Academic Affairs Division

MEDICAL ASSISTING DIPLOMA PROGRAM

STUDENT HANDBOOK
2023-2024

This Student Handbook is in effect for fall semester 2023 through fall semester 2024.

2023-2024

WELCOME

Congratulations on being accepted into the Medical Assisting Diploma program. During the next year, you will experience preparation for entering the field of Medical Assisting through classroom, lab, and clinical settings.

This Medical Assisting Student Handbook will acquaint you with the various policies and procedures that are relevant to the Medical Assisting Diploma program as well as the policies and procedures designed to meet standards and requirements defined by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) and the Medical Assisting Education Review Board (MAERB). CAAHEP is a non-profit, allied health education organization whose purpose is to accredit entry-level allied health education programs.

You should refer to the SPCC College Catalog and Student Handbook which may be viewed on the SPCC website at [South Piedmont Community College - Acalog ACMS™ (spcc.edu)](#) for all policies and procedures relating to college academics, student behavior, and other areas. Limited policies pertaining to the Medical Assisting Program or specific Medical Assisting courses may be found in this handbook or in the course syllabi.

The SPCC Medical Assisting Diploma Program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB). Contact the Commission on Accreditation of Allied Health Education Programs at 25400 Us Highway 19 North, Suite 158, Clearwater, FL 33763, www.caahep.org, or call 727-210-2350 for questions about the accreditation.

DISCLAIMER

All statements in this publication are announcements of present policies and are subject to change at any given time without prior notice. South Piedmont Community College reserves the right to make changes in program requirements and offerings, in regulations, and in fees. Students in the Medical Assisting Program will be notified of these changes when they occur.

MISSION STATEMENT

As a learning college, South Piedmont promotes and celebrates learning as the process that changes and improves lives. This applies to our students, employees, and the college itself. We are an organization in which people continually expand their ability to grow and learn. The Medical Assisting Diploma program provides for excellence of educational opportunity by adherence of its faculty in preparing Medical Assistant students to be competent in the cognitive (knowledge), psychomotor (skills) and affective (behaviors) learning domains to enter the profession.

DESCRIPTION OF MEDICAL ASSISTING PROFESSION

Medical assistants are multi-skilled health professionals specifically educated to work in a variety of healthcare settings performing clinical and administrative duties. The practice of medical assisting necessitates mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession.

MEDICAL ASSISTING PROGRAM GOAL

To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

MEDICAL ASSISTING OUTCOMES

Graduates of the diploma program will:
- ❖ Demonstrate entry-level skills, knowledge, and behavior competence in content, administrative and clinical functions and procedures, including general operational functions, as defined by the Commission on Accreditation of Allied Health Education Programs Standards and Guidelines for Medical Assisting Education Programs.
- ❖ Demonstrate professionalism and awareness of patient concerns and needs while providing quality care.
- ❖ Apply office policies and protocols to educate and instruct a diverse patient population according to their needs using available community resources.
- ❖ Recognize and respond to written, verbal, and nonverbal communication, while gathering, documenting, and assessing patient information, with the use of EMR/EHR systems, to execute quality patient care.
- ❖ Articulate fundamental principles, regulations, and statutes for performing within legal and ethical boundaries.

Graduates of the degree program will:
- ❖ Recognize the importance of becoming a Certified Medical Assistant, membership in professional organizations, and continuing education.
- ❖ Recognize the roles of practice management, human resources, and marketing as they apply to advanced medical office settings.

CORE SKILLS AND LEARNING OUTCOMES

South Piedmont Community College advocates Thinking, Learning, and Interacting as critical competencies for student achievement and lifelong learning in today's global economy. These critical competencies are supported by five (5) core skills with measurable learning outcomes which are integrated into the curriculum course instruction and activities. The SPCC Core Skills and learning outcomes are:

Critical Thinking
- The learner will identify, interpret, analyze, or synthesize problems before developing and implementing solutions in a manner effective and appropriate for the intended audience.

Information Literacy
- The learner will locate, identify, evaluate, use, and disseminate information ethically and effectively.

Intercultural Competence
- The learner will demonstrate cultural awareness and objectivity through critical reflection.

Oral Communication
- The learner will exchange ideas and information with others using the spoken word in a manner effective and appropriate for the intended audience.

Written Communication
- The learner will exchange ideas and information with others using text in a manner effective and appropriate for the intended audience.

LEARNING OUTCOMES AND ASSESSMENT

At SPCC, all students participate in learning outcomes assessment. This helps answer the fundamental questions: Are you, as a student, learning? How do we, as an institution, and you, as a student, know? All curriculum programs at SPCC have *program learning outcomes* and *course learning outcomes*.

Program learning outcomes answer the question: What kind of skills and knowledge should graduates demonstrate after completing this academic program? Program learning outcome statements focus on the broad skill sets and knowledge that are specific to that academic program. Program advisors can help students discover what will be learned in their program of choice.

Course learning outcomes describe the knowledge and skills that will be learned in a course. Course learning outcomes are the building blocks that form the foundation for the program learning outcomes. Students should check their course syllabus to find the learning outcomes specific to each course.

Core Skill Outcomes, sometimes referred to as employability or soft skills, are skills that competent and valuable employees in any field or industry should demonstrate. As an institution, SPCC has identified five (5) core skill outcomes that graduates of every associate's degree program should acquire. They are: Critical Thinking, Information Literacy, Intercultural Competence, Oral Communication, and Written Communication.

Results of learning outcomes assessments are analyzed by instructors using data managed in Taskstream, the College's online management system for evaluating student learning. Decisions targeting continuous improvement in learning are made in a systematic way to determine what students have learned and how learning can be improved. The College reserves the right to share samples of student work with regulatory and accrediting bodies when necessary.

Source: SPCC 2023-2024 College Catalog

Medical Assisting Technical Standards

In order to perform the tasks required of a medical assistant, certain physical capabilities are required. Students must demonstrate the ability to perform required functions as a routine part of classroom, laboratory, and while completing the practicum. Students should be aware that successful completion of the Medical Assisting Program will depend upon the ability to meet the following technical standards.

1. Critical Thinking: Possess critical thinking ability sufficient for clinical and class judgment. Example: You must be able to identify cause and affect relationships in clinical situations, participate in development of patient education plans, etc.

