC), veterans and military spouses, and/or other underrepresented persons in the corresponding sector as identified by the sector backbone

TCA Health (IL): must not be employed at organization; bilingual in English and Spanish (written and oral form) preferred; reside in Cook County, and ONE of the following: Black, Latinx, female, person living with a disability, disconnected youth, individuals in recovery, individuals with past criminal records including justice impacted and reentry participants, individual participating in the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and Women, Infants, and Children (WIC), veterans and military spouses, and/or other underrepresented persons in the corresponding sector as identified by the sector backbone

The Primary Health Network: must be an existing employee at the organization

The Wright Center for Community Health (PA): additional background check and drug screening

Tepeyac Community Health Center (CO): bilingual in English and Spanish required

Wallace Medical Concern (OR): bilingual in English and Spanish required

Wayne Memorial Community Health Centers (PA): drug screening and additional background check required

Admissions Process

Admissions Timeline

COHORT	TIMELINE
Fall	For participation in the Fall 2024 cohort, NIMAA will accept applications for Early Decision through April 14th, 2024, and Regular Decision through May 29th, 2024.
Spring	For participation in the Spring 2025 cohort, NIMAA will accept applications for Early Decision through October 23rd, 2024, and Regular Decision through November 27th, 2024.

Note: NIMAA reserves the right to revise admissions deadlines in response to externship organization request, and NIMAA consideration and agreement.

The Application Process

The NIMAA application process is as follows:

- Applicants must complete the online NIMAA application.
- All applicants will have a phone interview with a NIMAA representative.
- Select applicants will participate in an externship interview.
- Admissions decisions will be sent to applicants by email.
- Upon admission, prospective students will be required to undergo a background check.
- Admitted students will need to sign an enrollment agreement with NIMAA.
- Prior to the start of the program, students will be provided access to an online course providing orientation to the NIMAA Learning Management System.

Waitlist and Rollover Applications

Select applicants may be placed on the waitlist and will be offered admissions if a spot opens at their selected Externship Organization. At the end of the admissions cycle, applicants remaining on the waitlist will have the option to participate in an expedited admissions process in the cohort immediately following the cohort they were waitlisted in. The expedited process does not guarantee admissions into the next cohort. If the applicant's selected Externship Organization is not hosting students in the following

cohort, the applicant will have to re-apply and complete the admissions process for the next available cohort or at a different Externship Organization if applicable.

Background Check

Applicants need to have cleared a background check prior to the start of classes or externship, based on the criteria listed below.

- Any violent felony convictions of homicide. (No time limit)

- Crimes of violence (assault, sexual offenses, arson, kidnapping, any crime against an at-risk adult or juvenile, etc.), as defined in section 18-1.3-406 C.R.S., in the ten years immediately preceding the submittal of application.

- Any offense involving unlawful sexual behavior in the ten years immediately preceding the submittal of application.

- Any crime, the underlying basis of which has been found by the court on the record to include an act of domestic violence, as defined in section 18-6-800.3 C.R.S., in the seven years immediately preceding the submittal of application.

- Any crime of child abuse, as defined in section 18-6-401 C.R.S., in the seven years immediately preceding the submittal of application.

- Any crime related to the sale, possession, distribution, or transfer of narcotics or controlled substances in the seven years immediately preceding the submittal of application.

- Any felony theft crimes in the seven years immediately preceding the submittal of application.

- Any offense of sexual assault on a client by a psychotherapist, as defined in section 18-3-405.5 C.R.S., in the seven years immediately preceding the submittal of application.

- Crimes of moral turpitude (prostitution, public lewdness/exposure, etc.) in the seven years immediately preceding the submittal of application.

- Registered Sex Offenders. (No time limit)

- Any offense in another state, the elements of which are substantially similar to the elements of any of the above offenses.

- More than one (1) D.U.I. in the seven years immediately preceding the submittal of application.

  o Applicants may submit an appeal with a list of references and supporting evidence to show reason for being admissible to the program and NIMAA

staff will review on a case-by-case basis to determine eligibility if the applicant does not meet the criteria listed above.

NIMAA will facilitate background checking procedures. Background check results will not be provided to any entity outside of NIMAA.

NIMAA will notify all externship organizations of whether or not the students placed at their clinics have passed the background check based on the criteria provided. Applicants should be aware that the clinical externship site can request an additional background check and refuse a student based upon their own background check criteria. Applicants should check state regulations related to criminal convictions and the ability to be licensed.

Enrollment Procedures

During the enrollment period (see *Program Calendar*), students will undergo a background check, pay all fees as per the *Payment Schedule*, and complete all the enrollment documents. Late enrollments into the program are not accepted.

Family Educational Rights and Privacy Act (FERPA)

In accordance with the FERPA Act, NIMAA has designated the following categories of information as public (directory information). This information will be routinely released to any inquirer unless a student requests that all or part of this list be withheld. Directory information includes: Name; Address; Telephone number; Email address; Date of Birth; Dates of attendance including current enrollment; GPA; Certification and Awards received.

All requests to restrict the disclosure of such information must be done in writing by completing a form in the Student Information System.

Postponement of Start Date

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

- Whether the postponement is for the convenience of the school or the student, and;

- A deadline for the new start date, beyond which the start date will not be postponed.

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline in accordance with the school's refund

policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

MEDICAL ASSISTANT PROGRAM INFORMATION

Program Overview

Total Program Clock Hours:	960
Total Program Weeks:	29
Credential:	Certificate

Program Occupational Objective

Graduates from NIMAA's 29-week medical assistant training program will gain the competencies and knowledge to be eligible to apply for an entry-level position in the medical assisting profession.

Method of Delivery

Instructional Hours:	720
Delivery Method:	Full Distance Education

Content is delivered online via NIMAA's Learning Management System and features engagement and learning activities from accompanying web-based didactic and simulation platforms. Courses are taught by NIMAA's qualified instructors and require student participation in web-based synchronous and asynchronous lectures, instructional meetings, online simulations, group discussions, exercises, and assignments. Required synchronous videoconferencing sessions take place once a week, and students' participation is monitored. Instruction also includes four weeks in which students engage in an interactive group case study of a patient with complex needs.

Externship Requirement

Externship Hours:	240

The program includes an externship at a primary healthcare clinic. The long-term externship, 240 hours, allows students to observe and practice the required competencies through hands-on experience while under the supervision of the externship site, as well as the course instructor. The externship is concurrent with the academic lessons for the entire 29-week program. NIMAA will place students at an

externship site within 100 miles of the home address listed on their admissions application.

The externship experience complements and extends online learning into the authentic practice environment of the clinic. While observing and practicing on-ground at the externship site, the student is under the supervision of the externship site, as well as NIMAA.

Note that some sites allow students to earn externship hours above and beyond the 240 required by the NIMAA program. These additional hours will be reported to NIMAA staff, but will not be reflected on the NIMAA transcript.

Program Calendar

Fall Cohort

ENROLLMENT PERIOD	
Application Open	March 20, 2024
Enrollment Period Completed	August 6, 2024
BLOCKS	
Intro to Clinic	September 3,2024 –September 6, 2024
Block 1	September 9, 2024 – October 25, 2024
Block 2	November 4, 2024 – December 20, 2024
Block 3	January 6, 2025– February 21, 2025
Block 4	March 3, 2025 – April 18, 2025
IMPORTANT EVENTS	
Introduction to Clinic Week (mandatory trainings, administrative paperwork)	September 3, 2024 – September 6, 2024
Credentialing Exam Week	April 23, 20245– April 29, 2025
Synchronous Graduation	April 30, 2025
BREAKS AND HOLIDAYS (NO CLASSES)	
Breaks	October 28, 2024- November 1, 2024 –
	December 23, 2024 – January 3, 2025
	February 24, 2025 – February 28, 2025

Thanksgiving Break	November 28, 2024

Spring Cohort

ENROLLMENT PERIOD	
Application Open	September 18, 2024
Enrollment Period Completed	February 4, 2025
BLOCKS	
Block 1	March 10, 2025 – April 25, 2025
Block 2	May 5, 2025 – June 20, 2025
Block 3	July 7, 2025 – August 22, 2025
Block 4	September 2, 2025 – October 17, 2025
IMPORTANT EVENTS	
Introduction to Clinic Week (mandatory trainings, administrative paperwork)	March 4, 2025 – March78, 2025
Credentialing Exam Week	October 22, 2025 – October 29, 2025
Synchronous Graduation	October 30, 2025
BREAKS AND HOLIDAYS (NO CLASSES)	
Breaks	April 28, 2025 – May 2, 2025
	June 23, 2025 –July 4, 2025
	August 25, 2025 – August 29, 2025
Memorial Day	May 26, 2025
Labor Day	September 1, 2025

School Hours

9 am to 5 pm MST Monday – Friday, except noted holidays under *Program Calendar*.

A student or a member of the public may make an appointment to visit the school by calling (720) 710-9050 or sending an email to info@nimaa.edu.

Course Descriptions

A description of each NIMAA course can be found below and in the course syllabi. The NIMAA curriculum embeds safety instruction and learning activities throughout the program and particularly in the Core Skills and Externship courses. Introduction to Clinic week includes OSHA, PPE (Personal Protective Equipment), standard precautions and CPR certification training.

The NIMAA Medical Assistant Program involves 960 hours (29 weeks) and is a full distance program. Academic credit is measured in clock hours. A clock hour is defined as a 60-minute period of time with no less than 50 minutes of instruction.

Externship

Ext 101: Externship

Hours:	240 clock hours
Weeks:	1 - 29
Prerequisites:	None
Description:	The externship experience complements and extends online learning into the authentic practice environment of the clinic. Students will learn skills in a graduated, planned progression throughout the course based on their increasing knowledge from their online course work which parallels their skills learning. While observing and practicing on-ground at the externship site, the student is under the supervision of the externship site, as well as NIMAA.

Courses

AMA101: Applied Medical Assisting

Hours:	36 (36 lab hours)
Weeks:	8, 15, 22, 29
Prerequisites:	None
Description:	The Applied Medical Assisting course will allow students to apply the content they have learned by participating in a case study. Students will be assigned to small groups that will discuss a patient case, complete assignments and present their findings to the larger group. There will also be two summative tests: one on the online course content and the second on core skills knowledge.

SEM101: Seminar

Hours:	37.5 (37.5 theory hours)
Weeks:	2-29 (excluding breaks)
Prerequisites:	None
Description:	Seminar offers students the opportunity to explore the history and development of the medical assistant profession, as well as the different career-paths available within the field. Seminar will provide students with an opportunity to develop the knowledge and skills to improve care. The course offers multiple tools and ways to use them to prepare students for success beyond the NIMAA classroom. Students will explore non-cognitive skills, also known as soft skills, and how they relate to the medical field. Students will learn the theory and application of empathy, resilience, interpersonal skills, and verbal and non-verbal communication skills. Students will explore the roles and responsibilities of the medical assistant as well as those of other practitioners in the health care setting, with an emphasis on the importance of team collaboration in providing patient care.

CS 101: Core Skills

Hours:	127 clock hours (58 theory hours, 69 lab hours)
Weeks:	1-29 (excluding breaks)
Prerequisites:	None
Description:	The student will learn the essential skills required of a medical assistant to perform their job in the healthcare setting. Using theory and hands-on practice, the student will become proficient in the knowledge and application of these skills and their relationship to the medical assistant role in a healthcare setting.

MCWS 101: Professionalism & Team Care

Hours:	7.5 clock hours (6 theory hours, 1.5 lab hours)
Weeks:	2-3
Prerequisites:	None
Description:	The student will explore the roles and responsibilities of the medical assistant, as well as those of other practitioners in the healthcare setting. Emphasis will be placed on the importance of team collaboration in providing patient care.

MCWS 102: Medical Terminology

Hours:	41 clock hours (12 theory hours, 29 lab hours)
Weeks:	2-7, 9-14
Prerequisites:	None
Description:	The student will explore medical terminology that describes body systems, including structure and functions; common diseases; symptoms and etiologies. The terms used to describe diagnostic and treatment modalities will be outlined. Students will learn acceptable medical abbreviations.

MCWS 103: Office & Electronic Health Records

Hours:	28 clock hours (19 theory hours, 9 lab hours)
Weeks:	1-7
Prerequisites:	None
Description:	The student will explore the use of computers for maintaining patient medical records and daily operations in the healthcare setting. Emphasis will be placed on the concept of Meaningful Use and its applications.

HDPP 101: Anatomy & Physiology

Hours:	48.5 clock hours (24 theory hours, 24.5 lab hours)
Weeks:	2-7, 9-14
Prerequisites:	None
Description:	The student will explore all the body systems, including structure and functions; common diseases; symptoms and etiologies. A regime for diagnostic and treatment modalities will be outlined.

HCSC 101: The Healthcare System

Hours:	7.5 clock hours (6 theory hours, 1.5 lab hours)
Weeks:	4, 5
Prerequisites:	None
Description:	Utilizing a holistic approach, students will explore the evolution, presence, and predicted future of the healthcare system and will become knowledgeable of the system's inner workings.

HCSC 102: Public Health & Federally Qualified Health Centers

Hours:	7.5 clock hours (6 theory hours, 1.5 lab hours)
Weeks:	2, 5
Prerequisites:	None
Description:	The student will explore the history and foundations of Federally Qualified Health Centers (FQHCs) and their effects on public health. An understanding and the basic structure of FQHCs will allow the student to explore the future of public health and FQHCs.

HCSC 103: Orientation to the Community

Hours:	7.5 clock hours (2 theory hours, 5.5 lab hours)
Weeks:	2
Prerequisites:	None
Description:	The student will explore their community and the healthcare needs of the patients in the community. By developing an understanding of the community, the student will be able to provide care to the patient population they serve.

