

VALLEY COLLEGE

Student Catalog Addendum

Addendum Date: July 26, 2021

Expected Effective Date: 8/16/2021

Effective Date of Catalog: 03/20/2021

Valley College has modified their online program curriculum. The revised program outlines and course descriptions are found in this catalog addendum.

This information replaces the language in the Student Catalog page: 67

Program Summary Chart

For regular attendance, standard completion times are expressed in full weeks/months. The week schedules are for instructional/contact hours. The range in estimated month schedules includes holidays and breaks and vary depending on time of year of the start date.

Campus and Program Name	Credential	Delivered	Credits	Hrs/Wk	Total Hrs	Weeks	Months
M Business Administration	Bachelor (BS)	Online	125	20.0	2400	114	31
M Cybersecurity	Bachelor (BS)	Online	126	20.0	2400	120	31
M Health Services Administration	Bachelor (BS)	Online	126	20.0	2460	123	32
M Business Administration	Associate (AAB)	Online	61	20.0	1200	61	16
M Cybersecurity	Associate (AAS)	Online	65	20.0	1200	60	16
M Health Services Administration	Associate (AAB)	Online	63	20.0	1260	63	17
M Medical Administrative Assistant	Diploma	Online	30	20.0	660	33	9
B C M Medical Clinical Assistant	Diploma	Blended	38	20.0	825	39	10
M Medical Front Office, Billing and Coding	Diploma	Online	30	20.0	660	33	9
C Practical Nursing	Diploma	Blended	36	20.0	924	39	10
C Veterinary Assistant*	Diploma	Blended	30	20.0	600	30	8
C Veterinary Technician*	Associate (AAS)	Blended	65	20.0	1560	74	19
B M Nursing Assistant (CNA)	Certificate	On Campus	0	20.0	120	6	2
C Commercial Driver License (CDL) – Class A	Certificate	On Campus	0	32.0	160	5	2

Total hours do not reflect out-of-class assignments.

Business Administration-DE -AAB

<https://valley.edu/programs/business-administration-training/>

Credential: Associate of Applied Business Degree

Delivered online and approved to be administrated through Valley College - Martinsburg (WV)

Program Description

The Business Administration AAB program is an occupational Associate degree that is designed to equip graduates with the skills associated with operating a business or managing a department for a business. This program is intended for persons who desire a concentrated program in business and prepares graduates for entry-level positions in various business settings. The emphasis of the program focuses on small business management or management of a department in an organization.

Business specific courses (Accounting/Bookkeeping, Principles of Management, Human Resource Management, Business Management, Business Law and Ethics, Introduction to Economics, Strategic Business Planning, and Marketing and Sales) are designed to provide the student with a solid foundation in the basic concepts and theories that are necessary when managing a business. Computer software application courses allow the students to perform various computer application skills. The Career Development course provides the student with the opportunity to learn work force readiness skills. In addition to creating employment related documents including a resume, students learn interview techniques and participate in a mock interview. Students also complete general education courses to ensure that they have a well-rounded education.

Through an integrated curriculum that includes hands on assignments/activities/projects and computer-mediated discussions, students demonstrate mastery of the objectives which will be measured by graded assignments, discussion responses, quizzes, tests, and rubrics-based assessment of projects. The skills and concepts learned can transfer to the work environment.

Program/Student Learning Outcomes

1. Effectively utilizes oral and written communication skills necessary to communicate with all levels of internal and external team members, customers and organizational departments.
2. Performs various work-related activities using Word, spreadsheets, email and/or presentations such as Power Point.
3. Plans, organizes and composes clear, concise and effective business messages, emails and memos to internal team members or different forms of external stakeholders.
4. Effectively analyzes information, identifies root causes and develops/implements approved solutions.
5. Exhibits professionalism and work ethic in all business operations and customer service.
6. Executes business process and functions in either a staff or management role that demonstrates the ability to understand or apply management functions and decisions in relation to the daily operations of a business while promoting a positive experience for customers and staff.
7. Provides management or staff with fact-based, real-time feedback on the product lifecycle including assortment, pricing, inventory flow, and transition/exit strategies.
8. Utilizes basic mathematical skills, basic accounting or payroll principles to create, complete, prepare or assist financial reports as it relates to the profitability of the company.
9. Demonstrates understanding of marketing strategies in an effort to best introduce, position and/or sell a product or service such as creating displays, moving products or utilizing sales skills to promote the product to a customer.
10. Understands Human Resource concepts and applies that understanding in typical business activities.
11. Executes various parts of organization's goals to be productive and profitable which may include meeting sales quotas/budget and managing the compliance with accounting, and operations.

Program Outline (effective 8/2021)

The schedules will vary. The student receives their initial rotation schedule (course schedule) during the admissions process.

Tier	Course Number	Course Name	Semester Credits	Contact Hours	Lecture Hours	Lab Hours
1	COM112	Business English	3.0	60	30	30
1	CPS135	Computer Operations & Applications	3.0	60	30	30
1	CPS143	Spreadsheet Applications	2.0	60	0	60
1	CPS148	Document Processing	3.0	60	30	30
2	ENG122*	Effective Writing	3.0	60	30	30
2	PSY210*	Critical Thinking	3.0	60	30	30
2	MAT125*	College Math	3.0	60	30	30
2	MGT103	Principles of Management	3.0	60	30	30
3	ACC122+	Accounting/Bookkeeping	3.0	60	30	30
3	COM215	Career Development	2.0	60	10	50
3	MKT122	Marketing and Sales	3.0	60	30	30
3	PSY102*	General Psychology	4.0	60	60	0
4	BUS105	Business Law and Ethics	3.0	60	30	30
4	MGT104	Human Resource Management	3.0	60	30	30
4	MGT212	Business Management	3.0	60	30	30
4	PSY200*	Emotional Intelligence	3.0	60	30	30
5	INC300*	Social Innovation and Change	4.0	60	60	0
5	ECON202*	Introduction to Economics	3.0	60	30	30
5	BUS275	Strategic Business Planning	4.0	60	60	0
5	COM200*	Oral Communications	3.0	60	30	30
*Denotes General Education courses			Totals	61	1200	640
					640	560

+ACC122 has a pre-requisite (MAT125); BUS275 has two pre-requisites (MKT122 and MGT212)

Additional Out-of-Class hours should be expected to include assignments and reading.

Career Opportunities

CIP CODE: 52.020 and 52.0207

This program is intended for persons who desire a concentrated program in business and who wish to pursue a career. Graduates may be qualified for entry-level positions and/or may find advancement opportunities including, but are not limited to:

Business Administration and Management –Office Manager, Administrative Assistant, Administrative Coordinator, Administrative Officer, Administrative Manager, Administrative Specialist, Business Manager, Team Leader,

Selling Skills and Sales Operations: Manager, Store Manager, Assistant Manager, Department Manager, Shift Manager, Assistant Store Manager, Branch Manager, Sales Manager, Sales Supervisor, Sales Representative

Entrepreneurial and Small Business Operations/Small Business Administration/Management –Self-employed, Business Owner

Payroll and Timekeeping Clerks: Accounting Assistant, Human Resources Assistant (HR Assistant), Payroll Assistant, Payroll Clerk

Customer Service Representative: Customer/Client Service Representative, Customer Service Associate, Account Representative, Member Services Representative, Account Service Representative, Call Center Representative

Insurance Representative: Insurance Claims Clerks, Claims Representative, Customer Service Representative (CSR), Claims Service Representative, Claims Processor, Insurance Specialist, Claims Adjuster, or Processing Clerk

Administrative Assistant and Secretarial: Administrative Assistant, Executive Assistant/Secretary, Office Manager, Administrative Coordinator, Administrative Associate, Assistant, Secretary, Community Liaison

Receptionist and Information Clerk: Receptionist, Clerk Specialist, Office Assistant, Clerk, or Registration Clerk

Banking and Financial Support Services: Collector, Patient Account Representative, Debt Collector, Account Representative, Collections Manager, Credit Clerk, Patient Access Specialist, Accounts Receivable Specialist, Customer Service Representative (CSR), Bank Teller, Member Services Representative, Account Representative, Customer Relationship Specialist, Customer Service Associate (CSA), Personal Banking Representative, Member Service Representative, New Accounts Representative, Financial Services Representative, Loan Processor, Retail Service Representative

Meeting, Convention, and Event Planners: Convention/Conference Services Assistant Manager, Conference Planning/Services Assistant Manager, Conference Services Manager, Conference Planner, Event Planner, Wedding Planner

Business Administration -DE - Bachelor

<https://valley.edu/programs/business-administration-training/>

Credential: Bachelor of Science Degree

Delivered online and approved to be administrated through Valley College - Martinsburg (WV)

Program Description

Business Administration, Bachelor of Science degree program, is designed to prepare graduates with the ability to enter an industry or advance in their current position within various professional industries, while demonstrating the knowledge, professional behavior, critical thinking, and problem-solving skills that are essential for effective outcomes in today's evolving business world. This program is intended for individuals that are seeking a multi-layered business-based education that ultimately, will allow the student to move into a variety of industries and professions at an entry-level, mid-level, management, and/or leadership role.

The Business Administration Bachelor of Science degree program contains an assortment of Business courses that include Production and Service Operations Management, Advertising and Promotions, Finance, Managerial and Cost Accounting, Sales and Sales Management, Change Management, and other forms of management along with Human Resources Development and Management. In addition, the Business Administration program also includes an assortment of courses essential for today and tomorrow's professionals that include an assortment of technology-based courses, written, verbal, and market-based communications, business strategy and policy, leadership, money and banking, and working with multiple cultures in coordination with social innovation and change.

This wide-ranging collection of courses are designed to provide the student with a solid foundation of fundamental and advanced concepts and theories that today's professionals need to employ on a day-to-day basis in an assortment of positions. The emphasis of the program focuses on providing a graduate with the ability to then extend these concepts and theories in a variety of industries, occupations, and professional settings.

Finally, Valley College offers an integrated curriculum that is supported by an Active Learning environment where students are provided with an assortment of hands-on assignments/activities/projects and computer-mediated discussions that place the student in a variety of hypothetical situations that they can expect to face as a professional in today and tomorrow's marketplace. Students are assessed based on their ability to master program and learning objectives, which will be measured by graded assignments, activities, discussion responses, quizzes, tests, and rubrics-based assessment of projects. Students will also complete general education courses to ensure that they have a well-rounded education.

Program/Student Learning Outcomes

1. Effectively utilizes oral and written communication skills necessary to communicate with all levels of internal and external team members, customers and organizational departments.
2. Performs various work-related activities using Word, Spreadsheets, Email and/or presentations such as Power Point.
3. Exhibits professionalism and work ethic in all business operations and customer service.
4. Executes business process and functions in either a staff or management role that demonstrates the ability to understand or apply management functions and decisions in relation to the daily operations of a business.
5. Utilizes basic mathematical skills, basic accounting or payroll principles to create, complete, prepare or assist financial reports as it relates to the profitability of the company.

6. Develops marketing strategies in an effort to introduce, position or sell a product or service such as creating displays, moving products or utilizing sales skills to promote the product to a customer.
7. Understands and applies Human Resource concepts in daily activities such as demonstrating the company's values, respect, honesty, integrity, diversity and inclusion and safety of others.
8. Executes various parts of an organizations efforts to be productive and profitable which may include meeting sales quotas/budget and managing the compliance with accounting and operations.
9. Establishes and communicates job responsibilities and performance expectations to the team to assure mutual understanding of desired results; resolves internal or external barriers that prohibit successful goal achievement.
10. Interviews, hires, trains, directs, rewards and disciplines employee; appraises employee performance and resolves complaints.
11. Executes fundamental and/or advanced accounting practices that include the preparation of different forms of financial statements or reports.
12. Performs various forms of sales or sales management techniques to effectively position, provide and sell products or services to the personal or business marketplace.
13. Creates or participates in the creation of a marketing strategy that includes effective advertising or promotional efforts to support a product or service such as creating flyers, promotional media or suggestive selling techniques.
14. Uses problem solving and critical thinking techniques to address a customer, business partner or employees needs and when appropriate link that need to a solution where there is an opportunity to expand or retain a relationship.
15. Applies different forms of management or leadership principles to effectively manage people, processes, systems or change for an organization.
16. Provides input on business regulatory requirements, business policies, standards and procedures and how they may relate to profitability.

Program Outline (effective 8/2021)

The schedules will vary. The student receives their initial rotation schedule (course schedule) during the admissions process.

Tier	Course Number	Course Name	Semester Credits	Contact Hours	Lecture Hours	Lab Hours
1	COM112	Business English	3.0	60	30	30
1	CPS135	Computer Operations & Applications	3.0	60	30	30
1	CPS143	Spreadsheet Applications	2.0	60	0	60
1	CPS148	Document Processing	3.0	60	30	30
2	ENG122*	Effective Writing	3.0	60	30	30
2	PSY210*	Critical Thinking	3.0	60	30	30
2	MAT125*	College Math	3.0	60	30	30
2	MGT103	Principles of Management	3.0	60	30	30
3	ACC122+	Accounting/Bookkeeping	3.0	60	30	30
3	COM215	Career Development	2.0	60	10	50
3	MKT122	Marketing and Sales	3.0	60	30	30
3	PSY102*	General Psychology	4.0	60	60	0
4	BUS105	Business Law and Ethics	3.0	60	30	30
4	MGT104	Human Resource Management	3.0	60	30	30
4	MGT212	Business Management	3.0	60	30	30
4	PSY200*	Emotional Intelligence	3.0	60	30	30
5	INC300*	Social Innovation and Change	4.0	60	60	0
5	ECON202*	Introduction to Economics	3.0	60	30	30
5	BUS275+	Strategic Business Planning	4.0	60	60	0
5	COM200*	Oral Communications	3.0	60	30	30
6	MGT300	Production & Service Operation Management	3.0	60	30	30
6	PHI300*	Philosophy of the Mind and Knowledge	3.0	60	30	30
6	MKT300	Advertising and Promotion	3.0	60	30	30
7	FIN300	Principles of Finance	3.0	60	30	30
7	ANT400*	Cultural Appreciation	4.0	60	60	0
7	MKT325	Professional Sales and Sales Management	3.0	60	30	30
8	ACC315+	Managerial Accounting	3.0	60	30	30
8	ENG320**	Advanced Effective Writing	3.0	60	30	30
8	MGT310	Change Management	4.0	60	60	0
9	INC305*	Environmental Science and Sustainability	3.0	60	30	30
9	HIS200*	U.S. History	3.0	60	30	30
9	MGT400	Human Resource Development	3.0	60	30	30
10	BUS400	Money and Banking	3.0	60	30	30
10	COM400*	Communications	4.0	60	60	0
10	MGT405	Collaborative Leadership	4.0	60	60	0
11	MKT400	Integrated Marketing Communications	3.0	60	30	30
11	BUS420	Entrepreneurship	3.0	60	30	30
11	COM445	Professional Research and Writing	4.0	60	60	0
12	BUS450*	Business Administration Capstone	5.0	120	30	90
	*Denotes General Education Courses	Totals	125	2400	1360	1040

+ACC122 has a pre-requisite (MAT125); BUS275 has two pre-requisites (MKT122 and MGT212); ACC315 has a pre-requisite (ACC122); ENG320 has a pre-requisite (ENG122); and BUS450 has a pre-requisite (COM445)

Additional Out-of-Class hours should be expected to include assignments and reading.