2. Ethical Behavior: Provide services with respect for human dignity and the uniqueness of the patient/client unrestricted by consideration of socioeconomic status, personal attributes, or the nature of health problems. Example: You will care for patients/clients assigned regardless of race, gender, religion, or diagnosis and uphold integrity as a medical professional.

3. Legal Behavior: Provide care within the scope of practice as stated in the American Association of Medical Assistants Code of Ethics and Practice. Example: You will safeguard the confidentiality of all patient/client information as required by law unless permission is granted by the patient/client.

4. Interpersonal Skills: Possess interpersonal abilities sufficient to interact with individuals, families, groups, etc. from a variety of psychosocial cultural backgrounds. Example: You will establish rapport with patients/clients and healthcare team members by behaving in a professional, courteous manner.

5. Communication Skills: Possess communication abilities sufficient for verbal and nonverbal interaction with others, regardless of language or physical barriers. Example: You will be able to **clearly** explain treatment procedures to patients/clients/family, document patient/client responses, and report to others regarding patient/client care.

6. Mobility: Possess physical abilities sufficient to move from room to room and maneuver in small spaces, stand, walk, and bend over for extensive periods of time. Example: You will be able to move between work station, patient/client's room and treatment areas.

7. Motor Skills: Possess gross and fine motor skills sufficient to provide safe and effective healthcare. Example: You must be able to use equipment, position patients/clients, administer injections, etc.

8. Hearing Skills: Possess auditory ability sufficient to monitor health needs and collect data. Example: You must be able to hear heart and breathe sounds, etc.

9. Visual Skills: Possess visual ability sufficient for observation and data collection. Example: You must be able to observe color of skin and read the scale on a syringe.

10. Tactile Skills: Possess tactile ability sufficient for data collection. Example: You will be able to detect pulsation and feel skin temperature.

11. Physical Requirement: Major activities of this job include frequent walking, standing, and light physical effort performed on a level surface. Some carrying, lifting, kneeling, bending, reaching and squatting are involved in the medical office. You must possess the ability to life and manipulate/move 40-50 pounds. Example: You will be able to move equipment, position patients, etc.

12. Working environment/safety: The medical assistant's work environment is indoors in an office/clinical setting. There are mechanical, electrical, chemical, and infectious material hazards in existence. Infectious material hazards involve regular exposure to disease-bearing specimens, body fluids, wastes and risk of blood-borne diseases. Electrical and mechanical hazards exist in areas of equipment use. Laboratory testing procedures may expose the student to some odorous chemicals and specimens. Phlebotomy procedures require contact with patients under a wide variety of circumstances and conditions. The work environment in the medical office is subject to frequent interruptions and at times, irregular hours. Occasional pressure due to multiple calls and inquiries exist.

Safety for the medical assisting student is provided in the form of personal protective equipment and barrier precautions. Gloves, face shields, goggles, fluid resistant lab coats and manual pipetting devices are used. Additionally, adequate lighting, ventilation, adjustable work surfaces, sufficiently located utilities and area security are present in the medical office.

OCCUPATIONAL RISKS

Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments. The Bureau of Labor Statistics clearly outlines that it is a growth field, with an anticipated 18% growth from 2020 to 2030.

Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility.

As with any healthcare position, there are certain occupational risks that come into play with being a medical assistant, and those hazards include the following:

- **Exposure to infectious diseases**

- **Sharps injuries**
- **Blood borne pathogens and biological hazards**
- **Chemical and drug exposure**
- **Ergonomic hazards from lifting, sitting, and repetitive tasks**
- **Latex allergies**
- **Stress**

At the same time, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

Accredited medical assisting programs are required to teach students about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety.

PROGRAM EMERGENCY PREPARDNESS PLAN

In the event of unanticipated interruptions which may include, but are not limited to, unexpected departure of key personnel, natural disaster, public health crisis, fire, flood, power failure, failure of information technology services, or other events that may lead to inaccessibility of educational services, the Medical Assisting program will utilize the following preparedness plan to assure continuity of education services. Continuity of education is the main focus for each adaptation to the plan.

- Unexpected departures of key personnel that cannot be immediately replaced will warrant schedule changes of students and current faculty. As necessary, with instructor departures, the Program Director/Practicum Coordinator and/or other Medical Assisting instructors will substitute until a qualified replacement is on boarded and appropriately trained.
- In the event of an unexpected departure of the Program Director/Practicum Coordinator:
  - The Dean of Health and Public Services, and the program instructors have continuous access to all curriculum content and resources available via the college LMS to ensure continued curriculum delivery.
  - If access to the LMS is unavailable, Instructors have alternate electronic access via their personal accounts with the publishers and/or hard copies of the program textbook, study guide, course exams, answer keys, resources, and competency assessment forms.
  - In the event of extended internet outage, course content in the LMS can be downloaded and viewed offline as an e-pub file by both students and instructors.
  - The Dean of Health and Public Services, and all program Instructors will be provided with the most recent electronic and hard copies of the program Handbook, schedule, and Course Syllabus and Curriculum Guide at the start of every cohort.
  - All Medical Assisting instructors will receive copies of clinical schedules and contacts prior to students starting their practicum to ensure awareness and continuity of schedules.
  - Upon completion and submission of each Annual Report Form, an electronic copy will be shared with the Dean of Health and Public Services and program instructors to assure programmatic continuity, along with all the raw data.
  - The President's office will have copies of all signed Affiliation contracts for the Medical Assisting program.

For any event that leads to the inability to access educational services on campus, the following guidelines are to be utilized.

- Communication of all program status changes will be through Handbook updates, email notifications, and announcements posted in the LMS. All efforts will be made to execute communication of program status changes within 48 hours of the event. All communication and correspondence should be maintained in a file. Communication should be with the institution, faculty, students, and clinical affiliates when necessary or when changes occur.

