



2019-2020 College Catalog



2231 North Taylor Road
Cleveland Heights, OH 44112

Published September 2019 – Volume 9 (Revised 09/04/2019)

This College Catalog has the limited purpose of providing information concerning the programs of Lakewood College during the 2019-2020 academic year. The Catalog should not be construed as the basis of an offer or contract between Lakewood College and any present or prospective student. Lakewood College has the right to amend, add, or delete any information in this Catalog, including any course of study, program or regulation.

New courses as well as course changes are included in this edition of the catalog. Students pursuing a diploma under a previous edition of the catalog should refer to that edition to determine course requirements for their program.

Approved by the State Board of Career Colleges and Schools

Registration Number 06-11-1800B

Lakewood College's Nondiscrimination Policy

Lakewood College is an Equal Opportunity Educational and Employment Institution. There shall be no unlawful discrimination on account of race, color, creed, sex, disability, national origin, age, or religion in education, employment, or admissions, or in services provided by Lakewood College. Neither shall there be any discrimination on account of sexual orientation in education, employment, or admissions, or in services provided by Lakewood College.

These prohibitions include harassment on the basis of race, color, creed, sex, disability, national origin, age, religion, and sexual orientation. They apply to all Lakewood College faculty, contract professionals, staff, and students.

Nothing herein prohibits consideration, to the extent permitted by law, of any of the aforementioned characteristics in admissions or employment for the purpose of achieving diversity.

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Dear Student,

Congratulations on selecting Lakewood College. As you begin your program, I encourage you to plan time for your studies.

It takes discipline to complete a degree, diploma or certificate program at a distance. Many people have proven that this can be done very effectively. I hope you are the type of person who will take advantage of the flexibility of learning at the time and place of your choosing.

Please read this College Catalog carefully. It will provide you with complete details about your degree, diploma or certificate program at Lakewood College.

Your courses have been carefully prepared, using the finest textbooks available. The faculty and staff at Lakewood College are exceptional in their fields and in developing and supporting distance learning programs.

Stay focused and set a specific time to study on a regular basis—and soon I will be writing to you as a graduate of our degree, diploma or certificate program.

Cordially,

Tanya L. Haggins

Tanya L. Haggins

President

ACCREDITATIONS



Lakewood College is accredited by the Distance Education Accrediting Commission. DEAC regularly reviews our curriculum, administrative policies, faculty and instructional services to ensure that we meet their exacting standards of quality. DEAC Address: 1101 17th Street NW, Suite 808, Washington, D.C. 20036 and can be reached at (202) 234-5100. Visit their website at <https://www.deac.org/>

1101 17th Street NW, Suite 808
Washington, D.C. 20036

(202) 234-5100 (Telephone)

(202) 332-1386 (Fax)

www.deac.org

The Distance Education Accrediting Commission is listed by the U.S. Department of Education as a recognized accrediting agency. The DEAC is also recognized by the Council for Higher Education Accreditation (CHEA). www.chea.org

LICENSING



Lakewood College is approved by the State Board of Career Colleges and Schools for its certificate and diploma programs. Registration # 06-11-1800B

Mailing Address

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

Lakewood College also holds a Certificate of Authorization from the Ohio Department of Higher Education for its associate degree programs.

Mailing Address

Ohio Department of Higher Education
25 South Front Street
Columbus, OH 43215

APPROVALS



Candidates who complete programs aligned to NHA exams are eligible to test through Lakewood due to the school's approvals from the Ohio State Board and Department of Education. For more information, visit the link below:

<http://www.nhanow.com/home.aspx>.



Lakewood College is an accredited business member of the Better Business Bureau with an A+ rating, and accordingly meets all BBB membership standards. As a matter of policy, the Better Business Bureau does not endorse any product, service or company. BBB reports are provided solely to assist you in your own best judgment. Visit their website at <http://www.bbbonline.org>.



The Union Education Trust is where State of Ohio bargaining unit employees go for education assistance. Lakewood College provides programs that are 100% covered to help begin your journey shaping your future for tomorrows jobs today.



The Military Spouse Career Advancement Account (MyCAA) Scholarship is a workforce development program that provides up to \$4,000 of tuition assistance to eligible military spouses. Lakewood College is approved for this funding.



Lakewood College has been providing educational benefits to military veterans for well over a decade. Our approved programs can provide up to 36 months of education benefits and are generally payable for 15 years after discharge.



Victory Media's Military Friendly® ratings recognize colleges with leading programs for veterans, members of the Armed Forces leaving military service and military spouses. Lakewood College has earned this distinction for the last 8 years.



Lakewood College is recognized by the Pharmacy Technician Certification Board (PTCB). Lakewood College provides the national certification test to all first-attempt Pharmacy Technician graduates.

Affiliations



Delta Epsilon Tau is the premier national honor society for America's accredited distance learning institutions. Delta Epsilon Tau only places Chapters in those institutions recognized by the Distance Education Accrediting Commission. The purpose of the Society is to encourage and recognize superior student academic achievement, character and leadership. The fact that an individual is elected to membership sets her or him apart from other students and clearly demonstrates a serious commitment to distance education and self-study.



NALA is the nation's leading professional association for paralegals. As a non-profit organization, NALA provides continuing education and professional development programs for paralegals - from novice to experienced professionals.



Orion Talent helps businesses acquire skilled professionals, optimize recruitment processes and employ motivated, well-matched, military candidates.

ABOUT US

History of Lakewood College

Lakewood College DBA the American Center for Conflict Resolution Institute (ACCRI), was founded in October 1998. Originally, the institute was operated as a for-profit organization dedicated to resolving conflict through alternative dispute resolution. Over the years, the Airforce Veteran founder successfully mediated hundreds of cases.

Originally, ACCRI consisted of mediation and paralegal training programs. Over the years, the institute grew in both student population and program offerings.

In 2009, the name was changed to Lakewood College in order to better reflect the wide variety of programs offered. For the past decade Lakewood College has been setting new standards of excellence in education by offering distance learning degree and diploma programs in the legal, medical, and business fields.

CONTACT US

Website

www.lakewoodcollege.edu

Email Address

info@lakewoodcollege.edu

Mailing Address

Lakewood College
2231 North Taylor Rd.
Cleveland Heights, OH 44112

Physical Address

Lakewood College
2231 North Taylor Rd.
Cleveland Heights, OH 44112

Phone Number

800-517-0857

Fax Number

216-803-9899

HOURS OF OPERATION

Lakewood College 9:00 a.m. – 5:00 p.m., EST

COLLEGE HOLIDAYS

The Lakewood College administrative office is closed for the following holidays. However, students have access to their online courses seven days a week including holidays.

- ½ day on New Year's Eve
- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day (Last Monday in May)
- Independence Day (July 4th)
- Labor Day (1st Monday in September)
- Veterans Day
- Thanksgiving Day (Fourth Thursday in November)
- Day after Thanksgiving
- ½ day on Christmas Eve
- Christmas Day

GOVERNING BOARD MEMBERS

Lakewood College Governing Board

Jerome (Jerry) Leeds
Chairman of the Board



Celeste Honkala
Board Secretary



Tenisha Gant Watson
Treasurer



Dr. Rubin Cockrell
Member at Large



Clifton Roberts
Member at Large



Advisory Committee Members

- Ronnie Brown
- Christopher Ciolli
- Daniel Clay
- Jenita Gillespie
- Michael Lewis
- Paula Manns
- Barbara McEachern
- Rhonda McLean
- Remel Moore
- Robin Powell
- Samuel Smith
- Richard Tabar
- Greg Tarr
- Deborah Vegh
- Jasmine Viola
- William Weinrauch
- Lora Williams
- Scott Williams

ADMINISTRATIVE STAFF

Tanya Haggins
President & CEO

Isaac Haggins
Vice President of Business Development

Anthony Nathal
Vice President of Operations

Jim Gepperth
*Academic Dean/Academic
Services Manager*

Tommy Sutton-Lovett
Success Coach

Jack Solomon
*Compliance & Partnership
Liaison*

Traci Wilburn
Director of Veteran Admissions

Ivan Haggins
Legal Compliance Officer

Nicolle Estevez
Student and Career Services

Miranda Slaughter
Admissions Liaison

Kathy Snype
Admissions Representative

Faustina Rivera
*Satisfactory Academic Progress
Representative*

FACULTY

Faculty Credentials

Instructor/Faculty Name	Formal Education (institution & earned degrees)
Julie Beadle Part-time	J.D., University of Akron School of Law B.A. in Political Science, University of Akron
Nicholas Bergan Part-time	M.S. in Economics, Florida State University B.A. in Economics, St. Louis University
Lauren Brubaker Part-time	Ph.D. in Engineering Applied mathematics, University of Akron M.S. in Applied Mathematics, University of Akron B.S. in Mathematics, Marietta College
Sherry Davis Part-time	M.B.A., Ashford University B.A. in Healthcare Administration, Ashford University ICD-10 Certification, American Academy of Professional Coders
Juliana DeSouza Part-time	Doctor of Business Administration- University of Phoenix MBA- University of Phoenix
Cathryn Ensign Part-time	J.D., Cleveland Marshall College of Law B.A. in Social Service, Cleveland State University
Jim Geppert Part-time	M.P.A., Cleveland State University B.A. in Public Administration, Capital University
Cynthia Gist Part-time	M. Ed in Adult Learning and Development, Cleveland State University M. Ed in Curriculum and Design, Cleveland State University B.A. in Communications, Cleveland State University
Kacie Golden Part-time	M.S. in Health Administration, University of Phoenix B.S. in Biology, Xavier University of Louisiana
Summer Haggins Full-time	M.B.A., Cleveland State University B.S.N in Nursing, Ursuline College
Tanya Haggins Full-time	LL.M in Dispute Resolution, Pepperdine University School of Law J.D., University of Miami School of Law B.A. in Communication minor in Interpersonal and Public Communication, Bowling Green State University
Gina Hobert Part-time	M.B.A., Thomas College B.S., Thomas College A.S., Central Maine Technical College
Jeffrey Huth Part-time	J.D., Cleveland State University B.S. in legal studies, Kent State University
Valencia Johnson Part-time	Ph.D. in Applied Management & Decision Sciences, Walden University M.B.A., Colorado Technical University LL.M in International Taxation, Thomas Jefferson School of Law M.S., Computer Science, Colorado Technical University
Jennie McNeely Part-time	M.B.A., University of Phoenix-Online B.A. in Communications and Marketing, John Carroll University
Kate Mozynski Part-time	J.D., Case Western reserve University B.A. in International Relations, College of Wooster
Anthony Nathal Part-Time	Bachelor of Arts, Edinboro University Bachelor of Science in Human Services, Kaplan University Master of Social Work, Edinboro University

	PhD Organizational Leadership University of the Cumberland – 2020
Joe Reyes Part-time	M.A. in Negotiations and Conflict Resolution, California State University B.S in Law Enforcement Administration, California State University A.S in Administration of Justice, Fullerton College
Kelly Trent Part-time	M.S. in Psychology, Grand Canyon University B. S. in Criminal Justice A. A. in Fashion Merchandising

FACULTY/INSTRUCTOR OFFICE HOURS

Faculty	Office Hours
Julie Beadle	Mon, Wed & Fri 6pm – 8pm EST; Sat 9am – 12pm EST
Nicholas Bergan	Mon, Wed, & Fri 8am – 9am EST
Lauren Brubaker	By Appointment
Sherry Davis	Mon – Fri 9am – 4pm EST
Cathryn Ensign	By Appointment
Jim Gepperth	Mon – Tues 10am – 3pm EST; Thurs – Fri 10am – 3pm EST
Cynthia Gist	Mon – Fri 4pm – 10pm EST; Sat & Sun 4pm – 10pm EST
Kacie Golden	Mon, Wed, Thurs & Fri 4:30pm – 9pm EST; Sat 8am – 12pm EST
Summer Haggins	Mon & Wed 2pm – 5pm EST
Tanya Haggins	Mon – Fri 9am – 5pm EST
Gina Hobert	Mon – Thurs 4pm – 7pm EST
Jeffrey Huth	Mon – Fri 9am – 11am EST; Tues & Thurs 6pm – 8pm EST
Valencia Johnson	By Appointment
Inam Kang	Mon – Fri 9am – 5pm EST
Jennifer McNeely	Tues 7:30pm – 9pm EST; Thurs 12pm – 2pm EST
Michael Mitchell	Wed 11am – 2pm EST; Sat 11am – 3pm EST
Kate Mozynski	By Appointment
Joe Reyes	Mon – Fri 7am – 10am EST; Sat & Sun 7am – 10am & 7pm – 10pm EST
Raquel Robinson	Sun 1pm – 5pm EST; Thurs 1pm – 5pm EST
Lisa Sanders	Tues & Thurs 4pm – 6pm EST
Kelly Trent	Tues & Wed 8am – 9am EST; Sat 3pm-9pm EST

***All faculty respond to correspondence within 48 hours.*

****Appointments available upon request.*

MISSION STATEMENT, GOALS, AND OBJECTIVES

Mission Statement

The mission of Lakewood College is to improve the quality of life of our students by providing excellent, affordable, and in-demand educational programs using various distance learning methods

Vision Statement

Lakewood College will be a premier institution of higher education with a thriving community of passionate students, engaging instructors, friendly staff, and accomplished alumni employed in the career of their dreams.

Statement of Values

- Integrity: Value trust and honesty
- Caring: Committed to meet the needs of others
- Responsibility: Do competently what is supposed to be done, when it is supposed to be done
- Respect: Treat people with dignity and fairness
- Quality: Take pride in excellence

Goals & Objectives

- To provide courses and programs to improve workers' job performance, to upgrade job skills, to prepare workers for expanding information bases and changing skills requirements, and to assist persons in transition to new occupations.
- To provide guidance to assist students in making decisions that may affect their education, career, cultural advancement and general well-being.
- To provide equal educational access for disabled as well as academic and economically disadvantaged individuals. Support services will be offered to meet their special needs.
- To provide special services designed to improve the quality of life and peaceful relations in the community and to promote life-long learning.
- To provide the best possible instructional and support services – including, but not limited to, adequate supplies, sufficient and appropriate facilities, and technologically current equipment.
- To provide programs and opportunities to develop employees' professional knowledge and abilities.

Competitive Advantage

We hold your hand from registration to graduation and beyond.

DISABILITY POLICY

Lakewood College's Disability Services provides reasonable accommodations to all students with disabilities in order to help them achieve their academic goals. Lakewood College complies and adheres to Section 504 of the Rehabilitation Act of 1973, as amended. Lakewood College does not discriminate on the basis of disability in

its admission, recruitment, academics, research, or employment assistance processes. Lakewood College promotes an environment of respect and support for individuals with disabilities.

Students are responsible for disclosing disability information and requesting accommodation, in accordance with College requirements. Students who need assistance, even on a temporary basis, are encouraged to utilize the services available through the Office of Disability Services. For more information please contact Anthony Nathal at disabilityservices@lakewoodcollege.edu.

Request for Accommodation Based on Documented Disability

If you are requesting accommodation based on a disability, please make your request in writing using the Lakewood College Disability Disclosure Form to disclose your disability in accordance with College requirements. Accommodations are authorized by Disability Services staff through an interactive process, which may include a combination of the student's account of disability or its impact, observations of the Disability Services staff member, and supporting documentation provided by the student.

Please understand that accommodations are not retroactive, and the determination of reasonable accommodation resides with Disability Services staff.

Lakewood College requirements for documentation are based on the Best Practices published by [Association on Higher Education and Disability \(AHEAD\)](#).

ADMISSION REQUIREMENTS

Enrollment Process Overview

Lakewood College's admissions policy is oriented to adult learners, including military members, who typically have previously completed high school, undergraduate level courses, military training, or earned credit by examination. Lakewood College is open to all applicants without discrimination on the basis of race, religion, national origin, or sex. All applicants desiring to pursue formal programs of study culminating in the award of an academic credential are admitted to the school as regular students provided the following conditions have been met: To be admitted, the student must be a high school graduate or at least 18 years of age with a high school diploma or its equivalent, as well as, receive and review certain disclosures, and sign an enrollment agreement.

Entrance Requirements

In order to be considered for admission candidates require the following:

- Candidates must be at least 18 years old
- Ability to read and write English fluently
- A high school diploma or GED, or the foreign equivalent
- The ability to receive and send email
- Access to the internet/basic computer skills
- The ability to be self-motivated and work independently

Academic Advising

During registration, applicants must meet with an Admissions Representative. The Admissions Representative will guide the student through the entire enrollment process, answer any questions a student may have, as well as provide students with program-specific information. The Admission Representative will guide students toward the most applicable academic program to match their academic goals. Every student is also assigned a Success Coach to provide them with academic support throughout their program.