Career Opportunities

CIP CODE: 52.0201 and 52.0207

This program is intended for persons who desire a concentrated program in business and who wish to pursue a career. Examples of positions graduates may be qualified for entry-level positions and/or may find advancement opportunities for include, but are not limited to:

Business Administration and Management – General and Operations Manager: Business Manager, Facilities Manager, Facility Manager, General Manager (GM), Operations Director, Operations Manager, Production Manager, Store Manager

Credit Analysts: Analyst, Credit Administrator, Credit Analyst, Credit and Collections Analyst, Credit Manager, Credit Representative, Credit Risk Analyst, Risk Analyst, Underwriter

Administrative Service Managers: Administrative Coordinator, Administrative Director, Administrative Manager, Administrative Officer, Administrative Specialist, Administrator, Business Administrator, Business Manager, Facilities Manager, Office Manager

Selling Skills and Sales Operations: Manager, Store Manager, Assistant Manager, Department Manager, Shift Manager, Assistant Store Manager, Office Manager, Branch Manager, Sales Manager, Sales Supervisor, Sales Representative

Entrepreneurial and Small Business Operations/Small Business Administration/Management: Self-employed, Business Owner, Chief Executive Officer (CEO), President

Accounting Technology, Technician and Bookkeeping: Bookkeeping, Accounting and Auditing Clerks- other job titles: Accounting Clerk, Accounting Assistant, Accounts Payables Clerk, Bookkeeper, Account Clerk, Accounts Payable Clerk, Accounts Receivable Clerk, Accounts Payable Specialist, or Accounting Associate

Customer Service Management: Office Manager, Team Leader, Customer Service Manager, Director, or Office Coordinator

Financial Support Services: Client Manager, Financial Consultant, Financial Services Representative, Financial Specialist, Investment Officer, Personal Banker, Registered Representative, Relationship Banker, Relationship Manager

Financial Counselors: Financial Aid Counselor, Financial Aid Director, Financial Aid Administrator, Financial Assistance Advisor, Financial Aid Advisor, Financial Aid Officer, Loan Counselor, Pell Coordinator

Meeting, Convention, and Event Planners: Convention/Conference Services Assistant Manager, Conference Planning/Services Assistant Manager, Conference Services Manager, Conference Planner, Event Planner, Wedding Planner

Cybersecurity -DE - AAS

<https://valley.edu/programs/cybersecurity-training/>

Credential: Associate of Applied Science Degree

Delivered online and approved to be administrated through Valley College - Martinsburg (WV)

Program Description

The Cybersecurity Associate of Applied Science program is designed to equip graduates with the skills to assess the security needs of computer and network systems, recommend safeguard solutions, and manage the implementation and maintenance of security devices, systems, and procedures. The program also includes instruction in computer concepts, information systems, networking operating systems, computer hardware, the Internet, software applications, help desk concepts and problem solving, and principles of customer service.

Through an integrated curriculum that includes hands on assignments/activities/projects and computer-mediated discussions, students will demonstrate mastery of the objectives which will be measured by graded assignments, discussion responses, quizzes, tests, and rubric-based assessment of projects. The skills and concepts learned can transfer to the work environment. The Cybersecurity program prepares students for entry-level positions in the Information Technology/Cybersecurity industry.

Cybersecurity students receive a license to use Practice Labs. Due to software license restrictions, the plan is only valid for current students. The College must deactivate the student's access to Practice Labs when he or she graduates or withdrawals from the program. The student must abide by additional requirements as described in the Student Code of Conduct to be able to use Practice Labs.

Program/Student Learning Outcomes

1. Learn to effectively manage the setup, use, maintenance, and upgrading of a PC.
2. Demonstrate an understanding of concepts, skills, and tips necessary to become a proficient computer user.
3. Learn the basic components, features, and technologies needed to set up and support a network.
4. Demonstrate troubleshooting techniques that can be used to solve hardware problems.
5. Learn deployment practices for TCP/IP concepts.
6. Demonstrate an understanding of network protocols and how they are used.
7. Demonstrate the ability to identify and evaluate information systems options.
8. Learn how operating systems function.
9. Demonstrate the ability to differentiate between the major operating systems and their features.
10. Learn how to secure, monitor, and defend a network.
11. Learn how to install, operate, and troubleshoot network equipment.
12. Demonstrate a sound knowledge of key network fundamentals.
13. Learn to differentiate between fundamentals of IPv4 and IPv6.
14. Demonstrate the ability to read, write, and interpret basic code.
15. Demonstrate the ability to plan, analyze, lead, and evaluate an IT project.
16. Demonstrate the ability to explain cloud technologies, concepts, mechanisms, and models.
17. Demonstrate the ability to explain intrusion detection technologies and prevention systems.
18. Demonstrate an understanding of wireless concepts and technologies.
19. Demonstrate an understanding of intrusion detection and response.

Career Opportunities

CIP CODE: 11.1006

This program is intended for persons who desire a concentrated program in the Information Technology/ Cybersecurity industry and who wish to pursue a career. Examples of positions graduates may be qualified for entry-level positions and/or may find advancement opportunities into include, but are not limited to:

*Network Security Specialist
 *IT Security Specialist
 *Information Assurance Security Specialist
 *Operating Systems Security Specialist

*Help Desk Specialist
 *Application Security Specialist
 *Information Systems Security Specialist

Valley College is a proud partner of CompTIA. The Cybersecurity AAS program will help prepare you for both the:
 Networking + certification exam
 Security + certification exam

Please go to the CompTIA web site <https://certification.comptia.org/certifications> for more information regarding the requirements for each of these exams or contact your Career Service Advisor.

Program Outline (Effective 8/2021)

The schedules will vary. The student receives their initial rotation schedule (course schedule) during the admissions process.

Tier	Course Number	Course Name	Semester Credits	Contact Hours	Lecture Hours	Lab Hours	
1	CSY105	Introduction to Networking	3.0	60	30	30	
1	SOC300*	Sociology	4.0	60	60	0	
1	CSY235	IT Project Management	3.0	60	30	30	
1	INC300*	Social Innovation and Change	4.0	60	60	0	
2	CSY110	Networking Hardware	3.0	60	30	30	
2	CSY115	Routing & Security Protocols	3.0	60	30	30	
2	MAT165*	Statistics	3.0	60	30	30	
2	CSY125	Operating Systems	3.0	60	30	30	
3	CSY130	Network Security	3.0	60	30	30	
3	CSY200	Introduction to Programming	3.0	60	30	30	
3	COM200*	Oral Communications	3.0	60	30	30	
3	CSY140	Network & Security Fundamentals	3.0	60	30	30	
4	CSY120	Network Application Support	3.0	60	30	30	
4	ENG115*	English Composition	4.0	60	60	0	
4	CSY210	Cloud Computing with Security	3.0	60	30	30	
4	PSY102*	General Psychology	4.0	60	60	0	
5	CSY205	Ethical Hacking and System Security	3.0	60	30	30	
5	ANT400*	Cultural Appreciation	4.0	60	60	0	
5	ISD210	Advanced Ethical Standards and Dilemmas	4.0	60	60	0	
5	COM215	Career Development	2.0	60	10	50	
*Denotes General Education courses			Totals	65	1200	760	440

Additional Out-of-Class hours should be expected to include assignments and reading.

Cybersecurity -DE - Bachelor

<https://valley.edu/programs/cybersecurity-training/>

Credential: Bachelor of Science Degree

Delivered online and approved to be administrated through Valley College - Martinsburg (WV)

Program Description

Cybersecurity Bachelor of Science program is designed to provide graduates with the ability to analyze, evaluate, and create solutions for the security, networking, and administration needs of organizations in various forms of industry. Graduates will gain the skills to create and recommend pro-active safeguards for computer and network systems and manage the design, coordination of efforts, implementation, and ongoing service of security devices, systems, networks, and procedures. The program also includes instruction in digital forensics, help desk practices, database management, security countermeasures, cyber-crime and law, emerging technologies, scripting, biometric systems, communication, and strategic thinking and decision- making.

Through an integrated curriculum that is based on the introduction of theory, concepts, and principles that are synthesized with a series of practical hands on assignments/activities/projects and computer-mediated discussions, students will have an opportunity to comprehend essential learning objectives in each course and ultimately, demonstrate mastery of these objectives. Learning objectives will be measured through a balanced assortment of graded assignments, discussion responses, quizzes, tests, and rubric-based assessment of projects. The skills and knowledge gained from these assessments are based on practical examples the graduate will face in the work environment and can directly transfer to their work as a Cybersecurity professional. The Cybersecurity program prepares students for entry-level and higher positions in the Information Technology/Cybersecurity industry.

Program/Student Learning Outcomes

1. Discuss and demonstrate the components, features, technologies, and process to setup and monitor the performance and security of a wired and/or wireless network infrastructure.
2. Understand, analyze, and discuss the impact of technologies that may include the internet, email, instant messaging, information management systems, social media, and other digital technology, and the impact each has on an organization.
3. Explain and demonstrate security needs and solutions for wired or wireless networking devices (end-user equipment).
4. Describe and analyze the methods for intrusion detection and how a cybersecurity professional can establish pro-active security prevention measures and systems to protect data and other forms of key information.
5. Effectively communicate through written, verbal, and listening skills with various levels of an organization, end-users, and/or external stakeholders to deliver effective customer service.
6. Demonstrate data management and security services associated with a database management system.
7. Understand the network and/or security needs of an organization and tailor solutions that fit the needs of the organization.

8. Demonstrate effective data and/or network security techniques that can be used to protect and secure electronic data.
9. Describe the key elements and processes associated with initiating a project and then ensuring the overall research, analysis, execution, quality control, and completion of the project.
10. Explain and demonstrate the methods and processes of working within an IT department to manage ongoing technology innovation and management of security and/or networking needs.
11. Perform the various steps associated with creating and/or executing scripts.
12. Learn how to gather important information, assess and analyze data, and identify key data points and/or trends to solve problems.
13. Understand how to identify and evaluate the best possible solution, communicate to key members involved in the process and how to use adaptive techniques when applying ethical and sound solutions.

Program Outline (Effective 8/2021)

The schedules will vary. The student receives their initial rotation schedule (course schedule) during the admissions process.

Tier	Course Number	Course Name	Semester Credits	Contact Hours	Lecture Hours	Lab Hours
1	CSY105	Introduction to Networking	3.0	60	30	30
1	SOC300*	Sociology	4.0	60	60	0
1	CSY235	IT Project Management	3.0	60	30	30
1	INC300*	Social Innovation and Change	4.0	60	60	0
2	CSY110	Networking Hardware	3.0	60	30	30
2	CSY115	Routing & Security Protocols	3.0	60	30	30
2	MAT165*	Statistics	3.0	60	30	30
2	CSY125	Operating Systems	3.0	60	30	30
3	CSY130	Network Security	3.0	60	30	30
3	CSY200	Introduction to Programming	3.0	60	30	30
3	COM200*	Oral Communications	3.0	60	30	30
3	CSY140	Network & Security Fundamentals	3.0	60	30	30
4	CSY120	Network Application Support	3.0	60	30	30
4	ENG115*	English Composition	4.0	60	60	0
4	CSY210	Cloud Computing with Security	3.0	60	30	30
4	PSY102*	General Psychology	4.0	60	60	0
5	CSY205	Ethical Hacking and System Security	3.0	60	30	30
5	ANT400*	Cultural Appreciation	4.0	60	60	0
5	ISD210	Advanced Ethical Standards and Dilemmas	4.0	60	60	0
5	COM215	Career Development	2.0	60	10	50
6	BUS212	Business Ethics	3.0	60	30	30
6	PHI300*	Philosophy of the Mind and Knowledge	3.0	60	30	30
6	CSY145 ⁺	Advanced Network & Security Fundamentals	3.0	60	30	30
7	CSY215	Information Security	3.0	60	30	30
7	CSY320	Digital Forensics	3.0	60	30	30
7	CSY330	IT Help Desk	3.0	60	30	30
8	ENG320* ⁺	Advanced Effective Writing	3.0	60	30	30
8	CSY340	Security Countermeasures	3.0	60	0	60
8	CSY350	Database Management	3.0	60	30	30
9	CSY220	Secure Wireless Networks	3.0	60	30	30
9	CSY360	Introduction to Cyber Crime and Homeland Security	3.0	60	30	30
9	CSY400	System Analysis and Design	3.0	60	30	30
10	COM400*	Communications	4.0	60	60	0
10	CSY410	Evaluating Emerging Technologies	3.0	60	30	30
10	CSY420	Cyber Law	3.0	60	30	30
11	CSY430	Introduction to Scripting	3.0	60	30	30
11	CSY440	Biometric Systems	3.0	60	30	30
11	COM445	Professional Research and Writing	4.0	60	60	0
12	CSY450 ⁺	Cybersecurity Capstone	5.0	120	30	90
		Totals	126	2400	1390	1010

+ENG320 has a pre-requisite (ENG122); and CSY450 has a pre-requisite (COM445)

Additional Out-of-Class hours should be expected to include assignments and reading.