- Provide updated information to students on how to access Student Wellness, Security, and Student Success within the college community.
- Virtual instruction methods will take the place synchronously to deliver the theory portion of the core curriculum. Skills will be scheduled when in-person instruction can resume. If other options are available such as using another facility with sufficient resources to demonstrate and evaluate skills this method will be utilized to provide continuity of the educational experience. Skills will continue to be documented on paper with signatures.
- Virtual instruction methods will be monitored for effectiveness by evaluating student progress and providing additional e-learning resources to assist students with adapting to this modality.
- Classroom and labs are equipped to hold virtual instruction via Microsoft Teams. The college utilizes the Canvas Learning Management System for assignments, discussions, and quizzes. The college will support the technology required. (Including but not limited to Wi-Fi hotspots and laptop loaner programs.) IT requests will be monitored.
- Program enrollment interviews and information sessions will be conducted virtually utilizing the same documentation until the program faculty can return to on ground interviews.
- Clinical assignments affected may delay graduation time due to the clinical hour requirements. In the event clinical is delayed, the Practicum Coordinator will work with each individual clinical site to determine current availability and/or changes to schedules that may be necessary. If a site is no longer able to accommodate a student, all efforts will be made to find an alternative site in a timely manner. There will be no change in clinical assessments or meeting clinical graduation requirements.
- In the event graduation will be delayed, the Program Director/ Practicum Coordinator will provide each student with an action plan to complete their education. All documents will be maintained.
- Provide any information that may help document how outcomes were affected by the interruption.
- Document any overlap of clinical slots due to the circumstances.
- Notify the Program Advisory Committee of the change. If necessary, plan an emergency meeting to assist with emergency plans. (For long term interruptions).
- Notify MAERB as appropriate. Maintain all records of action plans and courses of strategy for the emergency duration.

STUDENT CONDUCT EXPECTATIONS

You are expected to conduct yourself with the courtesy and dignity customary to the Medical Assisting profession.

Medical Assisting is a profession dealing with human life; therefore, unprofessional conduct such as lying, cheating, stealing, as well as the use of alcohol or nonprescription drugs while on duty is prohibited.

If you fail to comply with normal and accepted manners of behavior and/or performance while on campus or at a clinical site, you may expect disciplinary procedures to be immediately invoked by the instructor. The instructor will determine the nature and degree of disciplinary action necessary to re-establish the desired learning environment. Any time you are subject to dismissal from South Piedmont Community College's health programs for disciplinary reasons, you are entitled to due process, including the right to appeal. A student may or may not be dismissed from the college. Students may apply to the program for a future semester, however, application does not guarantee acceptance into the program.

While in class, lab, or clinical setting, you are required to maintain standards of dress and grooming that are consistent with good hygiene and professional conduct.

Dress Code
Classroom and Lab: You are expected to dress neatly and appropriately for classes and other school functions. Uniforms are worn during all Medical Assisting functions, inside and outside of the classroom/lab.

Clinical: While in the clinical setting, you will wear the South Piedmont Community College student uniform for the Medical Assisting Diploma Program. You must follow agency dress codes.

- ❖ While in uniform, you may not chew gum or smoke.
- ❖ The Medical Assisting female uniform consists of either ceil blue or angel blue V-neck top and pants, white, gray or ceil blue lab jacket (optional), SPCC name badge, white shoes, and white socks.
- ❖ The Medical Assisting male and Medical Laboratory Assistant uniform consists of black top and black pants, black or white lab jacket (optional), SPCC name badge, black shoes, and black socks.
- ❖ Instructors may require modification of hemlines, size, or other aspects of the uniform not meeting external site standards. All parts of the uniform must be kept clean (no stains or spots), wrinkle free, and neat.
- ❖ All Medical Assisting students (male and female) will be required to purchase their uniforms from a selected vendor. You will be given specific information on the purchase of uniforms when accepted into the program.
- ❖ I.D. badges are to be worn at all times.
- ❖ You must wear your full uniform during class, lab, community service events, Medical Assisting functions, and clinical externship.

Grooming
- ❖ Hair (male and female) must be worn at or above the collar in a professional style. Long hair must be worn up or pulled back from the face in a secured tight manner. Ribbons or other colorful ornaments are not permitted. Artificial weaves/wigs are permitted if conservative, natural color, clean, and secure, and if no safety hazard is presented. Hair should be of a natural, conservative color.
- ❖ Beards, moustaches, and sideburns must be kept neatly trimmed.
- ❖ Fingernails should be clean and cut so that they do not extend beyond the fingertips. No fingernail gel or polish, artificial nails, or nail tips are allowed.
- ❖ Make-up must be natural looking, conservative enhancements, such as eyelashes must be neat and not excessively long.
- ❖ Necklaces, bracelets, and other non-functional ornaments may not be worn with the Medical Assisting uniform.
- ❖ Engagement, wedding, wrist watches, and earrings may be worn. Earrings must be round and not more than one-half inch in diameter and conservative in style and only wore in the ear lobe. No more than one earring per ear is permitted.
- ❖ No observable body piercing or tattoos are allowed. All tattoos must be covered when in lab, class, or clinical. Facial piercings are considered body piercings and are not allowed. The only exception to this rule is a stud nose piercing, stud eyebrow piercing and cartilage piercing. These **must** be covered with a clear retainer at all times during class, lab, and community service events or clinical.
- ❖ Sunglasses may not be worn in the classroom or clinical area unless prescribed by a physician or optometrist.

**SPCC Allied Health and Nursing
Appearance Guidance Chart**

ITEM	ACCEPTABLE	NOT ACCEPTABLE
Uniform	Adhere to program specific uniform selection. Clean, neat, non-wrinkled, in good repair and appropriate size.	Soiled, wrinkled, noticeably worn, and too tight or too loose. When standing, sitting, stooping, bending, or reaching, skin shows around the waistline or at the cleavage or mid-chest line.
SPCC I.D. Badges	Worn in an easily visible spot, on outer layer of clothing at or above the chest. Must be worn during class, lab, clinical, community service events and functions of the Allied Health/Nursing programs.	No SPCC I.D. badge, or worn in a place that is difficult to read (for example, waistband, lower pocket of lab coat).