HSCS 104: Billing & Coding

Hours:	26 clock hours (13.5 theory hours, 12.5 lab hours)
Weeks:	4-7, 9-12
Prerequisites:	None
Description:	The course will focus on the activities of billing and coding. The student will use manual or computerized bookkeeping systems in preparation and reconciliation of bank statements and deposit records; billing and collection procedures; accounts receivable and payable procedures; processing credit balances and refunds; petty cash accounts; posting adjustments; non-sufficient funds and collections. Students will perform diagnostic and procedural coding; preparation and submission of insurance claims; use of provider fee schedule; management of care referrals and pre-certifications; and application of third party guidelines.

HDPP 102: Psychology & Behavioral Health

Hours:	43 clock hours (24 theory hours, 19 lab hours)
Weeks:	16-21

Prerequisites: None

Description: The student will learn to analyze the effects of hereditary, cultural, and environmental influences on human behavior. The developmental stages of life will be examined, as well as abnormal behavior patterns and working and caring for patients with special needs. This course will introduce the student to the basic concepts of psychology. The student will explore the diseases, disorders, symptoms, and etiology associated with psychology through the examination of the normal and abnormal functioning of the brain. An emphasis will be placed on a regime for diagnostic and treatment modalities of the diseases associated with psychology.

PCHC 101: Customer Service

Hours: 22.5 clock hours (18 theory hours, 4.5 lab hours)

Weeks: 2-7

Prerequisites: None

Description: The students will learn the techniques and qualities required to provide high quality customer service to patients within a community health center. By exploring the culture within the health center, the student will learn skills needed to address patients in person, through the written word, and on the phone in a manner that achieves customer satisfaction.

PCHC 102: Office Policies & Procedures

Hours: 30 clock hours (8 theory hours, 22 lab hours)

Weeks: 9-12

Prerequisites: None

Description: This course will explore the policies and procedures of the medical office. Through hands-on labs, the student will learn about the day-to-day operations that create an office setting that is both professional and inviting for both the patient and the employee.

HCSC 105: Insurance & Finance

Hours: 14 clock hours (6 theory hours, 8 lab hours)

Weeks: 12-14

Prerequisites: None

Description: This course is devoted to understanding the concepts and theories related to the financing of clinical services and how reimbursement occurs through insurance. The student will learn about the financial systems in place in a community health center or a primary care clinic. Students will review the systems for reimbursement and how these relate to insurance claims; provider fee schedules; care referrals and pre-certifications; and third-party guidelines.

HDPP 103: Patient Navigation

Hours: 15 clock hours (8.5 theory hours, 6.5 lab hours)

Weeks: 13-14, 23-25

Prerequisites: None

Description: The student will explore the journey the patient navigates through the healthcare system. An emphasis will be placed on exploring how different members of the healthcare team coordinate to provide the patient with care.

PTBC 101: Interprofessional Teams

Hours: 15 clock hours (9 theory hours, 6 lab hours)

Weeks: 13-14, 22, 27-28

Prerequisites: None

Description: The student will learn how to effectively work with a professional team. Through interactive labs, the student will learn how to interact with the other professionals in the medical setting in a manner that promotes a healthy environment for the patient.

PTBC 102: Care Coordination

Hours: 15 clock hours (8 theory hours, 7 lab hours)

Weeks: 16-18, 22-25

Prerequisites: None

Description: The student will learn how to coordinate the patient's care. The student will learn how to work with the medical team to develop a plan that will promote health for the patient.

PTBC 103: Patient Education

Hours: 15 clock hours (6 theory hours, 9 lab hours)

Weeks: 13-14, 23-25

Prerequisites: None

Description: The student will use online labs to learn how to educate the patient on health-related topics. The student will learn how to effectively communicate using both verbal and non-verbal communication to educate the patient.

HDPP 104: Nutrition

Hours: 7.5 clock hours (4.5 theory hours, 3 lab hours)

Weeks: 16-18, 22

Prerequisites: None

Description: The student will learn the basic theory associated with nutrition. An emphasis will be placed on comprehending and educating patients regarding proper diet and nutrition guidelines and identifying categories of patients that require special diets.

PTBC 104: Health Coaching

Hours: 30 clock hours (12 theory hours, 18 lab hours)

Weeks: 16-21

Prerequisites: None

Description: Students will learn health coaching, which is a skillset that assists patients to gain the knowledge, skills, and confidence to become informed, active participants in their health care. The objective of health coaching is to help patients understand the care team's advice, to discuss how the patient feels about that advice, and to work with patients to use that advice to improve their health.

HDPP 105: Pharmacology

Hours: 75.5 clock hours (27 theory hours, 48.5 lab hours)

Weeks: 16-21, 23-28

Prerequisites: None

Description: The student will learn accurate occupational math and metric conversions for proper medication administration. Legal aspects of writing prescriptions, as well as proper use of the PDR handbook and other drug references used to identify a drug's classification, dosage, side effects and contraindications, will be covered. Methods of patient education and care that are unique to the populations that community health centers served will be explored.

PTBC 105: Panel Management

Hours:	22.5 clock hours (10 theory hours, 12.5 lab hours)
Weeks:	23-28
Prerequisites:	None
Description:	Students will learn panel management, a tool used to make sure that all patients in a practice have received evidence-based preventive and chronic disease services in a timely fashion. The students will explore both the theory and applied process of panel management and how it benefits the patient, the office, and healthcare as a whole.

PCHC 103: Medical Law & Ethics

Hours:	41 clock hours (15 theory hours, 26 lab hours)
Weeks:	1, 23-28
Prerequisites:	None
Description:	The student will learn proper legal documentation utilizing state and federal guidelines. Also covered will be risk management strategies; understanding liability coverage; and compliance with local, state, and federal health laws.

SATISFACTORY ACADEMIC PROGRESS (SAP) POLICY

NIMAA has established standards of Satisfactory Academic Progress (SAP) that include qualitative and quantitative components in incremental measures of progress. SAP is measured both for academic advisement purposes and for financial aid purposes. The academic requirements apply to all students (full or part-time), and the financial aid requirements apply to all students receiving federal student aid funds. The program has 960 clock hours and 29 weeks of instruction, with an Introduction to Clinic week (Week 1), followed by four 7-week blocks, with a break after each block.

Students bear the primary responsibility for their own academic progress and for seeking assistance when experiencing academic difficulty. At all times, students can see their course grades and cumulative GPA in the Student Information System. Academic advisement and remediation assistance are both available.

Evaluation Points

For academic and advisement purposes, students are evaluated at the end of each block (weeks 8, 15, and 22).

For financial aid purposes, SAP is measured at the midpoint of the program in which the student successfully completes 480 clock hours of instruction, which generally occurs at week 15 if the student passes all coursework up to that point. A successfully completed course is one in which the student earns a passing grade of 73% or better.

SAP Evaluation

For academic and advisement purposes, the SAP evaluation at the end of each block only includes a review of the student's cumulative GPA.

For financial aid purposes, all SAP measurements are evaluated at the program midpoint evaluation point. The NIMAA Associate Director of Education reviews each SAP requirement to determine whether the student meets the minimum SAP standards.

If the student does not meet the minimum SAP standards, the student is subject to sanctions, up to withdrawal and/or dismissal.

Minimum SAP Standards

Component	Standard	Description
Cumulative GPA	2.0 or higher	A minimum cumulative grade point average of 2.0 or 73% in the program overall (see *Grading Policy)*
Pace	67% or higher	The student must successfully complete 67% of all attempted clock hours; and complete a minimum of 60 externship hours each 7-week block
Maximum Timeframe	150%	The student must complete their program within 150% of the program clock hours

Qualitative Standard

CGPA

All students must meet the minimum cumulative grade point average (CGPA) shown in the above SAP Standards chart. As they proceed through the program, students are able to view their in-progress letter and percentage grades, utilizing the official grading scale in the Student Information System. The CGPA is updated after each course in the

program is completed. Course completion or finalization occurs on Thursday following the final due date for all graded assignments in a course (see *Course Descriptions* for the weeks in which each course takes place throughout the program). Grades "A," "B," "C," "D", and "F" are included in the CGPA calculation. Grades "A," "B," "C," and "P" are considered passing grades. Grades of "C-," "D," and "F" are considered failing grades.

Quantitative Standard

Pace

In addition to the CGPA requirements, a student must **successfully** complete (a passing grade) a minimum percentage of their attempted clock hours and a minimum number of externship hours at the midpoint evaluation. This evaluation measures the number of successfully completed clock hours to the number of clock hours attempted. Note that the clock hours are only earned if the student receives a passing grade. The required Pace rates are outlined in the table above.

Maximum Timeframe

The Pace requirements are to ensure that students are progressing at a rate at which they can complete the program within the maximum time frame. The maximum time frame for a program measured in clock hours is a period no longer than 150% of the program length in program clock hours. Students will, at a maximum, need to complete their graduation requirements within 43.5 weeks or 1440 attempted clock hours. If, at any point, it becomes mathematically impossible for the student to complete within this maximum timeframe, the student will be withdrawn from the program.

SAP Treatment of Certain Grades

Type	Letter Code	Counted in CGPA	Counted as Attempted Hours in Pace
Incomplete	I	No	No
In Progress	IP	No	No
Withdrawn	W	No	Yes
Transfer Credit	TC	No	Yes
Repeat	R	No	Yes

Pass/Fail	P or F	No	Yes

SAP Sanctions

Academic Warning, Probation, and Dismissal

Students not meeting the required CGPA standard after a block in good SAP standing are placed on Academic Warning for the following block. At the end of a block on Academic Warning, if the student has not met the minimum CGPA, the student is then placed on Academic Probation for one additional block.

If the SAP standards are met at the end of the block on warning or probation, the student is returned to good SAP standing. If the student has not achieved the SAP standard at the end of the Academic Probation block, they are referred to the Associate Director of Education for possible dismissal for failure to meet the Satisfactory Academic Progress standard. A student subject to an Academic Dismissal has the ability to submit an appeal of this status.

Financial Aid Suspension

Title IV-recipient students not meeting the minimum SAP standards at the financial aid evaluation point are placed on Financial Aid Suspension. This means the student may not receive an additional financial aid disbursement for the second half of the program, but the student can appeal this suspension and reinstate their aid. A successful appeal must be based on extenuating circumstances.

A student on Financial Aid Suspension is sent an email explaining their status and steps for appeal. If the student does not wish to file an appeal but is allowed to continue through the program, the student will no longer be eligible for federal financial aid and must obtain alternative funding.

Appeal Process

A student subject to a first instance of a SAP Academic Dismissal or Financial Aid Suspension can appeal this status by utilizing the following appeal process within five calendar days from the date of notification by providing the following information to the school's Financial Aid Office.

The appeal documentation must describe why the student failed to meet Satisfactory Academic Progress standards, along with supporting documentation. This information should also include what has changed about the student's situation, allowing them to return to good SAP standing by the next evaluation period.

The reasons for which a student may appeal a negative progress determination include

the death of a relative, an injury or illness of the student, a student's disability, or other unexpected emergency or mitigating circumstances.

The Appeal documents are reviewed, and a decision is made and reported to the student within 15 calendar days. The appeal and decision documents are retained in the student's file.

Outcome of Academic Dismissal Appeal

If the academic SAP appeal is approved, the student is given the ability to attempt a second Academic Probation block. However, the student must return to good SAP standing at the end of the second Academic Probation block, or the student is again subject to Academic Dismissal without the ability to appeal. The student must also adhere to any terms and conditions contained in the approved appeal.

If the SAP appeal is denied, the Academic Dismissal stands. The student may apply for re-admission following NIMAA's *Re-Admittance Policy.*

Outcome of Financial Aid Suspension Appeal

If the student prevails upon appeal, the Financial Aid Suspension determination is reversed, and federal financial aid is reinstated for one payment period under the Financial Aid Probation status.

If the SAP appeal is denied, the Financial Aid Suspension stands. If the student remains enrolled, they must obtain another source of funding to cover their remaining tuition and fees.

SAP Notifications

Students who are subject to SAP sanctions will receive an email notification. The notice contains the requirements to return to good SAP standing and the consequences of not meeting the SAP requirements by the next evaluation point. Students are also notified in writing of their right to appeal a SAP-based suspension or dismissal and the outcome of any appeal proceeding.

Graduation Requirements

The following requirements must be met for a student to graduate from the Medical Assistant program at NIMAA:

- Successful completion of all program courses with a passing grade
- Successful completion of all core skill competencies with an 85% or higher

- Completion of at least 90% of online work clock hours
- Completion of all of the 240 externship hours,
- Cumulative GPA of 73% for all courses attempted and completed

GRADING SYSTEM

Grading Policy

Students are required to successfully complete the online coursework and externship requirements of the NIMAA program. This is vital to ensure the following:

- The overall rigor of NIMAA's clinical training program, and
- The quality of NIMAA graduates as they enter the workforce.

The overall approach to grading online instruction and labs in NIMAA reflects the following principles:

- All work students complete in the NIMAA program is essential to the Medical Assistant profession.
- The learning in each course of the program is different and important.
- NIMAA has carefully designed the program to expose students to different topic areas and content.
- The weighting of grades reflects the time allocated to each area in the online coursework.

NIMAA calculates student grades as noted below:

- Online coursework and labs (assignments, homework, quizzes, etc.) count equally toward the course grade.
- The grade for a course is created by summing the total points a student has earned and dividing by the total possible points for that course.
- The overall program grade consists of each course grade multiplied by the weight of that course, where the weight is based on the number of contact hours for that course in the curriculum.

Grading Scale

Grades are based on assignments, homework, labs, discussions, and tests. Students can view their grades at any time within the Student Information System. Their dashboard will show all in-progress letter grades, and within each course, they can see the breakdown of all graded activities that comprise that cumulative in-progress (IP) course grade. Additionally, students have access to their unofficial transcript, which shows all

finalized course grades, cumulative externship (clinical) hours, and their CGPA. Only final grades for each course are calculated into the course grade and CGPA.

Students can view the status of each of the required core skills in the Core Skills course by looking at all assignments that are part of the Skills Passport.