Career Opportunities

CIP CODE: 11.1003

This program is intended for persons who desire a concentrated program in the Information Technology/ Cybersecurity industry and who wish to pursue a career. Examples of positions graduates may be qualified for entry-level positions and/or may find advancement opportunities into include, but are not limited to:

- *Application Developer
- *Information Assurance Engineer
- *Computer Network Security Administrator
- *Information Technology Auditor
- *IT Security Consultant
- *Information Security Analyst
- *Network Security Consultant

Valley College is a proud partner of CompTIA. The Cybersecurity AAS program will help prepare you for both the:

Networking + certification exam

Security + certification exam

Please go to the CompTIA web site <https://certification.comptia.org/certifications> for more information regarding the requirements for each of these exams or contact your Career Service Advisor.

Health Services Administration– DE- AAB

<https://valley.edu/programs/health-services-administration-training/>

Credential: Associate of Applied Business Degree

Delivered online and approved to be administrated through Valley College - Martinsburg (WV)

Program Description

The Health Services Administration AAB program is an academic Associate degree program that is designed to equip graduates with the skills associated with an administrative professional position in the healthcare field. The Health Service Administration program provides students with a broad foundation of general medical administrative skills and prepares students to develop, plan and manage health care operations within health care facilities and across health care systems. The Health Services Administration program prepares students for entry-level positions in the healthcare industry including in hospitals, clinics, physicians' offices, community service organizations and insurance companies.

The Health Services Administration student attends class via the Internet. Material is presented by qualified instructors who follow the structured lesson plans and utilize a variety of techniques to enhance learning. Valley College uses the learning platform Moodlerooms.

Through an integrated curriculum that includes hands on activities/assignments and computer-mediated discussions students demonstrate mastery of the objectives which will be measured by graded assignments, discussion responses, quizzes, tests, and rubric-based assessment of projects. The assignments/activities/projects can transfer to the work environment. Although not mentioned in this section, the student also completes general education courses to ensure that the student has a well-rounded education.

Program/Student Learning Outcomes

1. Utilizes communication skills to actively listen in conversations, provide ideas to others, give and receive critical feedback, speak, observe and empathize with patients and/or staff.
2. Plans, organizes and composes effective business messages, emails and memos that are sent to other staff members or patients.
3. Enters, transcribes, records, stores or maintains information in written or electronic form.
4. Demonstrates compliance with HIPPA regulations, procedures or requirements for filing and maintaining accurate and complete electronic or written medical records.
5. Executes different tasks such as scheduling appointments and meetings using computer medical applications, software such as EHR or Microsoft Office programs.
6. Acts as an intermediary between provider and patient by processing forms, transferring medical records, copying, faxing, sending correspondence and generating letters as directed by the providers for continuity of care.
7. Uses spreadsheets for a variety of numerical and mathematical business functions including payments, processing transactions or tracking inventory and supplies.
8. Utilizes a billing process which may include follow up on unpaid claims and assigning accounts to a collections agency, working collection of past due accounts and following up on payment arrangements.
9. Audits medical notes and uses CPT and ICD codes and modifiers. This could include submitting claims and working rejects, verifying proper coding and post charges, assisting staff when coding is required and conducting audits on patient charges.
10. Provides support to patients and office by effectively communicating with insurance providers, performs insurance claims preparation, transmission and follow up.
11. Effectively reads, prepares documentation, communicates and act upon directions using proper medical terminology.
12. Documents all communication and activities in billing and financial notes into a billing system to assist with clear, concise and accurate information to all who work with patients billing ledgers and processes.
13. Demonstrates skills in team building and organizational development by partnering with other clinics, physicians or businesses to create compliance plans, training programs or other functional plans for a healthcare organization.
14. Proactively uses strategic thinking, problem solving and conflict management when dealing with staff members, patients or other businesses.
15. Demonstrates skills that indicate a broad understanding of organization design, management and regulation in healthcare by integrating systems and services to maximize service and to support the facilities missions and goals.
16. Shows a broad understanding of the laws, regulations, agencies and accreditations that govern a health care facility by maintaining confidentiality according to policy when interacting with patients, physicians, families, co-workers and the public regarding demographic/clinical/financial information.

Program Outline (Effective 8/2021)

The schedules will vary. The student receives their initial rotation schedule (course schedule) during the admissions process.

Tier	Diploma Track	Course Number	Course Name	Semester Credits	Contact Hours	Lecture Hours	Lab Hours
1	Both	COM112	Business English	3.0	60	30	30
1	Both	MED122	Medical Terminology	3.0	60	30	30
1	Both	MED132	Basic Medical Office Procedures	3.0	60	30	30
1	Both	CPS121	Computer Applications-Medical	2.0	60	0	60
2	Both	MED111*	Basic Anatomy	3.0	60	30	30
2	Both	MAT125*	College Math	3.0	60	30	30
2	MFOBC	MED243	Medical Records Management	2.0	60	0	60
2	MAA	CPS143	Spreadsheet Applications	2.0	60	0	60
2	MFOBC	MED244	Basic Coding – Diagnostic	3.0	60	30	30
2	MAA	MED255	Patient Service and Communication	3.0	60	30	30
3	Both	COM215	Career Development	2.0	60	10	50

3	MFOBC	MED238	Medical Insurance Administration & Billing	3.0	60	30	30	
3	MAA	MED240	Introduction to Medical Insurance, Administration & Coding	3.0	60	30	30	
3	MAA	MED237	Fundamentals of Electronic Health Records	3.0	60	30	30	
3	MFOBC	MED247	Basic Coding-Procedural	3.0	60	30	30	
3	Both	MED101	Medical Assisting-Front Office	4.0	60	60	0	
4	Both	ISD205*	Ethics	3.0	60	30	30	
4	Both	ENG122*	Effective Writing	3.0	60	30	30	
4	Both	PSY200*	Emotional Intelligence	3.0	60	30	30	
4	Both	PSY102*	General Psychology	4.0	60	60	0	
5	Both	HSA220	Principles of Healthcare Management	4.0	60	60	0	
5	Both	COM200*	Oral Communications	3.0	60	30	30	
5	Both	HSA205	Health Information Technology Management	3.0	60	30	30	
5	Both	HSA230	Essentials of Healthcare Compliance	3.0	60	30	30	
5	Both	HSA250	Healthcare Customer Relations and Outcomes	3.0	60	30	30	
*Denotes General Education courses				Totals for MAA Track	63	1260	640	620
				Totals for MFOBC Track	63	1260	640	620

Additional Out-of-Class hours should be expected to include assignments and reading

Career Opportunities

CIP CODE: 51.0706/51.0705/51.0707

This program is intended for persons who desire a concentrated program in health service administration and may be qualified for entry-level positions and/or may find advancement opportunities into career opportunities found in hospitals, clinics, physicians' offices, community service organizations, insurance companies and other healthcare related facilities. Graduates may be qualified for such positions as, but are not limited to:

- *Medical Administrative Assistants
- *Hospitals Admissions Coordinators
- *Medical Assistant Front/Office
- *Medical Office Managers
- *Medical Records Coordinator/Supervisor
- *Patient Service Representative

Students who graduate from the program are eligible to sit for the following National Healthcareer Association (NHA) certification tests:

- Certified Medical Administrative Assistant (CMAA) (Tracks- MAA and MFOBC)
- Certified Billing and Coding Specialist (CBCS) (Track MFOBC)
- Certified Electronic Health Records Specialist (CEHRS) (Tracks- MAA and MFOBC)

Valley College does not require students to sit for certification and therefore does not have a course designed solely for the purpose of preparing students to sit for certification. However, this program's curriculum has been aligned to NHA's *blue prints* which are available on the NHA web site, www.nhanow.com. Valley College cannot guarantee a candidate's eligibility to sit for or pass a certain certification. Students are not automatically certified upon graduation. All Valley College campuses are NHA Testing Sites.

Health Services Administration– DE - Bachelor

<https://valley.edu/programs/health-services-administration-training/>

Credential: Bachelor of Science Degree

Delivered online and approved to be administrated through Valley College - Martinsburg (WV)

Program Description

The Health Services Administration Bachelor of Science degree program is designed to prepare graduates with the ability to enter the health industry or advance to new levels based on their current position in the health industry. This program provides students with a balanced combination of skills and knowledge that are predicated on a variety of topics that provide the framework for a Health Services professional along with a complimentary focus on the critical thinking and problem-solving skills that are essential to achieve the goals, objectives, and requirements of the organization that the Health Services professional will support.

The Health Services Administration Bachelor Science degree contains a variety of courses that include Front Office Procedures, Patient Service and Administration, Customer Outcomes, Regulation and Affairs, Operations Management, Law, Legislation, Ethics, Finance, Management, and Leadership. In addition, the Bachelor of Science program provides additional depth in Human Resource Development and Management, Rural and Health Trends, Change Management, Marketing and Strategy, and Quality Improvement. The program culminates with a Capstone where each student will have an opportunity to synthesize the key ingredients of their program into a self-directed field-based study with staff and faculty support and guidance.

This comprehensive collection of courses have been designed to provide the student with the framework to perform at various levels of a health services organization while simultaneously, giving the student a multitude of career choices. Finally, Valley offers an integrated curriculum that is supported by an Active Learning environment where students are provided with an assortment of hands-on assignments/activities/projects and computer-mediated discussions that place the student in a variety of hypothetical situations that they can expect to face as a professional in today and tomorrow's marketplace. Students are assessed based on their ability to master program and learning objectives, which will be measured by graded assignments, activities, discussion responses, quizzes, tests, and rubric-based assessment of projects. Finally, not mentioned in this section, students will also complete general education courses to ensure that they have a well-rounded education.

Program/Student Learning Outcomes

- Utilizes communication skills to actively listen in conversations, provide ideas to others, give and receive critical feedback, speak, observe and empathize with patients and/or staff.
- Plans, organizes and composes effective business messages, emails and memos that are sent to other staff members or patients.

3. Enters, transcribes, records, stores or maintains information in written or electronic form.
4. Demonstrates compliance with HIPPA regulations, procedures or requirements for filing and maintaining accurate and complete electronic or written medical records.
5. Executes different tasks such as scheduling appointments and meetings using computer medical applications, software such as EHR or Microsoft Office programs.
6. Acts as an intermediary between provider and patient by processing forms, transferring medical records, copying, faxing, sending correspondence and generating letters as directed by the providers for continuity of care.
7. Uses spreadsheets for a variety of numerical and mathematical business functions including payments, processing transactions or tracking inventory and supplies.
8. Utilizes a billing process which may include follow up on unpaid claims and assigning accounts to a collections agency, working collection of past due accounts and following up on payment arrangements.
9. Audits medical notes and uses CPT and ICD codes and modifiers. This could include submitting claims and working rejects, verifying proper coding and post charges, assisting staff when coding is required and conducting audits on patient charges.
10. Uses proper medical terminology in reading, preparing documentation, and communicating directions.
11. Documents all communications and activities in billing and financial notes into a billing system to assist with clear, concise and accurate information to all who work with patients billing ledgers and processes.
12. Demonstrates skills in team building and organizational development by partnering with other clinics, physicians or businesses to create compliance plans, training programs or other functional plans for a healthcare organization.
13. Demonstrates skills of a broad understanding of organization design, management and regulation in healthcare by integrating systems and services to maximize service and to support the facilities missions and goals.
14. Shows a broad understanding of the laws, regulations, agencies and accreditations that govern a health care facility by maintaining confidentiality according to policy when interacting with patients, physicians, families, co-workers and the public regarding demographic/clinical/financial information.
15. Effectively applies critical thinking in order to create solutions, solve problems and improve the overall quality of the health services delivered to the marketplace.
16. Coordinates or supports the processes and activities associated with Human Resources including following internal organization policies, processes, and safety requirements.
17. Understands the financial components that make up a successful business model and can analyze financial reports, scorecards, customer satisfaction surveys and outlier reports which impact staffing, initiatives or strategic decisions relating to delivering effective healthcare services in order to achieve optimal patient or vendor satisfaction for a variety of healthcare organizations and patient populations.

Program Outline (Effective 8/2021)

The schedules will vary. The student receives their initial rotation schedule (course schedule) during the admissions process.