Hair	Hair (male and female) must be worn at or above the collar in a professional style. Long hair must be worn up and pulled back away from the face, in a secured tight manner. No ribbons or colorful ornaments. Artificial weaves/wigs must be conservative, natural color, clean, secured and not a safety hazard. Hair must be of a natural, conservative color. Beards, moustaches, and sideburns must be kept neatly trimmed.	Extremes in hairstyles or color, messy buns or loose hair hanging below collar length. Colorful ribbons or ornaments (for example, bands, shells, etc.) Unkempt facial hair.
Hygiene	Use of deodorant and good oral and body hygiene.	Not using deodorant or heavy scent of tobacco smoke, body odor, perfume, fragrant lotions, aftershaves and mouth odor.
Jewelry	Engagement, wedding ring, wrist watch and earrings that are no more than one-half inch in diameter and conservative in style and only wore in the ear lobe.	Multiple bracelets, necklaces or rings. Dangling earrings and larger than one-half inch earrings. Multiple piercings in the ear (for example, cartilage piercings).
Make-up	Natural looking, conservative enhancements, such as eyelashes.	Excessive make-up, excessively long eyelash extensions.
Fingernails	Clean and cut so they do not extend beyond the fingertips. No fingernail gel or polish, artificial nails, or nail tips.	Not clean, extended beyond the fingertips. Polished or gel and artificial nails.
Body Piercing	No observable body piercings including facial piercings. Any stud nose piercings, stud eyebrow and cartilage piercings must be covered with a clear retainer at all times during class, lab, clinical and community service or program functions. Earlobe expanders with open holes larger than that of an ear piercing is covered.	Body piercings not covered with a clear retainer. Tongue jewelry
Tattoos	Tattoos covered	Tattoos uncovered
Head gear	None – no hats, ball caps, or cowboy hats	In any class, lab or clinical.
Undergarments	Adequate and appropriate undergarments are worn. No exposed undergarments.	Visible underwear, including thongs, etc.
Shoes	Program approved, clean and polished.	Scuffed, dirty, unpolished, untied, visibly worn shoes. Open toed shoes.
Necklines	Conservative necklines that does not reveal underwear, cleavage or excessive chest hair	Plunging neckline or tops that expose cleavage or chest hairs.
Sunglasses	None, unless prescribed by a physician or optometrist.	Sunglass not prescribed.

Student Work Policy
Student lab and clinical activities associated with the Medical Assisting Diploma Program are designed to be educational in nature. No monetary remuneration whatsoever will be paid to students as a result of their clinical experiences. Students are never to be used in place of hired staff personnel within the clinical facility.

Laboratory Subjects
In order to insure the highest quality educational experience it is necessary to perform on-campus venipunctures and capillary sticks in our lab, thus we must use student volunteers. Students are asked to give permission to be used as a laboratory subject in an educational nature. This on campus training is under the supervision of a qualified faculty member in the Medical Assisting/Medical Laboratory Assistant Program at South Piedmont Community College.

Clinical Practicum
Clinical Practicum for Medical Assistants are scheduled the last 8 weeks of the 2nd semester. You will be assigned a clinical site by the Practicum Coordinator. Students do not have a choice of clinical sites, and cannot

request a specific site. All clinical site placements will be coordinated by the Practicum Coordinator and either Novant or Atrium student placement coordinators. Clinical times are either Monday-Thursday; 8:00 a.m.–5:00 p.m. or Monday-Friday; 8:00 a.m.-3:00 p.m. Some clinical sites have varying hours and the students are required to follow the clinical hours of operation.

Clinical Preceptor Interaction:
You are not allowed to be employed by or exchange any services with a clinical preceptor for any reason. Bringing preceptors gifts or food is not allowed while in the Medical Assisting Program. You are not allowed to communicate with your preceptors through personal phone numbers, personal emails or social media. All communication should be through work phone numbers and work email accounts. If you are contacted by a preceptor through your personal email, personal phone number or social media please reply through their work phone or email. If you or your preceptors have questions about this policy clarification can be provided by your Clinical Coordinator or Program Director.

All student activities associated with the curriculum, especially while students are completing clinical rotations, will be educational in nature. Students will not receive any monetary remuneration during this educational experience, nor will the student be substituted for hired staff personnel with the clinical institution in the capacity of a medical assistant/medical laboratory assistant. You need to be aware that this is part of the practicum/school contract and understand that no monetary compensation is to be accepted.

Placement of Medical Assisting Graduates
South Piedmont Community College has no formal policy on the placement of Medical Assisting Diploma program graduates. However, the Program Director works with recruiters and office managers to maintain ongoing information regarding potential job openings. The Career Services Department of the Student Services Division also assists students and graduates with resume writing, interview skills, and job search strategies. While the College makes no guarantee that students or alumni will be placed in jobs of their choosing, contacts with healthcare providers and recruiters are maintained to help bring prospective employers and employees together.

Safeguards/Incidents

Students should be aware that the Medical Assisting profession is a "hands-on" profession, and involves touching of patients. Due to certain limitations, students will be required to serve as "patients" in lab settings, and may be touched by other students in a medically relevant way. No student should be made to feel uncomfortable, and any "touching" of genitalia of simulated patients is prohibited, and may result in dismissal from the program. Any student made to feel uncomfortable during a lab exercise should **IMMEDIATELY** inform the instructor, and explain the situation. The Program Director will also be informed. Please use your best judgment when dealing with other students, especially those of the opposite gender.

Supplemental Accident Insurance

As part of tuition and fee charges, students have supplemental accident insurance coverage for each semester including while enrolled in the Medical Assisting Program. Students in any patient care program are susceptible to injury, such as needle sticks, etc. If a covered person accidently sticks himself/herself with a needle in the course of training, while under the direct supervision of the South Piedmont Community College's Medical Assisting instructors, the needle stick will be considered a Covered Accident. Sickness, except for a bacterial infection that results in the Loss of Life, as a consequence of the needle stick is not covered under the Policy. This accident insurance is a secondary insurance if the student has any other medical insurance. If a student of the Medical Assisting Program has insurance, the primary insurance of that student would be filed first. Students would be required to submit all information relating to the incident to this secondary insurance showing what their primary insurance paid before this insurance would pay.

For Additional information about student accident insurance, you may contact Angela Burleson @ aburlson@spcc.edu/704-272-5301. **If you have an accident, please report to your instructor or Program Director immediately.**

A school sponsored event is defined by:

- Participating in or attending any regularly scheduled activity of the college.

- Traveling directly (uninterrupted) to and from a regularly scheduled activity with other members as a group. This type of event must be supervised by a person authorized by the college.

- Traveling directly (uninterrupted) to and from the Insured's residence and the meeting place for the purpose of participating in the regularly scheduled activity.

For other polices relating to campus safety and policies and procedures please refer to the SPCC Student Handbook and Campus Safety that can be found on the SPCC website at www.spcc.edu.

Lab Policy

Many courses include hours designated as lab hours. During these hours, the student is expected to complete lab assignments as determined by the instructor. The instructor will monitor the lab, while providing direction and instruction.

