

Neosho County Community College

Information Handbook

Fall 2007

Medical Coding Certificate

NCCC

Medical Coding Certificate Information Handbook

INTRODUCTION

Information Handbook Provided By:

Neosho County Community College
Outreach and Workforce Development
Medical Coding Program

Program Staff:

Jean D. Erwin RMA CMA CPC CCA

CIP Vocational Employment Codes

51.0713 Medical Insurance Coding Specialist/Coder. (NEW) A program that prepares individuals to perform specialized data entry, classification, and record-keeping procedures related to medical diagnostic, treatment, billing, and insurance documentation. Includes instruction in medical records and insurance software applications, basic anatomy and physiology, medical terminology, fundamentals of medical science and treatment procedures, data classification and coding, data entry skills, and regulations relating to Medicare and insurance documentation.

51.0714 Medical Insurance Specialist/Medical Biller. (NEW) A program that prepares individuals to perform and manage the medical and health insurance operations in a medical office, health care facility, health maintenance organization, or insurance provider. Includes instruction in health and medical insurance processes; health insurance law, policy, and regulations; insurance records and paperwork administration; insurance office administration; health/medical insurance software applications; personnel supervision; business mathematics; billing and collection procedures; medical terminology; and communications skills.

PROGRAM OVERVIEW

Welcome and Congratulations

Medical Coding Certificate

This Internet certificate program includes six courses:

1. Medical Terminology and Body Systems
2. Human Body in Health and Disease
3. Medical Assistant I
4. Introduction to Medical Coding
5. Advanced Medical Coding
6. National Medical Coding Examination Review

Student desiring to earn a "Medical Coding Certificate" must complete all six courses within three semesters. Students with prior medical experience may choose to complete these courses individually for continuing education credit and/or preparation for national coding examinations

Recommended Prerequisites for Coding Certificate are: Completion of computer course(s) which include instruction in Internet utilization, email access, and word processing. Computer work experience may be substituted for the required computer course(s). See System Requirements.

Recommended additional courses for advanced coders:

- 1) ENGL 101 English Composition I
- 2) CSIS 100 Microcomputer Business Applications
- 3) ALHE 122 Introduction to Pharmacology or ALHE 104
- 4) ALHT 135 Medical Transcription I
- 5) ALHT 110 Introduction to Health Information
- 6) ALHT 120 Health Records Application Lab
- 7) ALHT 230 Ambulatory/Emergency Room Coding
- 8) ALHT 245 Acute/Long Term/Specialty Coding,

Medical Coding Certificate

The certificate program has been organized to provide knowledge on user needs for evaluation as listed below:

- Relate a basic understanding of the human body as related to the application of medical terminology.
- Utilization of medical terminology related to medical billing and coding functions.

- Documentation of basic medical office compliance as the result of training provided.
- Demonstrate computer skills required in the medical office.
- Demonstrate basic medical billing and coding function skills.
- Development of skills in the use of non-traditional educational methods to expand knowledge and competencies in the practice of medical billing and coding.
- Describe processes of health care communication and explain its relationship to effective peer relations.
- Demonstrate proficiency in computer technology including utilization of the Internet as a method for continued learning after completion of the program.

Meeting Program Completion Requirements

Program Description: This internet program includes six courses: Medical Terminology and Body Systems Online, Human Body in Health and Disease, Medical Assistant I, Introduction to Medical Coding, Advanced Medical Coding and National Medical Coding Exam Review.

If you have prior medical billing and coding experience you may choose to complete an individual course to reinforce prior learning. You may also choose to complete all six courses in preparation for national coding examinations such as the AAPC's Certified Professional Coder (CPC) or AHIMA's Certificate Coding Associate (CCA).

If you plan to earn a **Medical Coder Certificate** you must complete all six courses within three semesters. Students not planning to earn a Medical Coding Certificate may enroll in individual courses for continuing education.

Recommended Course Pre-requisite(s):

You should have completed or have demonstrated knowledge in the following subjects to be successful in this course: Basic Principles of English Composition, Computer Keyboarding (recommended 45 wpm) & Word Processing, and be Email & Internet competent. Students may enroll in individual courses without completion of pre-requisites however prior to earning a certificate of completion students must demonstrate that they have met the pre-requisite competency requirements. This may be through course completion or documented work experience.