Admission Process

Step 1: Application

To begin the enrollment process, prospective Lakewood College students must complete an online application that can be accessed from the website, www.lakewoodcollege.edu. While completing the application, prospective students must indicate their academic program of interest for enrollment. Also, prospective students may print the online application, and mail the completed enrollment application with the appropriate down payment administration fee to:

Admissions Department
Lakewood College
2231 North Taylor Rd.
Cleveland Heights, OH 44112

-OR-

Enroll by phone: (800) 517-0857

Step 2: Enrollment Process

Once the admission department processes the application, the prospective student is contacted by an Admissions Representative. The Admissions Representative will assist the prospective student with compiling and completing the necessary documents—i.e. driver's license, government or state ID, and enrollment agreement—required to complete the enrollment process. All students are required to self-certify completion of high school or GED and sign an enrollment agreement with Lakewood College. The enrollment agreement outlines the terms of enrollment by program as well as the financial obligations for the program. Students are free to request an unofficial enrollment agreement for review prior to signing.

****Note about Self Certification Policy:** All prospective students must self-certify that they possess at least a high school diploma, GED certificate or equivalent from an appropriately accredited school prior to being admitted to Lakewood College. A validating process will take place in circumstances in which the institution has reason to believe that the self-certification is invalid or the issuing entity is not an appropriate secondary school. Validating documents includes an official high school transcript indicating the date of high school graduation, a GED certificate indicating state required passing scores or score sheet indicating state required passing scores, or a post-secondary transcript indicating the date of

graduation from an appropriately accredited and approved school. Students who wish to transfer college credits must submit official transcripts to the College prior to enrollment.

*****Note about Enrollment Agreement for Degree Students:*** Student enrollment with Lakewood College is for one (1) academic term at a time. The amount of tuition stated on a student's enrollment agreement is for their first term. For a student to continue at Lakewood College after their first term, they must complete an enrollment agreement which covers the tuition for each subsequent term by visiting www.lakewoodcollege.edu or by calling the Admissions Department at 800-517-0857, Option 1.

Step 3: Transfer Credit Evaluation

As the enrollment process comes to an end, Lakewood College conducts a transfer credit evaluation when necessary. If a prospective student wishes to transfer college credit earned from another school, the student must provide Lakewood College with an official transcript sent directly from the institution or military branch in which the course credit was earned. The transcripts must be provided within the first semester (16 weeks) unless otherwise approved by Lakewood College administration. Once the transcript is received, Lakewood College will conduct a transfer credit evaluation in order to determine whether or not any of the earned course credit is transferrable. If any prior course credit earned is transferrable, an assessment will be generated for the purpose of adding the prior earned course credit to the prospective student's new degree plan.

****Transfer Credit Regulations:**

All transfer credits must come from an accredited college or university.

Lakewood College accepts transfer credit toward completion of its degree programs. Students may receive credit for up to 75% of their degree program as a combination of transfer credits from other institutions. Students may receive credit for 15 courses out of 20 (45 credit hours out of 60/63) as transfer credits.

Transfer credits must not be more than 10 years old.

Student must have received a grade of "C" or better in the equivalent course.

Lakewood College does **NOT** accept transfer credit for the following courses: Introduction to Business, Interpersonal Communications, Business Law, American Government, and Introduction to Computers. This policy may be waived by the Academic Dean.

No credits will be awarded for on-the-job training, including specialized training, certificates received, etc., unless evaluated by the American Council for Education (ACE).

Credits transferred from another school are **NOT** factored into a student's G.P.A. at Lakewood College.

*****Note for International Prospective Students:*** Foreign transcripts for comparable college-level courses completed in a country other than the United States must be evaluated by an outside credential evaluation company to determine U.S. equivalency before they are submitted to Lakewood College. The National Association of Credential Evaluation Services (www.naces.org) members are acceptable sources for foreign credential evaluation and translation services. Transcripts in languages other than English must be accompanied by a certified translation.

*****Note about transferring Lakewood College credit:*** Acceptance of Lakewood College credits/clock hours for transfer to another institution is determined solely by the receiving institution.

Step 4: Creation of the Degree Plan/ Program Plan

Once Lakewood College determines whether or not any transfer credit applies to the student's academic program of choice, a personalized degree plan is created for the student. The degree plan will outline the necessary coursework required to complete the student's chosen academic program. The degree plan will also display any course credit that was transferred from another institution. Upon receiving their degree plan, students will be contacted by an Admissions Representative, who will review the degree plan with the student, as well as answer any questions the student may have.

Step 5: Getting Started

Once the degree plan is accepted and the enrollment agreement is signed, the applicant officially becomes a student of Lakewood College. Lakewood College supplies all textbooks, study guides, supplemental materials, achievement exams and instructional support to the student.

International Prospective Students

Prospective students who are not citizens or permanent residents of the United States are considered for admission on the basis of academic preparation and personal qualifications. International applicants whose native language is **NOT** English **MUST** submit evidence of college-level proficiency in English through one of the following for admission:

- Test of English as a Foreign Language (TOEFL) with a minimum score of 500 (paper based), 200 (CBT - computer based), or 61 (IBT - Internet based);
- 6.0 on the International English Language Test (IELTS) exam or 44 on the PTE Academic Score Report;
- A minimum grade of Level 3 on the ACT COMPASS's English as a Second Language Placement Test;
- A minimum of Pre-1 on the Eiken English Proficiency Exam;
- A minimum B-2 English proficiency level identified within the Common European Framework of Reference (CEFR) standards and assessed through various ESOL examinations, including the University of Cambridge;
- SAT verbal exam with a minimum score of 500;
- ACT English exam with a minimum score of 17

** International students who have completed at least 30 semester hours of credit with an average of "C" or higher at an appropriately accredited college or university where the language of instruction was English, OR having completed a high school diploma at an appropriately accredited/recognized high school where the medium of instruction is English, are exempt from this rule.

Degree Options

Lakewood College offers two (2) degree programs:

- Associate of Applied Business in Business Management
- Associate of Applied Business in Paralegal Studies

Vocational Options

Lakewood College offers these certificate and diploma programs:

- Administrative Medical Assistant Certificate Program
- Criminal Justice Certificate Program
- General Education Diploma (G.E.D.) Preparation Program
- Mediation Certificate Program
- Medical Billing Certificate Program
- Medical Coding Certificate Program
- Paralegal-Legal Assistant Diploma Program
- Pharmacy Technician Diploma Program

Please refer to the course catalog section at the end of this catalog for details. Please note that programs and courses are subject to change at the discretion of the College.

TECHNOLOGY REQUIREMENTS

The following lists the minimum recommended hardware and software requirements a student will need to successfully access Lakewood College's online academic programs:

- Supported Operating Systems
 - Windows XP (service pack 3 for 32-bit, service pack 2 for 64-bit), Windows Vista, Windows 7, Windows 8, Windows 10
 - MAC OS X 10.6 (Snow Leopard) and Higher
- Audio: sound card and speakers or headphones for listening
- Internet connection: 56 Kbps for self-paced courses (caution: if video is present, it may be poor at this speed)
- Screen resolution: at least 800 x 600
- Internet browser: IE 9 or greater, Firefox 24 or greater, Chrome 32 or greater, Safari 5.1 or greater, browser set to accept cookies and to show the newest version of a page
- Media Player such Windows Media Player, Camtasia, or Vidster (all of which can be downloaded for free at the respective websites).
- Pop-up blocker must be disabled

****For optimal results the following is recommended:***

- Internet connection: Cable modem, DSL or better (required for high-quality video)
- Screen resolution: 1024 x 768

*****For degree program students the following is required:***

- Working webcam (for proctored exams)
- Working microphone (for proctored exams)

FINANCIAL INFORMATION

Degree Program Cost

Program	Cost per Credit Hour	Total Program Cost
Associate Degree of Applied Business in Business Management	\$421.00	\$25,260.00
Associate Degree of Applied Business in Paralegal Studies	\$421.00	\$26,523.00

Vocational Program Cost

Program	Total Program Cost
Administrative Medical Assisting Certificate – 400 clock hours	\$6,775.00
Criminal Justice Certificate – 400 clock hours	\$6,775.00
General Education Preparation (G.E.D) – 1000 clock hours	\$125.00
Mediation Certificate – 400 clock hours	\$6775.00
Medical Billing Certificate – 400 clock hours	\$6,775.00
Medical Coding Certificate– 400 clock hours	\$6,775.00
Paralegal/Legal Assistant Diploma – 900 clock hours	\$9,775.00
Pharmacy Technician Diploma – 400 clock hours	\$6,775.00
Combination Criminal Justice & Mediation-800 Clock Hours	\$11,775.00
Combination Mediator-Paralegal Diploma- 1300 Clock Hours	\$13,775.00
Combo Medical Billing & Admin Medical Assistant-800 Clock Hours	\$11,775.00
Combo Medical Coding & Admin Medical Assistant-800 Clock Hours	\$11,775.00
Combo Paralegal & Criminal Justice-1300 Clock Hours	\$13,775.00
Combo Pharmacy Tech & Admin Medical Assistant-800 Clock Hours	\$11,775.00
Medical Billing and Coding Certificate-800 Clock Hours	\$11,775.00

Administrative Fees

Application Fee (non-refundable after 5 days)- \$75 for degree programs; \$0 for vocational programs

Registration Fee (non-refundable after 5 days) - \$200 for degree program; \$125 for vocational programs

Library Fee (refundable) - \$100 per semester; \$250 for vocational program term

Discounts

Lakewood College does not offer any discounts on tuition. Special pricing may apply to groups with a pre-approved contract.

Payment Options

Prospective students may be eligible for third-party private loans, military tuition assistance, paid-in-full enrollments, and employee reimbursement plans to finance their education.

Educational Financing Options

Lakewood College offers student in-house financing programs. A Lakewood College Representative will guide prospective students through the application process. Some of the features are:

- Low monthly payments
- No pre-payment penalties
- Low Interest

Tuition Assistance for Military Students

Most active-duty military personnel, along with Army Reservists and Army National Guard members, qualify for their branch's Tuition Assistance program. In most cases, eligible personnel who enroll have no out-of-pocket expenses due to Lakewood College's affordable tuition. For questions about eligibility, please contact the base education office for details.

The Lorraine Dominick Grant Award

In order to be eligible for this grant the individual:

- Must be a bonified military veteran with an honorable discharge
- This veteran must have exhausted all military monetary educational benefits with the Department of Veteran Affairs

Once the Veteran's Specialist has verified the two conditions have been met and the veteran has enrolled at Lakewood College, then the veteran will be awarded the grant on a first come-first served basis and based on the availability of funding in the The Lorraine Dominick Grant Award.

The Isaac Haggins Sr. Grant Program

In order to be eligible for this grant the individual:

- Must be seeking an education with a "vulnerable" status as defined by the US Department of Health and Human Services to include individuals with disabilities -OR-
- Must be in poverty (low socioeconomic status) -OR-
- Must experience adverse situations (to include but not limited to criminal history concerns) -OR-
- Must be first generation higher education students (a student who is first in their family (generation) to attend college

Please contact our Admissions Department at info@lakewoodcollege.edu for more information on the application process.

Employer Tuition Reimbursement

Distance education is a convenient and affordable corporate training resource for employers. Your company's Human Resources Department will have information about their tuition reimbursement benefits and how to apply.

Past Due Payment Obligations

Students who default on their tuition payments and enter “past due” status will have their account sent to collections after one hundred twenty days (120 days). The student’s account will be considered inactive, and they will not be permitted to continue their coursework until their account is brought current or paid in full.

Accommodations for Military Students

Military students may find it difficult because of military-related commitments to follow the above Attendance and Participation policies verbatim. When military commitments, such as exercises, deployments or permanent change of station orders cause difficulties in following these policies, as a military-friendly school, Lakewood College is committed to minimizing administrative issues and helping students navigate academic policies that might impede completion of a course or program when the military commitment causing the difficulty is ended. However, when such military situations arise, students are expected to communicate with the college as soon as possible through their course faculty member or student success coach. Depending on the situation, military documentation may be required to validate requests requiring significant deviation from normal policy. Timely communication with the college in some cases may eliminate or minimize financial obligations such as TA repayment of failed courses.

PROGRAM CANCELLATION AND REFUND POLICY

Cancellation and Refund Policy

Cancellation and Refund Policy for 6-month Vocational Programs

Lakewood College is confident that the program you have selected will be everything we claim. To assure you of this, we provide this cancellation and refund policy. You may request cancellation in any manner, but a written request is recommended. Your signature on this enrollment agreement indicates that you have read and understood the terms of this Agreement; that you have read and understood any literature you have received from us, and that you believe you have the ability to benefit from the program you have selected. If you officially withdraw from the program, the refund policy is as follows:

- 1.If Lakewood College is notified of cancellation within five calendar days from midnight of the day on which the enrollment agreement is signed, you will be refunded all money paid to the school.
- 2.If Lakewood College is notified of cancellation after such time, but before any assignment/test has been submitted to Lakewood College for evaluation, you will be refunded all money paid to the school, except for the \$125 registration fee.
- 3.If Lakewood College is notified of cancellation after five calendar days from midnight of the day on which the enrollment agreement is signed and after one or more assignments/test have been submitted to Lakewood College for evaluation, the refund will be calculated as follows: (take the # of completed lessons divided by the total number of lessons in the program for %, see refund calculation chart at www.lakewoodcollege.edu/refundchart.php).
 - Upon completion of the student’s enrollment after Lakewood College receives the first completed assignment or test, and up to and including completion of 10% of the program, the student is obligated to Lakewood College for the registration fee of \$125, plus 10% of the total tuition and refundable fees.
 - Upon completion of the student’s enrollment after having completed more than 10% of the program, and up to and including completion of 25% of the program, the student is obligated to Lakewood College for the registration fee of \$125, plus 25% of the total tuition refundable fees.

- Upon completion of the student's enrollment after having completed more than 25% of the program, and up to and including completion of 50% of the program, the student is obligated to Lakewood College for the registration fee of \$125, plus 50% of the total tuition refundable fees.
- Upon completion of the student's enrollment after having completed more than 50% of the program, the student is obligated to Lakewood College for the total tuition cost of the program and there will be no refund.

Total # of Lessons in Program	Completed Lessons	10% tuition owed	25% tuition owed	50% tuition owed	NO REFUND
10	Completed Lessons	Lesson#1	Lesson#2	Lesson#3-5	6 or more lessons
14	Completed Lessons	Lesson#1	Lesson#2-3	Lesson#4-6	7 or more lessons
15	Completed Lessons	Lesson#1	Lesson#2-3	Lesson#4-7	8 or more lessons
16	Completed Lessons	Lesson#1	Lesson#2-4	Lesson#5-7	8 or more lessons
17	Completed Lessons	Lesson#1	Lesson#2-4	Lesson#5-8	9 or more lessons
18	Completed Lessons	Lesson#1	Lesson#2-4	Lesson#5-9	10 or more lessons

Refund Calculation Example

The refund calculations below are for example only. Your refund amount will vary based on program, number of lessons completed, amount of tuition already paid, payment plan selected at enrollment, and length of enrollment.

Example Refund Calculation

Tuition:	
Tuition	\$6,400.00
Total Lessons in Course	18
Lessons Taken in Course	6

Lesson Percentage	33.33%
Cancel Terms Percentage	50.00%
Tuition Due to Lakewood College at time of refund	\$3,200.00
Fees:	
Registration	\$125.00
Application	\$0.00
Library	\$250.00
Total	\$375.00
Total:	
Total Due to Lakewood College	\$3,450.00
Amount Paid by Student:	
Total paid by student	\$6,775.00
(Tuition \$6,400 + Registration Fee \$125.00 + Library Fee \$250.00)	
Refund Due to Student (Total Tuition and Fees Paid - Total Due to Lakewood = Refund Amount)	
Refund	\$3,200.00

Refund policies and amounts may vary by program, state, and/or payment plan chosen at time of enrollment. The full tuition protection agreement and any differences will be reflected on your specific enrollment agreement.

If you have questions about the Lakewood College refund policy, contact an Admissions Advisor at [1-800-517-0857](tel:1-800-517-0857) [Option 1](#).

Cancellation and Refund Policy for 16-Week Vocational Programs

Lakewood College is confident that the course(s) you have selected will be everything we claim. To assure you of this, we provide this cancellation and refund policy. You may request cancellation in any manner, but a written request is recommended. Your signature on the enrollment form indicates that you have read and understood the terms of this Agreement that you have read and understood any literature you have received from us and that you believe you have the ability to benefit from the course you have selected.

If Lakewood College is notified of cancellation within five calendar days from midnight of the day on which the enrollment agreement is signed, you will be refunded all money paid to the school. If the student officially withdraws from a course, after the 5-day cooling off period Lakewood College will retain the registration fee and application fee.

The remaining tuition and refundable fees will be refunded based on the Term start date and the tuition percentage amounts below:

After 1 st Week	80%
After 2 nd Week	70%
After 3 rd Week	60%
After 4 th Week	50%
After 5 th Week	40%
After 6 th Week	30%
After 7 th Week	20%
After 8 th Week	10%
After 9 th Week	0%

**** *Note about Tuition Refund Chart:*** Program completion is determined by the number of weeks that a student has been enrolled in their 16-Week vocational program. Weeks are counted from the date a student's term begins.