While in the lab area, students are expected to adhere to the following policies and procedures:

- No food or drink is allowed in the lab at any time.

- No children are allowed in the lab area at any time (unless prior arrangements have been made with the Program Director, i.e. pediatric labs).

- The student will <u>not</u> move any electrical equipment or connections. If a connection needs to be replaced or connected, it should be reported to the instructor. Any electrical problems (ie. frayed wires, poor connections, loose plugs) or equipment damage is to be reported to the instructor immediately.

- Lab procedures are to be performed **under direct supervision only**. Students will not be allowed to operate equipment in the Medical Assisting lab without the presence of an Instructor/Program faculty member.

- Each student is responsible for cleaning up the lab area after use. Keep floors and walking areas clear of any impediment.

- Students are allowed to attend lab sessions only during the designated lab time he / she is assigned or during an open lab, set by the instructor or Program Director of the Medical Assisting Program.

- Students are NOT to wear open toed shoes or backless shoes when working in the lab area. This is for liability reasons. You are expected to wear your approved Medical Assisting program shoes at all times in the lab.

- Live work will not be performed in the medial assisting labs. This is defined as any work performed by students or instructors of SPCC that requires the payment of fees or any other guarantee written or implied.

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- Return all equipment to its proper storage place

- Turn off all machines after use and replace all equipment to its correct location.

- **All accidents** will be reported to the Medical Assisting Program Director/ Instructor, an accident report must be filled out immediately

MEDICAL ASSISTING ATTENDANCE POLICY

Class Attendance

ONE CLASS ABSENCE PER SEMESTER IS ALLOWED WITHOUT PENALTY. Two tardies will constitute an absence. If there is a true emergency and you cannot attend class, it is necessary to phone your instructor and notify her by voice mail or text message **on the same day of the absence, or as early as possible**. Should you find it necessary to miss class, you are responsible for all assignments and material covered during your absence. All Canvas assignments should be turned in on time and will not be accepted otherwise. You will **have seven days** from the date of the absence to make up all missed MAERB competencies. Absences on class/lab days will result in a zero for all seated assignments/quizzes except in cases of extenuating circumstances with written documentation. Students will be issued citations for absences or tardies. **Any violation of this attendance policy may result in an immediate action plan with a final warning being issued.**

MA/MLA Attendance Penalty Policy:

1. Students are allowed one (1) absence during an 8 week course.
2. For 8 week courses the following penalties will apply:
   - Two (2) absences: the final grade will be reduced by 5 points (Ex: you have a 94.5, you miss two classes your final grade will be an 89.5, you just dropped from an A to a B)
   - Three (3) absences: the final grade will be reduced by 7 points (Ex: you have a final grade of 98.0, you miss three classes and your final grade will be 91.0, you just dropped from an A to a B)
   - Arriving late to class (1 minute after class begins) counts as a tardy. Two tardies counts as one absence. Four tardies is equal to 2 absences, and results in 5 points dropped from final grade. Six tardies is equal to 3 absences, and results in 7 points dropped from final grade.

Medical Assisting/Medical Laboratory Clinical Attendance

NO ABSENCES/TARDIES ARE ALLOWED DURING THE CLINICAL PRACTICUM EXPERIENCE. If there is a true emergency and you cannot attend clinical, it is necessary to phone your instructor and notify her by voice mail or text message on the same day of the absence, or early as possible. You must also call your clinical site and speak to your preceptor. Do not leave a message. Extenuating circumstances may allow exceptions for this rule, but are at the discretion of the Program Director **and Practicum Coordinator.** However, you must make up clinical time because of accreditation standards. Make up for additional clinical absences will be scheduled at the discretion of the **Program Director, Practicum Coordinator, and clinical site**. All correspondence for makeup dates and times must be documented and approved through email to your clinical instructor**. If you are absent or tardy for any reason, the clinical semester penalties will apply. All time must be made up according to MAERB guidelines for Practicum Experience.**

Clinical Externship Semester (last 8 weeks of diploma) Absenteeism Penalties:
   - One (1) absences: the final grade will be reduced by 5 points (Ex: you have a 94.5, you miss one classes your final grade will be an 89.5, you just dropped from an A to a B)

- Two (2) absences: the final grade will be reduced by 7 points (Ex: you have a final grade of 98.0, you miss two classes and your final grade will be 91.0, you just dropped from an A to a B)
- Three (3) absences: the final grade will be reduced by 10 points. (Ex: you have a final grade of 90.5, you miss three classes and your final grade will be 80.5, you just dropped from a B to a C).
- Arriving late to your externship site (1 minute after your shift begins) counts as a tardy. Two tardies counts as one absence, and results in 5 points dropped from the final grade. Four tardies is equal to two absences, and results in 7 points dropped from final grade. Six tardies is equal to three absences, and results in 10 points dropped from final grade.

Leaving clinical experiences before the scheduled completion time will be considered an absence. Faculty must be notified any time you leave the clinical site if other than at the scheduled departure time**.** This must be done prior to leaving the clinical site. Again, you must call or text your clinical instructor of record. Note: If the clinical site asks that you be removed or not return for any reason, this may result in failure of the course and dismissal from the program.

Any violation of this attendance policy may result in an immediate action plan with a final warning being issued.

Appointments and personal business need to be scheduled at times other than class, lab, or clinical time.

MEDICAL ASSISTING COURSE EXPECTATIONS

Assignments
All assignments--class, lab, or clinical--are due as specified in the course syllabus. Penalties are applied per assignment if you fail to submit course assignments by the designated due date and time.

You are not allowed to use the same work for two different Medical Assisting classes without documented, written permission from the instructor. Duplication of work by submitting the same primary work in two separate classes is a violation of the SPCC Academic Integrity policy, which can be found in the SPCC Student Handbook, and will result in failure of the course in which duplication of the work occurred.

Research papers, discussion boards, and other designated coursework must be written in APA format, to include parenthetical citations and a reference list. Failure to include APA citation and/or reference list is considered plagiarism and a violation of the SPCC Academic Integrity policy.

Study guide assignments are required in MED diploma courses. Study guides must be completed by the assignment due date. Study guides **must be neatly hand written on workbook pages**, use complete sentences (where applicable), and must be scanned into Canvas as one PDF file. Students that fail to submit study guides on time are subject to disciplinary action by the Program Director.