Tier	Diploma Track	Course Number	Course Name	Semester Credits	Contact Hours	Lecture Hours	Lab Hours
1	Both	COM112	Business English	3.0	60	30	30
1	Both	MED122	Medical Terminology	3.0	60	30	30
1	Both	MED132	Basic Medical Office Procedures	3.0	60	30	30
1	Both	CPS121	Computer Applications-Medical	2.0	60	0	60
2	Both	MED111*	Basic Anatomy	3.0	60	30	30
2	Both	MAT125*	College Math	3.0	60	30	30
2	MFOBC	MED243	Medical Records Management	2.0	60	0	60
2	MAA	CPS143	Spreadsheet Applications	2.0	60	0	60
2	MFOBC	MED244	Basic Coding – Diagnostic	3.0	60	30	30
2	MAA	MED255	Patient Service and Communication	3.0	60	30	30
3	Both	COM215	Career Development	2.0	60	10	50
3	MFOBC	MED238	Medical Insurance Administration & Billing	3.0	60	30	30
3	MAA	MED240	Introduction to Medical Insurance, Administration & Coding	3.0	60	30	30
3	MAA	MED237	Fundamentals of Electronic Health Records	3.0	60	30	30
3	MFOBC	MED247	Basic Coding-Procedural	3.0	60	30	30
3	Both	MED101	Medical Assisting-Front Office	4.0	60	60	0
4	Both	ISD205*	Ethics	3.0	60	30	30
4	Both	ENG122*	Effective Writing	3.0	60	30	30
4	Both	PSY200*	Emotional Intelligence	3.0	60	30	30
4	Both	PSY102*	General Psychology	4.0	60	60	0
5	Both	HSA220	Principles of Healthcare Management	4.0	60	60	0
5	Both	COM200*	Oral Communications	3.0	60	30	30
5	Both	HSA205	Health Information Technology Management	3.0	60	30	30
5	Both	HSA230	Essentials of Healthcare Compliance	3.0	60	30	30
5	Both	HSA250	Healthcare Customer Relations and Outcomes	3.0	60	30	30
6	Both	HSA300	Healthcare Regulation and Affairs	3.0	60	30	30
6	Both	PHI300	Philosophy of the Mind and Knowledge	3.0	60	30	30
6	Both	HSA305	Healthcare Operations, Planning, & Administration	3.0	60	30	30
7	Both	HSA310	Healthcare Law and Legislation	3.0	60	30	30
7	Both	ANT400*	Cultural Appreciation	4.0	60	60	0
7	Both	HSA315	Principles of Healthcare Finance	3.0	60	30	30
8	Both	INC305*	Environmental Science and Sustainability	3.0	60	30	30
8	Both	ENG320*+	Advanced Effective Writing	3.0	60	30	30
8	Both	MGT310	Change Management	4.0	60	60	0
9	Both	HSA325	Healthcare Human Resource Development	3.0	60	30	30

9	Both	INC300*	Social Innovation and Change	4.0	60	60	0	
9	Both	HSA400	Health Services Marketing & Strategy	3.0	60	30	30	
10	Both	HSA405	Health Services Leadership	3.0	60	30	30	
10	Both	COM400*	Communications	4.0	60	60	0	
10	Both	HSA410	Issues and Theory in Rural and Urban Health	3.0	60	30	30	
11	Both	HSA415	Health Services Quality Improvement	3.0	60	30	30	
11	Both	HSA420	Health Informatics	2.0	60	0	60	
11	Both	COM445	Professional Research and Writing	4.0	60	60	0	
12	Both	HSA450+	Health Services Capstone	5.0	120	30	90	
				Totals for MAA Track	126	2460	1330	1130
				Totals for MFOBC Track	126	2460	1330	1130

*Denotes General Education courses for ACCSC

+ENG320 has a pre-requisite (ENG122); and HSA450 has a pre-requisite (COM445)

Additional Out-of-Class hours should be expected to include assignments and reading.

Medical Administrative Assistant – DE Diploma

<https://valley.edu/programs/medical-administrative-assistant-diploma/>

Credential: Diploma

Delivered online and approved to be administrated through Valley College - Martinsburg (WV)

Program Description

The Medical Administrative Assistant program is designed to provide students the skills necessary to obtain an entry-level position where they may perform administrative duties and provide customer service for visitor reception, patient intake and/or discharge services. The program includes instruction in medical office procedures, medical terminology, interpersonal skills, record-keeping, customer service, telephone skills, data entry, interpersonal communications skills, and applicable policies and regulation.

The Medical Administrative Assistant program's curriculum integrates assignments, projects and computer-mediated discussions that are used to help the students develop skills and understand concepts that can transfer to the work environment. The Medical Administrative Assistant student attends class via the Internet. Material is presented by qualified instructors who follow the structured lesson plans and utilize a variety of techniques to enhance learning. Valley College uses the learning platform Moodlerooms. Students are expected to participate in weekly computer-mediated discussions. Students use textbooks to complete in-class and out-of-class assignments, such as practical lab exercises and research projects. Assignments and tests are submitted electronically via Moodlerooms.

Program/Student Learning Outcomes

1. Utilizes verbal and listening skills to effectively work with patients, physicians, co-workers, and/or additional organizational stakeholders.
2. Plans, organizes and composes effective business messages, emails and memos that may be sent to other staff members or patients.
3. Enters, transcribes, records, stores or maintains information in written or electronic form.
4. Demonstrates compliance with HIPPA regulations, procedures and requirements for filing and maintaining accurate and complete electronic or written medical records.
5. Executes administrative activities that include taking incoming calls, scheduling patient and/or other appointments and using computer medical applications, software that include but may not be limited to EHR or Microsoft Office programs or through direct contact with other providers.
6. Acts as an intermediary between provider and patient by processing forms, transferring medical records, copying, faxing, and sending/coordinating the preparation of correspondence as directed by the providers for continuity of care.
7. Uses spreadsheets for a variety of numerical and mathematical business functions that includes but may not be limited to the handling of money, tracking accounts, and processing patient/vendor transactions accurately, or tracking inventory and supplies.
8. Provides support to patients and office by effectively communicating with insurance providers, perform insurance claims preparation, transmission and follow-up.
9. Effectively read, prepare documentation, communicate and act upon directions using proper medical terminology.
10. Makes decisions and solves problems through recognition and adherence to internal processes and procedures and through the assessment and analysis of information and evaluation of potential results in order to select the best solution to a given situation.
11. Provides applicable documentation, which could include but is not limited to: Summary forms, School/Work Note, Medical Record copies to patient or guardian of patient, and provide patient education on physician and/or medication instructions.

Career Opportunities

CIP CODE 51.0712/51.0707

Graduates may find employment in hospitals, clinics, physicians' offices and other medical-related office settings. Examples of positions graduates may be qualified for include, but are not limited to:

- | | |
|------------------------------------|-------------------------------|
| * Admissions Coordinator | * Office Specialist |
| * Medical Administrative Assistant | * Patient Coordinator |
| * Medical Receptionist | * Scheduler |
| * Medical Secretary | * Unit Support Representative |

Graduates are eligible to sit for the following National Healthcareer Association (NHA) certification test:

- Certified Medical Administrative Assistant (CMAA)
- Certified Electronic Health Records Specialist (CEHRS)

Valley College does not require students to sit for certification and therefore does not have a course designed solely for the purpose of preparing students to sit for certification. However, this program's curriculum has been aligned to NHA's *blue prints* which are available on the NHA web site, www.nhanow.com. Valley College cannot guarantee a candidate's eligibility to sit for or pass a certain certification. Students are not automatically certified upon graduation. All Valley College campuses are NHA Testing Sites.

Program Outline (Effective 8/2021)

The schedules will vary. The student receives their initial rotation schedule (course schedule) during the admissions process.

Tier	Course Number	Course Name	Semester Credits	Contact Hours	Lecture Hours	Lab Hours
1	COM112	Business English	3.0	60	30	30
1	MED122	Medical Terminology	3.0	60	30	30
1	MED132	Basic Medical Office Procedures	3.0	60	30	30
1	CPS121	Computer Applications-Medical	2.0	60	0	60
2	MED111	Basic Anatomy	3.0	60	30	30
2	MAT125	College Math	3.0	60	30	30
2	CPS143	Spreadsheet Applications	2.0	60	0	60
2	MED255	Patient Service and Communication	3.0	60	30	30
3	COM215	Career Development	2.0	60	10	50
3	MED240	Introduction to Medical Insurance, Administration & Coding	3.0	60	30	30
3	MED237	Fundamentals of Electronic Health Records	3.0	60	30	30
Totals			30	660	250	410

Additional Out-of-Class hours should be expected to include assignments and reading.

Medical Front Office, Billing and Coding -DE Diploma

<https://valley.edu/programs/medical-front-office-billing-and-coding-diploma/>

Credential: Diploma

Delivered online and approved to be administrated through Valley College - Martinsburg (WV)

Program Description

The Medical Front Office, Billing and Coding program is designed to provide students with the skills necessary to obtain and maintain entry-level positions in the medical administrative assistant career field. The Medical Front Office, Billing and Coding program is designed to prepare students to perform medical administrative procedures for the front office with a focus on the expanded functions of insurance, patient billing, and coding for health care claims.

The Medical Front Office, Billing and Coding program's curriculum integrates assignments, projects and computer-mediated discussions that are used to help the students develop skills and understand concepts that can transfer to the work environment. The Medical Front Office, Billing and Coding student attends class via the Internet. Material is presented by qualified instructors who follow the structured lesson plans and utilize a variety of techniques to enhance learning. Valley College uses the learning platform Moodlerooms. Students are expected to participate in weekly computer-mediated discussions. Students use textbooks to complete in-class and out-of-class assignments, such as practical lab exercises and research projects. Assignments and tests are submitted electronically via Moodlerooms.

Program/Student Learning Outcomes

1. Utilizes verbal and listening skills to effectively work with patients, physicians, co-workers, and/or additional organizational stakeholders.
2. Plans, organizes and composes effective business messages, emails and memos that may be sent to other staff members or patients.
3. Enters, transcribes, records, stores or maintains information in written or electronic form.
4. Demonstrates compliance with HIPPA regulations, procedures and requirements for filing and maintaining accurate and complete electronic or written medical records.
5. Executes administrative activities that include taking incoming calls, scheduling patient and/or other appointments and using computer medical applications software that include but may not be limited to EHR or Microsoft Office programs or through direct contact with other providers.
6. Acts as an intermediary between provider and patient by processing forms, transferring medical records, copying, faxing, and sending/coordinating the preparation of correspondence as directed by the providers for continuity of care.
7. Completes a variety of numerical and mathematical business functions that includes but may not be limited to the handling of money, tracking accounts, and processing patient/vendor transactions accurately, or tracking inventory and supplies via spreadsheet applications and/or additional software packages.
8. Demonstrates a familiarity with the process of coding when preparing medical statements.
9. Utilizes a billing process and mail patient statements. This may also include follow up on unpaid claims and assigning delinquent accounts to a collection agency, working collection of past due accounts and following up on payment arrangements.
10. Provides support to patients and office by effectively communicating with insurance providers, perform insurance claims preparation, transmission and follow up.
11. Assists patients with questions regarding insurance and/or account balances and working with patients who have insurance claim difficulties.
12. Documents all communications and/or activities whether with billing and financial notes or patient information into a billing system or EMR system with clear, concise, and accurate information.
13. Effectively reads, prepares documentation, communicates and acts upon directions using proper medical terminology.

Career Opportunities

CIP CODE 51.0712 /51.0714/51.0707

Medical Front Office, Billing and Coding graduates may find employment in hospitals, clinics, physicians' offices and other medical-related office settings. Examples of positions graduates may be qualified for include, but are not limited to:

*Administrative Assistant	*Medical Administrative Assistant
*Billing Coordinator	*Medical Records Clerk
*Customer Service Representative	*Medical Secretary
*Health Information Clerk	*Patient Coordinator
*Health Unit Coordinator	*Records Clerk

Graduates from this program are eligible to sit for the following National Healthcareer Association (NHA) certification tests:

Certified Billing and Coding Specialist (CBCS)
Certified Medical Administrative Assistant (CMAA)
Certified Electronic Health Records Specialist (CEHRS)

Valley College does not require students to sit for certification and therefore does not have a course designed solely for the purpose of preparing students to sit for certification. However, this program's curriculum has been aligned to NHA's *blue prints* which are available on the NHA web site, www.nhanow.com. Valley College cannot guarantee a candidate's eligibility to sit for or pass a certain certification. Students are not automatically certified upon graduation. All Valley College campuses are NHA Testing Sites.

Program Outline (Effective 8/2021)

The schedules will vary. The student receives their initial rotation schedule (course schedule) during the admissions process.

Tier	Course Number	Course Name	Semester Credits	Contact Hours	Lecture Hours	Lab Hours
1	COM112	Business English	3.0	60	30	30
1	MED122	Medical Terminology	3.0	60	30	30
1	MED132	Basic Medical Office Procedures	3.0	60	30	30
1	CPS121	Computer Applications-Medical	2.0	60	0	60
2	MED111	Basic Anatomy	3.0	60	30	30
2	MAT125	College Math	3.0	60	30	30
2	MED243	Medical Records Management	2.0	60	0	60
2	MED244	Basic Coding – Diagnostic	3.0	60	30	30
3	COM215	Career Development	2.0	60	10	50
3	MED238	Medical Insurance Administration & Billing	3.0	60	30	30
3	MED247	Basic Coding-Procedural	3.0	60	30	30
		Total	30	660	250	410

Additional Out-of-Class hours should be expected to include assignments and reading.

The course descriptions for the online programs are provided below.

Course Descriptions

ACC122 - Accounting/Bookkeeping

3.0 semester credits

Pre-requisite: MAT125

Accounting/Bookkeeping has been designed to provide students with a solid foundation of accounting. Students will gain an understanding of key accounting principles, concepts, and techniques used in the US businesses. Accounting/Bookkeeping will provide students with a balanced approach of theory and practical application of the principles, concepts, and techniques through various practical activities.

Students will focus on The Accounting Cycle, analysis of business events and the impact on accounting activities, and efficient and effective methods to both accumulate and control accounting data. Students will also gain instruction and complete practical activities associated with the application of procedures that relate to financial statements, petty cash, and payroll.

ACC315 - Managerial Accounting

3.0 semester credits

Pre-requisite: ACC122

Managerial Accounting will build on previous accounting courses with a thorough presentation of concepts that allow students to assist organizational leadership to identify and evaluate performance in order to plan, forecast, organize, and deploy corporate resources. The concepts presented in this course will include forecast reports, various budgeting options, cost systems, variance analysis, and performance management.

Building on the presentation of these concepts, students will be provided with an opportunity to apply each concept in a series of activities that allow them to conduct a detailed and systematic decision-making process whereby they can create and communicate recommendations to various stakeholder that account for known and potential risks and benefits associated with project and/or organizational short and long-term goals.

ANT400- Cultural Appreciation

4.0 semester credits

Course: Non-technical – General Education for Degree Program

This course will provide students with the various elements of a society and how the culture of a society directly and indirectly impacts behavior, beliefs, social hierarchies, and economic growth. Students will be presented with concepts that deal with the social and cultural construction of a society and the impact of this construction on the individual, social hierarchy, economic development, family patterns, and conflict.

Students will apply the theoretical concepts presented in this course to a series of activities where they will assess and analyze various scenarios and situations in multiple cultures. Students will evaluate behaviors and patterns and ultimately, provide conclusions on the impact of those behaviors and beliefs on various situations. Finally, students will also compare and contrast the different cultural elements presented in this course to those of the US culture in order to better understand the various elements of US culture, beliefs, and behaviors.