Sample Refund Calculation: A student enrolls in a course where the Total Course Price is \$6,775.00. If student withdraws from the course after the second week, the student is entitled to a refund of \$4,742.50 ($\$6,775 * 70\%$)

The school shall make the appropriate refund within thirty days of the date the school is able to determine that a student has cancelled or has been terminated from a course. Students are not permitted to withdraw from a course after the original term end date. Exceptions must receive College President approval.

Students are not required to return any materials in order to receive a refund. If payment is due to Lakewood College, it will be deducted from the amount paid to the school if the student is paid in full. If a student is on a monthly payment plan, they will remain on the payment plan until the amount is paid in full. If you fail to make any payment within 10 calendar days of its due date, the College may cancel this Agreement. Your entire tuition obligation will become due and payable immediately unless you cure the default within 15 calendar days of our notice to you.

If you have questions about the Lakewood College refund policy, contact an Admissions Advisor at 1-800-517-0857 Option 1.

Cancellation and Refund Policy for Degree Programs

Lakewood College is confident that the course(s) you have selected will be everything we claim. To assure you of this, we provide this cancellation and refund policy. You may request cancellation in any manner, but a written request is recommended. Your signature on the enrollment form indicates that you have read and understood the terms of this Agreement that you have read and understood any literature you have received from us and that you believe you have the ability to benefit from the course you have selected.

If Lakewood College is notified of cancellation within five calendar days from midnight of the day on which the enrollment agreement is signed, you will be refunded all money paid to the school. If the student officially withdraws from a course, after the 5-day cooling off period Lakewood College will retain the registration fee and application fee. The remaining tuition and refundable fees will be refunded based on the Term start date and the tuition percentage amounts below:

After 1 st Week	80%
After 2 nd Week	70%
After 3 rd Week	60%
After 4 th Week	50%

After 5 th Week	40%
After 6 th Week	30%
After 7 th Week	20%
After 8 th Week	10%
After 9 th Week	0%

**** *Note about Tuition Refund Chart:*** Program completion is determined by the number of weeks that a student has been enrolled in their degree program. Weeks are counted from the date a student's term begins.

Sample Refund Calculation: A student enrolls in a course where the Total Course Price is \$1,263.00. If student withdraws from the course after the second week, the student is entitled to a refund of \$884.10 ($\$1,263 * 70\%$)

The school shall make the appropriate refund within thirty days of the date the school is able to determine that a student has cancelled or has been terminated from a course. Students are not permitted to withdraw from a course after the original term end date. Exceptions must receive College President approval.

Students are not required to return any materials in order to receive a refund. If payment is due to Lakewood College it will be deducted from the amount paid to the school if the student is paid in full. If a student is on a monthly payment plan they will remain on the payment plan until the amount is paid in full. If you fail to make any payment within 10 calendar days of its due date, the College may cancel this Agreement. Your entire tuition obligation will become due and payable immediately unless you cure the default within 15 calendar days of our notice to you.

If you have questions about the Lakewood College refund policy, contact an Admissions Advisor at 1-800-517-0857 Option 1.

ACADEMIC CALENDAR

Registration Dates

Non-Degree Students

Lakewood College has rolling admissions, or daily start dates for students enrolling within a certificate or diploma program. Non-degree students may start their program any day of the week throughout the year.

Degree Students and Veteran Students

Degree seeking students and veteran students' program start date will always be on Monday. The degree program / term start dates for the 2019 – 2020 academic year are as follows:

Monday, January 7, 2019	Monday, July 8, 2019	Monday, January 6, 2020	Monday, July 13, 2020
Monday, January 14, 2019	Monday, July 15, 2019	Monday, January 13, 2020	Monday, July 20, 2020
Monday, January 21, 2019	Monday, July 22, 2019	Monday, January 20, 2020	Monday, July 27, 2020
Monday, January 28, 2019	Monday, July 29, 2019	Monday, January 27, 2020	Monday, August 3, 2020
Monday, February 4, 2019	Monday, August 5, 2019	Monday, February 3, 2020	Monday, August 10, 2020
Monday, February 11, 2019	Monday, August 12, 2019	Monday, February 10, 2020	Monday, August 17, 2020
Monday, February 18, 2019	Monday, August 19, 2019	Monday, February 17, 2020	Monday, August 24, 2020
Monday, February 25, 2019	Monday, August 26, 2019	Monday, February 24, 2020	Monday, August 31, 2020
Monday, March 4, 2019	Monday, September 2, 2019	Monday, March 2, 2020	Monday, September 7, 2020
Monday, March 11, 2019	Monday, September 9, 2019	Monday, March 9, 2020	Monday, September 14, 2020
Monday, March 18, 2019	Monday, September 16, 2019	Monday, March 16, 2020	Monday, September 21, 2020
Monday, March 25, 2019	Monday, September 23, 2019	Monday, March 23, 2020	Monday, September 28, 2020
Monday, April 1, 2019	Monday, September 30, 2019	Monday, April 6, 2020	Monday, October 5, 2020
Monday, April 8, 2019	Monday, October 7, 2019	Monday, April 13, 2020	Monday, October 12, 2020
Monday, April 15, 2019	Monday, October 14, 2019	Monday, April 20, 2020	Monday, October 19, 2020
Monday, April 22, 2019	Monday, October 21, 2019	Monday, April 27, 2019	Monday, October 26, 2020
Monday, April 29, 2019	Monday, October 28, 2019	Monday, May 4, 2020	Monday, November 2, 2020
Monday, May 6, 2019	Monday, November 4, 2019	Monday, May 11, 2020	Monday, November 9, 2020
Monday, May 13, 2019	Monday, November 11, 2019	Monday, May 18, 2020	Monday, November 16, 2020
Monday, May 20, 2019	Monday, November 18, 2019	Monday, May 25, 2020	Monday, November 23, 2020
Monday, May 27, 2019	Monday, November 25, 2019	Monday, June 1, 2020	Monday, November 30, 2020
Monday, June 3, 2019	Monday, December 2, 2019	Monday, June 8, 2020	Monday, December 7, 2020
Monday, June 10, 2019	Monday, December 9, 2019	Monday, June 15, 2020	Monday, December 14, 2020
Monday, June 17, 2019	Monday, December 16, 2019	Monday, June 22, 2020	Monday, December 21, 2020
Monday, June 24, 2019	Monday, December 23, 2019	Monday, June 29, 2020	Monday, December 28, 2020
Monday, July 1, 2019	Monday, December 30, 2019	Monday, July 6, 2020	

Course Schedules

Due to the flexible nature of Lakewood College's programs, coupled with rolling admission practices, student's program start and end dates will vary among themselves. Every academic program at Lakewood College has a specified start and end date recommended for program completion. Upon enrollment, students will receive an enrollment agreement that outlines the start and end date of their program. Veteran and Associate Degree students must select a start date from one

of the approved term start dates provided by the college. Non-degree students must select a start date within thirty (30) days of completing their admissions application. The table below outlines the allotted program completion length for the degree and vocational programs offered at Lakewood College.

Program Completion Chart		
Course	Start Date	End Date
Associate Degree Courses	Chosen from Registration date list	8 weeks from start date
Administrative Medical Assisting Certificate	Provided on Enrollment Agreement	6 months from start date (16 weeks after 9/1/2019)
Criminal Justice Certificate	Provided on Enrollment Agreement	6 months from start date (16 weeks after 9/1/2019)
Mediation Certificate	Provided on Enrollment Agreement	6 months from start date (16 weeks after 9/1/2019)
Medical Billing Certificate	Provided on Enrollment Agreement	6 months from start date (16 weeks after 9/1/2019)
Medical Coding Certificate	Provided on Enrollment Agreement	6 months from start date (16 weeks after 9/1/2019)
Paralegal/Legal Assistant Diploma	Provided on Enrollment Agreement	9 months from start date
Pharmacy Technician Diploma	Provided on Enrollment Agreement	6 months from start date (16 weeks after 9/1/2019)
Combination Criminal Justice & Mediation	Provided on Enrollment Agreement	12 months from start date (32 weeks after 9/1/2019)
Combination Mediator-Paralegal Diploma	Provided on Enrollment Agreement	15 months from start date (32 weeks after 9/1/2019)
Combo Medical Billing & Admin Medical Assistant	Provided on Enrollment Agreement	12 months from start date (32 weeks after 9/1/2019)
Combo Medical Coding & Admin Medical Assistant	Provided on Enrollment Agreement	12 months from start date (32 weeks after 9/1/2019)
Combo Paralegal & Criminal Justice	Provided on Enrollment Agreement	15 months from start date (32 weeks after 9/1/2019)
Combo Pharmacy Tech & Admin Medical Assistant	Provided on Enrollment Agreement	12 months from start date (32 weeks after 9/1/2019)
Medical Billing and Coding Certificate	Provided on Enrollment Agreement	12 months from start date (32 weeks after 9/1/2019)

ACADEMIC POLICIES & PROCEDURES

The faculty and staff at Lakewood College wish to ensure the academic success of all our students. Therefore, Lakewood College has created various policies and procedures for the purpose of helping students meet their academic goals. While distance education allows for flexibility in learning, Lakewood College adheres to the following policies and procedures to help our students adequately progress through their academic program of choice:

Grading Policy

At Lakewood College, students are required to maintain a minimum grade point average (G.P.A.) of 2.00 or better to remain in satisfactory progress. The faculty and staff at Lakewood College believe that before entering their new profession, a graduate of Lakewood College must have at least a satisfactory understanding of their new profession. Therefore, a cumulative G.P.A. of 2.0 is required for all students at Lakewood College whether they are in degree or non-degree programs.

Lakewood College faculty are required to post a student's grades within seven (7) days of assignment submission, and within seven days of the course completion date. Afterwards, students will be able to log-on to the student portal and view their grade report. Grade reports indicate the date of assignment submission, date of exam completion, date of assignment feedback and feedback comments, courses taken, credits received, and the grades assigned.

No grades will be given to a student over the phone. If a student has a past due balance on their account, Lakewood College will not release the student's grades until the account is satisfied.

G.P.A. TYPE	Definition
Course G.P.A.	G.P.A. calculated based on one course only
Term G.P.A.	G.P.A. calculated based on all completed courses associated with one term only
Institutional G.P.A.	G.P.A. calculated based on all completed courses and/or programs through Lakewood College only
Cumulative G.P.A.	G.P.A. calculated based on all completed courses through Lakewood College

Grading Scale and Equivalents

Lakewood College has adopted a grading scale of "A" to "F". These grades may be assigned on individual assignments and exams, as well as the final course grade.

Grade	Equivalent	Quality Points	Grade Scale
A	Excellent	4.0	90 – 100
B	Good	3.0	80 – 89
C	Satisfactory	2.0	70 – 79
D	Poor	1.0	60-69
F	Failure	.00	00-59
I	Incomplete	.00	N/A
W	Withdraw	.00	N/A
AC	Administrative Cancellation	.00	N/A
AW	Administrative Withdrawal	.00	N/A
IP	In Progress	.00	N/A
TC	Transfer Credit	.00	N/A

Grading Criteria

A = Excellent

B = Good

C = Satisfactory

D = Poor

F = Failure

I = Incomplete Coursework will have a designed Incomplete status when the course has ended, but a final grade has not been assigned. Students are allotted 150% of the course length to complete their course. For example, if a student takes a 6-month program with us, they are allowed 9 months to complete. Students are issued an 'I' if they do not complete during the course length, they have until the end of their 150% period to achieve a grade in the course.

W = Withdrawal

Students who officially withdraw before the final withdrawal deadline will receive a “W.” A “W” is not calculated into the GPA. If the student does not withdraw prior to the final withdrawal deadline, his/her grade will be calculated as points earned divided by total course points and the grade is calculated into the GPA.

AC = Administrative Cancellation

Administrative cancellation refers to a student course cancellation that is initiated by the institution. Administrative Cancellations commonly apply to coursework that has not begun. Lakewood College may cancel students from courses for reasons which include but are not limited to:

- Not satisfying a course prerequisite
- Outstanding tuition
- Plagiarism
- Computer tampering

Students who are administratively cancelled from the identified course(s) will receive the grade of AC on their academic record. The AC grade has no effect on the student’s academic GPA. The student will be notified of the Administrative Cancellation to their primary email from the Office of the Registrar.

AW = Administrative Withdrawal

Administrative withdrawal refers to a student course withdrawal that is initiated by the institution. Administrative Withdrawals commonly apply to coursework that has already begun. Lakewood College may withdraw students from courses for reasons which include but are not limited to:

- Failing to participate in classes
- Not satisfying a course prerequisite
- “Dropping out” in the middle of a term
- Plagiarism
- Computer tampering

Students who are administratively withdrawn from the identified course(s) will receive the grade of AW on their academic record. The AW grade has no effect on the student’s academic GPA. The student will be notified of the Administrative Withdrawal to their primary email from the Office of the Registrar.

IP = In Progress Coursework will have a designed In Progress status while the course is in progress (during the course start and end dates). No quality points are assigned to In Progress coursework and there is no associated GPA. Grades are issued at the completion of each assignment. A final grade is issued upon completion of the entire program.

Course Progression

Both the Vocational Programs and Degree programs feature courses which are broken up by lesson. Students are encouraged to complete each lesson in chronological order. Information in each lesson build as the course progresses. Therefore, in order for students to reach their full academic potential, students should complete each lesson in chronological order. For example, students should complete lesson 1 in full before beginning lesson 2 and then complete lesson 2 in full before beginning lesson 3, so on and so forth. All Lakewood College programs require at least one course activity per week.

Unsatisfactory Academic Performance and Repeating a Class

Degree Students

If a student earns a grade lower than a “C” in any core course, or a grade of “F” in any general education course, that course must be repeated, and the student must earn a passing grade of “C” or above. Repeating the course does not

remove the previous unsatisfactory grade from the student's transcript but it does remove it from the calculation of the student's G.P.A.

Upon repeating a course, the student will be required to pay the full course tuition at the current applicable tuition rate. Students will only be permitted to repeat a course one (1) time; unless approved by the Academic Dean due to extenuating circumstances. Students may repeat no more than four (4) different courses for the duration of their academic program.

Vocational Students

If a student earns a grade lower than a "C" (69% or lower) in any non-degree program, the student will be required to re-enroll in the program and receive a "C" (70% or higher) or higher to become eligible for graduation. The student must pay the full program tuition at the current applicable tuition rate. Repeating the course does not remove the previous unsatisfactory grade from the student's transcript but it does remove it from the calculation of the student's G.P.A.

Grade Appeal Policy

Faculty assigned grades may not be appealed. However, if a student believes a grade was incorrectly posted, the student may appeal for a review in writing to the Dean. Appeals must be received within 60 days of the grade posting. The Dean's review will be final, and either result in no action (confirmation that the grade posted is accurate based on the Faculty grade assignment), or a correction to the grade in accordance with the Faculty assignment.

Dean's List Policies

Students in Degree Programs

Each Associate Degree program consists of several academic terms. A student may be eligible to make the Dean's List four times if they meet the requirements. A student must obtain a Grade Point Average (G.P.A.) of 3.6 or higher on a 4.0 scale to be eligible to make the Dean's List upon completion of every 12 credit hours. The student must also complete each term in the allotted time given at their start date.

Student in Non-Degree Programs

Certificate and Diploma level students can be eligible to make the Dean's list twice if all requirements are met. Students must complete the first half of their program with a G.P.A. of 90% or higher average. In order to make the list twice, the student must finish the second half of their program with a G.P.A. of 90% or higher and complete their program within the allotted time given at their start date.

**The Dean's list is announced once a month for eligible students. **

Academic Standing Policy

To remain in *satisfactory progress* at Lakewood College a student must: (1) maintain a cumulative grade point average (GPA) of 2.0; (2) regularly participate in their specified academic program by logging on to the student portal; (3) and turn in assignments on a weekly basis.

If a student fails to do any of the aforementioned conditions, the student will be placed under *unsatisfactory progress*. Unsatisfactory progress results in phone calls, emails, and increased support from the student's success coach. The student's success coach will attempt to work with the student to determine the best method to return the student in satisfactory progress.

If a student continues to make poor academic progress, that student may be placed on *unacceptable progress*. Unacceptable progress is a severe level of academic standing, and is the last level of academic standing before disciplinary measures up to dismissal are implemented. Students on unacceptable progress will receive regular support

from their student success coach and the faculty at Lakewood College in an effort to bring them back to satisfactory progress.

****Note to Veteran Students Receiving Veteran Education Benefits:** Veteran students that receive educational veteran benefits are required to remain full-time through the duration of their program. If a student receiving VA benefits should fail to remain in full-time status, Lakewood College will submit VA Form 22-1995 to the VA notifying them of the reduction in hours/termination of their enrollment during and/or after the initial certification period.