Students are required to check their student email daily for course and assignment related announcements. Students are held accountable for missing coursework when announcements (emails) indicate changes related to assignment due dates, submission requirements, etc. Announcements are sent to student email accounts only. Instructors will not reply to personal email accounts.

Students must work ahead to complete all MED course assignments prior to assignment due dates. In the event you have an assignment specific question, you must reach out to your course instructor early to provide him or her ample time to research and answer your question. Emails or voicemails left over the weekend will be returned

the next business day. Waiting for an instructor response to an assignment question is not an excuse for late coursework; late coursework will receive a zero grade.

Testing
Students are responsible for contacting their instructor in any or all classes if there is an extenuating circumstance that would prohibit their attendance at any time. Students are expected to make contact with their instructors ahead of time whenever possible. At the instructor's discretion, extenuating circumstances MAY allow for exceptions to this rule. However, instructors are NOT required to accept extenuating excuses, and exceptions to this rule should be rare.

It is your responsibility to arrange a time with your instructor to make up all missed testing, announced or unannounced. If you are present or can be present on the test day, it must be taken on that day. The test must be taken the day you return to school (class or lab) or a zero will be given. Daily quizzes that are missed with absences are not allowed to be made up, and a zero will be given.

Final Exams
It is mandatory that you take the final exam during the scheduled time for the exam. If there is some extraordinary reason you cannot be present for the final exam, arrangements should be made with the instructor to take the exam at the earliest possible time. The grade from this exam is final.

Social Media Guidelines

In order to minimize risks when utilizing social media, the Allied Health Department of SPCC has adopted the following guidelines.   The student will:
1. Maintain patient privacy and confidentiality at all times.
    a. No transmission of patient related images (photos) or patient information.
2. Limit use of cell phones, smart phones, tablets, computers, or any electronic communication devices with internet access to nursing practice, research, and education.
3. Refrain from posting on either a personal page or site any disparaging remarks about faculty, the healthcare team, and other nursing students, even if the individual or group is not identified. This includes threatening, harassing, embarrassing, profane, obscene, sexually explicit, racially derogatory, and homophobic or other offensive remarks.
4. Avoid online social contact with patients or former patients.
5. Refrain from stating personal opinions as being endorsed by any faculty or the college
6. Immediately report any breach of confidentiality or privacy and any inappropriate use of social media to appropriate Allied Health faculty.

PROGRESSION GUIDELINES

The following guidelines apply to students enrolled in the Medical Assisting Diploma program at South Piedmont Community College. These guidelines supplement the Student Code of Conduct as stated in the SPCC Student Handbook and are designed to ensure compliance with the American Association of Medical Assistants.

Program Progression
Progression in the Medical Assisting Diploma program is dependent on each of the following. <u>Failure to meet program progression requirements will forfeit your seat in the Medical Assisting Diploma program, regardless of the time spent in the program.</u>
* Satisfactory completion of all pre-requisites and co-requisites for each course in the program.
* Passing all courses in the Medical Assisting Diploma curriculum map with a grade of "C/77" or higher.

- ❖ Passing all competencies domains (Cognitive, Psychomotor & Affective) in each course with a grade of 77% or higher Any MAERB competencies **not meeting minimum requirements/grade of 77%** or higher after one (1) attempt, student must:
  - Set up and attend remediation meeting with instructor within 3 days of not achieving a 77% or higher; this meeting can be virtual or face-to-face
  - Repeat MAERB competency within one (1) week of scoring below 77%
  - Achieve a satisfactory grade of 77% or higher on the competency

*If a satisfactory grade after remediation and repeat attempt is not met, the student will be required to meet with the Program Director to discuss further academic disciplinary action, up to and including program dismissal.

- ❖ Maintaining a cumulative GPA of 2.0 or higher.
- ❖ Ability to complete a clinical rotation at all required clinical sites. If a clinical site issue conflict prevents a student from progressing, the Program Director will review and evaluate the circumstances. His/her decision will depend on the nature of the clinical issue. If a clinical site request a student to be removed from their designated clinical site, the student will not be able to progress in the program.
- ❖ Maintaining behavioral, physical, emotional and performance standards as outlined by the:
  - ❖ SPCC Student Handbook
  - ❖ Medical Assisting Student Handbook
  - ❖ AAMA Code of Conduct
  - ❖ AAMA Accreditation Standards and Requirements for graduates
  - ❖ MED individual course syllabi

The Medical Assisting Program is a 1+1 diploma/degree option. In order to progress into the Associate in Applied Science Degree, students must have successfully completed the diploma option with a 3.0 GPA.

Dismissal from the Program
Dismissal from the Medical Assisting Diploma program may occur if you (1) fail to meet progression criteria and/or (2) demonstrate unsafe or unsatisfactory behavior that conflicts with safe healthcare practices. Unsafe or unsatisfactory behavior includes, but is not limited to, the following:
- ❖ Violation of the academic and clinical integrity policy. Any act of dishonesty may lead to program dismissal.
- ❖ Violation of HIPAA confidentiality policy.
- ❖ Falsification of any school records or clinical agency records.
- ❖ Willful destruction of school or clinical agency property.
- ❖ Intoxication or use of illegal drugs while in the clinical area or on school property.
- ❖ A pattern of unsafe clinical behavior, i.e., performing procedures without supervision, administering medication via the wrong route, giving medication to the patient, negligence, unable to effectively communicate with the patient, etc.
- ❖ One incident of gross unprofessional conduct, i.e., raising voice in an inappropriate manner (shouting/screaming); hitting or cursing a client, student, SPCC faculty or staff, and/or health care team member, unwillingness to cooperate with the faculty and/or clinical site preceptors/personnel, etc.
- ❖ Lack of respect for program faculty, staff, and classmates.
- ❖ Any willful or intended act that endangers the health, safety, or well-being of another person (physical, verbal, or sexual harassment or abuse).
- ❖ Physical and/or emotional problems that do not respond to appropriate treatment and/or counseling within a reasonable period of time. This period of time can be defined by the number of clinical hours mandated each semester by the accrediting board. If these hours are impeded and cannot be met, the student must withdraw from the program.
- ❖ Violation of school or clinical agency policies.
- ❖ Omission of essential components of Medical Assisting care regardless of whether actual injury to the patient is established.
- ❖ Failure to protect the patient's wellbeing.