BUS105 – Business Law and Ethics

3.0 semester credits

Course: Non-technical – Applied General Education for Degree Program

Business Law and Ethics will provide students with the ability to understand, integrate, and apply ethical considerations in the workplace while simultaneously, accounting for various laws, rules, and regulations. Students will learn a variety of laws, regulations, and essential business rules along with a host of ethical principles and concepts. Students will also examine the impact on product and service offerings to the market along with environmental and safety considerations. Ultimately, students will then be asked to synthesize these topics with a host of business considerations that impact decisions, day to day business activities, strategic decisions, and short and long-term development needs and goals.

BUS212 – Business Ethics

3.0 semester credits

This course is designed to provide students with a thorough understanding of the various business ethical considerations, theories, and concepts in the United States and foreign countries. This course will examine a variety of topics that organizations, leaders, and individuals face in today's marketplace.

Students will apply the ethical concepts presented in class to a series of discussions and case studies that illustrate ethical challenges that include but are not limited to work with stakeholders, employee privacy, rights, responsibility, diversity, discrimination, whistleblowing, organizational behavior, sexual harassment, and workplace safety, and organizational behavior. Students will also apply ethical concepts to challenges that face organizations and individuals in foreign countries.

BUS275 - Strategic Business Planning

4.0 semester credits

Pre-requisite: MKT122 and MGT212

Strategic Business Planning will require students to demonstrate their ability to think critically and utilize effective strategic business planning techniques. In order to demonstrate these strategic planning techniques, students will create, develop, and ultimately present a Strategic Business Plan with minimal instruction.

Students will utilize the skills presented throughout their program and specifically in MKT122 and MGT212 to create a well-rounded business plan that accounts for items that include effective marketing strategies, organizational planning, staffing, resource allocation, and financial planning.

BUS400 – Money and Banking

3.0 semester credits

Money and Banking will provide students with a series of concepts and principles that relate to the US Monetary System along with the policies that govern the US Monetary system. Building on this subject, students will conduct a thorough study on alternative values of money along with a functional analysis of the Federal Reserve System, the Treasury, and the US banking industry.

Students will also conduct an in-depth analysis of credit, interest rates, the money supply, and the impact of international economics from the perspective of individual consumers, small business, and larger organizations. Finally, students will be asked to apply the concepts in the course with a financial analysis using a series of analytical tools to present their findings on the current state of affairs specific to US Monetary policy along with a series of recommendations for continued growth.

BUS420 – Entrepreneurship

3.0 semester credits

Entrepreneurship will provide students with the founding principles related to creating and developing the ideas that lead to a business. Students will learn the essential elements of a business plan, which include the development, launch, and distribution of a product or service, account for e-marketing and the internet as a tool in product and service development, and how to use an analysis of market conditions to form conclusions that will drive the creation of the business.

In coordination with the development of a business idea, students will also learn how to identify and evaluate the different financing options and further, how to use financing to support the overall development and growth of the business. Students will also learn how to build a team that accounts for all major functions of the organization to ensure optimal delivery and service of products and/or services.

Finally, students will be introduced to a series of examples and case studies that demonstrate both successful and non-successful entrepreneurial ventures. Based on these practical examples, students will be asked to apply course principles and concepts to assess, analyze, evaluate, and form recommendations to launch a new organization in the local community in which they reside.

BUS450– Business Capstone

5.0 semester credits

Pre-requisite: COM445

Students will culminate their studies in the Business Administration Bachelor degree program by consolidating what they have learned in order to create strategies and potential solutions for challenges and problems that they will face as a future Business professional. Students will be asked to apply the skills that they have learned in the program through a hands-on experience in a business setting that enables them to work towards the identification, assessment, analysis and evaluation of a current problem in a segment of the business industry.

Students will synthesize various concepts, skills, and knowledge gained in the program through a series of critical thinking activities, while also accounting for ethical considerations in order to create a detailed account of the problem, previous efforts to solve the problem, challenges associated with these efforts, and other key considerations that account for the short and/or long-term solution. Based on their efforts, students will present a suggested course of action to solve a problem, or, create a solution for an area of need.

COM112 – Business English

3.0 semester credits

Business English provides students with instruction in basic and fundamental English topics. The English topics that will be introduced will be directly linked to essential business communication practices that include specific emphasis on editing various forms of business communications to ensure that each form of communication is accurate, complete, clear, concise, and speaks to the person/group reading the communication.

Based on the concepts presented in Business English, the student will develop skills in areas that include grammar, punctuation, spelling, sentence structure, word choices, written communication, and verbal communication.

COM200 - Oral Communication

3.0 Semester Credits

Course: Non-technical – General Education for Degree Program

Oral Communication will provide students with a series of principles and supporting concepts that they will use to learn how to organize their thoughts, develop a positive communication style, deliver various types of oral presentations, and participate in a series of panel discussions. Students will learn how to deliver informative and persuasive presentations and how to effectively communicate in a variety of different settings using different forms of approach and delivery.

This course will also present students with the skills to effectively communicate orally in several distinct forms. Students will learn to assess their audience, adjust their communication style to the audience, and account for length, speed, volume, and vocabulary when orally communicating in different settings. Finally, students will learn how to listen, communicate in a conversational tone, and develop awareness of key ethical principles when communicating individually, to a small group, and large audience.

COM215 – Career Development

2.0 semester credits

Career Development is designed to assist students develop the career skills necessary to search for, find, and retain employment as a professional in their chosen field. The student will learn specific professional skills such as an Independent Job Search, Punctuality, Attendance, Professional Attire, and Attitude.

In addition, the student will learn such skills to effectively prepare a Cover Letter, Professional Resume, Employment Application, Follow-up Letter, and Thank You Letter. Finally, students will also be presented with the skills required to effectively network using Social Media, prepare for and complete the Interview Process, and agree to the terms of their employment.

COM400 – Communications

4.0 semester credits

Course: Non-technical –General Education for Degree Program

This course has been designed to assist students develop the communication skills that are required to interact with a wide range of individuals from different generations, social backgrounds, ethnicities, and cultures. In this course, students will be presented with a series of studies, data points, and characteristics of a wide range of individuals that they will interact with on a daily basis.

Building on this information, students will be presented with a variety of simulations and scenarios and based on the concepts presented in the course, students will be asked to demonstrate effective writing, reading, listening, and/or verbal skills in a variety of situations.

COM445 –Professional Research and Writing

4.0 semester credits

As a pre-cursor to the Capstone, Professional Research and Writing will introduce students to the purpose and process surrounding professional based research and writing. Students learn how to develop a research topic, how to plan and initiate their data collection process, and construct the framework of their document. Students will be introduced to a series of quantitative and qualitative research strategies and how to effectively execute these strategies in an effort to assemble a balanced collection of data and information. Based on this initial research collection process, students will then be presented with a series of concepts to organize, assess, analyze, and evaluate the overall scope of their research.

Students will then be presented with a series of concepts and practices that are designed to help them draw conclusions on the problem or topic being researched. In addition, students will then learn how to prepare their conclusions and proposed solution in a clear and concise manner. Finally, students will be asked to exercise these steps through a series of hands on activities that will require them to work through each of the research steps noted above in order to form a conclusion or recommended action.

CPS121- Computer Applications – Medical

2.0 Semester Credits

Computer Applications - Medical will provide students with the fundamental computer skills that they will need to perform in a medical facility. The student will be introduced to fundamental technology skills that focus on application software that includes: word processing, spreadsheets, presentations, and email.

Students will also be introduced to typing and asked to complete daily typing exercises to develop typing skills. Finally, Computer Applications Medical will also provide students with the fundamental elements of an operating system and the skills to complete Internet-based professional research.

CPS135 – Computer Operations & Applications

3.0 Semester Credits

Computer Operations & Applications will provide students with the fundamental knowledge and corresponding skills to operate a personal computer in a professional setting. Students will be presented concepts and principles that will enable them to understand the relationship between the operating system and application software.

Computer Operations & Applications will provide students with a balanced approach to instruction that includes both basic instruction and hands-on practical activities that are focused on the various functions of both an operating system and a desktop information management program.

CPS143 - Spreadsheet Applications

2.0 Semester Credits

Spreadsheet Applications provides students with a thorough introduction to various elements of spreadsheet applications using the Microsoft® Excel software package. Students will be introduced to a series of topics that include creating and modifying worksheets, charts, formulas, and functions. Students will first be presented with the concepts for each of these topics and then, will be asked to execute the steps associated with each topic through a series of practical activities.

CPS148 – Document Processing

3.0 Semester Credits

Document Processing has been designed to provide students with a thorough understanding of beginning, intermediate, and advanced features in word processing. This course will provide the students with the ability to create, format, edit, print, and save documents.

Students will utilize Microsoft Word and will conduct hands-on practical activities in order to utilize a host of functions and features that correspond with various types of documents.

CSY105 - Introduction to Networking

3.0 Semester Credits

Introduction to Networking offers an introduction to computer networks and related technologies. Students will develop a solid foundation in basic networking fundamentals, including design, configuration, backup, and recovery. Students will also be introduced to additional topics that revolve around LANs, VLANs, Wireless Networks, TCP/IP, and Ethernet. In addition, students will also be presented with a series of practices that they can use to pro-actively protect networks from internal and external intrusion

Students will also gain an understanding of protocols, topologies, hardware, and troubleshooting. Finally, students will apply the concepts presented in this course to a host of activities and case projects that explore various networking activities that cybersecurity professionals face in industry settings.

CSY110 --Networking Hardware

3.0 Semester Credits

Networking Hardware will introduce students to a host of fundamental topics. Students will be introduced to networking fundamentals and additional supporting topics that include the OSI Reference Model and TCP/IP. Students will also be exposed to topics that include network components, Ethernet, IPv4, IPv6, and Routing IP Packets. Building on these subjects, students will then gain an understanding of WAN's, Wireless LAN's, Network Optimization, Management, and Security.

As an element of these of these activities, students will also work with the different network topologies, hubs, bridges, switches, routers, and modems will all be explored. Students will also learn about Ethernet technology and network design. Finally, students will apply these concepts to a host of practical based activities to help them understand how to effectively and proactively troubleshoot and protect networks from internal and external intrusions.

CSY115 - Routing & Security Protocols

3.0 Semester Credits

Routing & Security Protocols offers an introduction to the different levels of network protocols. The course will cover topics such as: IP addressing, IP packet structures, IP address auto-configuration, name resolution, and interoperation.

CSY120 - Network Application Support

3.0 Semester Credits

Network Application Support provides an overview of common network applications from both user and administrator perspectives. Typical support issues and troubleshooting techniques for electronic mail, the Internet, and business information systems are presented.

CSY125 - Operating Systems

3.0 Semester Credits

Operating Systems is designed to offer students an introduction to computer operating systems. Students will learn about the different theories, concepts, and technologies that go into the functionality of the major operating systems. Building on the theories and concepts of each major operating system, students will be placed into a series of labs that will require them to install and manage various systems. Further, students will also troubleshoot various operating system issues through a host of simulated scenarios that will enable the student to create problem-solving strategies for protecting each type of operating system.

CSY130 - Network Security

3.0 Semester Credits

Network Security provides an introduction to network security and cryptography. Students will learn about core computer system security, OS hardening and virtualization, application security, network design elements and corresponding threats, security network media, encryption levels, hardware and software components, and forensic techniques.

Troubleshooting techniques will also be emphasized as an element of teach topic. Finally, students will be presented with an opportunity to practically apply the concepts and theories throughout the course with a host of labs and simulations specific to key course content.

CSY140 - Network & Security Fundamentals

3.0 Semester Credits

Network & Security Fundamentals will cover key network fundamentals, such as LANS, WANs, Ipv4 addressing and sub-netting, and configuring and verifying host connectivity. Students will also learn the processes involved in network analysis and troubleshooting. Students will develop problem-solving skills and additional means to proactively configure, secure, and consistently analyze each of these systems through a variety of labs and simulations.

CSY145 - Advanced Network & Security Fundamentals

3.0 Semester Credits

Pre-requisite: CSY140

Advanced Network & Security Fundamentals will cover key network fundamentals, such as LANS, WANs, Ipv4 addressing and sub-netting, and configuring and verifying host connectivity. Students will also learn the processes involved in network analysis and troubleshooting. Students will build on previous coursework with advanced work specific to proactively assess and analyze networks and systems in order to configure, secure, and consistently analyze each of these systems through a variety of labs and simulations.

CSY200 -Introduction to Programming

3.0 Semester Credits

Introduction to Programming provides an introduction to fundamental programming skills. Students will learn to follow the problem-solving process when coding. Students will be introduced to concepts that include control statements, strings, lists, dictionaries, and how to design using functions. In addition, students will also be introduced to simple graphics, image processing, and instructed on how to design with classes. Finally, students will also be introduced to graphical user interfaces, multithreading, client/server programming, and the principles of searching, sorting, and complexity analysis.

CSY205 - Ethical Hacking and System Security

3.0 Semester Credits

Ethical Hacking and System Security provides students with a balanced approach of ethical hacking procedures and guidelines and the corresponding practical skills that will enable students to utilize tools and resources to protect and secure their system. Students will be presented with essential concepts that illustrate ethical and hacking principles. Building on these concepts and principles, students will then be introduced to countermeasures that can be taken from both a pre-emptive perspective and in response to system attacks. Ultimately, students will use this balanced approach to minimize the risk and impact of cyber-attacks from both potential internal and external sources.

CSY210 -Cloud Computing with Security

3.0 Semester Credits

Cloud Computing with Security is designed to provide students with an overview of the concepts, technology, and architecture of cloud computing. Students will be introduced to the material from an industry-centric and vendor-neutral point of view.

CSY215- Information Security

3.0 Semester Credits

Information Security is designed to offer students a broad perspective of the entire field of information security. Students will learn key information security terms, the history of information security, and an overview of how to properly manage information security.

CSY220 - Secure Wireless Networks

3.0 Semester Credits

Secure Wireless Networks provides an introduction to wireless data communications. Students will learn the fundamentals of wireless communication, including protocols, transmissions, and standards that make the communication possible and secure. Technologies for wireless network capabilities will also be discussed.