Expected Weekly Progression Policy

In order to ensure that students adequately progress through their program and complete it in a timely manner, all students are required to complete assignments according to the paragraph below. Regular, consistent, weekly engagement in academic activity helps students retain information. Students in 6-month vocational programs are required to complete 3 full lessons per month in order to remain in Satisfactory Progress academic standing. Students in 9-month vocational programs are required to complete 2 full lessons per month in order to remain in Satisfactory Progress academic standing. Students in 16-week courses (vocational and/or degree) are required to complete 1 full lesson per week in order to remain in Satisfactory Progress academic standing. Failure to complete assignments on a weekly basis, with fewer than 6 lessons behind, will place a student under Unsatisfactory Progress academic standing, and result in a phone call or email from the student's success coach. Students are encouraged to work with their success coaches in order to return to Satisfactory Progress academic standing. Students who fall more than 6 lessons behind in their studies will be immediately be placed in Unacceptable Progress academic standing. Students remaining in this status for more than 2 weekly review periods and have not met with his/her success coach to develop an improvement plan demonstrate repeated failures to turn in weekly lessons which may result in disciplinary measures up to dismissal.

Number of Lessons Behind in Program	Academic Standing
0 Lessons	Satisfactory Progress
1-5 Lessons	Unsatisfactory Progress
6+ Lessons	Unacceptable Progress

Proctored Exams & Other Assessments

Lakewood College has partnered with ProctorU to provide proctoring services for all final exams for degree courses. ProctorU provides services for students to complete their proctored exam from the comfort of their own home. When students are ready to take their final exam, please contact our Student Services Department for instructions to proceed. Please feel free to visit ProctorU's website at <https://www.proctoru.com/> for more information.

If a student does not want to use the ProctorU service, any additional fees for proctoring will be at the student's expense. If the student wishes to use another proctor please visit www.lcforms.com to have the proctor candidate complete the "Proctor Nomination Form." The proctor will need to become qualified and approved prior to administering the final exam. Please submit the required form within 2 weeks of scheduling the final proctored exam. Failure to complete this request will result in a delay in taking the final exam. Please send the completed form via email to studentservices@lakewoodcollege.edu, fax to 216-803-9899, or mail to 2231 North Taylor Road, Cleveland Heights, Ohio 44112.

Exam Retake Policy

Non-Degree Programs

If a student receives a letter grade of "D" or lower (69% or lower) on any exam or assignment in a non-degree program, the student must retake the failed exam or assignment until they receive a passing grade of "C" or higher (70% or higher),

at the discretion of the professor. When retaking an exam or assignment in a non-degree program, the maximum grade a student can receive on the exam or assignment is a “C” (70%)—regardless of whether or not the student earned a higher grade on the retake.

Degree Programs

Lakewood College does NOT permit any students in a degree program to retake exams and assignments. If a student receives a letter grade of “D” or lower (69% or lower), the grade will stand and remain as is.

Program Completion Policy

Lakewood College requires students to progress through their program in a timely manner. Timely manner is defined as taking no more than 1.5 times the program length to complete the course requirements. i.e.: a 10 month program must be completed in 1.5 x 10 months = 15 months.

Re-Enrollment

Students that exceed their program completion date, but do not request an extension within their contract termination period, will be required to re-enroll in order to complete their academic program.

Re-Enrollment for Previously Dismissed and/or Suspended Students

Stipulations for re-enrollment of a student that was dismissed by Lakewood College are determined on a case-by-case basis. Stipulations for re-enrollment will be conveyed to the student at the time of dismissal.

Extensions

Students who fail to complete their program within the designated time frame may request a one-time complimentary extension. This extension provides students with ½ the time of the original program length. The extension begins the day after the original enrollment date, regardless of when it was requested by the student. Veteran students that receive VA benefits should take care to remember that a program extension does not extend the period of their educational benefits.

Leave of Absence

The faculty and staff at Lakewood College understand that sometimes life requires a student to take a temporary leave from their studies. If a student finds it necessary to take a temporary reprieve from their studies they may request a leave of absence for a maximum of ninety (90) days. In order to request a leave of absence a student must submit the request in writing prior to starting the leave of absence. All requests must be submitted to and approved by the Academic Dean. Requests cannot exceed ninety (90) days in a twelve (12) month period. Failure to return from the leave of absence within the approved time may result in student dismissal. Lakewood College will notify the Veteran Administration office of any approved request for veteran students. Veteran students are encouraged to contact the Veteran Administration office to ensure that their veteran benefits will not be affected by the leave of absence.

Student Dismissal

Students who: (1) fail to adhere to Lakewood College’s academic standing policy; (2) fail to pay their tuition; (3) or fail to follow Lakewood College’s policies, procedures, or bylaws will be dismissed from Lakewood College.

Procedure for Seeking Reinstatement upon Dismissal

Petition for Reinstatement: Any student who has been dismissed from Lakewood College may petition the Academic Dean in writing for reinstatement within fifteen (15) days of the date on the notice of dismissal. The Academic Dean will present the petition to the ethics committee for review. The Ethics Committee shall grant such petition for reinstatement only if, in the judgment of the Ethics Committee: (1) the evidence indicates that the student was not guilty of the infraction he/she was charged with; (2) or in case of an academic dismissal, the evidence indicates that the student has a substantial likelihood of academic success.

What Should a Student put in their Petition?

The Petition should contain a statement of any circumstances or misunderstandings that contributed to the dismissal and whether these circumstances still exist. In the case of academic dismissals, the petition may include any matter that supports an assessment of an acceptable performance in the continued study of the students program.

Clock Hour Policy

At Lakewood College, a clock hour is based on an amount of time, level and value of work in which a student engages in activities leading to intended learning outcomes established and measured by Lakewood College faculty as evidence of student achievement.

In an online class, the student is an active participant each week and evaluation of a student's understanding of course content is based on her/ his daily involvement rather than a single event such as a mid-term or final project/ exam. Online students are expected to be actively and creatively engaged in the entire learning process. Indeed one of the great benefits of online courses is the time provided to students to reflect on what they are learning. Typically, the entire course's lessons are available, allowing students to ponder the readings and discussion questions, conduct additional research to support a particular week's topic, and write and revise response to class assignments and discussions.

A clock hour is defined as a 60-minute span of time, with no less than 50 minutes of actual class engagement, required for the typical student to progress through the course material.

Credit Hour Policy

At Lakewood College, a credit hour is based on an amount of time, level and value of work in which a student engages in activities leading to intended learning outcomes established and measured by Lakewood College faculty as evidence of student achievement. In an online class, the student is an active participant each week and evaluation of a student's understanding of course content is based on her/ his daily involvement rather than a single event such as a mid-term or final project/ exam. Online students are expected to be actively and creatively engaged in the entire learning process. Indeed, one of the great benefits of online courses is the time provided to students to reflect on what they are learning. Typically, the entire course's lessons are available, allowing students to ponder the readings and discussion questions, conduct additional research to support a particular week's topic, and write and revise response to class assignments and discussions.

Credit-bearing distance learning courses are measured by the learning outcomes normally achieved through 45 hours of student work for one semester credit. One/ credit/ semester hour is 15 hours of academic engagement and 30 hours of preparation. This formula is typically referred to as a Carnegie unit and is used by the American Council on Education in its Credit Recommendation Evaluative Criteria.

Student work includes direct or indirect faculty instruction. Academic engagement may include, but is not limited to, submitting an academic assignment, listening to class lectures or webinars (synchronous or asynchronous), taking an exam, an interactive tutorial, or computer-assisted instruction, attending a study group that is assigned by the institution, contributing to an online academic discussion initiating contact with a faculty member to ask a question about the academic subject studied in the course and laboratory work, externship or internship. Preparation is typically homework, such as reading and study time, and completing assignments and projects. Therefore, a 3-semester credit hour course would require 135 clock hours (45 hours of academic engagement and 90 hours of preparation).

Graduation Requirements

To earn an associate degree from Lakewood College, a student must meet the following requirements:

- Student must complete 60/63 credit hours applicable to their degree program.
- Student must complete at least 15 courses, or 45 credit hours, with Lakewood College.

- Student must earn a grade point average of 2.0 or higher.
- Student must meet all of their financial obligations with Lakewood College by paying their balance in full.

To earn a diploma or certificate from Lakewood College, a student must meet the following requirements:

- Student must earn a grade point average of 70% or higher.
- Student must meet all of their financial obligations with Lakewood College by paying their balance in full.

Graduation Ceremony

Lakewood College has graduation dates every Friday throughout the year for students that have completed their academic program. Virtual graduation ceremonies are held twice per year in June and December for students and their loved ones to attend. Students are able to log on to the ceremony to hear their name being called, and see their photo across the screen with all the other graduates for the quarter. For more information about the graduation ceremony contact Student Services.

Career Services/Placement

Lakewood College provides job placement assistance after graduation. Students may find helpful employment and career information posted on the Career Services page within the student portal. Lakewood College can also assist graduates with resume preparation, interviewing assistance, networking, career advising, and job search techniques.

Library Services

Lakewood College provides access to online library resources and services that assist students to meet the objectives of their program through Library and Information Resources Network (LIRN). The LIRN consortium allows access to online databases that include information related to Lakewood College's course offerings. Subjects include Business, Criminal Justice, Health Management, Information Technology, Arts, History and Humanities among others. The databases include a variety of sources including academic journals, magazines, newspapers, books and multimedia. The LIRN search engine allows students to search all Library and Information Resources Network as well as the fast case legal library products. Students access these library resources utilizing the PIN provided within the course through www.lirn.net/.

Change of Contact Information

It is the responsibility of the student to inform Lakewood College of any changes in their contact information. In the event that a student moves, or changes their primary residence, that student should contact our Student Services Department at 800-517-0857 Option 2 or studentservices@lakewoodcollege.edu so Lakewood College can update the student's information.

Student Identification Numbers

Every student at Lakewood College is assigned a student identification number. These numbers are used for administrative and identification purposes. Any student found to be abusing these numbers for falsifying their identity will be immediately dismissed from Lakewood College.

Students Records & Privacy Policy

The Ohio Board of Career Colleges and Schools requires colleges to maintain student records for a period of five (5) years after final enrollment, with exception of the student's permanent transcript, which is maintained indefinitely.

Lakewood College's policy regarding confidentiality complies with the Family Educational Rights and Privacy Act (FERPA), which affords student certain rights with respect to their education records, a summary of which follows:

Students have the following rights in regards to their academic records:

1. The right to inspect and review their education records within 45 days from the day Lakewood College receives a request for access.
2. The right to request the amendment of their education records that they believes are inaccurate.
3. The right to consent to disclosures of personally identifiable information contained in their education records, except to the extent that FERPA authorizes disclosure without consent.

**One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. School officials are individuals or entities working for or on the behalf of the educational institution. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility. In compliance with FERPA guidelines, Lakewood College may disclose education records without consent to officials of another school, upon request, in which a student seeks or intends to enroll.

4. The right to file a complaint with the US Department of Education concerning alleged failure by Lakewood College to comply with the requirements of FERPA.

At its discretion, Lakewood College may provide Directory Information in accordance with the provisions of the Family Education Rights and Privacy Act. Directory Information is defined as that information which would not generally be considered harmful or an invasion of privacy if disclosed. Students may withhold Directory Information by notifying the Registrar in writing; please note that such withholding requests are binding for all information to all parties other than for those exceptions allowed under the Act.

CODE OF ETHICS/ACADEMIC INTEGRITY

Students must conduct themselves in a professional manner and comply with all college rules as set forth here and in any other College publications or in written or verbal notices given by College staff or faculty. Any student whose conduct violates the rules will be subject to disciplinary measures including dismissal. Conduct deemed to be in violation of this policy is prohibited and will not be tolerated by Lakewood College. Retaliation, in any form, against the person raising such a concern will also not be tolerated. Any student or applicant who has a question or concern regarding compliance with this policy may direct the question or concern to the Vice President of Administrations.

Academic Honesty

Academic honesty is highly valued at Lakewood College. There is a growing concern among academics about violations of academic honesty, particularly among those who facilitate distance education. It is essential that all students produce and submit work that is their own original thoughts and work when completing coursework at Lakewood College.

Academic honesty can be violated by engaging in the following (this is not an exhaustive list):

- Using words or ideas that do not represent the student's original words or ideas
- Failing to cite all relevant sources used as reference material
- Submitting another person's entire work or work that was produced through collaboration with another student as one's own
- Submitting work done in one course to satisfy the requirements of another course
- Forging or altering documents. These include transcripts, add/drop forms, or any academic form that has been falsified or on which a professor's signature, or anyone else's signature, has been forged or altered

If a student is discovered engaging in dishonest academic behavior they will receive a failing grade and risk suffering other disciplinary measures up to dismissal.

Students are granted the option to appeal. In the case of an appeal, the Academic Dean will submit the allegation to an ethics committee which will consist of selected faculty and the Academic Dean. The ethics committee will initiate an administrative investigation and review the students appeal. For further information about the appeal process read “Dismissal” section of the college catalog.

Online/ Externship Conduct

Lakewood College does not permit or tolerate the following conduct in online forums or on externship sites:

- Academic Dishonesty
- Theft of any kind
- Falsification of any records
- Plagiarism
- Impropriety of a sexual nature, including sexual harassment
- Use of illicit drugs or intoxicants or entering an externship site possessing or while under the influence of such.
- Violent, threatening, disorderly, disruptive, or offensive behavior or language
- Behavior harmful to the school’s image, function, or contractual arrangements or interfering with or distracting from the educational process.
- Behavior that indicates the student is unwilling or unable to act in a professional manner
- The student conduct code includes obeying municipal, state, and federal laws.
- Lakewood College has specified the following guidelines for participation in the Discussion Forum Area and Chat-room:
 - Read carefully what you receive to make sure that you understand the message.
 - Read carefully what you send, to make sure that your message will not be misunderstood.
 - Well-intended sarcasm is seldom effective online. If you are using humor or sarcasm, however, make sure to clearly label it as such so it is not misunderstood. Humor on this list should be indicated by an emoticon. For example: 8) :-) :-).
 - Remember that the absence of cues associated with face-to-face communication provides for an environment where it's easy to misunderstand what is being said.
 - Know your audience. Make sure that the person, or list of people, you are sending your message to is the appropriate one(s) with whom to communicate.
 - Be tolerant of newcomers. None of us were born knowing all.
 - Do not abuse new users of computer networks for their lack of knowledge. Be patient as they first learn to crawl, then walk.
 - Avoid cluttering your messages with excessive emphasis (such as stars, arrows and the like). It may make the message hard to follow.
 - If you are responding to a message, either include the relevant part of the original message in your message, or make sure you unambiguously refer to the original's contents. It's very possible that people will read your reply to

the message before they read the original. Do not quote more than necessary to make your point clear. Please do not quote the entire message.

- Be specific, especially when asking questions.
- Always, always put your name in the text of your message, and also your best Email address for a reply. The end of the message is a good place for your name and Email address.
- If your messages can be typed in UPPER and lower case, please use the two appropriately instead of all UPPERCASE characters. This gives the appearance of shouting and makes the message less readable.
- Remember that not all readers have English as their native language, so make allowance for possible misunderstandings and unintended discourtesies.
- Don't start a "flame war" unless you're willing to take the heat. Just as you shouldn't drive when you are angry, you should not send e-mail responses when you are mad at someone. Go ahead and type a response, but do not mail it until the next day. Chances are that when you come back later to read your response, you'll be glad that you did not send it.

Complaint and Grievance Procedure

Lakewood College is committed to the prompt resolution of student concerns. This complaint procedure is designed to provide the student with a formal process whereby the student may request the review and resolution of a concern if the student feels their concern has not been addressed by way of the daily problem-solving activities between staff and/or instructors, which, in most cases, result in immediate resolution.

If the student feels their concern is not being properly addressed, the student may initiate a complaint by contacting the Academic Dean in writing:

- describe the nature or your concern
- include facts surrounding the issue
- include date and time of occurrence
- indicate the individuals involved

The Academic Dean will share your complaint with the Vice President of Operations, the Quality Assurance Manager and others who may be needed to address and resolve the concern. The Academic Dean may contact you for clarification related to your concern.

After gathering the appropriate information and communicating with those involved, the Academic Dean will offer a proposed resolution or response. All complaints are investigated within a week with the response being made within 30 days.

The student may appeal the decision to the President. The decision of the President is final.

Afterwards, if the student believes that their complaint remains unresolved, the student may refer the complaint to the appropriate regulatory agency below:

Ohio State Board of Career Colleges & Schools
30 East Broad Street, 24th Floor, Suite 2481
Columbus, Ohio 43215-3138
614-466-2752

Distance Education Accrediting Commission
1101 17th Street NW, Suite 808
Washington, D.C. 20036
(202) 234-5100 (Telephone)
(202) 332-1386 (Fax)

DEGREE PROGRAM LISTING

Program	Page Numbers
Associate Degree of Applied Business in Business Management	46-48
Associate Degree of Applied Business in Paralegal Studies	49-50

Associate of Applied Business in Business Management

Length of Program: 2 years, 60 Credit Hours

Program Description

The Associate of Applied Business in Business Management will prepare students for entry-level positions in business, industry and non-profit organizations. The program is designed for students who seek to acquire a complete framework in basic business concepts and skills in order to contribute and create solutions for contemporary business problems. Students will acquire the knowledge and skills to apply management, marketing and accounting concepts to improve operational performance and aid in decision making skills. The emphasis in this program is placed on marketable skills.