❖ Repeated failure to recognize and/or promptly report significant patient information allowing for potential patient harm.
❖ Inability to complete a clinical rotation at all required clinical sites. **This includes the refusal of any clinical site to allow you to begin participation, continue, or return for clinical rotation at their site.**
❖ Failure to demonstrate awareness of one's own limitations in the practice of Medical Assisting or to seek appropriate assistance when limitations are recognized.
❖ Failure to accept personal responsibility for learning.
❖ Requiring an inordinate amount of faculty supervision/time due to inadequate preparation for clinical practice, poor clinical decision-making skills, or violations of safety principles and practices that jeopardizes the required supervision of other students by faculty. An "inordinate amount of faculty supervision/time" indicates that the student consistently requires a significantly longer period of time to complete healthcare assignments than would other students at the same point in the program.
❖ Consistently documented failure to apply instruction, previously learned principles and practices in the field of Medical Assisting.
❖ Failure to meet the requirements of an Action Plan.

Readmission Procedure
Students seeking readmission to the Medical Assisting Program must submit an application for MA readmission to the Admissions Office. Readmission is not guaranteed and is on a space available basis only. Students must contact the Program Director and complete all required documentation for possible re-entry. The Program Director will notify admissions if any students are being readmitted.

Students who were unsuccessful or withdrew from MED 150 or MED 140 and seek readmission into the MA program will be considered in the applicant pool for the year they seek to return. Students are expected to meet current MA admissions criteria.

Students who were unsuccessful or withdraw from the course after completing MED 150 & MED 140 will complete the following process:

Eligibility:
• Students who have two unsuccessful attempts (withdrawal or failure) in the Medical Assisting program are not eligible for readmission in the program.
• Students must apply for readmission and begin the program within one (1) year of having exited the program. Applicants who exceed the one (1) year limit must apply as a new applicant for the first semester of the program.

Requirements:
• Letter of intent must be sent to the Medical Assisting Program Director.
• Meet with Program Director to complete a health pre-course substitution form.
• Submit a completed Medical Assisting admission packet for readmission.
• Take any additional courses added to the catalog for the year you are reapplying.
• Successful completion of a competency exam for each MED course completed prior to the withdrawal. *If a required learning domain (cognitive, affective, and psychomotor) has been added to a MED course that you have successfully completed in the past, you will be required to audit the class at your expense. You must be successful in the additional domains of learning added. This may include, but not limited to, exams, quizzes, and competencies demonstrating performance at a 77% or higher in all domains.
• Successful completion of selected competencies in completed MED courses administered by the SPCC Medical Assisting faculty. The selected competencies will include any course that requires psychomotor skills.
• Contact the MA Program Director well in advance of re-entering to arrange for competency testing. Students will have only one attempt to successfully pass the competency exam and skill competencies. The student will not be eligible for readmission if they are unsuccessful on the first attempt. The course must be retaken if you are not successful and wish to be eligible for readmission.

- Applicant must meet Medical Assisting admission requirements for the MA program for the year in which readmission is desired.
- Students accepted for readmission must submit:
    1. An updated medical form if the original form is more than one (1) year from re-entry point;
    2. Criminal background check and drug screen;
    3. Current TB and CPR status.

Graduation

In order to receive a diploma in Medical Assisting, you must:
- ❖ Have a 2.0 GPA (grade point average) in your major, an overall 2.0 GPA. (Note: must have a grade of "C" or 77 in all Medical Assisting courses.)
- ❖ Have completed all required courses in your program of study.
- ❖ Satisfied all division or departmental requirements.
- ❖ Returned all property of the College.
- ❖ Paid all fees due to the College.
- ❖ Paid your graduation fee and ordered your cap and gown.
- ❖ Met all residency requirements.

Presence at graduation is a requirement. When attendance is impossible, you may petition, in writing, to the Vice-President of Student Services for permission to graduate in absentia.

Graduation exercises will be conducted at the end of spring semester for students who will complete **all** coursework by the end of the summer term.

GENERAL INFORMATION

Supplies
- ❖ Required Courseware in Canvas for each course which includes; access to course textbooks, Sherpath, and SimChart for Medical Assisting.
- ❖ Book bag for books, composition books or notebook paper for notes, highlighters (assorted colors), pencils or pens are recommended.
- ❖ Although electronic devices such as laptops and iPads are not required, they have proven beneficial to learning.
- ❖ A watch with a second hand, **NOT** digital. No Smartwatches are allowed.
- ❖ Stethoscope.
- ❖ Blood pressure cuff.
- ❖ A tape recorder **may** be used in class **if** you receive permission from the instructor before the beginning of each class.
- ❖ You must purchase the Medical Assisting uniform and program pin.
- ❖ During MED 260, in the last semester of the program, the student is required to apply for and complete the AAMA Certification Exam. The cost of this exam (approximately $125.00) and is added to fees in MED 260 tuition.
- ❖ During MED 264, in the last semester of the program, TrueLearn access fee is added to fees in MED 264 tuition.
- ❖ You are responsible for all costs associated with graduation.

Mandatory Professional Membership
- ❖ Students are required to become a member of the American Association of Medical Assistants the first semester of the program (approximate cost $25.00)

Medical Assisting Club / Fundraising
- ❖ As a student in the program, you are a member of the Medical Assisting Club. A major function of the club is to raise money for club activities and community service activities. Fundraisers are to provide funding for

the Medical Assisting pinning ceremony, pins. **You are expected to be active in your club. If, for some reason, you are unable to participate in functions, you must acknowledge that you are responsible for your portion of the club's contributions through fund raisers & community service hours that are applied to the club's resume.**

Copier Usage
❖ The copiers in the faculty work areas are not for student use.
❖ There is a copier for **student use** located in the Library at the OCH campus and the LLP campus. There is a minimal charge for each copy.

Transportation to School Activities
Transportation to class and clinical affiliates is your responsibility. The travel time from point of residence to class or clinical assignment is not school activity time; therefore, it is your own time. You may be assigned rotation through a clinical affiliate outside your own county of residence as a requirement of the curriculum. It is your responsibility to arrange transportation to all assigned sites.

Electronic Communication Devices

Electronic communication devices can be detrimental to the learning environment. Therefore, the use of any electronic communication device in the Medical Assisting classrooms and clinical area is prohibited unless approved by course faculty.