You should complete Introduction to Coding prior to enrolling in Advanced Medical Coding. Staff recommendation is to complete the courses in the following order (you may be enrolled in multiple courses during the same semester): Medical Terminology, Human Body in Health and Disease, Medical Assisting I, Introduction to Coding, Advanced Medical Coding and National Medical Coding Examination Review.

Program Cost:

Medical Coding Program
Neosho County Community College – **Outreach and Workforce Development**

Program cost is determined by multiplying the number of credit hours by tuition and fees. The cost of textbook(s), CDs, and reference materials are not included in tuition or fees. Estimated cost of textbooks varies from \$50.00 to \$100.00 per course. Introduction to coding course textbook costs may be higher if you do not have access to coding manuals.

Individual Course Enrollment:

If you do not wish to earn a "Medical Coding Certificate" you may enroll in single or multiple course(s) without meeting any pre-requisites. Your course grade and credit will be recorded on your NCCC transcript. Note: Single course completion is designed to meet individual continuing education requirements and may not qualify for financial aid.

Campus Meetings:

You will be required to complete an orientation session prior to beginning the program or make other suitable arrangements with the course instructor. The orientation session will be utilized to review computer, textbook, material, and internet learning platform requirements. Course final examinations must be completed on campus or with an approved off campus proctor.

Course Start Date:

Start-End dates vary with courses scheduled to begin each semester. Please contact the instructor for the next start date. To earn a Certificate of Completion all six online courses should be completed within eighteen months.

Program Certificate of Completion Suggested Order of Study:

Medical Terminology & Body Systems Online
 Human Body in Health & Disease Online
 Medical Assistant I Online
 Introduction to Medical Coding Online
 Advanced Medical Coding Online
 National Coding Exam Review

Course Descriptions

Medical Terminology and Body Systems Online

This course introduces the student to medical terminology through study of word structures such as common medical prefixes and suffixes and the origins of terminology used in medical practice today. Included in the course is the study of basic anatomy and physiology and appropriate medical terminology, procedures and diagnostic testing for each body system. This is one of the six online courses required to earn a Medical Billing and Coding Specialist Certificate of Completion.

Human Body in Health and Disease

This course introduces the student to the anatomy of the human body and its diseases. It provides clear, succinct, and basic information about common medical conditions. It focuses on human diseases that are frequently first diagnosed or treated in the medical office or clinical setting. This course considers what the disease is, how the physician might diagnose and treat the disease and the likely consequences of the disease for the person experiencing it. Student should have completed or be enrolled in a medical terminology course Note: Related medical work experience will meet this requirement. This is one of the six online courses required to earn a Medical Billing and Coding Specialist Certificate of Completion.

Medical Assistant I Online

This course addresses Physician Office Medical practices. The course introduces the student to administrative (front office) tasks including scheduling, medical filing, ethics, legal concepts, triage, telephone techniques, medical office machines, medical records management, and practice finances. This course provides an introduction to insurance filing including and medical coding course. This is one of the six online courses required to earn a Medical Billing and Coding Specialist Certificate of Completion.

Introduction to Medical Coding Online

This online course is designed to provide the student with entry-level billing and coding skills necessary in a physician office, clinic or other health care facility, as well as for private medical insurance carriers. The objective of the course is to introduce the student to the medical coding processes. This includes an introduction to CPT coding manual with an introduction to the application of the ICD-9-CM manual. Student should have completed or be enrolled in a medical terminology course Note: Related medical work experience will meet this requirement. This is one of the six online courses required to earn a Medical Billing and Coding Specialist Certificate of Completion.

Advanced Medical Coding Online

This online course is a continuation of the Introduction to Medical Coding course. The course addresses coding case studies that require the student to utilize CPT and ICD-9-CM coding knowledge that focus of on coding rules learned in previous coding courses or through work experience. The student will gain individual advanced coding experience that is directed toward clinical application of CPT and ICD-9-CM coding including an introduction to hospital coding procedures. A secondary objective of this course is to prepare the student for the national coding certification exam(s). The student must have successfully completed or currently enrolled in: Introduction to Medical Coding, Medical Terminology and Body Systems, Diseases of the Human Disease (Pathology), and Medical Insurance/Office Procedures Note: Related work experience will meet these requirements. This is one of the six online courses required to earn a Medical Billing and Coding Specialist Certificate of Completion.