Program Outcomes

- Describe what management is (its functions) and explain the role of a manager
- Describe what human resource management is (its functions) and challenges
- Analyze motivation theories and the relation between motivation and performance
- Define marketing and its role in relation to the organization's business plan
- Describe operations in management, designing performance measures and how they are used in decision making
- Demonstrate a basic understanding of accounting principles including the interpretation of common financial statements
- Identify an organization's stakeholders, its ethical issues and define the concept of social responsibility
- Describe technology trends and specifically how computers are used in the workplace
- Explore the myths of entrepreneurship and identify types of innovation
- Demonstrate language fundamentals necessary to communicate effectively with an emphasis on workplace oral and written communication
- Demonstrate basic math skills as related to algebraic equations and practical personal finance

Credit Hour Breakdown

Course	Course #	Credit Hours	Prerequisite	Core/Major	General Education	Elective
Introduction to Business	BUS 100	3	none	3		none
Interpersonal Communication	COMM 100	3	none		3	none
Business Law	BSLW 100	3	none	3		none
Introduction to Computers	COMP 100	3	none		3	none
American Government	GOVT 100	3	none		3	none
English	ENG 100	3	none		3	none
College Mathematics	MATH 100	3	none		3	none
Introduction to Psychology	PSY 100	3	none		3	none
Operations Management	OPMG 200	3	none	3		none
Principles of Accounting I	ACCT 100	3	none	3		none
Speech 101	SPCH 100	3	none		3	none
Human Resource Management	HRSM 100	3	none	3		none
Principles of Accounting II	ACTII 200	3	Principles of Accounting I	3		none
Principles of Management	PNMG 200	3	none	3		none
Organizational Behavior	ORGB 200	3	none	3		none
Marketing Principles	MKTP 200	3	none	3		none
Personal Finance	PRFN 100	3	none	3		none
Microeconomics	MCRE 200	3	none	3		none
Business Ethics	BUSE 200	3	none	3		none
Entrepreneurship	ENTP 200	3	none	3		none

Associate of Applied Business in Paralegal Studies

Length of Program: 2 years, 63 Credit Hours

Program Description

The Associate of Applied Business in Paralegal Studies will prepare students to support attorneys in transactional and litigations fields through legal research, document drafting, case management, evidence gathering and the litigation procedure. Paralegals are often involved in trial assistance and other dispute resolution processes, as well as with preparation of real estate documents, wills, trusts, contracts, corporate matters and law office investigations. Emphasis is placed on the development of legal office skills such as case management, legal research, discovery, docketing, drafting, and analyzing legal documents, and alternative dispute resolution.

Further, concentration on critical thinking and decision making, human relations, and communications coupled with general education classes is designed to produce well-qualified legal assistants. The emphasis in this program is placed on marketable skills.

Program Outcomes

- Describe the American legal system, its structure, and how it operates
- Discuss ethical considerations for attorneys and paralegals
- Identify the paralegal's role
- Identify the elements in various areas of law including: criminal, contract, business, tort, property, wills & estates, and family law
- Identify various conflict resolution processes
- Evaluate societal issues
- Describe how law firms are structured
- Describe how computers are used within the law office
- Analyze landlord and tenant law
- Identify the sources of criminal law
- Describe the composition of a family law office
- Identify the elements and defenses to various intentional torts
- Explain how contracts are formed
- Demonstrate the basics of legal correspondence
- Examine the drafting of wills and trusts
- Conduct legal research
- Demonstrate interpersonal skills
- Identify modern principles of psychology

Credit Hour Breakdown

Course	Course #	Credit Hours	Prerequisite	Core/Major	General Education	Elective
Introduction to Business	BUS 100	3	none		3	none
Interpersonal Communication	COMM 100	3	none		3	none
Business Law	BSLW 100	3	none	3		none
Introduction to Computers	COMP100	3	none		3	none
American Government	GOVT 100	3	none		3	none
English	ENG 100	3	none		3	none
Introduction to Paralegal Studies	PGL 100	3	none	3		none
College Mathematics	MATH 100	3	none		3	none
Introduction to Psychology	PSY 100	3	none		3	none
Criminal Law & Procedure	CRLW 100	3	none	3		none
Real Estate Law	RELW 100	3	none	3		none
Law Office Management	LWVG 200	3	none	3		none
Legal Research	LGR 200	3	none	3		none
Introduction to Sociology	SOCI 100	3	none		3	none
Legal Analysis & Writing	LGAW 200	3	none	3		none
Wills, Trusts & Estates	WTE 200	3	none	3		none
Torts	TRT 100	3	none	3		none
Contracts	CONT 200	3	none	3		none
Business Ethics	BUSE 200	3	none	3		none
Domestic Relations	DOMR 200	3	none	3		none
Alternative Dispute Resolution	ADR 200	3	none	3		none

VOCATIONAL PROGRAM LISTINGS

Program	Page Numbers
Administrative Medical Assisting Certificate – 400 clock hours	52-53
Criminal Justice Certificate – 400 clock hours	54-55
General Education Preparation (G.E.D) – 1000 clock hours	56
Mediation Certificate – 400 clock hours	57-58
Medical Billing Certificate – 400 clock hours	59-60
Medical Coding Certificate– 400 clock hours	61-62
Paralegal/Legal Assistant Diploma – 900 clock hours	63-64
Pharmacy Technician Diploma – 400 clock hours	65-66
Combination Criminal Justice & Mediation-800 Clock Hours	54-55 and 57-58
Combination Mediator-Paralegal Diploma- 1300 Clock Hours	57-58 and 63-64
Combo Medical Billing & Admin Medical Assistant-800 Clock Hours	59-60 and 52-53
Combo Medical Coding & Admin Medical Assistant-800 Clock Hours	61-62 and 52-53
Combo Paralegal & Criminal Justice-1300 Clock Hours	63-64 and 54-55
Combo Pharmacy Tech & Admin Medical Assistant-800 Clock Hours	65-66 and 52-53
Medical Billing and Coding Certificate-800 Clock Hours	59-60 and 61-62

Administrative Medical Assisting Certificate Program – AMA

Length of Program: 6 Months (16-weeks after 9/1/2019)

Program Description

The medical professionals are one of the most in-demand and valuable members of society. This course introduces you to the subject of Administrative Medical Assisting. For those interested in working with doctors and nurses in either a hospital or private practice, this course provides a detailed overview of basic principles needed to qualify for entry-level positions as an administrative medical assistant.

Learning in this course may further your understanding of the medical field, the medical record, and overall customer service skills. Students can expect to learn about computers in the medical office and establish strong telecommunication skills. Welcome to the medical profession!

Although students are not required to take the national licensure exam for Administrative Medical Assisting to graduate from the course, it is highly encouraged. The first attempt at the exam is covered by the student's tuition for the course.

Program Outcomes

- Define medical terms
- Discuss the purpose of professional behavior in the workplace
- Demonstrate interpersonal skills
- Demonstrate proficiency with computer applications
- Identify telephone techniques used in the medical office
- Describe the purpose of having proper communications
- Explain the contents of a medical record
- Explain the basic concepts of coding and billing
- Illustrate introductory coding and billing skills
- Identify proper banking services and financial procedures
- Identify proper management and customer service skills
- Explain how to assist with medical emergencies

Clock Hour Breakdown

Lesson #	Topic	Clock Hours
Introduction	Orientation	0 hrs
Lesson 1	Medical Terminology	0 hrs
Lesson 2	Introduction to Administrative Medical Assisting	28.5 hrs
Lesson 3	The Medical Assisting Profession / Professional Behavior in the Workplace	28.5 hrs
Lesson 4	Ethics in Administrative Medical Assisting	28.5 hrs
Lesson 5	Interpersonal Communication	28.5 hrs
Lesson 6	Maintaining Patient Privacy (HIPAA)	28.5 hrs
Lesson 7	Patient Reception and Processing	28.5 hrs
Lesson 8	The Paper Medical Record	28.5 hrs
Lesson 9	The Electronic Medical Record	28.5 hrs
Lesson 10	Privacy in the Physician's Office	28.5 hrs
Lesson 11	Basics of Procedural Coding	28.5 hrs
Lesson 12	The Health Insurance Claim Form	28.5 hrs
Lesson 13	Banking Services and Procedures / Financial and Practice Management	28.5 hrs
Lesson 14	Interview with a Medical Assistant	28.5 hrs
Lesson 15	Your Future in Medical Assisting	29.5 hrs
Lesson 16	Final Exam	0 hrs
Total Clock Hours		400 Clock Hours

Criminal Justice Certificate Program – CRJ

Length of Program: 6 months (16-weeks after 9/1/2019)

Program Description

Lakewood College's Criminal Justice program is to provide a comprehensive understanding of the criminal justice program and its components. This program will contain many topics regarding modern criminal justice issues such as effective policing, courts, causes of crime, prisons and sentencing as well as the types of crime and will discuss how the topics interrelate by using various learning methods.

Program Outcomes

- Discussing the growth of criminal justice today
- Identify the major causes of crime
- Define and measure crime using various tools
- Discuss the basics of criminal law
- Describe the rules of law enforcement and identify key elements of The Constitution
- Describe the trial process
- Explain the various punishments and sentencings for crimes
- Describe what probation is and what community corrections are
- Describe conditions and purposes of prisons and jails
- Explain juvenile justice
- Explain why homeland security and white-collar crime are key criminal justice issues

Clock Hour Breakdown

Lesson #	Topic	Clock Hours
Introduction	Orientation	0 hrs
Lesson 1	Criminal Justice Today & Causes of Crime	29 hrs
Lesson 2	Defining and Measuring Crime	28 hrs
Lesson 3	Inside Criminal Law	29 hrs
Lesson 4	Law Enforcement Today	28 hrs
Lesson 5	Challenges to Effective Policing	28 hrs
Lesson 6	Police & the Constitution / The Rules of Law Enforcement	29 hrs
Lesson 7	Courts & the Quest for Justice	29 hrs
Lesson 8	Pre-trial Procedures & the Criminal Trial	28 hrs
Lesson 9	Punishment & Sentencing	29 hrs
Lesson 10	Probation & Community Corrections	28 hrs
Lesson 11	Prisons & Jails	29 hrs
Lesson 12	Life Behind Bars for Inmates	28 hrs
Lesson 13	Juvenile Justice	29 hrs
Lesson 14	Homeland Security & Cyber & White Collar Crime	29 hrs
Total Clock Hours		400 Clock Hours

GED Preparation Program – GED

Length of Program: 12 months

Program Description

This on-line GED preparatory course is designed to enable each student to implement competency and mastery in the 6 areas of skill and knowledge that are tested on the GED: reading, language arts, language arts/essay, math, science, and social studies. This on-line course consists of these 6 subject areas and their corresponding instruction modules and assignments. Based on the student's TABE scores, he or she will be prescribed specific modules, assignments, quizzes, and exams in order to tailor the program to the student's needs. After successful completion of all required on-line assignments, the student will take the 5 GED practice tests that are offered within this on-line program and demonstrate skill mastery indicative of readiness to pass the GED.

Program Outcomes

- Learn about the GED testing process
- Encourage positive study habits and independence with education
- Learn reading strategies which will be buildable throughout the remainder of the course
- Learn appropriate mathematical skills such as calculator functions, algebra, and percentages
- Learn historical social studies-related events, topics, and significant dates
- Learn the scientific method and explain formulas
- Construct a thoughtful essay with proper grammar, revision, and editing
- Interpret various forms of writing

Clock Hour Breakdown

Lesson #	Topic	Clock Hours
Lesson 1	Mathematics	200 hrs
Lesson 2	Social Studies	200 hrs
Lesson 3	Science	200 hrs
Lesson 4	Writing	200 hrs
Lesson 5	Reading	200 hrs
Total Clock Hours		1000 Clock Hours

Mediation Certificate Program – MED

Length of Program: 6 months (16-weeks after 9/1/2019)

Program Description

Mediation and dispute resolution are rapidly growing fields of study and sought after skills in the workplace. This comprehensive course provides the core skill sets necessary for the practice of mediation. As it becomes more and more apparent that individuals, families, groups, organizations, communities and nations must begin to work together in peaceful ways for the common good, mediation and dispute resolution are poised to become increasingly popular. In mediation, a neutral third party, termed a mediator, works with both sides of a dispute to have them agree on their own terms, without someone else deciding what is best for them.

Students are guided through stages of mediation and how these stages apply to actual case studies of mediation. Students are offered an overview of the nature of conflict and differing styles of human interaction and are asked to explore their unique style of engaging or avoiding conflict and how this might affect their role as a mediator. The course presents an overview of theories of conflict and power, influences of gender and culture and how each helps inform a mediator's interventions. The important skill set of negotiation, including how to apply negotiation techniques, the critical issue of timing, and caucuses and other techniques to deal with impasses in the mediation are presented. The course covers the standards and ethics of this growing profession. Students learn core people skills such as reflective listening, impartiality, reframing, effective communication, and the handling of critical moments.

Program Outcomes

- Identify various conflict resolution processes
- Discuss realistic career opportunities available in the conflict resolution field upon successful completion of this program
- Identify and explain the five stages of mediation
- Write an opening statement effectively
- Illustrate barriers to communication
- Argue negotiation tactics to specific scenarios effectively
- Utilize active listening strategies
- Distinguish between various effective strategies for developing critical thinking and problem-solving skills
- Demonstrate skills for forming mutually acceptable agreements
- Construct an effective mediation agreement
- Interpret ethical issues that may arise
- Write a mediated divorce agreement
- Assemble a marketing strategy for a mediation practice.

Clock Hour Breakdown

Lesson #	Topic	Clock Hours
Introduction	Orientation	0 hrs
Lesson 1	Conflict Resolution Overview	25 hrs
Lesson 2	Mediation History	25 hrs
Lesson 3	The Formal Mediation Process	25 hrs
Lesson 4	Legal Considerations in Mediation	25 hrs
Lesson 5	The Convening Stage	25 hrs
Lesson 6	The Opening Statement	25 hrs
Lesson 7	Communication & Information Gathering	25 hrs
Lesson 8	The Negotiation Stage	25 hrs
Lesson 9	Relationship Skills	25 hrs
Lesson 10	Problem Solving Skills	25 hrs
Lesson 11	Conflict Management Skills	25 hrs
Lesson 12	The Closing Stage	25 hrs
Lesson 13	Ethics	25 hrs
Lesson 14	Professional Family Mediation Skills	25 hrs
Lesson 15	Professional Business Mediation Skills	25 hrs
Lesson 16	Mediation Practice and Final Exam	25 hrs
Total Clock Hours		400 Clock Hours

Medical Billing Certificate Program – MBILL

Length of Program: 6 months (16-weeks after 9/1/2019)

Program Description

Lakewood College's Medical Billing program is to provide a comprehensive understanding of medical billing and its components. This program will contain many topics regarding medical billing topics such as managed care, insurance claim processing, a brief introduction to ICD-10-CM coding, HCPCS coding, and CPT coding and reimbursement methodologies. It will also cover claim form submission for Medicare, Medicaid, Blue Cross Blue Shield, Workers' Compensation, and TRICARE. It will also cover the basic office needs, how coding and billing interrelate, and how to maintain and establish the electronic health record.

Program Outcomes

- Define medical terms
- Explain the importance of health insurances and managed health care
- Process an insurance claim through the following: commercial insurance, Blue Cross/Blue Shield, Medicare, Medicaid, TRICARE, and Workers' Compensation
- Demonstrate the basics of medical coding
- Explain the importance of coding for medical necessity
- Explain the legalities of medical billing
- Follow essential CMS-1500 Claim instructions

Clock Hour Breakdown

Lesson #	Topic	Clock Hours
Introduction	Orientation	0 hrs
Lesson 1	Medical Terminology	0 hrs
Lesson 2	Health Insurance Specialist Career	25 hrs
Lesson 3	Introduction to Health Insurance / Managed Health Care	25 hrs
Lesson 4	Processing an Insurance Claim	25 hrs
Lesson 5	Legal and Regulatory Issues	25 hrs
Lesson 6	ICD-10-CM Coding	30 hrs
Lesson 7	CPT Coding	30 hrs
Lesson 8	HCPCS Coding	30 hrs
Lesson 9	CMs Reimbursement Methodologies	30 hrs
Lesson 10	Coding for Medical Necessity	30 hrs
Lesson 11	Essential CMS-1500 Claim Instructions	30 hrs
Lesson 12	Commercial Insurance	30 hrs
Lesson 13	Blue Cross and Blue Shield Plans	30 hrs
Lesson 14	Medicare and Medicaid	30 hrs
Lesson 15	TRICARE and Workers' Compensation	30 hrs
Lesson 16	Final Exam	0 hrs
Total Clock Hours		400 Hrs

Medical Coding Certificate Program – MCODE

Length of Program: 6 months (16-weeks after 9/1/2019)

Program Description

Lakewood College's Medical Coding program is to provide a comprehensive understanding of medical billing and its components. This program will contain many topics regarding medical coding such as how to navigate through the ICD-10-CM, Current Procedural Terminology (CPT), and HCPCS. This program will also take students through a series of individual coding cases that will require them to use all three coding books for individual body systems.