CSY235 - IT Project Management

3.0 Semester Credits

IT Project Management will introduce students to the concepts of project management from an IT perspective. Students will learn how to effectively manage project scope, time, cost, quality, and risk for IT projects

CSY320 - Digital Forensics

3.0 Semester Credits

CSY320 will provide students with a combination of theoretical concepts, processes and techniques to perform computer and digital based forensic investigation and analysis. The student will gain an understanding of the techniques and practices associated with gathering, preparing, and analyzing information and digital artifacts in an effort to perform root cause analysis in support of breach investigation and incident response. In addition, students will be introduced to cyber-crime investigation involving computers and other technological devices and resources.

Students will apply these concepts, tools, and techniques through a host of hands-on projects. Throughout the course, students will learn how to effectively and efficiently illustrate the process, procedures, ethical considerations, legal/compliance requirements, and reporting associated with the various computer forensic investigations presented in this course.

CSY330 - IT Help Desk

3.0 Semester Credits

CSY330 will prepare students for working with customers in the role of an IT Help Desk professional. Students will gain important customer service skills that focus on active listening, written and verbal communication, problem-solving, decision-making, managing stress, time management, and teamwork.

Throughout the course, students will learn how to relate these customer service skills to the current and emerging trends of the information technology industry, which includes supporting; personal computers/laptops, operating systems, cloud and mobile computing, virtualization, network communication setup and troubleshooting, as well as Linux and Apple Mac OS. Students will apply the skills they have learned in this class to complete case studies, projects, and practical on-the-job activities. Finally, students will need to utilize these skills to create solutions in an IT Help Desk environment.

CSY340 - Security Countermeasures

3.0 Semester Credits

This course will provide students with the fundamental concepts associated with intrusion detection, prevention concepts for various systems, and the corresponding skills associated with developing a security policy. In coordination with the security policy, students will also learn how to implement the security policy by first establishing Network Address Translation and then continuing that process by learning concepts and practices associated with packet filtering, installing proxy servers, firewalls, and Virtual Private Networks (VPN). In addition, students will also be introduced to the concepts associated with cryptography, perimeter defense and security counter-measures in networks

CSY350 - Database Management

3.0 Semester Credits

This course introduces students to the knowledge and skills that Cybersecurity professionals need as it pertains to database design, data integrity, database internals, and data security enabling the student to cultivate an in demand hard IT skill. Students will learn the concepts and techniques that correspond with SQL syntax and further, includes additional focus on core topics that include E-R diagrams, normalization, database administration, NoSQL, database connectivity and management. Building on these concepts, students will also learn concepts that relate to distributed databases, data warehouses, stored procedures, triggers, data macros, and Web-based applications.

Students will apply the concepts and techniques presented in this course to various types of case studies and organizational examples presented in the course. The labs will enable the students to demonstrate critical thinking skills and the application of the concepts presented in each chapter in order to create a solution for various sorts of security and intrusion threats to multiple forms of databases.

CSY360 - Introduction to Cyber Crime and Homeland Security

3.0 Semester Credits

This course provides students with a comprehensive foundation of concepts and drivers behind the evolving world of cybercrime and how it could impact their personal lives and the organization that they represent. Students will learn the various elements of cybercrime including its history, types, forms, sources, current and evolving trends, and frequency. In addition, students will also be exposed to the domestic and global responses to cybercrime.

Building on these topics, students will be presented with a host of challenges and issues that they could expect to see as a cybersecurity professional when responding to or pro-actively preparing for the various forms of cybercrime. Utilizing the concepts and techniques presented in this course, student will then be asked to create a solution to either solve the immediate problem, provide a long-term solution, or create a pro-active countermeasure to potential threats.

CSY400 - System Analysis and Design

3.0 Semester Credits

CSY400 presents students with a thorough understanding of systems analysis and design. This course will provide essential concepts and techniques that will enable the students to learn how to analyze business needs and then, manage systems, projects, utilize various modeling plans, and design data and the overall system architecture. Further, students will also learn to manage the implementation of a new system in a business environment and then, create and execute the steps associated with managing systems support and security efforts for the organization.

Students will have an opportunity to apply these concepts to a series of real-world examples and case studies throughout the course. These examples and case studies will require the student to apply critical thinking skills to assess, analyze, and evaluate the overall situation. Based on the evaluation of these situations, students will be asked to apply the concepts and techniques introduced in this course to create a solution that meets the needs and requirements of the organization.

CSY410 - Evaluating Emerging Technologies

3.0 Semester Credits

This course provides the student with an understanding of linking business strategy, innovation, and technology into one cohesive and coordinated effort. Students will learn how these three core functions are inter-related and further, how these three roles impact process layout, systems, structural design, product development, security management, and risk management.

Based on the concepts presented in this course, students will have an opportunity to apply what they have learned through web-based and text-based case studies and practical situations that have faced organizations in the past. Students will combine the concepts presented in this course with project management concepts, critical thinking, the identification of trends and the latest research in their organization and industry, and strategic decision-making.

CSY420 - Cyber Law

3.0 Semester Credits

Cyber Law presents students with the complex legal issues that are related to today's business environment and more specifically, the technology based elements of business today. Students will be presented with essential topics and concepts that deal with; privacy, patents, antitrust, copyright, trademarks, domain names, biotechnology, tort liability, contracts, and conduct.

Students will also be presented with a series of historical and landmark cases and judicial decisions that will enable the student to associate the topics and concepts with practical real-life examples. Students will then have the opportunity to apply the topics and concepts presented in this course, along with the cases and decisions presented in the text, through various exercises and case studies in order to understand the impact of practices on potential legal issues and considerations that are related to technology and corresponding business practices.

CSY430 - Introduction to Scripting

3.0 Semester Credits

This course presents students with a comprehensive understanding of the concepts and principles associated with programming and scripting. This course will provide students with an opportunity to learn the fundamental steps in interacting with software to create the scripts. Course concepts are introduced using a spiral model focused on Python and additional details and background for these constructs are introduced. Students will also be exposed to important computer science concepts when the concepts are needed to solve a problem.

Students are provided the opportunity to apply the concepts and principles presented, with a series of hands-on activities where they develop their own scripts. Students create a computer game based on the concepts presented in this class. These activities provide students with the foundation of knowledge and practical skills that will prepare them for the challenges they will face as a Cybersecurity professional.

CSY440 - Biometric Systems

3.0 Semester Credits

This course presents students with an introduction to biometric systems, a technological system that uses information about a person (or other biological organisms) to identify and recognize individuals based on their specific physical and behavioral characteristics as they relate to computer security. Students will be presented with the essential concepts and principles that deal with biometric technologies and will explore why biometric systems are becoming more prevalent in information security.

Specifically, students will be introduced to the role of biometric systems within the larger discipline of Identity Management (IdM). IdM is the process of identifying individuals and controlling access to resources based on their associated privileges for both physical and virtual systems. Students will apply the concepts and principles presented in this course to develop a system design and high-level architecture for a use case provided by the instructor.

CSY450 – Cybersecurity Capstone

5.0 Semester Credits

Pre-requisite: COM425

Students will culminate their studies in the Cybersecurity Bachelor Degree program by consolidating what they have learned in order to create strategies and potential solutions for challenges and problems that they will face as a future Cybersecurity professional. Students will be asked to apply the skills that they have learned in the program through a hands-on experience in a professional setting that enables them to work towards the identification, assessment, analysis and evaluation of a current problem in a segment of the Cybersecurity industry.

Students will synthesize various concepts, skills, and knowledge gained in the program through a series of critical thinking activities, while also accounting for ethical considerations in order to create a detailed account of the problem, previous efforts to solve the problem, challenges associated with these efforts, and other key considerations that account for the short and/or long-term solution. Based on their efforts, students will present a suggested course of action to solve a problem, or, create a solution for an area of need.

ECON202 – Introduction to Economics

3.0 semester credits

Course: Non-technical –General Education for Degree Program

Introduction to Economics provides students with a fundamental introduction to economics. This course introduces essential concepts and principles with specific focus on how these concepts and principles relate to small businesses in the United States. Specific topics that are presented in this class include: Supply, Demand, Competition, Inflation, Interest Rates, Opportunity Costs, and Consumer Spending.

Students will apply the economical concepts presented in class to a series of discussions and case studies that center on the impact of a small business on both consumers and the economy. The course will culminate with a study on the current economic climate of the US and several suggested initiatives to help sustain small business in the US.

ENG115 – English Composition

4.0 Semester Credits

Course: Non-technical – General Education for Degree Program

English Composition will provide students an introduction to the essential elements of effective college-level writing. Students will learn a host of structural, grammatical, and organizational concepts that will enable them to develop their skills, style, and tone in accordance with various forms of papers.

Students will be taken through a series of exercises where they are asked to fully develop their ideas in accordance with the requirements of the assignment while simultaneously, accounting for the creation of a central theme or idea, preparing a detailed outline, completing effective research, accurate inclusion of citations, and preparation of a progressive collection of drafts as the project evolves. Students will also learn how to proof, edit, and ensure that their final draft meets the requirements of the assignment and further, contains effective use of grammar, punctuation, and organization.

ENG116: College Writing

4.0 Semester Credits

Course: Non-technical – General Education for Degree Program

Delivered Online (Hybrid) for the Veterinary programs

College Writing will enable students to write at the college level by introducing them to core writing principles, practices, and requirements associated with college writing. Students will be introduced to topics that include structural, grammatical, and organizational concepts that will enable them to write in accordance with a required format, style, and tone for a variety of types of papers and projects throughout their college career. Students will be provided with a series of exercises where they are asked to create and then, fully develop their ideas in accordance with the requirements associated with the assignment while also accounting for the creation or identification of a central theme or idea, a detailed outline, executing the steps for basic research, and accurate inclusion of citations. Students will also learn how to proof, edit, and take steps to ensure their final draft meets the requirements associated with the assignment and contains effective use of grammar, punctuation, and organization.

ENG122 – Effective Writing

3.0 Semester Credits

Course: Non-technical – General Education for Degree Program

English Composition will provide students an introduction to the essential elements of effective college-level writing. Students will learn a host of structural, grammatical, and organizational concepts that will enable them to develop their skills, style, and tone in accordance with various forms of papers.

Students will be taken through a series of exercises where they are asked to fully develop their ideas in accordance with the requirements of the assignment while simultaneously, accounting for the creation of a central theme or idea, preparing a detailed outline, completing effective research, accurate inclusion of citations, and preparation of a progressive collection of drafts as the project evolves. Students will also learn how to proof, edit, and ensure that their final draft meets the requirements of the assignment and further, contains effective use of grammar, punctuation, and organization.

ENG320 – Advanced Effective Writing

3.0 Semester Credits

Pre-requisite: ENG122

Course: Non-technical – General Education for Degree Program

Advanced Effective Writing will enable students to build on previous writing courses with a focus on academic based writing. Students will be provided a series of topics that will require them to read, critically analyze, and then through a series of activities provide an academic paper that focuses on concepts that range from definition, classification, processes, comparing/contrasting, cause/effect, analysis, and evaluation.

In order to prepare these academic papers, this course will provide students with an overview of the writing process, while maintaining an understanding of the rhetorical situation. In addition, students will be presented with concepts that demonstrate how to start, build, refine, and proof their work. Finally, students will learn multiple forms of research, while accounting for plagiarism, in order to build a credible academic document.

FIN300 - Principles of Finance

3.0 Semester Credits

Principles of Finance begins by examining the fundamental theories and concepts associated with finance. Building on these theories and concepts, students will learn how to use financial and market data, accounting statements, logistics, human resource information, and the evolution of organizational and industry dynamics in order to analyze and evaluate financial and organizational development goals and questions in an objective, factual, and logical manner.

Through a series of examples and case studies, students will then learn how to interpret the depth of these financial questions or problems in order to form various conclusions and recommendations to maximize an organization's value, industry placement, and short and long term growth.

HIS200 – U.S. History

3.0 Semester Credits

Course: Non-technical – General Education for Degree Program

This course presents students with an in-depth look at the political, social, and cultural history of the United States since the 1940s. Students will be presented with an array of topics that focus on how the US evolved coming out of World War II, the beginning of the Cold War, the political evolution of the country, and the emergence of Civil Rights movement, the Vietnam Era, and the evolution of the nuclear threat.

Building on the political concepts, students will also review the corresponding cultural, and social evolution of the United State. In coordination with cultural and social factors, this course will also present the student with the economic development of the country and a detailed review of the diverse people and social movements that have influenced the history of the United State through current day.

HSA205 - Health Information Technology Management

3.0 Semester Credits

Health Information Technology Management builds on a series of Electronic Health Record (EHR) concepts by taking the students through the emerging health information issues facing the Health Services industry. These topics will include a focus on the systems management and oversight, clinical and administrative classifications, state and federal governance, data input, updates, and quality control, and the generation of electronic health records. Students will also focus on additional topics that include revenue cycles and data, ongoing compliance related issues with EHR's and risk management. Finally, students will use these concepts and principles to apply their knowledge to link the work of physicians, administrators, and other medical professionals in the continued process of patient care.

HSA220 -Principles of Healthcare Management

4.0 Semester Credits

Principles of Healthcare Management provides students an in-depth introduction to the various elements of healthcare administration. This course will provide students with instruction on corresponding topics that include organized delivery systems, legal implications of business, and project management. Students will also be introduced to labor employment laws and management skills that correspond with healthcare administration.

Based on the topics presented in this course, students will be asked to assess and analyze the various forms of policy, regulations, systems, ethical decisions, consumer behavior, and the impact of globalization. In accordance with the assessment and analysis, students will use strategic thinking and conflict management to recommend and direct effective, legal, and efficient decisions and actions.

HSA230 – Essentials of Healthcare Compliance

3.0 Semester Credits

Essentials of Healthcare Compliance is designed to provide students with a deep foundation of knowledge in the laws, regulations, agencies, and accreditations that govern various types of healthcare organizations. Students will assess and analyze various compliance based requirements and challenges faced by the Healthcare industry.