Medical Coding National Exam Review

This seminar course will provide a structured program of study which emphasizes the acquisition of knowledge/or skills in a specific area of health care. This program has been designed to prepare the student for the Certified Professional Examination administered by the American Academy of Professional Coders and/or Certified Coding Associate by the American Health Information Management Association. Topics for review include Anatomy, Terminology, CPT Coding Guidelines, ICD-9-CM (Volume 1 & 2) Diagnostic Coding, HCPCS Level 2, E/M Coding, Anesthesia Coding, Surgical Coding, and Use of Modifiers.

Course Calendar

Scheduling Your Projected Program Completion

Start with the big picture. You should set up a target date for completion of program courses. What is the start date? End date? For example, suppose your goal is to complete the program in two semesters. You need to set a deadline for completing each course. Note: You must complete the program required six courses within three semesters.

Developing Your Schedule

To be successful in this program you must learn how to develop and follow a schedule. This is not only important in this program but will be important during your professional life upon graduation, employment and professional growth.

Individual courses do not have set time and date deadlines for assignments, examinations, etc. that must be met! You do not have to attend class, take examinations and turn in assignments on a fixed date. However each assignment and course has a set start-end date that must be met. Therefore you must create your own scheduling boundaries so that you may stay on track with the course. Although this may be difficult for you it remains a major advantage if you are employed during normal classroom hours, living in a location distant from the College, or just "turned off" with the traditional classroom structure. As a bonus you gain skills in planning your future and setting personal and professional goals.

Since the program is instructor lead and does have a set overall schedule and suggested assignment deadlines, it is important that you learn to plan your time and course activities. Most program courses require that assignment material and examinations be completed on a weekly or bi-weekly schedule. All course assignments and examinations must be completed within sixteen weeks. You may complete the assignment material and examinations any time during the assignment period. You will need to develop a course schedule plan by visiting individual courses and reviewing specific assignment and project submission dates.

You Must Have Weekly Schedules

You should break down your life schedule into a weekly plan that you can manage. A day has twenty-four hours and a week seven days therefore each week contains one hundred and sixty

eight hours. To plan a week, use the student course calendar, available on line, to estimate the number of hours to spend each week on certain activities. After completion of the calendar, subtract the total from one hundred and sixty eight. The answer is the number of hours available each week for study. Is it enough time to complete course studies? Estimate at least three clock hours per week per credit hour enrolled for course work i.e. 3 credit hour course equals 9 clock hours per week. If not enough hours are available for studies; you may have to make some changes. For example, suppose it is indicated that television is watched 25 hours each week. Decide to eliminate an hour or an hour and a half of television every day and devote that time to studying. In extreme cases you may need to revise your overall program completion plan.

OUTREACH AND WORKFORCE DEVELOPMENT

Program Communication

NCCC on the Internet

Neosho County Community College (NCCC) website is www.neosho.edu. The NCCC website will be a valuable tool while completing course(s). The website includes a copy of the Academic Calendar, Access to College grade report, your email address, and provides information on all aspects of the College including:

- Admissions
- Financial Aid
- Careers and Majors
- Bookstore
- Athletics
- Library
- College Catalog
- Academic Calendar

Inside NC

Neosho County Community College's "Inside NC" is available once you enter the NCCC website, www.neosho.edu. "Inside NC" will provide you with valuable information including your NCCC student email address and Inside NC access information.

After entering Inside NC website you will have access to all of your College's online courses. Additionally your NCCC web site is used to provide the following:

- Course description and syllabus
- Course calendar and assignment schedule
- Access to related course websites and resources
- Online quizzes and examinations, that provides immediate objective testing feedback.
- Submission of projects and assignments.
- Up to date course grade reports.
- A mechanism to communicate with your instructor(s) and class mates via the course(s) "Discussion Board" and course "Chat Rooms".