Program Outcomes

- Describe the difference between Medicare Part A, B, C, and D
- Locate and translate regulatory rules and regulations as they apply to medical billing and coding
- Describe the structure of an ICD-10-CM code
- Demonstrate the ability to navigate the layout of the ICD-10, CPT, & HCPCS manuals
- Describe the layout and guidelines of the ICD-10, CPT, & HCPCS manuals
- Illustrate ability to abstract diagnostic statements from the medical record and differentiate between main and modifying terms and subterms in the coding manuals
- Choose diagnoses and procedures using the ICD-10, CPT, & HCPCS manuals, following chapter-specific guidelines.
- Recognize the structure of an ICD-10-CM code

Clock Hour Breakdown

Lesson #	Topic	Clock Hours
Introduction	Orientation	0 hrs
Lesson 1	Medical Terminology	0 hrs
Lesson 2	Reimbursement, HIPAA, & Compliance	25 hrs
Lesson 3	An Overview of ICD-10-CM & ICD-10-CM Outpatient Coding & Reporting Guidelines	25 hrs
Lesson 4	ICD-10-CM Coding-Part I	25 hrs
Lesson 5	ICD-10-CM Coding -Part II	25 hrs
Lesson 6	Introduction to the CPT and Level II National Codes/ Modifiers	30 hrs
Lesson 7	Evaluation and Management (E/M) Services, Anesthesia/Surgery Guidelines, and General Surgery	30 hrs
Lesson 8	Integumentary System/Musculoskeletal System	30 hrs
Lesson 9	Respiratory System/Cardiovascular System	30 hrs
Lesson 10	Hemic, Lymphatic, Mediastinum, and Diaphragm/Digestive	30 hrs
Lesson 11	Urinary and Male Genital Systems/Reproductive, Intersex Surgery, Female Genital System, and Maternity Care and Delivery	30 hrs
Lesson 12	Endocrine and Nervous Systems/Eye, Ocular, Adnexa, Auditory, and Operating Microscope	30 hrs
Lesson 13	Radiology/Pathology/Laboratory	30 hrs
Lesson 14	Medicine	30 hrs
Lesson 15	Inpatient Coding	30 hrs
Lesson 16	Final Exam	0 hrs
Total Clock Hours		400 hrs

Paralegal/Legal Assistant Diploma Program – PARA

Length of Program: 9 months

Program Description

Law practice is one of the most noble and ancient professions in human history. This course introduces students to the subject of legal assisting and paralegal studies. For those interested in working with attorneys in a professional environment, this course provides a detailed overview of basic law principals and the growing reliance upon non-lawyers to provide efficient and ethical legal services to individuals, businesses, organizations and government agencies in today's global and technology driven world.

Learning in this course may further student's understanding of legal research, writing and analysis. Students can expect to learn about computer software prevalent in law offices and courthouses across the United States. Understanding legal protocol and having the ability to locate statutes and laws enables students to live and work more effectively in our complex and litigious society.

Program Outcomes

- Demonstrate basic legal research with an ability to locate many court cases, statutes and laws.
- Distinguish between the roles of paralegals & attorneys.
- Use software like HotDocs, Tabs3 and Adobe commonly prevalent in legal businesses.
- Create a spreadsheet using legal billing as an example of its importance in business environments.
- Explain sources of American law from constitutions, legislative statutes and municipal ordinances.
- Demonstrate an improved understanding of legal terminology through various forms of communication within established protocol.
- Discuss how law firms operate as a business, generate revenue from clients and evaluate staff.
- Develop a career plan for employment while understanding the importance of professionalism.
- Explain common legal issues relevant in business, contracts, property disputes and more.
- Design a basic complaint for Negligence and understand common Torts and defense thereto.
- Identify how to become an Independent Paralegal/ Legal Document Preparer.
- Construct the basics of legal investigations, conduct client, witness, and informational interviews
- Interpret facts into legal issues and evaluate evidence for use in preparing office memorandums.
- Describe practical tools for avoiding common mistakes while employed within the legal profession.
- Locate and understand important ethical rules regulating legal professionals to protect clients.

Clock Hour Breakdown

Lesson #	Topic	Clock Hours
Introduction	Orientation	0 hrs
Lesson 1	The Paralegal Profession: A Rewarding Career!	50
Lesson 2	Computers in Law Offices	50
Lesson 3	Sources of Law; Differentiating Civil Law, Criminal Law & Dispute Resolution Systems	50
Lesson 4	Word Processing & Document Assembly	75
Lesson 5	Paralegal Regulation & Introduction to Legal Ethics	50
Lesson 6	Spread Sheets & Their Importance	50
Lesson 7	3 Major Areas of Legal Ethics: UPL, Confidentiality & Conflicts of Interests	50
Lesson 8	Additional Ethical Rules	50
Lesson 9	Legal Timekeeping & Billing	50
Lesson 10	Paralegal Skills for Workplace Success	75
Lesson 11	Database Management Systems	50
Lesson 12	Legal Researching & Briefing Cases	50
Lesson 13	The Electronic Courthouse & E – Presentations	50
Lesson 14	Legal Writing	50
Lesson 15	Interviewing, Investigating & Negotiation	50
Lesson 16	Business & Gov't Statute Related Legal Specialty Areas	50
Lesson 17	Researching Tort Law with LIRN and YouTube	20
Lesson 18	Preparation of a Legal Complaint (or Lawsuit)	30
Total Clock Hours		900

Pharmacy Technician Diploma Program – PHAR

Length of Program: 6 months (16-weeks after 9/1/2019)

Program Description

Lakewood College's Pharmacy Technician program prepares students to aid licensed pharmacists prepare medications, provide customer service, and perform administrative duties within a pharmacy setting. The program outlines the proper communication skills necessary for pharmacy technicians which include telecommunication skills and interpersonal communication skills. The course will focus on the accuracy necessary to ensure that information on prescriptions is complete and accurate. Students in this program will gain the knowledge and skills to qualify them for entry-level positions in pharmacies as well as to be prepared for the National Certification Exam.

State Requirements

State boards may impose a variety of different requirements. These requirements vary from state to state. (The states of Florida, Indiana, Nevada, North Dakota, South Carolina, Utah, and Washington will not consider the training received in this program adequate to fulfill pharmacy technician credentialing requirements. You should contact the State Board of Pharmacy to obtain the requirements applicable to pharmacy technicians in your state.)

Program Outcomes

- Interpret physician orders and prescriptions for accuracy
- Explain the role a pharmacy technician plays in the compounding of medications
- Define medical and pharmaceutical terms and common abbreviations
- Describe the role that the pharmacy technician plays in the pharmacy
- Perform basic pharmaceutical calculations
- Explain the differences between brand and generic medications
- Recognize the role that the pharmacy plays in preventative services such as immunizations
- Identify the individual state requirements for a pharmacy technician
- Demonstrate the basic skills needed to effectively prepare for an interview

Clock Hour Breakdown

Lesson #	Topic	Clock Hours
Introduction	Orientation	0 hrs
Lesson 1	Medical Terminology	0 hrs
Lesson 2	History of Medicine and Pharmacy / Pharmacy Law, Ethics, and Regulatory Agencies	25 hrs
Lesson 3	Competencies, Associations, and Settings for Technicians/ Communication and Role of the Technician with the Customer/Patient	25 hrs
Lesson 4	Dosage Forms and Routes of Administration / Drug Information References	25 hrs
Lesson 5	Community Pharmacy Practice / Over-the-Counter (OTC) Medications	25 hrs
Lesson 6	Institutional Pharmacy Practice / Complementary and Alternative Medicine (CAM)	30 hrs
Lesson 7	Additional Pharmacy Practice Settings / Bulk Repackaging and Non-Sterile Compounding	30 hrs
Lesson 8	Conversions and Calculations	30 hrs
Lesson 9	Aseptic Technique and Sterile Compounding	30 hrs
Lesson 10	Pharmacy Billing and Inventory Management / Medication Safety and Error Prevention	30 hrs
Lesson 11	Therapeutic Agents for the Nervous System / Therapeutic Agents for the Endocrine System	30 hrs
Lesson 12	Therapeutic Agents for the Musculoskeletal System / Therapeutic Agents for the Cardiovascular System	30 hrs
Lesson 13	Therapeutic Agents for the Respiratory System / Therapeutic Agents for the Gastrointestinal System	30 hrs
Lesson 14	Therapeutic Agents for the Renal System / Therapeutic Agents for the Reproductive System	30 hrs
Lesson 15	Therapeutic Agents for the Immune System / Therapeutic Agents for the Eyes, Ears, Nose, and Throat / Therapeutic Agents for the Dermatological System / Therapeutic Agents for the Hematological System	30 hrs
Lesson 16	Final Exam	0 hrs
Total Clock Hours		400

ASSOCIATE DEGREE COURSE DESCRIPTIONS

American Government

3 Credit Hours

The course provides a survey of the organization of American government, which includes an overview of the historical significance and provisions of the Constitution; the Bill of Rights; Congress; the Supreme Court; the Presidency; political parties and interest groups. The objective of the course is to lay the proper foundation for informed citizenship and more specialized study in political science.

Alternative Dispute Resolution

3 Credit Hours

This course provides a survey of alternative dispute resolution (ADR), which includes an overview of the history of ADR, types of ADR, communication techniques, how to work with outside experts, the mediation process, and developing communication and skills. The objective of the course is to lay the foundation for how ADR works and how a paralegal might be involved in ADR issues.

Business Law

3 Credit Hours

The "bread and butter" of many law firms comes from organizing small business entities and advising them of their duties and rights. When is partnership better than a corporation? What procedure is followed in setting up a corporation? What must be included in the articles of incorporation? How are corporate minutes drafted? These questions are important to most business in your community and your knowledge in this specialty will help you assist a lawyer in answering them for his clients.

Business Ethics

3 Credit Hours

This course examines business ethics from both an organizational and managerial perspective. Students will examine the goal of business organizations, as well as individual conduct in business settings. Ethical reasoning and ethical leadership will guide debate on topics such as: creating an ethical climate in an organization, honesty, affirmative action, environmental ethics, ethics in advertising and sales, financial management, personnel management, and the role of character and virtues in effective leadership.

College Mathematics

3 Credit Hours

This course is a basic review of mathematical skills, including terminology, checking accounts, taxes, payroll, step-by-step approaches. This course will help you develop math skills used in personal and business applications.

Contracts

3 Credit Hours

Contracts are a part of almost every lawyer's practice: large or small firm, corporation or government agency. The student will be guided through the analysis of contracts, applicable law, formation (offer and acceptance) and the drafting of contracts. Enforceability, performance and breach, plaintiff and defendant remedies, and third party interests are also included.

Criminal Law & Procedure

3 Credit Hours

A great need for specialists in criminal law and procedures has been created by the rapidly expanding criminal justice system. Police departments, attorney generals, district attorneys and lawyers hire criminal law legal assistants. This course is designed to give an understanding of both the law and procedural aspects of criminal justice and to prepare you for an exciting career in criminal justice.

Domestic Relations

3 Credit Hours

This course is designed for the student who is interested in working in the area of family law. The student will learn the legal principles and processes involved in the law of marriage, divorce, separation, support, custody and visitation, annulment and adoption. Common agreements, pleadings and other documents applicable to these topics are set forth. Also covered are the tax consequences of separation and divorce.

English

3 Credit Hours

This course is designed to develop your ability to write clearly. Emphasis is on effective writing and revising techniques including purpose, organization, and mechanics. Various modes and strategies of descriptive, narrative and illustrative essays are covered. The culminating assignment is a research paper.

Entrepreneurship

3 Credit Hours

The course focuses on the early development of independent ventures as well as those within established organizations. Individual and organizational level issues will be addressed. Entrepreneurial thinking will explore the thought processes that challenge existing norms and pave the way for novel solutions to problems in any field.

Human Resource Management

3 Credit Hours

An introduction to the human resources function and related elements and activities. The course outlines the roles and functions of members of the human resources department, as well as educating others outside human resources, in how their roles include human resources-related activities. The student will learn about the evolution in human resources management as we know it today. Emphasis is placed on the modern-day importance of HRM and the new “corporate view” of the function.

Interpersonal Communications

3 Credit Hours

This course teaches the basics of communication principles and concepts. Topics include: Intercultural issues, conflict management, and communicating in groups and in public.

Introduction to Business

3 Credit Hours

Present the fundamentals of business organization and procedures to acquaint you with management principles, business terminology, types of business organizations and their control.

Introduction to Computers

3 Credit Hours

This course introduces productivity software within the framework of business applications. It involves hands-on assignments including Windows operating system, computer components, word processing, spreadsheets, presentation graphics, the Internet, and e-mail.

Introduction to Paralegal Studies

3 Credit Hours

The course is the core of the paralegal program. Students will learn the past, present and future of the paralegal profession, including the paralegal defined, educational options, techniques for marketing skills and career opportunities. Instruction on ethics and professional responsibility, the organizational structure of the legal workplace and office culture and politics will prepare students for the challenges of today's paralegal. Students receive a formal introduction to law by examining sources of American law, the court system and alternative dispute resolution, substantive law in its various forms, as well as administrative law and government regulation. Legal procedures and advanced skills involving civil litigation and trial procedures, criminal law, conducting interviews and investigations, using primary and secondary sources to legal

research, the emerging technology of computer assisted legal research, in addition to legal analysis and writing provide valuable insight and a solid foundation for the future legal assistant.

Introduction to Psychology

3 Credit Hours

Presents the theories and principles of modern psychology. You will learn about the different branches of psychology and the practical application of psychological tenets to functional behavior.

Introduction to Sociology

3 Credit Hours

Introduction to Sociology presents an overview of the field and sociological concepts. You will learn about the different topics including culture, gender/sexuality, government/politics, families, social interaction and social structure.

Law Office Management

3 Credit Hours

This course will cover the theories, procedures and systems of law office management as well as an overview of the legal team and judicial system. Includes law practice technology as applied to paralegals.

Legal Analysis and Writing

3 Credit Hours

A requisite for the capable legal assistant is the ability to prepare professional legal documents. This comprehensive course provides the student with in-depth knowledge of the fundamentals of legal analysis and writing. Students will first examine an overview of the legal system, including analytic principles and the legal process. They will learn the specifics of legal analysis, including statutory analysis, case law and briefing, identifying and stating the issue, case application and counter analysis. Emphasis on application of these key principles in legal writing will allow students to prepare interoffice memorandums, court briefs and general legal correspondence.

Legal Research

3 Credit Hours

This course is designed to teach the fundamentals of Legal Research. The student will learn research tools and techniques necessary to find the actual law, but also how to use the various secondary materials, which assist in the research process. Some of the topics covered are: Case Reporters, Digests, Codes, Annotated Codes, Annotated Reporters, Citators, Loose-leaf Services, Legal Encyclopedias, Treatises and Computerized Research Services.

Marketing Principles

3 Credit Hours

This course is designed to introduce you to the basic principles of Marketing including, but not limited to, fundamental business, management, and entrepreneurial concepts that affect business decision making; economic principles and concepts fundamental to marketing; marketing career exploration, development and growth; and the basic functions of marketing (e.g. distribution, financing, marketing information systems, pricing, product/service management, promotions, and selling).

Microeconomics

3 Credit Hours

This is a survey course in the theory and application of microeconomics. The course topics focus on microeconomic issues and problems, such as competition and monopoly, pricing, consumer demand, and producer supply. The course develops a theoretical framework for microeconomic analysis and applies this theory to practical domestic and international economic policy problems.

Operations Management

3 Credit Hours

Operations Management (OM) is the science and art of ensuring that goods and services are created and delivered successfully to customers. This course focuses on what OM managers do, their functions and challenges. The course will also highlight concepts, trends and issues related to the field such as operations strategy, managing the design process, leveraging the use of technology to deliver product or service, quality assurance and project management.

Organizational Behavior

3 Credit Hours

This course analyzes the elements of organizational behavior. Topics include improving communications, managing conflict, understanding management, motivation, morale, dynamics of change, leadership, stress, ethics, and etiquette.

Personal Finance

3 Credit Hours

This course is designed to introduce students to the basic terminology, concepts, and practices of personal finance. It will introduce the concepts of managing personal finances; inflation and recession; tax problems; insurance; annuities; credit; budgeting; financial planning; home ownership; bank accounts; investments; and social insurance programs. Further it will provide the foundation needed to understand and discuss the "language" of routine financial activities, and provide a solid foundation for future studies.

Principles of Accounting I

3 Credit Hours

An introduction to the preparation and analysis of financial statements. Specific topics include the accounting model, general purpose financial statements and accounting for assets, liabilities, and equity.

Principles of Accounting II

3 Credit Hours

A continuation of Principles of Accounting I and an introduction to the use of accounting information for management decision making. Specific topics include determining cash flows, international accounting, product costing, budgeting and other concepts of management accounting.

Principles of Management

3 Credit Hours

This is the introductory course in management. The course is designed to provide students an overview of the management function and its role in organizations and society.