Grades are assigned based on the following scale:

Type	Status	Percent Range	Grade Point
Online Coursework	Passing/Excellent	93-100%	4.0
	Passing/Excellent	90-92%	3.70
	Passing/Above Average	87-89%	3.30
	Passing/Above Average	83-86%	3.00
	Passing/Above Average	80-82%	2.70
	Passing/Average	77-79%	2.30
	Passing/Average	73-76%	2.00
	Fail	70-72%	1.70
	Fail	67-69%	1.30
	Fail	63-66%	1.00
	Fail	60-62%	0.70
	Fail	<60%	0.00
Externship	Pass	100%	n/a
	Fail	0%	n/a

Type	Status	Percent Range	Grade Point
Skills Sign-Off	Pass	85% and higher	n/a
	Fail	0%	n/a

The following grades may also appear on a student's transcript.

Type	Letter Code	Status
Incomplete	I	Incomplete course; only given when the instructor approves remediation for up to two weeks
In Progress	IP	Indicates a course for which the grades have not yet been finalized and hence is still in progress
Withdrawn	W	Withdrawal or Dismissal
Transfer Credit	TC	Indicates a grade for any courses in which a transfer of credit from an outside institution was approved
Repeat	R	Indicates the course was repeated

NIMAA uses the following table to convert number (percentage) grades to a letter grade:

Number Grade	Letter Grade	Description

90-100	A	Excellent
80-89	B	Above Average
73-79	C	Average
70-72	C-	Below Average/Failing
60-69	D	Below Average/Failing
<60	F	Failing

Non-credit, Proficiency Grades

Non-credit and proficiency credit do not apply to this institution. Therefore, these items do not affect the school's Satisfactory Academic Progress standards.

NIMAA Program Grade Structure

As noted in the *Satisfactory Academic Progress (SAP) Policy*, students must have a minimum program score of 73% to pass courses and to graduate. The program score is calculated by multiplying each final course grade by the number of clock hours associated with that course.

NIMAA Grade Structure

GRADE CATEGORY	% of GRADE	MINIMUM PASSING STANDARD
Online coursework	75% or 720 clock hours	≥73% ≥2.0
Externship	25% or 240 clock hours	Pass
Core Skills	Included in above	85% or better

Progress Reports and Transcripts

NIMAA students have online access to their grades in the SIS throughout the duration of the program. They can see their current course grades, reflecting all items graded at that time, as well as an unofficial transcript showing their CGPA, which is comprised of the grades from all finalized courses. Students are notified within ten business days of the completion of each block regarding their academic status (see table below). Students in Academic Warning or Academic Probation status are notified as to the reason for the status and the course repeat process.

STATUS	DESCRIPTION
In Good Standing	Student has a cumulative GPA of ≥2.0 in the program*
Academic Warning	1st time student has a cumulative GPA less than 2.0 in the program*
Academic Probation	2nd time after a student on Academic Warning has a cumulative GPA of less than 2.0 in the program*

* Cumulative GPA is based on all courses that have been finalized (complete) and does not consider grades for courses that are still in progress (i.e. courses that have additional content in a subsequent block).

A final, official hard copy transcript is sent to graduates within 14 business days following the date of graduation.

An official transcript reflecting the student's academic standing at the time of withdrawal or dismissal is maintained in the student file of any student who withdraws or is dismissed.

Remediation Policy

Students not meeting the minimum 90% attendance requirement in the course and/or achieving a passing grade in a course are notified of this status via email as soon as the administration and faculty know it. If the course has not ended (all of the scheduled clock hours in the course have not elapsed), the student can make up the missed clock hours by the end of the course.

If, at the end of the course, the student's attendance percentage remains below 90% and/or the course grade is below 73%, the student may petition their instructor to obtain an incomplete grade based on mitigating circumstances. The faculty member may approve an incomplete grade and allow the student to make-up clock hours and/or remediate their coursework if the student has the ability to achieve the 90% attendance

requirement and/or improve their grade to the 73% minimum within two weeks of the scheduled end of the course.

If it is not possible for the student to meet the minimum attendance and/or grade requirements by the end of the course or within an approved two-week remediation period, the student receives the failing grade earned and must repeat the course.

When the instructor allows the students to receive an incomplete to make-up hours or remediate their coursework after the course's scheduled end date, the instructor builds the student a plan of action to rectify the deficiencies within two weeks. The plan may include direct coaching and remediating online coursework.

Make-up / Late Work Policy

Assignments (homework, labs, quizzes, discussion forums, summative tests) will not be accepted late within the course unless there is communication to the instructor of the student's situation 24 hours prior to the due date and time. Acceptable excused absences can be found in the *Attendance Policy*. Each request to submit work after its published due date will be handled on a case-by-case basis, with no guaranteed outcomes.

Course Retakes

Students who fail a course (72% or less) or does not achieve the minimum 90% attendance requirement are required to repeat the course. Students may repeat a course only one time. When a student repeats a course, the original attempt grade is replaced by an "R" grade, which no longer counts in the CGPA but remains as an attempted course in the Pace and Maximum Timeframe calculations. Students cannot receive federal financial aid for repeat courses or overtime hours.

ATTENDANCE POLICY

Program Time Investment

NIMAA is a 29-week program with online learning and onsite experiences, totaling approximately 32-36 hours weekly, broken down as follows:

- NIMAA online coursework is estimated at 15-25 hours per week, depending on each student's pace.
- One hour per week of online synchronous seminar
- 240 total externship hours for skills observation and practice, with a minimum of 60 hours per block (scheduled 10-12 hours per week).
- 30-minute huddle with the instructor on weeks without scheduled skill labs (two hours per block).
- Skills labs lasting 2-4 hours each, instructed remotely, are conducted two to three times in each block, and students are provided with the schedule (30 hours total).

Attendance Requirements

Attendance in the program is critical to student success. The NIMAA Attendance Policy requirements are based on the belief that a student can benefit from this program only if they attend regularly, actively participate in learning/clinical experiences, and are adequately prepared for learning opportunities. Online and clinical attendance are expected of all students. Further, a core component of the NIMAA curriculum is professionalism, and attendance is a critical part of professionalism.

NIMAA reserves the right to cancel enrollment for students who do not demonstrate sufficient attendance in the first ten calendar days of the program.

Sufficient attendance is defined as all of the following: attending all mandatory externship sessions, completing all required coursework during a given week in the NIMAA Learning Management System, and attending each weekly seminar.

A student may only be approved for up to 10% of the clock hours in a course as excused absences. A student may only have two unexcused absences during a block, but a student may not go below a 90% attendance rate and receive a passing grade.

Students who are absent for more than 10% of the clock hours of a course may make up the hours to achieve the minimum 90% requirement before the scheduled class completion. Students who do not make up hours and have less than 90% attendance will receive a failing grade in the course, which they must repeat unless their instructor approves a two-week remediation period after the end of the course. NIMAA does not charge fees for make-up hours or repeat courses.

The following are considered excused absences but still require the student to notify their site supervisor and instructor in advance:

- Student or immediate family doctor/dentist/counselor appointments, where the immediate family is defined as parents, children, siblings, grandparents, grandchildren, or anyone who clearly stands in the same relationship position of these people (e.g., step or foster parent). Appointments are discouraged during scheduled externship hours and synchronous seminars and should be scheduled, as much as possible, outside of these times.

- Student or immediate family illness; absences lasting more than two days or repeated absences due to illness may require a doctor's excuse.

- Death in immediate family, including in-law and step-relative

- Subpoena to appear in court or jury duty

- Other absences at the discretion of the Associate Director of Education

Students who do not attend for ten consecutive calendar days are dismissed for non-attendance (unofficially withdrawn) unless the student communicates the reason for the absence and resumes attendance within 14 calendar days.

A student may petition to re-enter during the next program cycle if the absences result in dismissal. However, any returning student who was dismissed because of attendance will NOT be able to appeal a dismissal for inadequate attendance a second time.

Online Courses

Attendance is based on student's on-time completion of assignments, including required postings in the online discussion forums, online labs, homework, quizzes, and assignments. Students who do not consistently log in to the online platform and complete work will not be able to meet the attendance requirements and achieve passing grades for the program, resulting in a failure to meet the *Satisfactory Academic Progress (SAP) Policy*.

Externship Attendance

Externship attendance is a critical component of the NIMAA program and part of what makes NIMAA unique. Throughout the entire program, students gain in-clinic experience where they observe and practice skills under the supervision of medical professionals.

Students must successfully complete 240 hours of clinical experience at their externship site to graduate from the program (see *Satisfactory Academic Progress (SAP) Policy*). All clinical hours are reported by the student's preceptor weekly in the NIMAA Student Information System. A minimum of 60 hours each block is required.

Students are required to attend clinical orientations at their assigned externship organization.

Students must meet the minimum attendance requirements described in the Attendance Policy. In addition,

- all externship absences must be pre-approved by the externship site supervisor, unless an emergency occurs, in which case it will be handled on a case-by-case basis;

- students are expected to be on time for all externship hours, where being on time is defined as being ready to start externship hours at the start time scheduled between the student and site supervisor;

- students who arrive **between** 15 and 30 minutes late for their clinical experience may be allowed to stay and participate at the site supervisor's discretion;

- students who arrive **more than** 30 minutes late may not be allowed to

stay and participate at the site supervisor's discretion; and

- the externship site supervisor must approve externship make-up hours.

Given the total attendance requirement for graduation, students who fall behind in attendance and cannot meet the attendance requirements within 150% of the program length may also be dismissed from the program in accordance with the *Satisfactory Academic Progress (SAP) Policy*.

In extraordinary situations, the externship may include simulated component(s) not to exceed eighty (80) of the total externship hours, with prior approval of the Associate Director of Education.

Synchronous Seminar Attendance

Students are expected to be present and on time for all synchronous seminars. Students must notify their instructor if they are going to be late or absent from a synchronous seminar. Failure to notify the instructor prior to the seminar, outside of extenuating circumstances as deemed by the instructor, results in the student having an unexcused absence. Should a student have an approved excuse for not attending a synchronous seminar, the student will have access to the seminar recording in order to participate fully in the seminar's online graded discussion. Those who do not attend the seminar, and do not have a valid excuse will be considered absent and will receive a failing grade for the seminar discussion. Failing grades in the Seminar course could result in the student not being able to meet the *Satisfactory Academic Progress (SAP) Policy*, which may be grounds for dismissal from the program.

Students will be considered absent when they do not attend the seminar at all and do not obtain prior approval from the instructor, as well as if they log in to the seminar ten minutes after start or leave the seminar ten or more minutes prior to the scheduled end of the seminar without prior approval of the instructor. Students without their camera on, except when pre-approved by the instructor, will also be considered absent.

Skills Lab Attendance

Attendance in Skills Labs is a critical component of the NIMAA program and part of what makes NIMAA unique. Throughout the entire program, students develop proficiency with the required competencies needed to be a medical assistant. Skills labs are the opportunity to practice learned skills and demonstrate proficiency with those skills.   Students will practice skills under the direct supervision of their instructor.

Students must notify their instructor if they are going to be late to or absent from a skills lab. Failure to notify the instructor prior to the skills lab, outside of extenuating circumstances as deemed by the instructor, will result in the student having an unexcused absence.

Attendance Disciplinary Actions

Students are notified in writing if they are placed on Attendance Warning or Attendance Probation. The notice describes the terms and conditions of the status and what must be taken.

Attendance Warning

Students are placed on Attendance Warning when:

- their combined, cumulative attendance rate and/or their course or externship attendance rate falls below 90%; or
- they have more than two unexcused absences during a block.

Attendance Warning is lifted when the student reaches 90% cumulative, course, and externship attendance. The student must achieve all these benchmarks to come off of Attendance Warning.

Attendance Probation

While a student is on Attendance Warning, the student is moved to Attendance Probation if the student:

- Drops to an 80% cumulative or course/externship attendance percentage;
- Submits work late (without prior approval from an instructor to do so);
- Has one unexcused absence from an externship; or
- Remains on Attendance Warning for more than two consecutive months.

Students are placed directly on Attendance Probation, without a warning period, if the student:

- Drops to an 80% cumulative, course, or externship attendance percentage;
- Has more than three unexcused absences during a block; or
- Has two unexcused absences from an externship site.

Attendance Probation is lifted once the student reaches 90% or better cumulative, course, and externship attendance, has no additional unexcused absences while on this status, or goes a full block without an unexcused absence, whichever is longer.

While a student is on Attendance Probation, any of the following are grounds for dismissal, at the discretion of the Associate Director of Education:

- Reaching an attendance percentage of 75% or less;

- Having four unexcused absences;
- Submit work late (without prior approval from the instructor to do so); or
- Being on Attendance Probation for more than two consecutive months.

Dismissal cases are considered on a case-by-case basis by the Associate Director of Education.

Interruptions, Course Incompletes, and Withdrawals

If the student needs to take off more than ten consecutive calendar days, they must request to take a leave of absence or officially withdraw and reenroll when ready to return.

If a student needs more than ten consecutive calendar days of time off due to pregnancy/new mother, or military duty, then the student should take a leave of absence if they can return by a specific date. Depending on the length of the required leave and where it falls within the program, it may not be feasible for a student to complete the program with the same cohort. In such a case, the student may be advised to withdraw from the program and be considered for re-admittance to the program in a later cohort, subject to the *Re-Admittance Policy*.

Students who withdraw prior to completing the course of study and who wish to re-enter will re-enter at the same academic progress status as applicable at the time of withdrawal. SAP status is not reset when the student withdraws and is readmitted.

Leave of Absence (LOA)

A leave of absence allows students to stop participation in NIMAA for a defined period time and resume participation at the point in which they stopped attending. Students taking an LOA must understand that although they resume classes with their cohort after an LOA, they will likely not graduate at the same time as their classmates due to the completion of coursework missed during the LOA.

Students must request an LOA in advance unless unforeseen circumstances prevent them from doing so.

- The request must be submitted on a leave of absence form found in the Student Information System and include the following:
    - The student's reason for the LOA;
    - The start date and return date;
    - The request must include the student's electronic signature and date.
- The student may not be on LOA for more than 180 days in a 12-month period.