Using Inside NC

While enrolled in the program you will be required to log onto the course's Inside NC web site to access information regarding course(s), assignments, grades, and so on. You will be required to submit examinations through this site as discussed previously i.e. <http://neosho.edu/>.

Initial Inside NC Logon

To log onto the NCCC's Inside NC web site for the first time, follow these steps:

1. Go to the NCCC Web site at <http://www.neosho.edu>
2. Click on the box labeled "Inside NC"
3. Click on Inside NC Login
5. Username is the same as your NCCC student account number.
7. The four digit Password is the last four numbers of your social number
8. Click on course number/name i.e. [Medical Terminology](#)
9. Read course announcements

Note: Neosho County Community College's "Inside NC" is available once you enter the NCCC website, www.neosho.edu. "Inside NC" will provide you with valuable information.

NCCC Phone Numbers

Chanute Campus: 620 431-2820
Ottawa Campus: 785 242-2067
Chanute Campus Fax: 620 431-0082
Program Coordinator: (620) 431-2820 ext 214

NCCC Mailing Address

Neosho County Community College
Medical Assistant Coordinator - Rowland 301
800 West 14th Street
Chanute, KS 66720

Contacting Your Course Instructor

As a student in distance learning, you may be physically separated from your instructor, however you still have a direct communication line via email, telephone, or the Internet (discussion board and chat classroom).

Here's how you can use these services and support lines to their benefit: You may receive answers to course, lesson, chapter, and examination questions. With just a click of the mouse, student may find out their last exam grade, what your next assignment is, or print required course forms. These features are available twenty-four hours a day, seven days a week. Any place that you have Internet access you will also have access to your course(s).

Importantly, you have the ability to talk to your instructor about your lessons via conventional methods such as the telephone or an office visit. You also have the benefits of email to communicate with your instructor during evening or weekend hours. If you have a question or a concern with course material they do not understand or if you find a particular concept needing additional explanation, instructor is available to provide guidance and answer questions.

Learning Strategies

Strategies

Program Location

You do not have to live and/or work in the immediate Chanute or Ottawa area to complete medical coding courses online. You may complete the program anywhere that you have Internet access.

Your Program

This program has the advantage that you may complete all courses right from your own home. During course(s), you will be reading and studying textbooks, handouts, computer self-learning programs, and Internet sites as you improve your education.

One of the many advantages of this program is that it enables you to progress and study at your own pace. You will have an explicit weekly timetable to assure that you stay on track otherwise you set the time and place of their study. If you have difficulty with a particular course or lesson, you do not have to worry about keeping up with your classmates. You can take your time, review and study the material until you have mastered it. On the other hand, if you find certain material easy and have a command of the content, you do not have to be held back by others in your class. You may move on to the subsequent lesson, handout, or section as soon as you feel happy with the substance presented.

You will also be able to study the course material when it's convenient for you. In traditional studies, you attend classes when you are scheduled. With this program you can choose when to address the material, based on your schedule. This program will provide you with a method to accomplish goals of becoming a billing coder without interrupting your present work or home schedule.

Program Plan

The program is divided into a number of courses that are available to you through the Internet as you advance through your program of study.

It is important that you complete the orientation session of the course or make appropriate arrangements (Orientation Session). During this session you will be introduced to the Inside NC Course structure including how to update personal information, review grades, change passwords, view the course schedule and calendar, discussion board access, etc. After completing the orientation session you will have access to Neosho County Community College's Workforce Development Inside NC website and courses at <http://NCCCInsideNC.com/>. Instructional materials will break down the course work lesson by lesson, providing learning objectives, course materials, learning exercises self-tests, and details regarding proper procedures.

Program Structure

Medical Coding Certificate Program has been developed so that each course may be completed independently of other courses in the program with the exception of the advanced coding course. This course must be completed in last semester of program.

Courses have been developed so that each new assignment (lesson) builds on the material of previous assignments. Therefore, you must study the materials in the order in which they are listed on the course schedule. The course schedule is available under the Assignment and/or Project Section of each course.