Real Estate Law

3 Credit Hours

Real Estate law is one of the most exciting and lucrative aspects of the legal profession. There is a great demand for real estate specialists not only in law firms, but also in banks, title companies, real estate brokerages, and many other aspects of business. This area of law has unlimited opportunities for paralegals who are interested in becoming involved in the dynamic and important aspect of life. Nearly everyone owns real estate, yet very few people really understand the nature of real estate transactions.

Speech 101

3 Credit Hours

This course is designed as an introduction to the study of the human communication process with an emphasis on effective public communication. The course includes intensive practice in public speaking, reasoning, critical thinking, and critical listening. Speech 101 is an essential general education course teaching effective use and understanding of written and spoken forms of communication.

Torts

3 Credit Hours

This fascinating specialty will expose the student to the duties and responsibilities owed by the individuals to their fellow citizens. Torts deal with civil wrongs, and your studies will illustrate and explain the many different types of tort recoveries that are allowed by law. You will learn the elements required to prove each tort, and defenses which may be posed, and a step-by-step strategy for the preparation and settlement for each type of action. Whether your tort theory be based upon negligence, products liability, libel, slander or malpractice, you will be guided through the entire process of personal injury litigation.

Wills, Trusts and Estates

3 Credit Hours

This area of specialty is ideal for legal assistants working with attorneys whose practice consists of some or all probate. This unit of study introduces the legal assistant to the essential requirements of wills, trusts, types of estates and estate taxes. It takes the student on a step-by-step process through all procedures involved in both formal and informal probate. Special emphasis is placed on the roles of various participants in the administration of a probate matter-the lawyer, the personal representative of the estate, the court and the legal assistant. A review of the responsibility that can be delegated to the legal assistant is included. Attention is given to training legal assistants in how to execute many of the probate forms necessary from the commencement through completion of the probate procedure.

VOCATIONAL PROGRAM LESSON DESCRIPTIONS

Administrative Medical Assisting

Becoming a Successful Student / The Healthcare Industry

This two-part lesson will discuss how the students must maintain a high level of professionalism and good communication skills. It will emphasize the high level of confidentiality needed to work in the healthcare field as well as understand how the healthcare field has evolved.

The Medical Assisting Profession / Professional Behavior in the Workplace

This lesson will prepare students for the real-life healthcare field. They will learn the importance of personal appearance, education, and continuing affiliations with professional organizations. They will also understand the consequences of unprofessional behavior.

Interpersonal Skills and Human Behavior / Medicine and Ethics

This lesson will teach students about Maslow's hierarchy of needs and how this affects both them and their patients. They will learn about the grief process, how to manage their own defense mechanisms, and how to develop listening skills and handle conflict. Finally, the students will be able to differentiate between ethical and legal issues as well as ethical topics such as HIV and genetic research.

Medicine and Law / Computer Concepts

Students will understand the difference between civil and criminal law in this lesson. They will fully understand OSHA, CLIA, and HIPAA as well as the main responsibilities, roles and authorities of each. They will also understand legal vocabulary as it relates to the healthcare field. For the computer aspect of this lesson, students will understand the history of the computer and how it has helped streamline the medical office.

Telephone Techniques / Scheduling Appointments

This lesson will educate the students on proper telephone techniques, appointment scheduling methods (both manual and computer-generated), and other telephone techniques. They will learn how to deal with patients that are concerned, anxious, or frustrated in a pleasant and efficient manner. Finally, they will learn just how important it is to be fully willing to help callers in any way they need.

Patient Reception and Processing / Office Environment and Daily Operations

With this lesson, students will learn to make the patients feel at ease when they enter the office and during all medical examinations. They will learn about the day-to-day duties of the medical assistant including: opening and closing procedures, inventory of equipment, and maintaining the waiting area. Finally, they will learn how to remain efficient and keep their cool under unexpected challenges.

Written Communications and Mail Processing / The Paper Medical Record

During this lesson, students will learn how to properly compose, edit, and proofread office correspondence. They will learn how to use email and fax machines efficiently as well as how to manage all incoming and outgoing correspondence. Finally, they will learn about the medical record and how to maintain and file it as well as the file maintenance (color coding files, creating new folders, and consent forms).

The Electronic Medical Record / Health Information Management

This lesson will teach students about the EMR (Electronic Medical Record) and how to maintain it. They will also learn about the agencies that govern the medical community and their respective rules and regulations.

Privacy in the Physician's Office / Basics of Diagnostic Coding

In this chapter, students will learn about the HIPAA Privacy Rule and how it relates to those in the healthcare field as well as the patients. They will learn about the contents of the Notice of Privacy Practices form. Finally, they will learn the basics and history of coding.

Basics of Procedural Coding / Basics of Health Insurance

During this chapter, students will understand about the completion of insurance claim forms, precertification, and obtaining managed care referrals. They will be skilled at explaining benefits to patients. Finally, they will learn about procedural coding and its history and the importance that accuracy plays in coding.

The Health Insurance Claim Form / Professional Fees, Billing, and Collecting

For this lesson, students will understand the financial areas of the office including how to manage the fees, billing, and collections as well as how to prepare the monthly statements. They will be able to explain financial responsibilities to the patient. They will also understand how to accurately complete a claim form.

Banking Services and Procedures / Financial and Practice Management

This lesson will outline additional financial needs of the office such as ordering and tracking needed supplies, making bank deposits, paying office bills, petty cash, and how to read bank statements. They will also understand about different bank accounts, dealing with returned/bounced checks, accepting checks for payment, as well as all other acceptable forms of payment.

Medical Practice Management and Human Resources / Medical Practice Marketing and Customer Service

During this lesson, students will learn the duties and qualities of an office manager. They will learn how to avoid burnout and encourage positive leadership qualities while portraying themselves in a professional manner. Finally, they will learn the basics on how to market a medical practice.

Emergency Preparedness and Assisting with Medical Emergencies / Career Development and Life Skills

Students will understand CPR and how to completely handle emergency situations in this lesson. They will learn how to prepare the office for an emergency. At the end of the lesson, students will be accustomed to preparing for the interview process including a development a portfolio, cover letter, and resume. They will be familiar with many sources to pursue for a job.

Criminal Justice

Criminal Justice Today & Causes of Crime

This lesson will give the students the groundwork to move through the remainder of the course by giving them the most basic criminal justice skills such as explaining the major issues in criminal justice today, identifying and listing different types of crime, outlining the 3 levels in law enforcement, and the basic elements of the corrections system. It will also give them in-depth information on the various criminal justice models including: the conflict and consensus model, the “wedding cake” model, the due process and crime control models, and the medical model of addiction and the criminal model of addiction. Lesson 1 will discuss the very important connection between offenders and victims. This lesson will also explain several theories including why classical criminology is based on choice theory, the three major theories of social structure with their respective explanations of crime, contrast positivism with classical criminology, the chronic offender theory, and finally how life course criminology differs from all the other theories.

Defining and Measuring Crime

Lesson 2 deals with crime trends and data including: the way that the FBI reports crime data and the two ways they are reported, learning about the Uniform Crime Report (UCR) and the differences between Part I and Part II offenses, the shortcomings of the UCR for crime measurement, why issues of race and ethnicity tend to be overstated, the factors criminologists use to explain trends in the crime rate, and the differences between National Crime Victimization Survey and self-reported surveys. This lesson also deals with the differences between mala in se and mala prohibita along with the main goals of criminal and civil law. Finally, the lesson will discuss why there is a peak in the number of incarcerated women.

Inside Criminal Law

Lesson 3 teaches students the four written sources of American criminal law as well as the two basic functions of criminal law and how the doctrine of strict liability applies. Students will also be able to differentiate between substantive and procedural law and explain the most important excuses for criminal defenses. It will teach the importance of due process and stare decisis as well as the elements needed to establish mens rea.

Law Enforcement Today

Lesson 4 will identify the basic duties of the police, FBI, private security, and additional law enforcement agencies under the US Department of Homeland Security. Student will learn how the modern policing system was affected by patronage and intelligence-led policing as well as the results of the Wickersham Commission. They will be able to differentiate between the police academy and field training as recruit learning tools and the challenges facing women hoping to make a career in the law enforcement field.

Challenges to Effective Policing

Lesson 5 discusses the purposes of police patrol, why police officers are allowed discretionary power and ethical dilemmas they deal with, when they are justified in utilizing deadly force, as well as learning about police corruption. They will be able to identify why some investigation strategies are considered aggressive as well as the use of DNA fingerprinting. Students will learn about community policing and problem-oriented policing as well as how police respond more effectively to 911 calls using differential response strategies.

Police & the Constitution / The Rules of Law Enforcement

Lesson 6 outlines for the students the four sources of probable cause, four elements needed prior to arrest, probable cause, exclusionary rule and its exceptions and the three basic types of police identification. It will teach students four categories of items that can be seized during a search, the plain view doctrine, and why searches can be made without a warrant.

Students will also learn to recite the Miranda warning, learn when the Miranda warning is unnecessary, and the differences between a stop and a frisk (using the importance of Terry v. Ohio).

Courts & the Quest for Justice

Lesson 7 will teach students about the courts system including the four functions of the courts, the differences between trial and appellate courts, the federal court system, levels of the state court system, and how a case is brought to the Supreme Court. They will also learn about the courtroom including the actions of a judge prior to the trial, the different members of the courtroom work group, and the differences between judges at the state and federal levels. Finally, they will be able to define jurisdiction and the difference between geographic and subject-matter jurisdiction.

Pre-trial Procedures & the Criminal Trial

Lesson 8 discusses all of the pre-trial persons and procedures including: the names and powers of public prosecutors (including screening cases) as well as their contrast between elected official and crime fighters; the responsibilities of defense attorneys; and three types of defense allocation programs. The students will learn how judge's decide on setting bail, the requirements of potential jurors, possible defenses, and the protections allotted to criminal defendants. They will be able to list the steps of a criminal jury trial, what "taking the Fifth" means, differences between testimony and evidence, differences between lay witnesses and expert witnesses, and the differences between direct and circumstantial evidence. They will also learn about the steps to an appeal, how both the defense and prosecutors can plea bargain, and how a criminal defendant may be tried for a second time for the same crime.

Punishment & Sentencing

Lesson 9 will discuss the six forms of punishment, the reasoning and for sentencing criminals, indeterminate and determinate sentencing, and why sentencing reform has occurred. The students will learn why there is a difference between the sentence imposed and time served, and who has input in sentencing (as well as pros and cons of victim impact statements). Finally, the students will learn about death penalty sentencing as well as the main issues in the death penalty debate.

Probation & Community Corrections

Lesson 10 will educate the students on alternative arrangements that combine probation with incarceration as well as the need for community-based correction programs. They will learn the conditions of probation, why probation may be revoked, why probation may be denied and why the job of a probation officer has become more dangerous. Finally, they will learn the different sentencing options besides imprisonments and probation, intensive supervision probation, and the different levels of home monitoring.

Prisons & Jails

During Lesson 11, students will learn about the models and types of prisons and prison systems and what may have causes the prison population to grow dramatically over the decades (and the consequences of high incarceration rates). Student will be able to explain about prison governance and the formal prison management system as well as why private prisons can be run more cheaply than public ones. Finally, they will learn the differences between jails and prisons and how jails are administered.

Life Behind Bars for Inmates

In Lesson 12, the students will learn possible patterns of inmate behavior, the concept of prisons as a "total institution", violent behavior in prisons, and about prisoner rights. They will be able to explain the six job categories of correctional officers and how to determine if a prisoner's rights have been violated. They will be able to contrast the following terms:

probation, parole, mandatory release, pardon, furlough. Finally, they will understand the goal of prisoner reentry programs, parole conditions and special conditions of a paroled child molester.

Juvenile Justice

Lesson 13 will teach students the four major differences between the juvenile and adult courts, the most important Supreme Court case dealing juvenile justice, the four stages of juvenile pretrial procedure, and the four categories of residential treatment programs for juvenile offenders. They will know the child-saving movement as well as the *parens patriae* doctrine. Finally, they will learn about the one variable that matches high juvenile crime rates.

Homeland Security & Cyber & White Collar Crime

Lesson 14 will go over many concepts including Homeland Security, Cyber Crime and White Collar Crime. In regards to Homeland Security, the students will learn the concept of jihad as practiced by al Qaeda, important international terrorism trends, and why the Antiterrorism and Effective Death Penalty Act of 1996 (AEDPA) is important in regard to terrorists. They will also learn the primary goals of an intelligence agency versus a strictly law enforcement agency, how “preventive policing” has been used to combat terrorism, how the Patriot Act has made it easier to conduct terrorism investigations. Students will also understand how unregulated borders are a security concern and the differences between a green card and a temporary visa. In dealing with Cyber Crime, students will distinguish cyber crime from other forms, they will be able to define “botnets”, “worms” and “viruses”, how the internet has made the piracy of intellectual property easier and also why it is conducive to the distribution of child pornography. And finally, with White Collar crime they will learn how it is different from violent or property crime as well as about corporate violence.

GED Preparation

Mathematics

- Determine the basic functions of a calculator needed for the GED examination as well as the test form.
- Learning algebra, geometry, and statistical facts and formulas and how to apply them to situations and problems.
- Understanding percentages, decimals, and fractions and how they all relate and their conversions to one another.

Social Studies

- Be able to competently identify important historical events, specifically for United States and Canadian history.
- Be able to thoroughly explain vocabulary, key people and events, and significant dates regarding civics and government.
- Understanding of key vocabulary and topics, persons of interest, and significant dates regarding economics.
- Understanding vocabulary, locations, key terms and the significance of geography.

Science

- Understand the scientific method.
- Be able to thoroughly explain vocabulary, methods, experiments and formulas as they relate to earth science, chemistry, physics, life science, and space topics.

Writing

- Construct a GED essay that displays a thoughtful and clear message with proficient grammar, editing, and revision.
- Be able to practically apply grammar in terms of the questions relating to construction shifts, revision, and corrections.

Reading

- Be able to understand all of the key elements of fiction and how they interrelate.
- Knowledge of the many ways to interpret multiple forms of writing such as poetry, nonfiction, and drama.

Mediation

Lesson 1- Conflict Resolution Overview

Define the history of dispute resolution. Also, you will understand other dispute resolution processes such as negotiation, arbitration, mediation and other extra-trial settlement procedures that have long been an integral part of court-dominated litigation. Examination of the advantages and disadvantages of each of these processes will be learned.

Lesson 2- Mediation History

Outline the various types of mediation. The advantages and disadvantages will be provided for each type of mediation model. A comparison between facilitative and evaluative mediation will be presented. Each participant will be able to evaluate his or her own personality against the various models. Ethical considerations will be introduced to the students concerning neutrality, fairness and bias. Each student will receive a copy of the ABA Model Rules for mediators.

Lesson 3- The Formal Mediation Process

This lesson covers how the mediation process involves five distinct stages designed to move parties toward a mutually beneficial compromise. The 5 stages are Stage 1: Convening the Mediation; Stage 2: Disputants' Opening Statements; Stage 3: Communication; Stage 4: Joint Negotiation; Stage 5: Closure.

Lesson 4- Legal Considerations in Mediation

Since mediation is not the practice of law, discussion of legal issues, including mediation and the practice of law as well as guidelines on legal advice is taught. This lesson is a review of the legal liabilities involved with mediation and how to avoid them by properly drafting settlement agreements, mediators' responsibilities, guidelines on legal advice, and other non-liability strategies.

Lesson 5- The Convening Process

Identify the convening stage of mediation, which is often the most difficult part of resolving a dispute. This stage begins when a party makes a request for mediation, either to another party or to a mediator. This is where a skillful mediator must decide and analyze the best strategy for getting the parties to participate in the mediation process. Instruction will be given to the participants on how to handle initial telephone contact and/or appointment letters. Also, this is the convening stage and is usually the stage when parties first learn of the mediation. Students will be taught the proper way to educate clients about mediation. Finally, once the parties agree to meet, the mediator should have a fee agreement and this part of the course addresses this issue.

Lesson 6- The Opening Statement

The purpose of this lesson is to teach you how to create safety and hope for disputants through employing the opening statement. After completing this lesson, you should be able to identify the 12 Steps of an Opening and effectively prepare an Opening Statement

Lesson 7- Communication & Information Gathering

This lesson covers the barriers to communication, effective communication, and active listening skills to include but not limited to verbal communication including asking questions, non-verbal communication, paraphrasing and summarizing in the study guide and lesson description. It also explores the basic elements of communication and information gathering, specifically: barriers to communication, effective communication, active listening skills, asking questions, and non-verbal communication.

Lesson 8- The Negotiation Stage

This lesson covers the basic elements of the negotiation stage including the negotiation process, negotiating techniques for managing conflict, negotiation practical tools, win-win solutions, and the best alternative to a negotiated agreement or B.A.T.N.A.

Lesson 9- Relationship Skills

This lesson covers the formation of mediation relationship is formed by:

- The Mediator's invitation to enter the process with an open mind.
- The willingness of the parties to listen and be listened to.
- The requirement that the Mediation is conducted with respect and civility.
- The contextual and atmospheric de-escalation from conflict to conciliation.
- The principle that the parties are working together whether directly or indirectly to find a resolution.
- This lesson will also cover relationship skills which include building a rapport with the disputants, gaining trust and being empathic.