The Associate Director of Education reviews the form, who will approve or deny the

LOA, and notify the student within 2-3 business days.

CODE OF CONDUCT POLICY

Students are expected to conduct themselves in a professional manner that is suitable to the program and that is in line with the policies of NIMAA's externship partners. A violation of any of the following rules may result in disciplinary action, up to dismissal. Inappropriate behavior that occurs outside of school and that involves law enforcement may also impact student enrollment status.

Copyright Infringement

All members of the NIMAA community are required to comply with U.S. Federal copyright laws and regulations. NIMAA's full Copyright Infringement Policy referenced here is found on [NIMAA's Student Consumer Information page.](#) This policy includes information on infringement policies and sanctions, what constitutes copyright, the kinds of activities that violate federal law, legal alternatives to unauthorized downloading, and a summary of the civil and criminal penalties for copyright violations.

Academic Integrity

Academic integrity is the pursuit of scholarly activity free from fraud and deception and is an educational objective of the NIMAA program. Academic dishonesty is a serious offense at NIMAA because it undermines the values of professionalism for which NIMAA stands and defrauds others who will eventually rely upon the knowledge and integrity of our institution. Academic fraud is defined as any attempt to misrepresent one's performance on any exercise submitted for evaluation in either a classroom (online), laboratory, and externship or clinical environment. NIMAA expects that all work submitted is created by the student. Actions involving dishonesty within the program violate NIMAA's Professional Conduct Guidelines and are disruptive to the academic/clinical environment.

Academic Dishonesty

Academic dishonesty is the willful and intentional fraud and deception for the purpose of improving a grade or obtaining course credit and includes all student behavior intended to gain or provide unearned academic advantage by fraudulent and/or deceptive means.

Academic dishonesty includes, but is not limited to, cheating; plagiarizing; collusion; fabricating information or citations; facilitating acts of dishonesty by others; having unauthorized possession of tests; submitting work of another person or work previously used without informing the instructor; tampering with the academic work of other students; and any act designed to give an unfair academic advantage to the student. Individuals found guilty of academic dishonesty may receive a failing grade for the

assignment and/or course as per instructor decision. It is the student's responsibility to have a clear understanding of the various aspects of academic dishonesty. Plagiarism and other forms of academic dishonesty are serious academic violations that will not be tolerated.

Plagiarism includes, but is not limited to, the appropriation, buying, receiving as a gift, downloading from website, or obtaining by any means someone else's work and then submitting that work for credit as if it were one's own.

Cheating includes, but is not limited to, copying from another student's work; using materials not authorized during a test; possessing materials that are not authorized during a test; knowingly using or soliciting, in whole or part, the contents of a non-administered test; collaborating with or seeking aid from another student without authorization during an assignment or test; substituting for another person, or permitting another person to substitute for oneself, in taking a test or completing any course-related assignment; using, buying, stealing, or transporting some or all of the contents of a non-administered test, online test, test rubric, homework answer, or computer program.

Collusion includes, but is not limited to, unauthorized collaboration with another person in the preparation of an academic assignment offered for credit.

The penalties for academic dishonesty in graded assignments include the possibility of failure in the course. Academic dishonesty in tests and assignments is to be determined by the instructor and may result in a failing grade on the tests or assignment, or in the course. Students found guilty of academic dishonesty are subject to disciplinary action including dismissal from the program. A student dismissed for dishonesty may not be eligible for re-enrollment. A student will be given "due process" following the *Appeals Policy.* The instructor involved will initiate the process, both verbally and in writing, with the student and notify Student Services who will consult the Associate Director of Education if further action is required.

Academic Honesty Policy and Examples

The student has full responsibility for the content and integrity of all academic work submitted. Ignorance of a rule does not constitute a basis for waiving the rule or the consequences of that rule. Students unclear about a specific situation should ask their instructors, who will explain what is and is not acceptable in their classes. Violation of this policy will result in appropriate disciplinary action.

Specific examples of academic dishonesty include but are not limited to the following:

- Taking information:
  - Copying graded homework assigned from another student
  - Working together on a test or homework when not specifically permitted by the instructor

- Looking at another student's computer or paper during a test
- Looking at text or notes during a test when not specifically permitted by the instructor
- Accessing another student's computer and presenting their coursework as one's own
- Providing information:
    - Giving one's work to another to be copied or used in an oral presentation
    - Giving answers to another student during a test
    - After taking a test, informing a student who has not yet taken the test of questions that appear on the test
    - Taking a test, writing a paper, or creating other assigned work for another
- Plagiarism:
    - Failing to give credit for ideas, statement of facts, or conclusions derived by another author; failure to use quotation marks when quoting directly from another, whether it be a paragraph, a sentence, or a part thereof.
    - Submitting a paper purchased from a "research" or term paper service
    - Copying another person's assignment and handing it in as one's own
    - Giving a speech or oral presentation written by another and claiming it as one's own work
    - Presenting another's work product as one's own

Other examples of academic dishonesty include:

- Planning with one or more fellow students to commit any form of academic dishonesty together
- Having another student take one's test or do one's work
- Lying to an instructor to increase a grade
- Unauthorized access to tests
- Copying computer software unless specifically allowed by the instructor

Alcohol and Drugs Policy

NIMAA's school environment is grounded in the principles of health and safety; regulations set forth below are to promote an academic environment conducive to student and career achievement and comply with the Drug-Free Schools and Communities Act Amendments of 1989.

In compliance with federal, state, and local laws, NIMAA does not permit any student to possess, transmit, conceal, offer for sale, consume, show evidence of having consumed

or used any alcoholic beverages, illegal drugs, prescription drugs for which the person does not have a prescription, look-alike drugs or any mind-altering substance during school hours and while at externship facilities. Included in this prohibition are any substances represented as a controlled substance, non-alcoholic beers, steroids, tobacco and tobacco products, and drug paraphernalia.

In compliance with federal, state, and local laws, NIMAA prohibits the unlawful manufacture, distribution, sale, possession, or consumption of narcotics, illegal drugs, prescription drugs for which the person does not have a prescription, or alcohol by students, employees, or contractors on any school property or school-sponsored event. The Drug-Free Schools and Communities Act Amendments of 1989 (Public Law 101226) requires that the school inform all members of the NIMAA community of the legal sanctions of illicit drugs and alcohol, which may include suspension/termination of employment and possible referral for criminal prosecution. Violations are recorded in the individual's file.

Students should be aware that those found guilty of violation of the Drug-Free Policy may lose financial assistance provided by the school. Furthermore, according to the Anti-Drug Abuse Act of 1988 (Section 5301), students who receive federal financial aid must certify that they will not engage in the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance during the period covered by the aid. If students are convicted of drug distribution or possession, the court may suspend their eligibility for Title IV financial aid. Staff and students who violate these standards of conduct subject themselves to disciplinary action. If suspected of being under the influence while engaged in clinical activity, a student may be required to submit to drug/alcohol testing.

A detailed description of the legal sanctions under state, local, and federal law, along with a description of health risks, and treatment options available may be found on NIMAA's Student Consumer Information page.

Professional Conduct Guidelines

The following table outlines NIMAA's expected professional conduct guidelines.

GUIDELINES	DESCRIPTION
Assault	A student who intentionally causes or attempts to cause physical injury to another at school, during externship clinic hours, or at a NIMAA function will be automatically dismissed.

GUIDELINES	DESCRIPTION
Theft and Property Damage	Deliberately damaging, stealing, or attempting to steal school, externship clinic, or another person's property on NIMAA or externship clinic grounds or during a school activity off grounds will result in automatic dismissal.
Insubordination	Insubordinate behavior, such as refusing to do assigned work, defiant, intimidating, or threatening behavior, or any other behavior towards NIMAA and/or externship site staff that would be considered inappropriate for the workplace will not be tolerated. Insubordination is grounds for immediate dismissal.
Foul Language Directed at Another Person	Improper language will not be tolerated, especially when directed at NIMAA or externship staff or fellow students in any angry, disrespectful, or threatening manner.
Immorality	No student may engage in sexual misconduct during school or externship hours. No student may publish, distribute, or possess obscene or pornographic material while at externship sites.
Weapons & Dangerous Instruments	Students are not to bring to any externship location or the NIMAA office a gun, knife, or any other item that could be used as a weapon. Students with any such items will be asked to remove them immediately and may be reported to the authorities. Failure to do so could be grounds for dismissal.
Disruption of School	Disruptive behavior of any type is not permitted and may result in dismissal from the program. Sleeping during seminar or clinic hours, tardiness to clinic, excessive talking during externship or seminar, and disrespectful behavior to NIMAA and clinical staff, students, and patients are examples of disruptive behavior. A student shall not by use of violence, force, noise, threat, or intimidation cause the disruption of any function of the school or its students. While not intended to be a complete list, the following acts, when done for the

GUIDELINES	DESCRIPTION
	purpose of disrupting school, are examples of actions that can result in immediate dismissal or other disciplinary action: • Occupying the NIMAA office or a NIMAA externship clinic with the intent to deprive others of its effective use • Damaging any part of the school, clinic or other property • Firing, displaying or threatening use of explosives, including fireworks, on the school or clinic premises • Continuously and intentionally making noise or acting in any manner so as to interfere with the instruction, administrative or clinical processes.
Social Media Professionalism	Students should refrain from posting material that could be viewed as malicious, obscene, threatening, and/or intimidating. Examples may include, but are not limited to, offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or NIMAA policy. Posting slanderous material or negative comments about NIMAA or the health center in which a student attends externship or is employed is considered unprofessional behavior. Posting comments regarding personal, confidential patient, or student information is considered a code of conduct violation.
Externship Site Conduct /Professionalism	NIMAA students are required to follow all externship site policies as identified by their externship organization policies and procedures. NIMAA students will be held accountable for Code of Conduct violations for any policy infraction at the student's externship site. Students found in violation of the externship organization's policies may be dismissed from the program. Further inclusion of this policy can be found on the pages that follow.
Sexual Harassment	NIMAA is committed to creating and maintaining a community where all individuals who participate in the school's programs and activities can work and learn together

GUIDELINES	DESCRIPTION
	in an atmosphere free of harassment, exploitation, or intimidation. Every member of the community should be aware that NIMAA prohibits sexual harassment and sexual violence including dating violence, domestic violence, sexual assault, and stalking, and that such behavior violates both law and school policy. The full policy may be found in [NIMAA's Student Consumer Information page]().
Other Types of Harassment, Intimidation or Bullying	Throughout this policy, the term bullying is used in place of harassment, intimidation, and bullying. Bullying, harassment, and intimidation is an intentional written, verbal, electronic, or physical act that a student has exhibited toward another particular student more than once. The intentional act also includes violence within a dating relationship. The behavior causes mental or physical harm to the other student and is sufficiently severe, persistent, or pervasive that it creates an intimidating, threatening, or abusive educational environment for the other student. This behavior is prohibited both on school and externship clinic property. Students found responsible for harassment, intimidation, or bullying by an electronic act may be dismissed. Permission, consent, or assumption of risk by an individual subjected to hazing, bullying, and/or dating violence does not lessen the prohibition contained in this policy. Prohibited activities of any type, including those activities engaged in via computer and/or electronic communication devices or electronic means, are inconsistent with the educational process and are prohibited at all times. No administrative, instructional, or other employee of NIMAA shall encourage, permit, condone, or tolerate any hazing and/or bullying activities. No students are permitted to plan, encourage, or engage in any hazing and/or bullying.

GUIDELINES	DESCRIPTION
	Administrators, instructors, and all other NIMAA employees are particularly alert to possible conditions, circumstances, or events that might include hazing, bullying, and/or dating violence. If any of the prohibited behaviors are planned or discovered, involved students are informed by the discovering NIMAA employee of the prohibition contained in this policy and are required to end all such activities immediately. All hazing, bullying, and/or dating violence incidents should be reported immediately to Student Services, and appropriate discipline will be administered.

Clinical Conduct Guidelines

Health and Safety Standards

Students must be in good health status and capable of meeting all program requirements related to physical strength, dexterity, and movement; visual and auditory acuity; and mental and emotional functioning. In the clinical area, the student may be exposed to violence, chemicals, radiation, and infectious agents that could be life threatening.

The student must be able to perform the work required in the program without limitation. The student will refrain from attending clinical hours if any illness or injury would interfere with patient safety.

Impaired Student Standard

Patient safety is an overriding principle in the delivery of healthcare. For healthcare professionals to provide safe care, they must be able to make sound judgments. Thought processes and decision making can be adversely affected by excessive stress, sleep deprivation, poor mental and physical health, and the use of any drugs and/or alcohol. Impaired by the aforementioned factors, the healthcare professional can easily make unsafe decisions and, therefore, jeopardize patient safety.

The student whose thought processes and decision-making ability is impaired by excessive stress, poor mental or physical health, or the use of drugs and/or alcohol will be considered unsafe to provide healthcare services and will be removed from the clinical setting. The student will be subject to review and possible dismissal from the program. In addition, the student will be counseled about the importance of seeking voluntary aid for such conditions that could, if left unattended, lead to disciplinary action.

As healthcare professionals, we recognize that excessive stress, poor mental and physical health, and dependency on drugs and/or alcohol are conditions that can be treated by early recognition and rehabilitation. Rehabilitated students who voluntarily withdraw from the program to resolve their issue will be encouraged to re-enter in a future cohort for successful completion of the program.

Externship Scheduling/Assignment

Externship clinical experiences are designed to help the student meet the program objectives, as it relates to total required clinical hours and skills acquired. The assigned externship site will work with each student when onboarding them to build a schedule for clinical hours. Students are expected to raise any scheduling issues with their instructor and the site supervisor at their externship site. Students are expected to make personal arrangements for transportation, job scheduling, childcare, etc., in order to comply with their clinical schedule. On occasion, externship schedules may be changed by the site supervisor, in coordination with the student.

Students are expected to be in assigned areas only. Students will not be in the clinical area outside of assigned times and assigned units without written permission and may not engage in any MA/patient relationship at such times.