Based on the concepts presented in this course, students will work through a variety of activities that will enable them to create effective compliance plans and training program for healthcare organizations.

HSA250 - Healthcare Customer Relations and Outcomes

3.0 Semester Credits

Healthcare Customer Relations and Outcomes introduces students to essential customer service principles and concepts that will enable students to create solutions to customer service needs in the medical industry. Through the analysis of several different industries, students will be presented with a host of tools that will enable them to understand the needs of, communicate with, and create solutions for their customers.

Ultimately, students will have a thorough understanding of determining and measuring customer satisfaction and based on their findings, creating methods to both improve and achieve optimal customer satisfaction. Finally, students will be introduced to essential communication skills that are required to work with a wide range of individuals that incorporate organizational culture, teamwork, relationships, and understanding your customer.

HSA300 - Healthcare Regulations and Affairs

3.0 Semester Credits

Healthcare Regulations and Affairs provide students with an in-depth analysis of the various regulations that apply to the healthcare industry along with the overall role, focus, and impact of the regulatory agencies that govern and oversee the healthcare industry. Students will assess and analyze the daily and long-term impact on the healthcare industry of these regulations by focusing on various required activities, best-practices, patient and staff safety, and compliance requirements. Based on federal, state, local, and other regulatory body requirements, students will analyze and evaluate various performance measures, communication tools and approaches, and training methods to ensure accreditation and compliance with regulatory requirements while ensuring a high level of quality.

HSA305 - Healthcare Operations, Planning, & Administration

3.0 Semester Credits

Healthcare Operations, Planning, & Administration provides students with the skills and techniques required to effectively perform in a functional management role in various forms of healthcare organizations. Students will analyze and evaluate multiple methods behind the process of planning, organizing, and managing various functions in a dynamic healthcare environment.

Students will also develop the ability to work through the various steps associated with strategic planning of various programs, initiatives, and daily organizational activities. Specially, students will learn how the concepts associated with design, implementation options, training, administrative oversight, quality control, staff management, and ongoing service. As part of this process, students will also identify essential ethical considerations, how to control costs, communicate results with stakeholders, and problem-solve through various challenges, and create solutions so as to ensure the continued success and execution of different healthcare based programs, initiatives, and organizational activities.

HSA310 - Healthcare Law and Legislation

3.0 Semester Credits

Healthcare Law and Legislation provides students with the legal and legislative concepts, topics, and challenges that face healthcare organizations today. Topics that are analyzed include payment and reimbursement issues, Medicare and Medicaid, state and federal requirements and regulations, and the corresponding working relationship between different forms of healthcare institutions, providers, and federal and state legislative bodies. Students will also analyze various legal and ethical positions specific to quality, patient access, healthcare costs, and the selection of medical

benefits. Finally, students will also focus on the challenges specific to fraud and abuse, privacy, and disclosure and will be asked to form supportable conclusions on various professional scenarios faced by healthcare administrators and leaders using concepts, law, and ethical concepts.

HSA315 - Principles of Healthcare Finance

3.0 Semester Credits

Principles of Healthcare Finance focuses on the synthesized relationship between managing and controlling revenue and expenses along with short and long-term investment in a healthcare organization. Students will be presented with a variety of concepts specific to finance, budgeting, planning, and investing.

Building on these concepts, students will be presented with an opportunity to learn how collect, organize, analyze and evaluate various forms of financial data in correspondence with the processes and methods using by various healthcare organizations today. Finally, students will be provided with essential terminology, accounting concepts, communication practices, and decision-making processes used by healthcare finance professionals in today's market in order to learn how to create and deliver various financial based recommendations.

HSA325 - Healthcare Human Resource Development

3.0 Semester Credits

Healthcare Human Resource Development will enable students to understand how to effectively acquire, develop, deploy, support, manage, motivate, and lead human capital in the healthcare industry. Students will take a practical view and approach that incorporates the impact of various behavioral tendencies and sciences in coordination with the technical, legal, and compliant components of creating, implementing, and managing the Human Resources function in today's healthcare environment. Specifically, students will learn how to account for each of these topics while accounting for the leadership, values, and mission/vision of the healthcare organization while also accounting for market conditions and the evolving dynamics of the healthcare industry that their healthcare organization is placed.

HSA400 - Health Services Marketing & Strategy

3.0 Semester Credits

Health Services Marketing & Strategy will provide students with the skills and knowledge to create effective messaging for patient centered health information and in-demand intervention programs for various forms of patient populations.

Students will learn how to communicate information and programs via various forms of media that incorporate the effective use of research, education, and medical strategies to reach and motivate patient participation. In order to effectively communicate with diverse groups of patient populations, students will learn essential marketing mix concepts and techniques along with other key promotional activities while considering budgeting, legal and ethical considerations, market reaction, and the ability to deliver a program in correspondence with organizational focus and capabilities.

HSA405 - Health Services Leadership

3.0 Semester Credits

Health Services Leadership will provide students with the critical concepts associated with leading and developing various healthcare organizations in today's market. Students will focus creating and leading the visionary development of the organization, account for regulation, oversight, political impact, teambuilding, problem-solving and conflict resolution, negotiating, and forming new professional relationships.

Students will also learn how to organize and develop both internal and external communication in coordination with mission and focus of the healthcare organization. Finally, students will be placed in various current hypothetical situations faced by healthcare organization leaders where they will learn how analyze and evaluate different problems, challenges, and situations and then, form a positive and supportable course of action in line with organizational goals using the concepts presented in this course.

HSA410 - Issues and Theory in Rural and Urban Health

3.0 Semester Credits

Issues and Theory in Rural and Urban Health Development will explore the differences and consistencies that reside in communicating with and treating the health needs of rural and urban patient populations. Students will focus on considerations that include economics, employment, demographics, family history, behavioral tendencies, social considerations, historical and trending chronic conditions, insurance coverage, and provider access.

In coordination with these topics, students will also analyze and evaluate the impact of federal and state regulations along with the methods and practices employed by various members of the healthcare industry. Finally, students will be asked to synthesize each of the topics presented this course with current practices employed by healthcare organizations today in order to form substantiated strategies for enhanced medical treatment and intervention programs for each patient population.

HSA415 - Health Services Quality Improvement

3.0 Semester Credits

Health Services Quality Improvement provides students with the concepts, skills, and methods necessary to conduct a thorough and meaningful assessment, analysis, and evaluation of various healthcare programs, services, and initiatives.

Students will focus on subjects that include effective use of various tools and techniques necessary to conduct personnel, performance, and program improvement activities, coordinated efforts with multiple departments and teams, collaborate and communicate with various departmental members of an organization, operational efficiency and effectiveness, incorporation of legal, ethical, and compliance based requirements, and patient and staff safety. Ultimately, students will synthesize these concepts to identify, implement, track, manage, and support opportunities for improvement and enhancements to the overall level of quality and service delivered to various groups of patient populations.

HSA420 – Health Informatics

2.0 Semester Credits

Health Informatics will provide students with the ability to effectively communicate with a wide range of individuals, departments, and information in an effort to improve the quality and safety of patient care. This course will demonstrate the ability to retrieve, acquire, organize, store, and use information to establish a more comprehensive understanding of various patient and organizational situations that ultimately can lead to improved processes and activities along with healthcare reform.

Students will be presented with concepts, theories, and principle along with emerging trends and security concerns that also includes a focus on data protection. These topics will enable students to gain an understanding on the current uses of Informatics and further, how to assess, analyze, and evaluate this information to form conclusions or recommended to solutions that will improve the patient service experience and/or the functionality of the medical organization that they are supporting. Finally, students will also use these concepts, theories, and principles to learn how to facilitate ongoing feedback, coordination of efforts, and the quality control review of decisions and the corresponding processes, procedures and reform activities.

HSA450 - Health Services Capstone

4.0 Semester Credits

Pre-requisite: COM445

Students will culminate their studies in the Health Services Administration Bachelor Degree program by consolidating what they have learned in order to create strategies and potential solutions for challenges and problems that they will face as a future Health Services professional. Students will be asked to apply the skills that they have learned in the program through a hands-on experience in a setting that enables them to work towards the identification, assessment, analysis and evaluation of a current problem in a segment of the Health Services industry.

Students will synthesize various concepts, skills, and knowledge gained in the program through a series of critical thinking activities, while also accounting for ethical considerations in order to create a detailed account of the problem, previous efforts to solve the problem, challenges associated with these efforts, and other key considerations that account for the short and/or long-term solution. Based on their efforts, students will present a suggested course of action to solve a problem, or, create a solution for an area of need.

INC300 - Social Innovation and Change

4.0 Semester Credits

Course: Non-technical – General Education for Degree Program

Social Innovation and Change will provide students with an opportunity to analyze, evaluate, and form conclusions on creating positive social, economic and environmental change. Students will be provided with a variety of social, economic, and environmental concepts and theories throughout world. Building on this knowledge students will analyze various perspectives on these concepts and then, draw conclusions that will enable them to create solutions that will lead to a meaningful and sustained impact on various segments of populations.

Students will develop a foundation in social innovation and change along with the steps necessary to create positive and substantive action. Finally, in order to create these solutions, students will learn about the history of social innovation and emerging definitions; actively explore local and global issues, current thought processes and the tools, processes, and practices required to effect meaningful social innovation and change.

INC305 - Environmental Science and Sustainability

3.0 Semester Credits

Course: Non-technical – General Education for Degree Program

This course focuses on the relationship between environmental sustainability, economic development, and government policy. Student will analyze the principles of sustainability through each of these disciplines and then synthesize the relationship of each along with the corresponding challenges each discipline imposes on one another. In order to synthesize this relationship, students will analyze and evaluate the various components of environmental science, biodiversity, population growth, infrastructure, extinction and resources, and U.S. environmental policy.

Based on the various components of these topics, students will analyze and then evaluate existing measures taken to in order to prepare a sustainable and equitable relationship. This course will then provide students with the ability to develop strategies and recommendations for a sustainable future environmental future that accounts for economic growth and evolving government policy.

ISD205 – Ethics

3.0 Semester Credits

Course: Non-technical – General Education for Degree Program

Ethics will provide students with the essential historical context surrounding the various practices associated with professional and personal ethical conduct. Students will be presented with essential terminology, concepts, and theories that have shaped ethical behavior and further, will include perspectives from both a professional and personal context. Building on the concepts and historical context presented in the course, students will be presented with and asked to assess, analyze, and evaluate an assortment of personal and professional ethical dilemmas. Based on this process, students will be asked to form a series of positions that can be supported with historical context, ethical principles, and various concepts presented in the course.

ISD210: Advanced Ethical Standards and Dilemma

4.0 Semester Credit

Course: Non-technical – General Education for Degree Program

Delivered Online (Hybrid) for the Veterinary Technician program

Advanced Ethical Standards and Dilemmas will begin with a review on historical ethical concepts and how these concepts have shaped the behaviors associated with professional and personal ethical conduct. Students will then look to current day challenges, and they will be asked to assess, analyze and evaluate current ethical standards and further, the dilemmas and challenges that arise in everyday life and ultimately, form ethical behavior. Students will be asked to assess and analyze the impact of technology and further, account for perspectives from multiple cultures, generations, and account for differences in standards, beliefs, and personal evolution. Building on these considerations, students will be presented

with and asked to assess, analyze, and evaluate an assortment of personal and professional ethical dilemmas and then, form a conclusion that they can substantiate using core concepts from the course.

MAT125: College Math

3.0 Semester Credits

Course: Non-technical – General Education for Degree Program Delivered Online (Hybrid) for the Veterinary Technician program

College Math has been designed to provide students with fundamental math-related and analytical skills that are required to solve problems and answer questions that require the application of mathematical concepts. The student will be introduced to topics that entail basic math operations that include fractions, decimals, and percentages. Students will learn a series of basic skills for each operation and how to solve problems both in equation and word problem format.

MAT165 – Statistics

3.0 Semester Credits

Course: Non-technical – General Education for Degree Program

Statistics offers a broad overview of statistical methods from a real-world business perspective. Students will gain a conceptual knowledge of statistical analysis by using a problem-scenario approach enhanced by the use of Microsoft Excel. Topics covered will include probability, distributions, and comparisons.

MED101 – Medical Assisting – Front Office

4.0 Semester Credits

Medical Assisting – Front Office provides students with an introduction to the field of healthcare and more specifically, being a Medical Assistant in the front office of a medical facility. This course also provides students with a comprehensive history of medical assisting and other related health care professions. In addition, students will learn about job responsibilities, employment opportunities, and career laddering as a member of the medical field.

Further, this course will introduce the student to essential concepts that include; communication, professionalism, legal/ethical standards, patient interaction, records/documentation, and scheduling. Students will apply these concepts through a host of scenarios that will place them in the role of a Medical Assistant functioning in a medical front office.

MED111 - Basic Anatomy

3.0 semester credits

Basic Anatomy provides students with essential principles and concepts that focus on human anatomy and physiology. The focus of this course will include basic chemistry, cell and tissue studies, and a synopsis of the several body systems that will include specific attention to structure, function, and the related conditions of each system.

The student will focus on the Skeletal, Nervous, Muscular, Respiratory, Circulatory, Digestive, Endocrine, Urinary, Reproductive, Lymphatic, and Immune Systems and the Special Senses.

MED122 - Medical Terminology

3.0 semester credits

Medical Terminology provides students with the essential principles and concepts for medical terminology. This course establishes a foundation for students to apply these principles and concepts in order to accurately define, spell, pronounce, and transcribe medical terms used throughout the medical industry.

Based on the various activities in Medical Terminology, students will have the ability to expand their medical vocabulary and gain practical hands-on experience that will benefit them in the medical industry. Finally, students will also complete/interpret various medical documents, forms, and reports that contain medical terminology.

MED132 – Basic Medical Office Procedures

3.0 semester credits

Basic Medical Office Procedures provides students with an introduction to what encompasses managing a medical office and key elements of the office that include the facility, equipment, and office security.

This course will introduce the student to essential concepts that will enable them to manage the office; these include basic bookkeeping, human resource management, OSHA, billing, coding, patient and facility filing, communication (verbal and non-verbal), professionalism, legal/ethical standards, patient interaction, medical reporting and other medical office procedures.