Lesson 10- Problem Solving Skills

Problem-solving skills in mediation does not focus on the disputant's behavior. This lesson provides focus on the tools of the mediator and their ability to facilitate a resolution amongst the disputants using the seven steps for an effective problem-solving process.

- Identify the issues.
- Understand everyone's interests.
- List the possible solutions (options)
- Evaluate the options.
- Select an option or options.
- Document the agreement(s).
- Agree on contingencies, monitoring, and evaluation.

Lesson 11- Conflict Management Skills

Conflict management skills assure that parties feel heard and respected while negotiating a mutually beneficial solution that everyone involved can accept. This lesson will focus on the goal of conflict management is to keep disagreements productive and professional using the 5 conflict management strategies:

- Accommodating
- Avoiding
- Collaborating
- Compromising
- Competing

Lesson 12- The Closing Stage

This lesson will help students understand the closing stage in mediation. Identifies instructions concerning various ways to terminate a mediation session as well as the effective structuring of mediated agreements.

Lesson 13- Ethics

This lesson will cover ethical concerns for mediators.

Lesson 14- Professional Family Mediation Skills

This lesson will cover professional family mediation Skills. Mediation as a family life skill, a method for maintaining intact families, and a method for handling the issues that arise in divorce or separation. Family mediators must be able to recognize and identifying domestic violence and child abuse.

Lesson 15- Professional Business Mediation Skills

This lesson will cover the nature of Professional business mediation skills such as mediation as a business skill, maintaining organizational interactions, and handling the issues that arise in the workplace or in business relationships.

Lesson 16- Mediation Practice

This lesson will cover aspects of mediation practice and aid participants in developing a comprehensive marketing plan for new meditation practice.

Medical Billing

Medical Terminology & Anatomy

This prerequisite course will provide the groundwork for medical terminology and anatomy that the students will need as they continue on in the Medical Billing field. It will cover healthcare terminology, body structure, directional terminology, as well as terminology and anatomy that covers all of the body's systems.

Health Insurance Specialist Career

This lesson will present an overview of the daily tasks of the health insurance specialist career along with their necessary background, training and education. This lesson will identify career opportunities available in the health insurance field to students. It will also discuss the professional credentialing possibilities that accompany a medical billing specialist. Finally, students will learn how workplace professionalism will lead to career success.

Introduction to Health Insurance / Managed Health Care

This lesson will discuss a general overview of the many types of health insurance coverage along with many insurance terms and concepts. It will also cover the basics of managed health care. Students will learn the history of managed care as well as the six managed care models. They will learn to interpret insurance coverage statistics and describe medical documentation concepts. They will be able to define consumer-driven health plans, the effects of managed care on a physician's practice, the advantages to the electronic health record, and the significant events in healthcare reimbursement from 1860 to present.

Processing an Insurance Claim

The necessary steps to processing a health insurance claim in the provider's office will be the major topic covered in this lesson. It will also detail the major steps that the insurance company takes to process the claim. Students will explore the life cycle of insurance claim, including processing and electronic data interchange. Students will learn how to manage the office's insurance's finances and how to maintain a practice's insurance claim files. Finally, they will explain how processing claims differ from new to established patients and the role of credit and collections in claim processing.

Legal and Regulatory Issues

Lesson four will cover the legal aspects of health care. Topics covered include: federal regulations that affect health insurance processing, legal terminology, regulatory terminology, and a summary of basic law. Students must list and explain HIPAA'S provisions and be able to provide examples of a statute, regulation, and case law and explain the Federal Register.

ICD-10-CM Coding

This lesson will present ICD-10-CM guidelines for coding and conventions. It will also cover how to locate codes in the book which can include diagnoses, conditions, signs, and symptoms. Students will learn to use ICD-9-CM as a legacy coding system, and how to describe and use the ICD-10-CM and ICD-10-PCS systems. Finally, they will learn how to interpret diagnostic coding and reporting guidelines for outpatient services.

CPT Coding

The lesson covering Current Procedural Terminology will discuss what the CPT is used for, guidelines for coding within the CPT, how to locate codes in the CPT, and how to locate services in the CPT. They will also learn how to assign CPT codes to procedures and how to select the appropriate modifiers.

HCPCS Coding System

This lesson will discuss the HCPCS book and how to code procedures and services within it as well as what HCPCS is used for in the medical field. Students will learn the different levels of HCPCS and in which situations the different levels are used. They will be able to assign HCPCS codes and modifiers as well as being able to identify claims submitted to regional MAC, Medicare administrative contractors, or both according to code number.

CMS Reimbursement Methodologies

Lesson eight will present CMS reimbursement methods. The students will learn how to calculate Medicare payments, PFS, and write-offs plus patient coinsurance amounts. Students will explain the development of CMS systems and each of the CMS payment systems. They will learn how to interpret a chargemaster, how to apply special rules for the Medical physician free schedule system, and how to complete a UB-04 claim. Finally, they will explain a hospital's revenue cycle.

Coding for Medical Necessity

This lesson will discuss coding for medical necessity. It will also discuss how this type of coding relates to the completion and submission of CMS-1500 claim forms. Students will select code diagnoses and procedures from samples. Finally, they will research local coverage determinations.

Essential CMS-1500 Claim Instructions

Lesson ten will explore the commonly used blocks on the CMS-1500 claim form and will discuss the types of errors that will delay in the claim being processed. Students will describe how funds are recovered from the payers, and how to enter patient and policyholder information (names, provider names, mailing addresses, and telephone numbers) according to completion guidelines. Students will also learn optical scanning techniques when completing claim forms. Students will be able to successfully report ICD-10-CM, HCPCS level II, and CPT codes according to claim completion guidelines. Students will understand when a signature is required on a claim, the use of the national provider identifier and the national standard employer identifier. They will also understand how secondary claims are processed, common errors that delay processing, and the final steps required in processing. They will finally establish insurance claim files for a physician's practice.

Commercial Insurance

This lesson will present information about how to complete insurance claim forms. In this lesson, students will learn to differentiate between primary and secondary commercial claims as well as how to complete these claims. Finally, they will differentiate between automobile, disability, and liability insurances.

Blue Cross and Blue Shield Plans

This lesson explains about how to complete claim forms for Blue Cross Blue Shield (BCBS) plans. Students will learn about the history of BCBS and how to differentiate among the BCBS plans. Finally, they will learn to apply BCBS billing notes on the CMS-1500 claims, how to complete a primary claim, and how to complete a secondary claim.

Medicare

This lesson will discuss how to complete claim forms for Medicare administrative contractors. Students will learn about the Medicare enrollment process and how to differentiate between Medicare Part A, Part B, Part C, and Part D coverages. They will learn about other Medicare-related health plans, Medigap, private contracting and employer/union health plans. They will learn how to calculate reimbursement between participating and nonparticipating providers. They will also learn

how to interpret a Medicare Summary Notice, apply billing notes to CMS-1500 claim forms, and complete: Medicare primary, Medigap, Medicare/Medicaid (Medi/Medi) crossover, secondary, and roster billing claims.

Medicaid

This lesson will discuss how to complete claim forms for Medicaid administrative contractors. Students will learn the guidelines for Medicaid eligibility and the covered services. They will learn how the payments for Medicaid are processed and how to apply Medicaid billing notes to CMS-1500 claims. Finally, they will learn how to successfully complete Medicaid primary, secondary, mother/baby and SCHIP claims.

TRICARE

This lesson presents information about completing claims for submission to TRICARE payers. They will learn the background of TRICARE and know how it is administered. They will know how to explain TRICARE options, programs, and supplemental plans. Finally, they will learn how to apply TRICARE billing notes to CMS-1500 claims and complete TRICARE claims properly.

Workers' Compensation

This lesson presents information about completing claims for submission to workers' compensation payers. Students will be able to describe worker's compensation programs at a federal and state level as well as the requirements for coverage. They must be able to classify workers' compensation cases, appeals, and adjudication processes. Finally, they must be able to complete the workers' compensation claims properly, apply workers' compensation billing notes to CMS-1500 claims, as well as first report of injury claims and progress reports.

Medical Coding

Medical Terminology & Anatomy

This prerequisite course will provide the groundwork for medical terminology and anatomy that the students will need as they continue on in the Medical Billing field. It will cover healthcare terminology, body structure, directional terminology, as well as terminology and anatomy that covers all of the body's systems.

Reimbursement, HIPAA, & Compliance

An Overview of ICD-10-CM & ICD-10-CM Outpatient Coding & Reporting Guidelines

Introduction to the ICD-10-CM

This lesson outlines the basics of coding with the ICD-10-CM. Topics covered include, navigation through the ICD-10-CM, what coding is used for, and how to do the most basic codes of diseases.

ICD-10-CM Coding -Part I

This lesson delves further into ICD-10-CM coding and gives students the opportunity to code diseases that do not require modifiers.

ICD-10-CM Coding – Part II

This lesson also delves into ICD-10-CM coding and teaches students to code using V and E codes as well as standard level coding.

Introduction to the CPT and Level II National Codes/ Modifiers

During this lesson, students learn about the CPT book and how to code for procedures. This step is very important in the coding process because it allows the students to now almost completely code a case study by themselves. Once they learn the HCPCS and modifiers that are in the remainder of the lesson, the students can finally code an entire case study by themselves.

Evaluation and Management (E/M) Services

This lesson covers how to code case studies which include evaluation reports and many different types of office procedures in managing diseases.

Anesthesia/Surgery Guidelines and General Surgery

This lesson covers how to code case studies that involve anesthesia and surgery.

Integumentary System / Musculoskeletal System

This lesson covers how to code case studies with the main disease involving the integumentary system and/or musculoskeletal system.

Respiratory System/Cardiovascular System

This lesson covers how to code case studies with the main disease involving the respiratory system and/or cardiovascular system.

Hemic, Lymphatic, Mediastinum, and Diaphragm/Digestive

This lesson covers how to code case studies with the main disease involving the respiratory, hemic, lymphatic systems along with diseases of the mediastinum and diaphragm.

Urinary and Male Genital Systems/Reproductive, Intersex Surgery, Female Genital System, and Maternity Care and Delivery

This lesson covers how to code case studies with the main disease involving either of the reproductive systems or maternity codes.

Endocrine and Nervous Systems/Eye, Ocular, Adnexa, Auditory, and Operating Microscope

This lesson covers how to code case studies with the main disease involving the endocrine or nervous system. This lesson also covers how to code case studies with the main disease involving the eye and ocular adnexa or the auditory system.

Radiology/Pathology/Laboratory

This lesson covers how to code case studies that involve radiology codes or pathology and laboratory codes.

Medicine

This lesson covers how to code case studies involving medicine codes. This lesson also covers what medical coders can expect once they have their diploma.

Inpatient Coding

This lesson outlines some of the basic elements of inpatient coding.

Paralegal/Legal Assistant

The Paralegal Profession: A Rewarding Career!

This lesson will define what paralegals are, what the functions of paralegals, and the various specialty areas of paralegals.

Computers in Law Offices

This lesson includes identifying how computers are used, the various system components and software, and the ethical issues that computers bring to the law office.

Sources of Law; Differentiating Civil Law, Criminal Law & Dispute Resolution Systems

This lesson will identify the various sources of American law, the civil and criminal law system (and their differences), as well as the various court systems in the U.S.

Word Processing & Document Assembly

Students will learn how paralegals use word processors, including identifying major features of these programs and document assembly.

Paralegal Regulation & Introduction to Legal Ethics

This lesson will outline the regulation of the legal profession and legal professionals. It will identify legal ethics and paralegal utilization guidelines.

Spread Sheets & Their Importance

Students will learn how spreadsheets are functional in the law office and how to use them to create drafts and charts.

3 Major Areas of Legal Ethics: UPL, Confidentiality & Conflicts of Interests

This lesson will delve into the three main areas of legal ethics: unauthorized practice of law, confidentiality, and conflicts of interests.

Additional Ethical Rules

This lesson will cover further ethical issues that weren't discussed in Lesson 7. Examples include: legal competency, regulating legal fees, and legal advocacy.

Legal Timekeeping & Billing

Students for this lesson will be able to explain what timekeeping and billing are and identify the computerized process for both. They will understand the importance of billing to law firms and identify what electronic billing is.

Paralegal Skills for Workplace Success

This lesson will examine the skills required to be a paralegal such as communication, organization, and time management.

Database Management Systems

Students will define a database, field, record, and table as well as explain relational and logical operators. They will identify the ways that databases can be used in the legal environment.

Legal Researching & Briefing Cases

This lesson examines practical employment skills for paralegals: conducting legal research and briefing cases.

The Electronic Courthouse & E – Presentations

Students will be identifying with the “electronic courthouse” is and how an automated courtroom works. They will also describe what presentation software does and its applications in the legal field.

Legal Writing

This lesson covers the legal writing such as drafting a legal memorandum. Emphasis is placed on proper writing skills such as formatting, spelling, and grammar.

Interviewing, Investigating & Negotiation

This lesson will cover other paralegal skills such as interviewing clients and witnesses, conducting a factual investigation, and negotiation skills.

Business & Gov't Statute Related Legal Specialty Areas

This lesson will cover various specialty areas that are open to paralegals.

Researching Tort Law with LIRN and YouTube

This lesson will cover identifying and explaining legal torts.

Preparation of a Legal Complaint (or Lawsuit)

This lesson will teach students how to prepare a legal complaint.

Pharmacy Technician

History of Medicine and Pharmacy

This lesson will introduce the student to the history of medicine and pharmacy, from Hippocrates to the present.

Pharmacy Federal Laws and Regulations

The student will have the opportunity to learn the key terms and to trace the history of federal laws affecting pharmacies.

Pharmacy Ethics, Competencies, Associations, and Settings for Technicians

This lesson will be introduced to the qualifications, skills, and nonjudgmental duties required of pharmacy technicians in various job settings.

Conversions and Calculations Used by Pharmacy Technicians

The student will have the opportunity to learn the key terms and will learn to perform conversions among the four most commonly used systems of measurement.

Dosage Forms, Routes of Administration and Drug Classifications, Drug Abbreviations, and Medical Terminology

Familiarize students with the primary dosage forms and their characteristics.

Drug Information References

The student will have the opportunity to master the key terms and will be able to reference drugs and other information appropriately.

Prescription Processing

The student will have the opportunity to begin learning the processes for accurately filling prescriptions in outpatient and inpatient facilities.

Over-the-Counter Medications

The student will have the opportunity to learn key terms and information on over-the-counter (OTC) medications as well as skin care products.

Complementary and Alternative Medicine

Introduces the student to the history and uses of several types of complementary and alternative medicine (CAM).

Hospital Pharmacy

The student will have the opportunity to learn some of the key terms encountered in a hospital pharmacy.

Repackaging and Compounding

The student will be able to define key terms and procedures used in repackaging and compounding.

Aseptic Technique

The student will become familiar with the types and sizes of syringes, needles, and containers used in the preparation of parenteral medications.

Pharmacy Stock and Billing

The student will have the opportunity to learn the purpose of a formulary and how formulary drugs, both generic and trade, affect costs to patients, pharmacies, and insurance companies.

Medication Safety and Error Prevention

The student will be introduced to the challenge of medication errors and their prevention.

Endocrine System

The student will be introduced to the endocrine system and its role in regulating key processes throughout the human body.

Nervous System

The student will explore the main functions of the nervous system as a whole and the functions of the various divisions of the nervous system.

Psychopharmacology

The student will be introduced to the most common forms of mental illness and their treatments.

Respiratory System

The student should be able to define all of the terms used in the Chapter as they pertain to the respiratory system.

Visual and Auditory Systems

Introduces students to the functions and structures of the eyes and ears.

Integumentary System

The student will have the opportunity to learn the basics of skin anatomy and become familiar with the most common skin conditions (especially acne and psoriasis) and their treatments.

Gastrointestinal System

The student will have the opportunity to learn the major organs of the digestive system, including auxiliary organs such as the pancreas and gallbladder, as well as the functions of each.

Urinary System

The student will have the opportunity to learn the major organs and functions of the urinary system.

Cardiovascular System

The student will have the opportunity to learn the structures and functions of the cardiovascular system.

Reproductive System

The student will review the basics of male and female reproductive anatomy.

Anti-Infectives

The student will explore antibiotics from several angles: their discovery and development, their bacteriostatic and bactericidal drug actions, gram-positive and gram-negative microbes, and the interplay between drug-resistant bacteria and new generations of antibiotics.

Anti-Inflammatories and Antihistamines

The student will be introduced to the symptoms and causes of inflammation.

Vitamins and Minerals

The student will be able to explain the functions of vitamins and minerals.

Vaccines

Students will understand the importance of vaccines.

They will be able to describe how vaccines are produced and which ones are most common.

Oncology Agents

Students will be able to list the common types of cancer and the causes of cancer.

Microbiology

The student will learn how organisms are classified using taxonomic systems; in particular, the system of Whittaker will be highlighted.

Chemistry

Students will understand the importance of chemistry to their future careers as pharmacy technicians.