It is unacceptable to refuse a patient assignment. This action will result in disciplinary measures, which could include dismissal from the program. If the patient assignment is a relative or friend, the student must notify the site supervisor immediately.

Students are responsible for securing their own valuables while in the clinical setting.

Dress Code Standards

A core component of the NIMAA curriculum is professionalism in the workplace. Accordingly, the following are the minimum NIMAA dress code standards. Additional standards will likely be set by the student's externship site and supersede NIMAA standards at all times. Repeatedly not meeting dress code standards could result in missed attendance, which could lead to academic warnings and/or probation for violation of the Code of Conduct.

- Clothing:
    - The NIMAA jacket should be worn to externship wherever possible.
    - Students who show up at clinic in violation of any uniform codes set by the externship site may be sent home.
    - Uniforms and other clothing worn to the clinic must be freshly laundered and unwrinkled. Fit must be consistent with a professional appearance and sized adequately to allow for all movements necessary for patient care.
- Shoes: Clean shoes that fully enclose the foot should be worn. Open heel clogs are unacceptable.

- Undergarments will not be exposed through the uniform.
- Fingernails are to be clean, short, and smoothly rounded. Nail polish and/or artificial nails are not allowed in the clinical setting.
- Hygiene: Good personal hygiene, including a neutral smelling deodorant, is expected. Perfume or cologne is not allowed in the clinical setting.
- Makeup: Neutral colored makeup is permitted. Makeup must not be excessive.
- Hair: Hair must be clean, off the collar, neat, and worn away from the face. Hair should not be falling on your face or into your field when working with a patient. Long hair must be secured up and off the collar.

Externship

Students are required to attend clinical orientations at their assigned externship site. Proper attire and identification badges are to be worn.

Each externship site has policies and procedures that will be discussed at externship orientation. Students are expected to follow the procedures and policies of the externship site to which they are assigned.

Student Responsibilities Regarding Personal Health Status

Prior to attending externship, students must submit proof of immunizations and screening tests required by the program, as indicated in the *Immunization and Testing Requirements.* NIMAA strongly encourages students to maintain health insurance. NIMAA does not provide or offer health insurance.

NIMAA provides limited accident medical expense benefits to students, which covers students when they are participating in NIMAA sponsored activities at the externship site.

Protective gear is available at the externship site. The student is expected to wear appropriate protection to prevent body fluid exposure, including goggles or face shield, gloves and plastic gown, if needed. Students are professionally and ethically obligated to provide patient care with respect for human dignity. Student assignments may include patients who are at risk for contracting or have an infectious disease such as HIV, AIDS, HBV, TB, etc.

Injury and/or Body Fluid Exposure in the Clinical Setting

Every MA student must realize the occupational risk for acquiring infectious diseases involved in choosing to work in the health profession. In addition, sharp instruments and needles used in the course of administering patient care can inadvertently cause injury and exposure to blood-borne diseases. Students must always follow OSHA Guidelines with Blood Borne Pathogens/ Exposure Control Plans.

Examples of incidents in the clinical areas to report include the following: any break to skin integrity; needle sticks; body fluid splashes (urine, blood, vomit); neck and back strains; sprains; assaults by patients; injuries from equipment; etc. NIMAA maintains an accident insurance policy that provides limited accident medical benefits for student injury at the externship site. It is important that the student report any injury to the site supervisor, the NIMAA Business Manager, and NIMAA Student Services at the time it occurs to ensure proper management and treatment.

HIPAA and Student Standards regarding Patient Information

HIPAA, or the Health Insurance Portability and Accountability Act, is a law that governs how patient information is handled. A key part of HIPAA involves maintaining the confidentiality and security of protected health information. Healthcare providers, their employees, and all NIMAA students gaining professional experience at their site must ensure that patient information is protected when being used, transferred, or shared electronically, verbally, or on paper. The student will consider all information obtained regarding a patient as strictly confidential and will not discuss the patient with anyone except the instructors, peers assigned to the same clinical facility/area, and appropriate clinic personnel.

The student hereby recognizes that medical records, 5150 applications (Application for Assessment, Evaluation, and Crisis Intervention or Placement for Evaluation and Treatment), child abuse reporting forms, elder abuse reporting forms, laboratory requests and results, and x-ray requests and results are typical of documents that are considered privileged and should not be discussed by the student with individuals not involved with the care of the patient.

Conversations between physicians, nurses, and other allied healthcare professionals in the setting of a patient receiving care are privileged communications and may not be discussed. Computer documentation and codes for documentation or medication dispensing machines are confidential information that are not to be shared. All report sheets must be disposed of appropriately prior to leaving the clinical site.

The patient chart is a legal document owned by the externship site. Copying charts is forbidden, unless otherwise specified by the externship site.

Failure to observe the externship site's HIPAA confidentiality requirements may result in dismissal from or failure in the program. If it is determined that a breach of confidentiality has occurred because of a student's actions, that student may be liable for damages that result from such a breach. The site could terminate its participation with the NIMAA program based on a single breach of confidentiality by a student.

Electronic Device Use

Students who violate the standards for the use of electronic devices during their externship experiences, as noted in the following table, are subject to potential dismissal from NIMAA.

Clinical Computer Access	Even though a student may be an employee at an externship organization and have access to the organization's computer system, the student should not use the computer for organization or personal use that is not related to the NIMAA program during student externship time. Each student will be informed of the externship's computer policy/guidelines during orientation. Failure to abide by the computer policy/guidelines may result in dismissal from the program.
Cellphone Use	Cell phones/pagers are to be left on silent mode during synchronous seminars and externship activity. Cell phones should not be answered during class or during externship work. Some sites do not allow the use of personal cell phones or pagers in the facility or in some units. Not following the site's policies may result in your dismissal from the site or program.
Use of Other Electronic Devices	In our current culture, technology has allowed a plethora of resources to be available through our cell phones and other wireless communication devices. These resources can be of great value to the student during their clinical learning experiences. However, the use of wireless communication devices also poses significant issues relating to HIPAA patient confidentiality rights. Due to the gravity of the issues, healthcare facilities have established standards for the use of these devices in patient care areas. Students must adhere to the externship site's published guidelines for use of electronic devices to avoid violations of HIPAA and the attendant legal ramifications for themselves, their faculty, the healthcare facilities, and the NIMAA program.

Consequences of Code of Conduct and Academic Integrity Violations

If the offense does not result in an immediate dismissal, the procedure and sequence of discipline shall be as follows:

- First offense: Verbal or written Student Disciplinary warning from the Associate Director of Education or Student Services Manager, including a grade of zero (0) for the assignment, if applicable (e.g. for Academic Integrity violations)

- Second offense: Written Student Disciplinary warning from the Associate Director of Education and/or Student Services Manager

- Third offense: Dismissal from the program

The Associate Director of Education may dismiss the student immediately and file any appropriate charges with local authorities, if applicable (see *Dismissal Policy*). Even upon dismissal for Code of Conduct violation(s), the student will be responsible to pay all outstanding tuition and fees, as described in the *Refund Policy*.

PROGRAM COST AND PAYMENT

Program Fees

FEE TYPE	FEE	DESCRIPTION
Tuition	$6,600	The program is 960 hours. Accordingly, the cost per hour is: • $6.88 for the Fall 2024 cohort • $6.88 for the Spring 2025 cohort *Eligible for a prorated refund as per the Refund Policy.*
Books and Materials	$540	This fee includes all required books, clinical materials, CPR certification and training, and background check: • Learning resources (eBooks, external learning resources, learning technology): $290 • Clinical materials (jacket, stethoscope, BP cuff): $120 • CPR certification and training: $50 • Background Check: $80 *Clinical materials are non-refundable upon receipt. Learning resources, CPR certification and training and background check fees are non-refundable.*
Other Costs	$220	This covers the cost of the credentialing certification exam and study materials. *This fee is non-refundable upon receipt of the credentialing exam study materials.*

FEE TYPE	FEE	DESCRIPTION
TOTAL PROGRAM COST		**$7,360 (Fall 2024)**
		$7,360 (Spring 2025)

NIMAA provides required learning resources and clinical materials to each student. Students cannot purchase these on their own because they are only available by direct purchase by NIMAA. NIMAA does not allow individual purchase of the clinical materials in order to ensure the safety of the patients the students will be working with.

Payment Schedule

The payment schedule for the fall and spring cohorts is detailed in the following sections.

Students on an alternate payment schedule that has been agreed to by the NIMAA Finance Team at the time of enrollment or subsequent to the enrollment date, must stay current with the agreed-upon alternate schedule.

Fall Cohort

The payment schedule below defines payment due dates and options for the Fall 2024 cohort.

All payments are due at 11:59 PM Mountain Time on the due date.

FEE TYPE	TOTAL	PAYMENT SCHEDULE
Tuition	$6,600	Two payments as follows: • August 20, 2024: $3,300 • September 26, 2024: $3,300
Books and Materials	$540	Due in full on or before August 20, 2024 *Clinical Materials are non-refundable upon receipt.* Learning materials, *CPR certification and training background check fees are non-refundable.*
Other Costs	$220	Due in full on or before December 20, 2024
TOTAL PROGRAM COST		**$7,360**

NIMAA provides required learning resources and clinical materials to each student. Students cannot purchase these on their own because they are only available by direct

purchase by NIMAA. NIMAA does not allow individual purchase of the clinical materials in order to ensure the safety of the patients the students will be working with.

Spring Cohort

The payment schedule below defines payment due dates and options for the Spring 2025 cohort.

FEE TYPE	TOTAL	PAYMENT SCHEDULE
Tuition	$6,600	Two payments as follows: • February 18, 2025: $3,300 • March 28, 2025: $3,300
Books and Materials	$540	Due in full on or before February 18, 2025 *Clinical Materials are non-refundable upon receipt.* Learning materials, *CPR certification and training are non-refundable.*
Other Costs	$220	Due in full on or before June 20, 2025
TOTAL PROGRAM COST		**$7,360**

NIMAA provides required learning resources and clinical materials to each student. Students cannot purchase these on their own because they are only available by direct purchase by NIMAA. NIMAA does not allow individual purchase of the clinical materials in order to ensure the safety of the patients they will be working with.

Missed/Late Payments

All payments are due at 11:59 PM MT on the due date. A late payment fee of $50 will be applied for each payment made after a payment due date.

NIMAA will cancel enrollment for students who fail to make their initial program fee and tuition payment by 11:59pm MT five days after the payment due date, unless a signed alternate payment plan has been established with NIMAA and the student is up-to-date with that plan.

Students falling behind in payments for more than 30 days, as per the published *Payment Schedule* or mutually agreed upon alternate payment schedule, may have their access suspended from the online coursework and externship work, and/or be asked to withdraw from the program until the payments are made current. Students falling behind in payments for more than 60 days will be dismissed from the program.

The final NIMAA program certificate and official transcript will be awarded to students upon satisfactory completion of all academic and skill requirements and when all financial obligations have been satisfied. Transcripts and/or certificates may be provided upon request for employment or future education purposes regardless of student financial obligations.

Types of Financial Aid

Type	Description
Federal Financial Aid - Federal Pell Grant Program	A Pell grant is a grant based on financial need that is awarded by the federal government. The maximum Pell Grant changes every year. For the most up-to-date information regarding Federal Pell Grants, please visit www.studentaid.gov.
Federal Financial Aid - Federal Student Loans	A low interest loan is available to students who demonstrate financial need. Interest is subsidized (paid by the federal government) while the student is in school. Repayment begins six months after the student borrower ceases enrollment. For more information on current interest rates, visit FSA Subsidized vs. Unsubsidized Loan FAQ, and scroll down to "What are the current interest rates?" For new student borrowers, there is a limit on the length of time a student can receive subsidized student loans. The maximum time frame is 150% of the student's expected program length. More information on this limitation is available at FSA Subsidized vs. Unsubsidized Loan FAQ, under the "How much can I borrow" section.
Private Loans	The student understands that if a separate party is financing their education, the student, and the student alone, is directly responsible for all payments and monies owed to the school. Please visit NIMAA's website for more information on private loans.
Workforce Funding	Workforce funding is available for those who qualify in the states of Colorado, Connecticut, Indiana, and Oahu County in Hawaii, Illinois, and Montana.

Other Payment Options

NIMAA accepts payment by credit card or e-check through the Student Information System. Online payments via credit card may be subject to a convenience fee. Alternatively, checks can be sent to NIMAA as follows:

> NIMAA
> Attention: Michael Cyr
> 19 Grand Street
> Middletown, CT 06457

Checks must clearly indicate the full name of the student, program cohort (e.g. Fall 2024 or Spring 2025), and fees covered (e.g. Books and Materials). NIMAA does not accept cash payments.

If student tuition and/or program fees are paid by an outside party (student loan, employer, workforce, externship organization) directly to NIMAA, those payments will be reflected in the student's Student Information System account within 30 days of receipt of payment. *It is the student's responsibility to check their account balance and to notify the Financial Aid Office regarding any issues.*

REFUND POLICY

Note: this policy applies to all applicants and students, including those in Colorado, except those residing in Missouri and Pennsylvania.

NIMAA will provide a full refund for any payments made by any applicant not accepted to the school.

Students who cancel the Enrollment Agreement by notifying NIMAA within five business days after (1) signing the agreement or (2) making an initial payment but before commencement of classes, are entitled to a full refund of all tuition and fees paid. Subsequent to this five-day cancellation period, an applicant requesting cancellation prior to the start of classes is entitled to a full refund of all monies paid minus the cancellation charge of $100.

Books and Materials (jacket, stethoscope and blood pressure cuff), learning materials background check, and CPR fees are non-refundable. Credentialing exam and study material fees are refundable until the date that the fee amount is due, as is listed in the catalog payment table.

All refunds are based on the last date of attendance, as defined in *Important Terms Relating to Withdrawal*.

Students will receive a full refund of tuition paid if NIMAA discontinues a program/standalone course within a period that a student could have reasonably completed it. This provision does not apply if NIMAA ceases operation.