COLLEGE WIDE POLICIES

For more information regarding SPCC's College Policies, such as the ones listed below please refer to the SPCC College Catalog and Student Handbook which may be viewed on the SPCC website ([South Piedmont Community College - Acalog ACMS™ (spcc.edu)](https://spcc.edu)

This is a limited list of college policies; please refer to the link above for a complete list of SPCC's College Policies.

- **Non-Discrimination Statement and Title IX**

- **Services for Students with Disabilities**

- **Academic Integrity Policy**

- **Inclement Weather Policy**

- **Children on Campus**

- **Smoking/Tobacco-Free Campus**

- **Name/Address/Telephone Changes**

- **College Attendance Policy**

- **Withdrawal Policy**

- **Grade/Course Appeals**

2023-2024

- **Admissions**

Violation of any of the above behaviors and those described in the SPCC College Catalog and Student Handbook may result in disciplinary action and possible dismissal from the Medical Assisting Program.

Medical Assisting Diploma (D45400) — 45-46 Credit Hours
Fall Semester — August Program Start

Required General Education Courses

Course Number	Course Name	Lec	Lab	Credit
ENG 111	Expository Writing	3	0	3
COM	Choose COM 110, COM 120, COM 140 **or** COM 231	3	0	3
CIS 110	Introduction to Computers	2	2	3
			Total	**9**

*Students admitted into the Medical Assisting program for this cohort, must follow the curriculum map listed.

Course offerings -
◑ - 1st 8 weeks
◐- 2nd 8 weeks
● – 16 weeks

Students are encouraged to take General Education Courses and MED 110, 116, 118, 121, 130 and 131 prior to taking program courses, however, these are not a requirement for admission.

Fall Semester

Course Number	Course Name	Lec	Lab	Credit
MED 110◑	Orientation to Med Assisting	1	0	1
MED 116●	Intro to A & P ◆	3	2	4
MED 121◑	Medical Terminology I	3	0	3
MED 130◑	Adm Office Procedures I	1	2	2
MED 131◐	Adm Office Procedures II	1	2	2
MED 138◑	Infection/Hazard Control	2	0	2
MED 150◑	Laboratory Procedures I	3	4	5
GEN ED	Choose up to 2 from Required Courses			

◆BIO 163, 166 or 169 can be substituted for MED 116.　　**Total 19-25**

Spring Semester

Course Number	Course Name	Lec	Lab/ Clnc	Credit
MED 118◐	Medical Law & Ethics	2	0/0	2
MED 140◑	Exam Room Procedures I	3	4/0	5
MED 270◑	Symptomatology	2	2/0	3
MED 264●	Medical Assisting Overview	2	0/0	2
MED 260◐	MED Clinical Practicum	0	0/15	5
GEN ED	Choose (1) from Required Courses			
			Total	**17-20**

Note: MED 260 – MED Clinical Practicum requires students to complete 240 hours at a clinical site. Hours are Monday-Thursday – 8:00 a.m. to 5:00 p.m. or Monday-Friday – 8:00 a.m. to 3:00 p.m.

Medical Assisting Diploma (D45400) – 45-46 Credit Hours

Spring Semester – January Program Start

Required General Education Courses

Course Number	Course Name	Lec	Lab	Credit
ENG 111	Expository Writing	3	0	3
COM	Choose COM 110, COM 120, COM 140 **or** COM 231	3	0	3
CIS 110	Introduction to Computers	2	2	3
			Total	**9**

*Students admitted into the Medical Assisting program for this cohort, must follow the curriculum map listed.

Course offerings -
◐ - 1st 8 weeks
◑- 2nd 8 weeks
● – 16 weeks

Students are encouraged to take General Education Courses and MED 110, 116, 118, 121, 130 and 131 prior to taking program courses, however, these are not a requirement for admission.

Spring Semester

Course Number	Course Name	Lec	Lab	Credit
MED 110◐	Orientation to Med Assisting	1	0	1
MED 116●	Intro to A & P◆	3	2	4
MED 121◐	Medical Terminology I	3	0	3
MED 130◐	Administrative Procedures I	1	2	2
MED 131◑	Administrative Procedures II	1	2	2
MED 140◐	Exam Room Procedures I	3	4	5
MED 270◐	Symptomatology	2	2	3
GEN ED	Choose (2) from required courses			

◆BIO 163, 166 or BIO 169 can be substituted for MED116.   **Total 19-25**

Fall Semester

Course Number	Course Name	Lec	Lab/ Clnc	Credit
MED 118◑	Medical Law & Ethics	2	0/0	2
MED 138◐	Infection/Hazard Control	2	2/0	2
MED 150◐	Laboratory Procedures I	3	4/0	5
MED 264●	Medical Assisting Overview	2	0/0	2
MED 260◑	MED Clinical Externship	0	0/15	5
GEN ED	Choose (1) from required courses			
			Total	**17-20**

Note: MED 260 – MED Clinical Practicum requires students to complete 240 hours at a clinical site. Hours are Monday-Thursday – 8:00 a.m. to 5:00 p.m. or Monday-Friday – 8:00 a.m. to 3:00 p.m.

2023-2024

MEDICAL ASSISTING
Student Handbook Contract Agreement

I **have read** and understand the policies for the Medical Assisting Program as given in the Student Handbook. It is my responsibility to maintain current knowledge of these policies.

I understand that all statements in this publication are announcements of present policies and are subject to change at any given time without prior notice. South Piedmont Community College reserves the right to make changes in program requirements and offerings, in regulations, and in fees. Students in the Medical Assisting Program will be notified of these changes when they occur.

Student: _____ _____
              (PRINT NAME)   (SIGNATURE)

Date:_____

Sign, date, remove page, and submit to Program Director

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NOTES

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L. L. Polk Campus
Mail: PO Box 126, Polkton, NC 28135
680 US 74, Polkton, NC 28135
704.272.5300 or 1.800.766.0319

Old Charlotte Highway Campus
Mail: PO Box 5041, Monroe, NC 28111-5041
4209 Old Charlotte Hwy., Monroe, NC 28110
704.290.5100 or 1.800.766.0319

Lockhart-Taylor Center
514 N. Washington St., Wadesboro, NC 28170
704.272.5300 or 1.800.766.0319

Tyson Family Center for Technology
Mail: PO Box 5041, Monroe, NC 28111-5041
3509 Old Charlotte Highway, Monroe, NC 28110
704.290.5100 or 1.822.766.0319

www.spcc.edu

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