MED237 – Fundamentals of Electronic Health Records

3.0 semester credits

Fundamentals of Electronic Health Records provides students with essential principles and concepts that focus on Electronic Health Records “EHR” through a technology-based representation of a medical facility. Students will be introduced to the overall flow of medical information, fundamental computer operations, privacy requirements, patient interaction, registration, and billing.

Students will have an opportunity to apply these principals and concepts through a series of practical activities in a systematic manner. Ultimately, this class will bring the student through the process that they will complete in a medical facility when working with patients and their corresponding patient records.

MED238 – Medical Insurance Administration & Billing

3.0 semester credits

Medical Insurance Administration & Billing provides students with the concepts and principles necessary to understand the 10-step billing cycle. Students will begin with an introduction to the Health Insurance field and further, the background associated with Managed Health Care, Processing Insurance Claims, and Legal/Regulatory issues.

Students will then transition to the fundamental concepts associated with ICD-10, CPT, HCPCS, and other key coding concepts. Finally, students will also be introduced to additional medical insurance, billing, claim coding, and follow-up essential in the Health Care industry.

MED240 – Introduction to Medical Insurance Administration and Coding

3.0 semester credits

Introduction to Medical Insurance Administration and Coding provides students with an introduction to the concepts and principles associated with medical insurance administration and coding. Students will begin with an introduction to the Health Insurance field and further, the background associated with Managed Health Care, Processing Insurance Claims, and Legal/Regulatory issues.

Students will also be provided with the fundamental concepts associated with coding and specifically, key concepts and principles that relate to ICD-9 and ICD-10.

MED243 – Medical Records Management

2.0 semester credits

Medical Records Management provides students with an introduction to the various elements of medical software used in a medical facility. Students will be introduced to several elements of the cycle for a patient that include; registration, on-going Electronic Medical Record “EHR” development, future appointments, patient correspondence, billing, and claims.

Students will have an opportunity to apply these principals and concepts through a series of practical activities using medical software. Based on the use of the medical software, students are expected to understand each step of the medical records management process.

MED244 – Basic Coding – Diagnostic

3.0 semester credits

Basic Coding - Diagnostic provides the student with the fundamental concepts and principles that are required to become proficient as an entry level medical biller/coder. Therefore, this course will introduce the student to ICD-10 concepts such as coding conventions, guidelines, hospital inpatient coding, and physician office coding. In addition, the student will have an opportunity to apply these principals and concepts through a series of real-life medical coding lessons and activities.

MED247 – Basic Coding – Procedural

3.0 semester credits

Basic Coding - Procedural will give students an opportunity to continue to build the concepts and principles that they will need to become proficient at medical coding. This course will give students the opportunity to apply ICD-9 and ICD-10 coding concepts and principles to Procedural Coding (CPT) with specific focus on HIPAA requirements for coding guidelines. Students will have an opportunity to apply these principals and concepts through a series of practical coding-based lessons and activities.

MED255 - Patient Service and Communication

3.0 semester credits

Patient Service and Communication provides students with essential patient service and communication concepts that they will need in order to effectively provide superior patient support in various types of medical organizations. Students will apply these concepts to a host of situations that will require them to utilize different techniques that focus on customer service, all forms of communication, and professionalism.

Students will also learn to assess and analyze organizational goals as part of their technique in order to achieve patient service satisfaction. Finally, students will also focus on the importance of ethics and privacy as important elements to their overall patient service and communication activities.

MGT103 – Principles of Management

3.0 Semester Credits

Principles of Management will provide students with the opportunity to explore, assess, and analyze the fundamental elements of basic management principles and processes. Building on the principles and processes presented in this course, students will gain an understanding of the management process for various professional environments.

Students will also focus on specific business-related concepts that focus on the different forms of business, management information, the use of IT and other technological tools and resources, financial management, risk management, and multiple forms of insurance.

MGT104 – Human Resources Management

3.0 Semester Credits

Course: Non-technical – Applied General Education for Degree Program

Human Resource Management provides students with a comprehensive understanding of the principles of human resources management concepts, philosophies, and practices. Students will gain the skills and knowledge required to develop and successfully execute supervisory skills. In order to gain these skills, students are presented with a wide range of relevant topics that focus on personnel management.

Focus will be applied to employee evaluation, motivating employees, leadership principles, managing conflict towards a successful resolution, effective discipline methods, and ultimately, employee safety and productive labor relations. Finally, as part of this focus, students will be presented with various scenarios and activities that deal with those unique to supervisors, which include motivation, productivity, and legal challenges.

MGT212 – Business Management

3.0 Semester Credits

Business Management will provide students with a deep foundation in the theoretical concepts and corresponding practical techniques that are associated with starting, operating, and managing a small business. Students will be presented with a host of practical and realistic assortment of topics, challenges, and activities that relate to those of a small business and small business owner.

The topics, challenges, and activities presented to the student will include business planning, initial and ongoing financial requirements and resources, managing and coordinating daily business operations, and financial and administrative controls.

MGT300 – Production & Service Operation Management

3.0 Semester Credits

Production and Service Operations Management provides students with an in-depth presentation of concepts, processes, and procedures that underlie the effective and efficient operation, management, and control of manufacturing and service operations based organizations. Students will be presented with opportunities to apply these concepts to a series of case studies and current day scenarios. In these activities, students will assess, analyze, and evaluate various operational based situations in order to create a series of strategies to effectively address manufacturing and service operations options, questions, improvements, safety, and overall efficiency.

In order to make these decisions, students will learn how to effectively plan for and manage individuals/teams, create quality management standards, production control, establishing an inventory policy, facilities planning and oversight, processes and procedures improvement, and the use of automation and other forms of technological support.

MGT310 – Change Management

4.0 Semester Credits

Change Management will teach students how to navigate planned and identifiable stages of development along with unforeseen and unplanned changes. Students will learn how to identify, assess, analyze, and evaluate the risks, benefits, and trends associated with their organization, industry, and the market in which they have a presence. Students will learn how to understand the impact and meaning of change in the workplace, skills to support and nurture innovation, how to plan for changes, introduce changes to team members and the market, implement, and monitor change to determine how effective along with any necessary updates and changes.

Finally, students will practically apply these skills through a series of case studies and hands-on activities that will include an opportunity to research, recommend, design, and implement a major initiative that will enable them to manage the process of change in an organization.

MGT400 – Human Resource Development

3.0 Semester Credits

Human Resource Development will enable students to understand how to effectively acquire, develop, deploy, support, manage, motivate, and lead human capital in an organization. Students will take a practical view and approach that incorporates the impact of various behavioral tendencies and sciences in coordination with the technical, legal, and compliant components of creating, implementing, and managing the Human Resources function in today's business environment. Finally, students will learn how to account for each of these topics while accounting for the leadership, values, and mission/vision of the organization while also accounting for market.

MGT405 – Collaborative Leadership

4.0 Semester Credits

Collaborative Leadership will provide students with the process that encompasses how to effectively bring the appropriate people together using a series of constructive and ethical methods with good and accurate information in order to address shared concerns goals and objectives. Further, students will first assess and then, analyze and evaluate a series of concepts, theories, and practices to help ignite the process of collaboration.

Students will then learn how to generate buy-in from those directly and/or indirectly involved, spur involvement during implementation, build trust, enhance communication, and build a sense of team during the process. Finally, students will learn how to create an environment that encourages and enables the group to work through a dedicated process to work through the creation of a viable and sensible solution, create something new, or execute an organizational initiative.

MKT122 – Marketing and Sales

3.0 Semester Credits

Marketing and Sales is designed to provide students with essential fundamental marketing concepts and a thorough understanding of the sales process. Students are presented with marketing concepts in correspondence with the marketing mix, which is comprised of: product, place, price, and promotion along with additional topics that include the marketing environment, ethics/social responsibility, target markets, the product-life cycle, branding, pricing, packaging, and delivery.

Building on the marketing concepts presented in this course, students will also focus on specific processes and topics that include: the skills and traits of successful sales people, the factors involved in the consumer decision-making process, the elements of and delivery of a sales presentation, qualifying sales opportunities, closing a sale, and following up sales opportunities in an effective manner. Finally, in correspondence with each marketing and sales topic presented in this course, students will also learn different methods for conduct marketing research.

MKT300 – Advertising and Promotion

3.0 Semester Credits

Advertising and Promotional Strategy will provide students with a detailed presentation of advertising and corresponding promotional practices that will enable them to learn how to effectively introduce, position, and stimulate market interest, need, and demand for a given product or service. Students will learn essential planning practices to build strategies and further, will learn essential terminology, concepts, and theories that relate to effective advertising and promotional practices.

This course also presents a series of print, media, and interest based advertising and promotional case studies and examples of that allow students to take a hands-on approach to assess, analyze, and evaluate the effectiveness of different strategies. Based on their evaluation, students will form conclusions on optimal product and/or service advertising and promotional placement in coordination with short and long-term organizational goals.

MKT325 - Professional Sales and Sales Management

3.0 Semester Credits

Professional Sales and Sales Management provides students with a thorough knowledge of essential sales principles and concepts that are delivered through a series of selling strategies. These strategies will incorporate practices in market knowledge, identification of a target market, initiating contact, communication, identifying and assessing needs and demand, effective product/service placement, continual client relationship building activities, and referral based prospecting efforts.

Building on these professional sales practices, students will then examine the elements of managing sales in alignment with the marketing, operational, and service capabilities of an organization. Students will learn how to understand and measure sales processes and goals and ultimately, find new methods, processes, and technology to improve the effectiveness of their sales force.

Students will learn how to recruit, select, hire, train, motivate, and manage new sales force personnel in coordination with corporate goals while accounting for compensating and retailing sales force personnel. Finally, students will conclude this course by building a formal sales strategy and further, a recommendation for managing this sales strategy.

MKT400 - Integrated Marketing Communications

3.0 Semester Credits

Integrated Marketing Communications will enable students to build on previous coursework where they will create an integrated campaign that begins with the concepts and principles associated with an effective Marketing Mix. Building on these fundamental concepts, students will delve into the various strategies that lead to the creation, implementation, and ongoing evolution of marketing communications to a given target market. Students will integrate advertising, promotion, positive publicity opportunities, consumer behavior, market trends, various methods to communicate, media outlets, sales, service, budgetary variables, production, ethics, and legal considerations. Finally, students will be given an opportunity to apply these concepts through the study of different integrated marketing cases that will ultimately enable them to create the driving strategy behind a new integrated marketing communication for a given product or service.

PHI300 - Philosophy of the Mind and Knowledge

3.0 Semester Credits

Course: Non-technical – General Education for Degree Program

Philosophy of Knowledge and the Mind is an analysis of the human mind and how various types of knowledge is formed. Topics that will be analyzed include sense perception, environment and family, beliefs, need, experience, and self-truth.

Based on these topics, students will be asked to evaluate the impact on the conscious and the sub-conscious and how individuals use their knowledge to approach various forms of problems. Students will be asked to evaluate the various problems of the mind and then form and present conclusions as to how those problems impact an individual's actions, decision-making, communication, and problem-solving capabilities.

PSY102 - General Psychology

4.0 Semester Credits

Course: Non-technical – General Education for Degree Program

Delivered Online (Hybrid) for the Veterinary Technician program

Psychology provides students with the foundational elements, concepts, and theories. This course will provide students with a balance of practical activities to apply the theories and concepts presented in this course.

Students will focus on topics that include a through introduction to psychology, sensation and preparation, learning, memory, thinking, language, intelligence, motivation and emotion, personality, stress, and social behavior. Ultimately, this course will culminate with students having an opportunity to assess analyze and evaluate the elements, layers, and background of a topic related to Psychology.

PSY200 - Emotional Intelligence

3.0 Semester Credits

Course: Non-technical – General Education for Degree Program

This course will provide students with the core skills that are required to practice Emotional Intelligence in all aspects of their life. Students will learn the benefits and effective use of self-management, self-awareness, self-regulation, self-motivation, and empathy. Using these five skills, students will develop the ability to effectively communicate via verbal and non-verbal means. This course will also provide students with the ability to productively manage their emotions and then, demonstrate appropriate use of these emotions when communicating with a wide range of individuals in different situations.

Students will be provided with a series of concepts, theories, and principles to develop a foundation of knowledge. Students will be assessed on their ability to demonstrate the essential skills of emotional intelligence through a series of case studies, scenarios, and other student-centric activities. Finally, students will learn to properly balance optimism with pessimism and further, use the critical thinking process to hone their emotional intelligence skills.

PSY210 - Critical Thinking

3.0 Semester Credits

Course: Non-technical – General Education for Degree Program

Critical Thinking provides students with the skills to understand the structure and composition of various forms of arguments, situations, and scenarios. Students will develop the skills to complete a series of processes that will enable them to logically and rationally reason, interpret arguments, and evaluate the quality of reasoning behind different forms of arguments, interpretations, and/or beliefs. Students will learn the concepts associated with each stage of the critical thinking process, disseminate various forms of information and positions, and develop judgment and problem-solving skills.

Students will also learn how to form arguments and develop rational, logical, and substantive positions that support their argument. This course will also enable students to learn how to organize their thoughts, analyze alternative options to various types of situations, and form effective questions and methods to evaluate a problem or situation. Finally, students will gain an understanding of the impact of biasness, preconceived notions, and different forms of prejudices that will impact a person and/or group's ability to form logical arguments.

SOC300 – Sociology

4.0 Semester Credits

Course: Non-technical – General Education for Degree Program

Sociology will provide students with the ability to analyze and evaluate various forms of society, culture, and social interactions in both the United States (US) and abroad. Students will assess and analyze the impact of diversity, the composition, beliefs, and norms of different social classes, and how these differences shape the behaviors and development of various people throughout the world.

Students will also look analyze and compare the impact of recent social change that have been shaped by economic, political, and social powers in both the US and abroad. Building on these topics, students will be asked to evaluate the overall impact of these recent changes and form conclusions that they can substantiate on future challenges and opportunities in different societies throughout the world.