Refund Table

The following table defines the refund to be provided based on the time of withdrawal or dismissal. *This table applies to all students except those residing in Pennsylvania.*

IF STUDENT ENROLLMENT IS TERMINATED…	FALL 2024	SPRING 2025	REFUND
Prior to the start of classes but after the 5 business day Enrollment Agreement cancellation period	By 9/4/2024	By 3/3/2025	Full refund of all monies paid minus the cancellation fee ($100)
Within the first 30 days after classes begin, inclusive of the 30th day (up to or equal to 14% of the program) (equivalent to completion of Lessons 1-5)	9/3/2024 - 10/4/2024	3/4/2025 - 4/3/2025	• 90% of full tuition minus the cancellation fee ($100) • Full refund of Other Costs (credentialing exam and study materials), if paid
After the 30th day of class but before the end of week 8, inclusive of the last day of week 8 (equivalent to completion of Lessons 6-8)	10/5/2024 - 10/25/2024	4/4/2024 - 4/25/2024	• 75% of full tuition minus the cancellation fee ($100) • Full refund of Other Costs (credentialing exam and study materials) if paid
After week 8 but before the end of week 15, inclusive of the last day of week 15 (equivalent to completion of Lessons 9-15)	10/26/2024 - 12/20/2024	4/26/2025 - 6/20/2025	• 50% of full tuition minus the cancellation fee ($100) • Full refund of the Other Costs (credentialing exam and study materials) if paid

IF STUDENT ENROLLMENT IS TERMINATED…	FALL 2024	SPRING 2025	REFUND
After week 15 but before the end of week 22, inclusive of the last day of week 22 (equivalent to completion of Lessons 16-22)	12/21/2024 - 2/21/24	6/21/2025 - 8/22/2025	• 25% of full tuition due less the cancellation fee ($100) • No refund of Other Costs (credentialing exam and study materials)
After week 22 (equivalent to completion of Lessons 23 and greater)	2/22/24 and after	8/23/2025 and after	NO REFUND; no cancellation charge

Refund Guidelines

1. All refunds will be made by NIMAA within 30 days from the date of determination, which is the date NIMAA determined the student is no longer in school (see *Withdrawal Policy*), except those refunds to Pennsylvania students will be made within 30 days of the last day of attendance.

2. If a third party paid for tuition and/or fees on the student's behalf, such as a lender or parent, the refund transaction will be made to that third party in the amount of the refund due (but in no event greater than what the student or third party paid on the student's behalf). If there is an excess balance of the refund after payment to that third party, that amount will be refunded to the student.

3. Any outstanding financial obligations by the student at the time of withdrawal/dismissal must be paid within 30 days from the date of withdrawal/dismissal.

The policy for granting credit for previous training shall not impact the refund policy.

State-Specific Refund Policies

The following policies supersede the corresponding NIMAA refund policy for students residing in the states specified.

Missouri

Refund Policy

NIMAA will provide a full refund for any payments made by any applicant not accepted to the school.

Students who cancel the Enrollment Agreement by notifying NIMAA within five business days after (1) signing the agreement or (2) making an initial payment but before commencement of classes, are entitled to a full refund of all tuition and fees paid.

Pennsylvania

Refund Policy

NIMAA will provide a full refund for any payments made by any applicant not accepted to the school.

Students who cancel the Enrollment Agreement by notifying NIMAA within five business days after (1) signing the agreement or (2) making an initial payment but before commencement of classes, are entitled to a full refund of all tuition and fees paid.

As specified in the dismissal policy, failure to meet attendance requirements is cause for dismissal.

Subsequent to this five business day cancellation period, an applicant requesting cancellation prior to the start of classes is entitled to a full refund of all monies paid.

All refunds are based on the last date of attendance, as defined in *Important Terms Relating to Withdrawal*. All refunds will be made within 30 days of the last date of attendance.

Students will receive a full refund of tuition paid if NIMAA discontinues a program/ standalone course within a period that a student could have reasonably completed it. This provision does not apply if NIMAA ceases operation.

Refund Table

The following table defines the refund to be provided based on the time of withdrawal or dismissal.

IF STUDENT ENROLLMENT IS TERMINATED…	% OF PROGRAM COMPLETED	REFUND
Prior to the start of classes but more than 5 days after signing the enrollment agreement	0%	Full refund of all monies paid
Within the first 5 weeks of the program (equivalent to completion of Lessons 1-5)	5 of 29 weeks; up to 17% of the program	• 90% of full tuition • Full refund of Other Costs (credentialing exam and study materials), if paid
After week 5 through the end of week 8 (equivalent to completion of Lessons 6-8)	Weeks 6-8; greater than 17% and up to 28% of the program	• 75% of full tuition • Full refund of Other Costs (credentialing exam and study materials) if paid
After week 8 through the end of week 15 (equivalent to completion of Lessons 9-15)	Weeks 9-15; greater than 28% and up to 66% of the program	• 50% of full tuition • Full refund of the Other Costs (credentialing exam and study materials) if paid
After week 15 through the end of week 22 (equivalent to completion of Lessons 16-22)	Weeks 16-22, greater than 66% through 76% of the program	• 25% of full tuition • No refund of Other Costs (credentialing exam and study materials)
After week 23 (equivalent to completion of Lessons 23 and greater)	Weeks 23 and after; greater than 76% and up to 100% of the program	NO REFUND

WITHDRAWAL POLICY

Sometimes conditions or circumstances beyond the control of students and NIMAA require that students withdraw . Any student who wishes to withdraw prior to or after enrollment should notify Student Services to document the withdrawal.

Students should meet or speak with Student Services to determine if supports are available to help them stay in the program.

NIMAA does not require students to provide written notification of withdrawal, however such notice is preferred, and students will complete a Withdrawal form and submit it in the Student Information System. Non-attendance does not constitute an official withdrawal and will be subject instead to the sanctions noted in the *Attendance Policy*.

Withdrawal does not eliminate any student account balance due to the school.

Important Terms Relating to Withdrawal

TERM	DEFINITION
Official Withdrawal	Student notifies the school of their decision to withdraw via phone call or message, email, or in-person (including video call) conversation.
Unofficial Withdrawal	If a student stops attending the program, NIMAA will make every attempt to contact the student to determine if the student plans to return. If a student misses more than the maximum time per the *Attendance Policy* **(10 days)** and fails to request and receive approval for the absences, the student will be dismissed.
Withdrawal Date	The withdrawal date is the date the student notified NIMAA of their withdrawal, or in the absence of such notice, the last date of attendance according to attendance record. This is the date used to determine the student's refund, where relevant, as per the *Refund Policy*. If a student has been officially dismissed because of attendance and has continued to attend during the appeal process, the last date of attendance is used to determine the withdrawal date.
Last Date of Attendance	The last date a student had academically related activity, which may include online coursework or externship attendance.

TERM	DEFINITION
Date of Determination	The date NIMAA determined that the student withdrew or was dismissed. The official date of determination of a student shall be determined in the following manner: • The date on which NIMAA receives notice of official withdrawal; or • The date on which the student violates published school policy, which provides grounds for dismissal. • The date on which it was determined that the student would not be able to meet the standards for Satisfactory Academic Progress. • The date on which NIMAA dismisses the student for failure to meet attendance requirements as defined in the *Attendance Policy* or for failure to meet financial obligations to the school.

Transcripts for Withdrawn Students

Students who withdraw from NIMAA will receive a "W" grade for any course currently in progress. Students will also receive a "W" grade for any future courses in which the student did not begin attendance. Externship hours will reflect actual hours completed at the time of withdrawal.

Intent to Retract Withdrawal

Any student who requests to withdraw from NIMAA and subsequently chooses to retract their withdrawal request must do so in writing within three business days from the date the official notification was provided by the student to Student Services.

Students intending to retract their official withdrawal notification must be eligible to return to school. Any student whose return would occur after a violation of the published attendance policy, whose return would violate the scheduled return requirements of another policy, or who was dismissed or scheduled to be dismissed from school for other reasons, is not eligible to retract the official withdrawal and return to school.

DISMISSAL POLICY

All students are expected to maintain a satisfactory level of academic achievement; to conduct themselves according to the NIMAA Code of Conduct; and attend synchronous seminars, skills labs, and externship regularly. NIMAA reserves the right to dismiss any student who:

1. Fails to maintain Satisfactory Academic Progress (see the *Satisfactory Academic Progress (SAP) Policy*).
2. Exhibits conduct NIMAA deems detrimental to the individual, other students, the community, or the school (see the *Code of Conduct Policy*).
3. Fails to meet attendance requirements (see the *Attendance Policy*).
4. Fails to meet financial obligations to NIMAA as agreed upon.

Students who are dismissed from the program will be refunded as per the *NIMAA Refund Policy*. **Dismissal does not eliminate a student's debt to the school.** Any outstanding fees to the school are expected to be paid according to the timeline as noted in the *Payment Schedule*.

Students will be notified of their dismissal in writing by the Associate Director of Education, with a copy placed in the student's permanent academic file.

RE-ADMITTANCE POLICY

If a student withdraws from the program or if a student is dismissed due to any reason other than disciplinary reasons, the student may be considered for re-admittance to the program provided the student has no financial obligations from the student's previous enrollment with NIMAA.

Additionally, the student must demonstrate to the Associate Director of Education that the student will meet Satisfactory Academic Progress standards and adhere to the following conditions:

- The student must complete a form requesting re-admittance to NIMAA. Upon completion, this form will be kept in the student's academic file.
- The student must demonstrate an awareness that re-admittance is granted based on availability in the program.
- The student must express an understanding that the decision regarding re-admittance will be based upon factors such as prior grades, attendance, financial status with NIMAA, conduct, and the student's commitment to completing the program.
- If a re-admitted student was on Academic Warning or Academic Probation at the time of their previous withdrawal or dismissal, the student will be placed on that same status at the time of re-entry.

A student will only be considered for re-admittance to the program year following withdrawal or dismissal. Beyond the first year following withdrawal or dismissal, students will be expected to undergo the full admissions process.

Re-Admittance after Academic Integrity Violation(s)

Students who have been dismissed from NIMAA because of an academic integrity violation and who wish to re-enter the program must re-apply for admission and submit a personal statement describing evidence of successfully resolving the conditions that caused the academic integrity violation. The student may be required to meet with Student Services to discuss their personal statement and to ensure the student is prepared to re-enter the program and be successful. The Associate Director of Education will review the student's application for re-admission and personal statement and inform the student in writing of the decision regarding the student's academic eligibility for admission. The re-admission decision of the Associate Director of Education is final.

Re-Admittance Process

- Student completes the Re-Admittance Form in the Student Information System along with a personal statement identifying the reason for withdrawal/dismissal, and how the situation that precipitated the need for withdrawal/dismissal has been changed or resolved for the student to successfully complete the program.

    NIMAA will review the student's account to verify if any payment is overdue from their previous participation in the program. If they have an overdue balance, they will not be re-admitted into the program. If they do not have an overdue balance, they will move forward in the process.

- Student Services will review the student's application and personal statement and conduct a re-admittance interview with the student.
- The Associate Director of Education will review the student's re-admittance form, data, and communication from Student Services. The Associate Director of Education may meet with the student to discuss re-admittance, if deemed necessary.
- The Associate Director of Education will make a re-admittance determination and communicate that to the student.
- If the student is approved to re-enter, the student must then follow the required policy/protocol for enrollment and continue with admissions:
    o The student will need to interview with an externship organization, either the same one they attended previously or a new one, to determine fit for the culture and environment of the externship organization.
    o The student may be required to meet with Student Services for a Re-Admittance Evaluation Meeting to discuss program readiness and may be

required to develop a success strategy plan to adhere to while continuing in the program.

- o The student's academic week of re-entry in the program will be determined by the student's previous academic progress, clinical skills completion, and instructor evaluation of the student's academic/clinical progress.
- o On re-admittance, students will need to complete all required clinical externship hours; a student may be required to complete all 240 hours required regardless of hours completed during the previous enrollment.
- o Once a student is approved by the Associate Director of Education to re-enter the program, the student may be required to remediate or audit previous completed course/material, clinical skills, and/or clinical skills based on the evaluation of previous academic and clinical standing by the Associate Director of Education.
- o A student on re-admittance may be required to complete a course previously taken based on significant curriculum or course description revisions to meet current program requirements.
- o Re-admitted students will be required to pay student fees according to the published fee schedule for the cohort in which they are re-admitted. Fees for books and materials may be waived if the student is in possession of materials previously purchased through NIMAA and those materials are in good working order and equivalent to materials required at the time of reentry.
- o Re-admitted students owe other costs in full if those costs were not paid during their previous enrollment (e.g. if they withdrew before the due date for other costs).
- o Re-admitted students will not be charged for courses previously completed with a 2.0 or better. Their overall tuition will be calculated by multiplying the clock hours of the completed course(s) by the per clock hour cost as stated at the time of reentry.

STUDENT GRIEVANCE PROCEDURE

Note: Complaint and grievance are used here interchangeably. To simplify, we use "grievance" throughout this policy."

The NIMAA student grievance process is designed to assist students who may have a grievance or may have experienced what could be unfair or unlawful treatment. Students are encouraged to approach issues and concerns openly with faculty, Student Services and administration. NIMAA recommends that students bring any grievance directly to the person/persons to whom the grievance refers. If the issue is academic in nature, students are encouraged to talk directly with their instructor. Students may bring any concerns to Student Services. If the issue is not remedied, the student is

encouraged to complete a NIMAA Grievance Form in the Student Information System outlining the nature of the grievance and deliver it to Student Services. Student Services will review the grievance and will make an appointment with the student to review the issues within 14 days of receipt of the grievance form. All parties may be asked to participate in an open and honest discussion to resolve the issue. A student may ask for an appeal of any decision in accordance with the *Appeals Policy*.

NIMAA has no policy discouraging or prohibiting individuals from filing grievances or inquiries with the State Department of Higher Education and will take no action to discourage or prohibit such filings.

Attempting to resolve any issue with the school first is strongly encouraged.

Complaints may be filed at any time by students or their guardians online with the Division of Private Occupational Schools (DPOS) within two years from the student's last date of attendance at www.ColoradoETPL.org - 303-862-3001.

NIMAA's accreditor, Accrediting Bureau of Health Education Schools, may be reached at:

> 6116 Executive Blvd., Suite 730
> North Bethesda, MD 20852
> Phone: (301) 291-7550
> Website: www.abhes.org

Alaska Students

NIMAA has been deemed exempt from authorization by the Alaska Commission on Postsecondary Education under AS 14.48 and 20 AAC 17.015 because its program is online or distance delivered and it does not have a physical presence in the state. Students may contact the Commission if the complaint/grievance procedure set forth by NIMAA has been pursued and the action taken is unsatisfactory. A complaint form may be requested by emailing EED.ACPE-IA@alaska.gov.

> Alaska Commission on Postsecondary Education
> PO Box 110505
> Juneau, AK 99811-0505

Missouri Students

NIMAA is certified as a proprietary school by the Missouri Department of Higher Education and Workforce Development. Students may contact the Department if students have exhausted all methods set forth by NIMAA for complaint resolution and are unsatisfied by the response given by the school.

Missouri Department of Higher Education and Workforce Development
P.O. Box 1469
Jefferson City, MO 65101
Email: info@dhewd.mo.gov
Phone: (573) 751-2361

Pennsylvania Students

NIMAA is registered by the Pennsylvania Board of Private Licensed Schools. Questions or concerns that are not satisfactorily resolved by the person designated above may be brought to the attention of the State Board of Private Licensed School, Pennsylvania Department of Education at:

333 Marker Street, 12th Floor
Harrisburg, PA 17126-0333

ACADEMIC APPEALS POLICY

Academic appeals include those appeals related to dismissal due to code of conduct, academic integrity, final grades, attendance violations, and failure to meet financial obligations.

All academic appeals must be submitted online through the Student Information System in the Academic Appeal form, which will be initially reviewed by the Associate Director of Education. Alternatively, appeals can be submitted via a standard letter. The appeal letter must include the following:

- The specific issue the student is experiencing
- The date of the decision the student is appealing (e.g. date of grade issued, program dismissal, academic probation)
- The reason(s) the student believes the decision was incorrect
- The informal steps taken to resolve the disagreement over the decision (meeting with instructor, Student Services, etc.)
- The resolution sought

The written appeal may be accompanied by any additional documentation (e.g., papers, doctor's notes, tests, syllabi) the student believes supports the conclusion that the decision was incorrect. Copies of all documents relating to the appeal (excluding information that might violate the Family Educational Rights and Privacy Act (FERPA) or student confidentiality - e.g. information related to disability or medical documents) shall be placed in the student's academic file, and the decision of the Associate Director of Education shall be noted in the student's record in the NIMAA Student Information System.

Appeals must be submitted within five calendar days of the date the student has notice of the adverse decision; or, five calendar days after unsatisfactory resolution with the instructor and/or Student Services. Once a formal appeal is filed, no action based on the adverse decision may be taken until the appeal process is complete.

The NIMAA Appeals Committee shall render a written decision within five calendar days of the date the appeal was received and shall forward the decision to the student and the Associate Director of Education within five calendar days thereafter. The Appeals Committee may override certain rules and policies at their discretion if mitigating circumstances prevail.

If a student still deems that the decision rendered is not a satisfactory one, the Appeals Committee may forward the appeal and all documentation to the NIMAA Senior Management Team within ten days of the decision of the Appeals Committee. The Senior Management Team will at that time verify that all the correct procedures were followed and are in compliance with the *Withdrawal Policy*. The NIMAA Senior Management Team will have ten days to verify the appeals process and ensure compliance with NIMAA policy. If the decision of the Appeals Committee is upheld by the NIMAA Senior Management team, it is considered final and no further appeals are permitted.

Note: When an appeal is denied, the date of any academic warning, probation, or dismissal from the program shall be the date of the academic decision that was appealed.

STUDENT SERVICES

Orientation

NIMAA provides an orientation for all new students prior to their first online lesson. The purpose of the orientation is to brief new students on the rules, regulations, and policies of the school, as well as navigation of the Student Information System and Learning Management System.

Academic Advising

Academic advising may be initiated by NIMAA personnel or the student when the need is identified.

Non-Academic Student Support

The NIMAA Student Services staff provide guidance and program information for prospective and current students, as well as graduates. The Student Services staff help students in monitoring their educational progress and in providing non-academic support for student success, such as time management strategies and career services

support. The Student Services staff can be contacted using the following email: studentservices@nimaa.edu.

Accessibility for Students with Disabilities

The Americans with Disability Act (ADA) requires an institution of higher education to provide reasonable accommodations to a qualified individual with a documented disability unless accommodations would result in an undue burden or fundamentally alter the nature of the relevant course of programs. NIMAA is fully committed to providing reasonable auxiliary aids to qualified individuals with documented disabilities. For full policy information, please [NIMAA's Student Consumer Information page.](#)

Clinical externship sites are generally able to accommodate students with disabilities providing they do not limit the student's ability to perform the core functions of a Medical Assistant position.

Library Resources

NIMAA provides students with online resources through our consortium membership and subscriptions with the Library & Information Resources Network (LIRN). NIMAA subscribes to the LIRN Core Collection of databases to provide access to online reference books, journals, magazines, and news content and to the LIRN Medical Module to provide journals, magazines, news, and dissertation content in biomedical science, nursing and allied health.

Students can access the LIRN database content 24/7. **For research assistance and training, students and faculty may contact** [ProQuest support](#).

Student Information System (SIS)

NIMAA uses Populi as its Student Information System. Populi is accessed from the following link: https://nimaa.populiweb.com and is used by students to do the following and more:

- Submit the NIMAA admissions application;

- Pay NIMAA fees and tuition;

- Complete all necessary enrollment forms (e.g. immunizations, media consent, catalog acknowledgement, enrollment agreement); and

- View in-progress grades and an unofficial transcript containing all finalized course grades and cumulative externship attendance.

NIMAA students will always receive clear communications from NIMAA administrative staff and faculty regarding tasks required of them in Populi.

Populi is used by NIMAA administration and faculty to communicate with students, as well as document and track student data including, but not limited to, the following:

- Student admissions applications, including interview data and admissions decisions;

- Student financial information;

- Student grades and attendance.

- NIMAA to student communications;

- Student enrollment forms (e.g. immunizations, media consent, catalog acknowledgement, enrollment agreement);

- Student faculty and student services advisements; and

- Student administrative data (e.g. externship assignment, CPR certification).

Students should note that NIMAA uses the Student Information System to send the majority of communications to applicants and students. These emails can end up in junk or spam folders, so it is highly encouraged that you mark these emails as receivable in your inbox. The expectation is that students will review their NIMAA email accounts daily for information from the NIMAA team.

Learning Management System

NIMAA uses Populi as its learning management system, supporting all online coursework. The Populi instance is accessed from the following URL: https://nimaa.populiweb.com. All students will be provided a username and password to access Populi upon being accepted to the program.

Technical Support

Through NIMAA's parent company, the Moses/Weitzman Health System (MWHS), technical support is provided for questions involving NIMAA platforms, such as the LMS and SIS), as well as email, Multi-Factor Authentication (MFA), and general connectivity issues. Yearlong support can be requested Monday through Friday from 7:30am EST to 8pm EST and on Saturday and Sunday from 8am-5pm EST at the following email address: it@nimaa.edu

Additional systems support is provided at the following:

- McGraw-Hill (online textbook) support:
    - Call: (800) 331-5094
    - Email & Chat: https://mhhe.com/support
    - Hours: Monday–Thursday: 24 hours Friday: 12 a.m. – 9 p.m. EST Saturday: 10 a.m. – 8 p.m. EST Sunday: 12p.m. –12 a.m. EST

- Populi (Student Information System [SIS] and Learning Management System [LMS])
    - Email: support@populiweb.com
    - Knowledge Base: https://support.populiweb.com/hc/en-us/categories/203333527-For-Students
- Simtics (online medical simulation software)
    - Online form: https://www.simtics.com/contact/
    - Student FAQs: https://intercom.help/simtics/en/collections/2386877-student-faqs

NIMAA also maintains a robust knowledge base and ticketing system that provides answers to many frequently asked questions by NIMAA students about both the program and the technology used to support it. The knowledge base, accessed at https://nimaa.zohodesk.com, accessible from within every NIMAA course, should be a student's first line of support for NIMAA students regarding technical issues. Any outstanding issues that are not solved by a knowledge base article can be submitted as a ticket on that site. Alternatively, technical support questions can be sent to the following email address: it@nimaa.edu, which will subsequently create a ticket in the ticketing system.

Student Records

Student records will be maintained electronically at the administrative site for six years from the last date of attendance. Transcripts are maintained indefinitely.

FERPA

The Family Educational Rights and Privacy Act (FERPA) affords eligible students certain rights concerning their education records. FERPA defines the rights of students to review their records, request a change to their records, and provide written consent to disclose personally identifiable information to a third party. (An "eligible student" under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution.) The full list of rights is found in the NIMAA Student Consumer Information page.

English Language Services

NIMAA does not offer English as a Second Language instruction. All instruction occurs in English. English language proficiency is documented by:

- The admissions interview; and

- NIMAA's receipt of prior education documentation as stated in the *Admissions Requirements*.

Placement Assistance

NIMAA offers employment assistance to graduates, which may consist of job lead referrals and/or development of professional skills such as interviewing techniques and resume writing.

NIMAA makes no guarantee, expressed or implied, of future employment. Current law prohibits any school from guaranteeing job placement as an inducement to enroll.

CERTIFICATION/CREDENTIALING

Credentialing in medical assisting is required in some states to work in the field, is often required by employers, and is encouraged for all graduates. During the admissions process, students will be informed of any credentialing requirements for their state.

REQUEST OF OFFICIAL TRANSCRIPTS

NIMAA maintains academic records of all work completed at the Institute. Upon graduation, students who are in good financial and academic standing are entitled to receive one free copy of their official transcript. The final official transcript will be sent to the student automatically within 14 business days of the date of graduation.

There is a $5.00 charge for all subsequent official transcript requests. Payments for transcript requests will be required at the time of submission of the Request for Transcript form. Please allow 2-4 weeks for processing and receipt of transcripts.

No official transcript(s) will be released if records are on hold for financial reasons or missing documentation. Individuals ineligible to receive an official copy of their transcript may download an unofficial copy from the Student Information System. The word "unofficial" will be watermarked on the transcript. Student transcripts from other institutions in NIMAA's files may not be released to any individual or institution.

TRANSFER OF CREDIT POLICY

Acceptance of Credits on Transfer

Transfer of credits from other institutions accredited by an agency recognized by the U.S. Education Department or the Council for Higher Education Accreditation, including military training, will be evaluated with the following considerations:

- All requests for transfer credits must be accompanied by an unofficial transcript and received by NIMAA prior to the student's start date. NIMAA must receive the student's official transcript within 30 days post-enrollment or transferred credits

may be forfeited, and the student will have to take the respective course at NIMAA.

- Evaluation will be on a case-by-case basis to ensure that the content of the course(s) and the academic period length are sufficiently comparable to that of a related NIMAA course.

- A grade of "C" or better or a grade of "Pass" must have been earned in the course.

- Students who transfer in credits must complete:
  - A minimum of 60% of the online coursework required for graduation at NIMAA.
  - The complete externship requirement (240 hours) for SAP at a NIMAA externship organization.

- Credits from another institution accepted by NIMAA shall be counted as both hours attempted and completed for calculation of pace and maximum time frame. *Grades associated with these credits are not included in calculating cumulative grade point average.*

- A decision regarding a prospective student's transfer of credit evaluation will be provided within 14 calendar days.

- A student who receives transfer credits will have the program tuition charge prorated based upon the remaining number of credits (where credits are equivalent to clock hours as defined in *Course Descriptions*) the student must earn in order to graduate.

When credit transfers are approved by NIMAA, the student will still be required to audit (complete) all NIMAA coursework they received credit for. The student's grades for audited coursework will not be included in the cumulative grade point average but will be checked for completion.

Transfer hours accepted by the school are applied to the total number of hours necessary to complete the program and are considered both attempted and completed hours for the purpose of determining when the allowable maximum time frame has been exhausted. Satisfactory Academic Progress evaluation periods are based on total program hours at the institution. For transfer students attending less than the full program, an evaluation will be done at the midpoint of the actual hours.

Acceptance of credits earned at another institution that is not located in the United States or its territories will be evaluated by an agency that attests to the qualitative and quantitative equivalency of the foreign education and the specific course or courses for which transfer credit is to be awarded. It is the student's responsibility to use the credential evaluation services of an agency that has published standards for

membership, affiliations to international higher education associations, and are frequently linked to and used by federal agencies, state agencies, educational institutions, and employers (e.g., NACES and AICE).

NIMAA does not accept advanced placement credit or grant credit for experiential learning or life experience.

Transfer of Credit to Other Schools

The school does not guarantee the transferability of its credits to any other institution unless there is a written agreement with another institution. It should not be assumed that any hours for courses described in this catalog can be transferred to another institution. Hours earned in the online or externship courses are unlikely to transfer to another institution. Each institution has its own policies governing the acceptance of credit from other institutions. Students seeking to transfer credits earned at NIMAA should contact the educational institution to which they seek admission to inquire about their policies on credit transfer.

NIMAA has an articulation agreement with the following Colorado institutions, which will provide credit for prior learning to NIMAA graduates who have also passed a qualifying national MA credentialing exam:

- Community College of Denver: a block of 33 credits toward Associate of Applied Science degree in Medical Assisting
- Colorado Mountain College: a block of 36 credits toward an Associate of Applied Science degree in Medical Assisting
- Mesa State University (Western Colorado Community College): a block of 41 credits toward an Associate of Applied Science degree in Medical Office Assistant

Catalog Updates and Amendments

Students will be notified of any amendments to the NIMAA catalog via the Student Information System (SIS) and email and provided with a link to the most recent, published version.

ADDENDUM A – FACULTY CREDENTIALS

Susan Klos, Curriculum Director, and Full-Time Instructor

- Certified Medical Assistant, American Association of Medical Assistants (AAMA)
- Certified Postsecondary Instructor, National Center for Competency Testing, October 2020
- Master of Education, Instructional Design; Western Governors University, 2022
- B.A., General Studies, University of Connecticut; Storrs, CT; June 2016
- Associate Degree, General Studies, Gateway Community College; New Haven, CT; June 2010
- MA Certificate, Ridley-Lowell Business and Technical Institute; New London, CT; September 1999
- MA instructor, Porter and Chester Institute, 2014-16
- 15 years of MA work experience

Dawn Chambers, Full-Time Instructor

- Certified Medical Assistant, American Association of Medical Assistants (AAMA)
- Master of Public Health, Purdue University Global, 2019
- Master of Healthcare Administration, Purdue University Global, 2017
- Bachelor of Science in Healthcare Administration, Kaplan University, 2014
- Associate of Applied Science, Medical Assistant, Kaplan University, 2010
- Medical Assistant Program Director, 2018-2019
- Eight years of MA work experience

Jennifer Cole, Full-Time Instructor

- Certified Medical Assistant, American Association of Medical Assistants (AAMA)
- Master of Education, American Intercontinental University, 2015
- Bachelor of Science in Healthcare Management, Anthem College, 2006
- Associate of Science in Medical Assisting, High Tech Institute, 2005
- Medical Assisting Diploma, Porter and Chester Institute, 1998

- Three years of MA work experience

Itzel Gutierrez, Full-Time Instructor

- Certified Clinical Medical Assistant, National Healthcareer Association (NHA)
- Associate Degree, Health Care Administration; Chula Vista, CA; April 2017
- MA Certifícate, PIMA Medical Institute; Chula Vista, CA; April 2015
- Lab Skills Trainer; Salud Family Health Centers, Fort Lupton, CO 2018-2019
- Substitute MA Instructor; PIMA Medical Institute; March 2019- 2020
- Two years of MA work experience

Lucia Gutierrez, Full-Time Instructor

- Certified Medical Assistant, American Association of Medical Assistants (AAMA)
- Medical Assisting Certificate, Everest College, 2013
- **Associate of Applied Science Degree, Health Care Administration; Pima Medical Institute; September 2023**
- Associate Center Director, Salud Family Health Centers, 2021
- Immunization Program Coordinator, Salud Family Health Centers, 2019-2021
- Medical Skills Trainer, Salud Family Health Centers, 2019
- Five years of MA work experience

Tiffany Heath, Full-Time Instructor

- Certified Medical Assistant, American Association of Medical Assistants (AAMA)
- Practical Nursing Diploma, Stone Academy, 2019
- Associate Degree, Medical Assisting, Springfield Technical Community College; Springfield, MA, January 1997
- Curriculum Developer, Educational Supervisor, and Instructor for the Administrative Health Specialist and MA programs, Porter and Chester Institute, 2006-2017
- Subject Matter Expert and Co-Author of Medical Assisting textbooks, 2010-12

- Five years of MA work experience

Stephanie Kidd, Full-Time Instructor

- Registered Medical Assistant, American Medical Technologists (AMT)
- Bachelor of Science, Healthcare Administration, Pima Medical Institute, 2018
- Medical Assistant Certificate, Pima Medical Institute, 2015
- Cardiothoracic Program Administrator, University of Virginia, 2021
- Career Services Advisor, Lead Medical assisting Instructor, Pima Medical Institute, 2018-2021
- Reception Supervisor, Rocky Mountain Gastroenterology, 2017-2018
- Medical Assistant, South Denver Gastroenterology, 2016-2017
- Medical Assistant, CS Neurological Associates, 2016
- Medical Assistant, WSI Healthcare, 2015-2016
- Medical Assistant, Colorado Foot and Ankle, 2015-2016
- Three years of MA work experience

Sabrina Sanks, Full-Time Instructor

- Certified Clinical Medical Assistant, National Healthcareer Association (NHA)
- Bachelor of Science, Allied Health Management; Miller Motte College, 2022
- Associate of Science, Clinical Medical Assistant, Chattahoochee Valley Community College, 2013
- Allied Health Instructor, Ancora Education, 2018-2023
- Certified Clinical Medical Assistant, Urgent Care and Occupational Medicine, 2012-2018
- Six years of MA work experience

ADDENDUM B: UPSKILL NIMAA COURSES

Course Information

The Upskill NIMAA professional development courses provide next-level training beyond a standard academic program for medical assistants working in today's high-performing primary care settings. The Upskill NIMAA courses enhance the skills of current medical assistants and other healthcare professionals in team-based, person-centered primary care. Trainees learn at their own pace through an online learning platform that is user-friendly and secure.

Note: Upskill courses are not accredited by the Accrediting Bureau of Health Education Schools (ABHES).

Method of Delivery

All courses are delivered asynchronously online via the learning management system (LMS). The courses vary in length and are organized into self-paced sessions. Each session is designed to take approximately one hour to complete. Sessions build on one another and thus are sequential.

The work of each session involves the participant completing a brief knowledge assessment before reviewing the content. This is followed by exploring the content in videos, slides, documents and other materials. Participants then demonstrate what they have learned through application activities, as well as share reflections and questions about the content with fellow participants. Finally, participants complete a knowledge assessment to understand what they have learned in the session.

Enrollment

Entrance Requirements

NIMAA offers opportunity to all interested and qualified applicants without regard to gender, race, color, religion, age, national origin, disability, sexual orientation, genetic information or any other applicable status protected by federal, state or local law.

Prior to enrollment, prospective Upskill NIMAA course participants must meet the following requirements:

- Must be 18 years old or older
- Be proficient in English such that they can actively participate in all course activities
- Must meet any course-specific prerequisite for enrollment in that course

Enrollment Procedures

The duration of each course varies according to the topic covered and length of the course in hours.

Course enrollment takes place on an ongoing basis. Participants are expected to complete, on average at least one session a week on their own schedule. The course remains open for the number of weeks equal to the number of hours in the course (e.g. a 24 hour course is open for 24 weeks). At the end of the course, participants are granted one additional week to complete pending work.

Required Equipment

The courses in the program do not have a textbook requirement. All required course content materials are included within the online lesson content for each session. Additional optional learning resources are listed in the information for each session in the course syllabus. To be able to access and complete all the required course items, all participants are expected to have access to a personal computer meeting the specifications below.

Minimum Hardware Requirements

- Personal computers should be five years old or newer, when possible
- 2.4 GHz or faster processor
- 4 GB or more of RAM
- 300 GB or larger hard drive
- 500MB or better video card capable of 1920x1080 resolution or higher
- Sound card with speakers, headphones and microphone
- Monitor/display video card capable of 800x600 dpi with 256 colors
- Highly Recommended:
    - Printer
    - External mouse
    - CD-RW, DVD-RW or USB mass-storage device (recommended)

Minimum Software Requirements

- Operating Systems (one of the following):
    - Windows 10 and newer
    - Mac OS X 10.6 and newer
- Supported browsers:

- o Edge
- o Safari
- o Chrome (preferred)
- o Firefox (current and first previous major releases of each browser)
- JavaScript enabled

Internet Requirements

- Internet speed: Bandwidth of 3 Mbps minimum to support good video streaming
- Unrestricted access to YouTube and Vimeo

Course Descriptions

A description of the Upskill NIMAA course can be found below.

Immunizations for New Vaccinators Course

Hours: 24 hours

Prerequisites: Graduation from an accredited training program or certification awarded by a nationally recognized certifying body that includes, or otherwise meets the criteria established by their state of residence for medication and vaccine administration. This course is designed to benefit participants who are already engaged in professional health care, specifically primary care. Thus, it is highly recommended that participants be health professionals currently working in a primary care or public health setting.

Description: This course provides 24 hours of didactic education designed to enhance the knowledge, skills, and attitudes of existing medical assistants in vaccine administration. The course reviews how a robust immunization program can strengthen the immunity of the participant's community and the unique role of medical assistants in this process. The course begins by reviewing the scope of practice regulations that define how team members can act within the process of vaccine administration. This includes a review of team-based care, and how each member of the team - from the provider to the medical assistant - contributes to the immunization program and process at an organization. The course supports direct skill building for the medical assistant preparing to administer vaccines, or who is reinforcing their skills in vaccine administration, including the six rights of medication administration, needle size selection, preparing and administering vaccines, and ways to

comfort patients during injections. It also examines the role of standing and delegated orders and team-based care in improving immunization rates for practice and proper storage of vaccines, including ways to determine effective par levels. Additionally, the sessions focus on the individual vaccines and proper ages and intervals needed for valid administration and examine ways to provide education to vaccine-hesitant families.

The course incorporates a simulated practice of both intramuscular and subcutaneous injection techniques to ensure all medical assistants completing these 24 hours of training will gain confidence in their abilities to safely administer vaccines to members of their community, and employs patient cases to help participants see the elements covered in the course through the lens of patient care. Other included case studies are designed to foster critical thinking regarding the handling of specific circumstances, and when to engage other members of the team, including the provider, in vaccine administration.

Attendance Requirements

Attendance is not explicitly taken in the Upskill NIMAA courses. Instead, attendance is assumed based on a participant's completion of course content, including successful completion of activities and assessments for each session.

No leaves of absence or re-admittance are permitted in UpSkill NIMAA courses.

Grading and Progress Policy

Courses in the program are graded as pass/fail. A passing grade requires participation in each session of the course. In addition, participants must complete the following to receive a passing grade for each session:

- Complete the pre-session knowledge assessment.

- View the session content.

- Complete the session activity in a satisfactory manner based on the guidelines stated in the course

- Complete the post-session knowledge assessment with a grade of 70% or higher.

As participants complete the course asynchronously and have a set number of weeks to complete all sessions, progress is monitored at the midpoint of the course. Participants who have not completed half of the sessions by the midpoint are placed on academic warning and notified of that status. Participants who have not completed ¾ of the sessions when ¾ of the allotted time has passed are dismissed from the course.

Course	Number of Weeks	Number of Sessions	Midpoint Progress Assessment		Final Progress Assessment	
			Timing	Satisfactory Progress	Timing	Satisfactory Progress
Immunizations for New Vaccinators	24	20	Beginning of week 13	10 sessions completed	Beginning of week 19	15 sessions completed

System of Reporting Grades to Participants

Course participants can review their progress and grades in the Learning Management System.

Course participants who are not achieving satisfactory progress at the midpoint assessment will be notified of their insufficient progress and the availability of resources to support them in completing the course.

Course participants who are not achieving satisfactory progress at the final assessment point will be dismissed from the course.

Course Completion

Upon achieving a grade of pass for each session of the course, participants will receive a certificate of completion.

Withdrawal Policy

Participants may withdraw from the course at any time by sending an email to upskillnimaa@nimaa.edu with the subject: NIMAA UpSkill Withdrawal.

Program Cost and Payment

Cost Rate

FEE TYPE	FEE
Tuition Rate	$20 per hour

Course Cost

Course	Course Length	Total Cost
Immunizations for New Vaccinators	24 hours	$480

Payment Policy

NIMAA accepts payment by credit card through the registration portal. All payments are due at time of enrollment.

Refund Policy

Participants enrolled in the Upskill NIMAA program will be entitled to a full refund should they cancel their enrollment prior to midnight before the start of the course.

Individuals who receive login information and who have accessed the course via the Learning Management System and subsequently withdraw or are dismissed, are eligible for a refund according to the table below, minus a cancellation charge equal to 20% of the cost of the course.

The termination percentage is determined by the percent of course sessions completed at the time of termination.

Refund Table

The following table defines the basis upon which the refund will be provided, based on percent of course completion at the time of withdrawal or dismissal.

A student terminating training...	Is entitled to a refund of:
Within the first 10% of the program	90% less cancellation charge
After 10% but within the first 25% of the program	75% less cancellation charge
After 25% but within the first 50% of the program	50% less cancellation charge
After 50% but within the first 75% of the program	25% less cancellation charge
After 75%	NO refund. Cancellation charge not applicable.

Course Specific Refund Table

Course: Immunizations for New Vaccinators	
Number of Sessions: 20	
Cost: $480	
Cancellation Charge: $48	
A student terminating training ...	**Is entitled to a refund of:**
Within the first 10% of the Program (Sessions 1-2)	90% less cancellation charge

After 10% but within the first 25% of the program (Sessions 3-5)	75% less cancellation charge
After 25% but within the first 50% of the program (Sessions 6-10)	50% less cancellation charge
After 50% but within the first 75% of the program (Sessions 11-15)	25% less cancellation charge
After 75% (Sessions 16-20)	NO refund. Cancellation charge not applicable.

Refund Guidelines

1. All refunds will be made by NIMAA within 30 days from the date of enrollment cancellation.

2. All refunds by NIMAA will be made back to the original form of payment.

3. If a third party paid for tuition on the participant's behalf, such as a lender or employer, the refund transaction will be made to that third party in the amount of the refund due (but in no event greater than what the participant or third party paid on the participant's behalf).

4. A full refund will be provided if NIMAA discontinues the course, except in the case that NIMAA ceases operation.

LMS Technical Support Contacts

- Moodle (Learning Management System [LMS])
  - NIMAA support: it@nimaa.edu
  - Moodle FAQ: https://docs.moodle.org/403/en/About_Moodle_FAQ

Appeals and Complaints

Attempting to resolve any issue with NIMAA first is strongly encouraged. Issues and complaints can be conveyed to NIMAA via email: upskillnimaa@nimaa.edu, Attn: UpSkill NIMAA.

Complaints may be filed at any time by students or their guardians online with the Division of Private Occupational Schools (DPOS) within two years from the student's last date of attendance at www.ColoradoETPL.org - 303-862-3001.1.