Course Materials

Introduction

All courses are textbook driven and instructor supported. You may use a variety of study materials arranged by Assignments. The following present a brief description of some of the types used in the program courses.

Assignments

Courses are divided into assignments. The course's assignments are units of study material that may include textbook chapter(s), projects, handouts, Independent Study Packages (ISP), lessons and/or PowerPoint Presentations, which contain information related to the material being presented in a specific area of a course.

At various points through out an assignment, you may be required to stop and complete a self-evaluation (Quiz) to examine their understanding of the material that has been studied. You can check their answers to these evaluation questions in online courses or in many cases the answers are in the textbook. These self-evaluations are for your benefit only.

When you complete all the material in an assignment, you will be required to take an Examination. This is not a self-evaluation and will be recorded toward your course grade. This examination is located in the online course that corresponds to the assignment and lesson being studied.

Objective questions (true/false, multiple choice, matching) on an examination will be graded upon submission by the Inside NC program. You may be allowed to re-take Exams. You will be notified which questions have been answered correctly and incorrectly by the Inside NC program.

Some examination questions will be essays questions. Instructor must grade essay questions; therefore after submission of the examination score will be reported as! until the instructor grades submitted answers. Normally you will not be allowed to repeat essay examinations.

Course textbooks may be purchased from NCCC bookstore. Your instructor will provide you with the ISBN number for textbooks so that student will be sure to get the correct edition for course (remember courses are textbook driven). A textbook contains material related to the subject being studied. It's exactly like the books used in traditional classrooms.

As stated previously, some assignments in the course(s) include assignment/lesson study guides and handouts designed to direct you through separate textbook chapter(s), which you receive as part of your course. The main purpose of an assignment/lesson study guide is to help understand the materials in the textbook. It breaks the textbook content into small blocks of study material, highlighting important details and providing explanations of basic concepts. The assignment/lesson study guide contains introductions and objectives to the chapter(s) and assignment, self-checks, and examinations that must be submitted for grading.

Another type of material you may use during a course is called a suggested student activity. This type of instructional material includes suggested activities that are tailored to help you apply the material being studied to real-life situations. Some suggested activities may be optional therefore you do not have to complete them to finish your course.

A supplement or ISP (Independent Study Package) is similar to, but smaller than, an assignment or lesson. It deals with some specific aspect of the assignment not covered in detail in the assignment elsewhere. Basically, an ISP provides enrichment information. It self-checks and may have an examination or its content may be included in the assignment examination.

Learning aids are tools received or purchased during program of study. CDs are other learning aids that may be purchased and utilized while completing the course(s).

Course Evaluation and Examinations

As already stated, each assignment (an assignment is a block of study usually completed in one or two weeks) includes one or more examinations that must be completed and submitted for evaluation. Each course contains several exams. Unlike the confusing tests students may have taken elsewhere, these examinations are designed with a particular purpose in mind: They are usually open-book, timed, exercises with the exception of the mid-term (some courses may not have a mid-term examination) and final examinations that help you learn not by just understanding what has been read, but by knowing where to look for information. The final (and mid-term) will include many questions from the individual assignment examinations.

Important: Do not attempt to complete the examinations without first completing all lessons, projects, ISPs, quizzes, and reading assignments. Remember the goal is to prepare for employment related activities. Often you will find that you know the correct answer immediately. Sometimes, however, you will have to go back to the text to search for the correct answer. In fact, question items are constructed to encourage you to review the lesson materials and/or textbook to discover the answers. The process of reviewing textbooks and other study material for the answer is a form of self-teaching. Note: Since the exams are timed and you may have a slow telephone Internet connection you will not have long to look up answers. Therefore it is important that you have studied the assignment material and completed any assignment activities prior to completion of the examination(s). Note: Many internet providers have a time lock out. After a preset number of minutes without activity the internet shuts down. Even though you are answering questions on the exam the internet site views this as inactively until you actually submit your exam!

When you complete an assignment the exam will be submitted online for grading. To submit an exam online, you must have access to the Internet for an “uninterrupted” time period. Note: This may be a problem for telephone connections that are not “high speed”. You may want to complete the examinations on a computer that has a high-speed connection and does not time out i.e. on campus, library, friend with high speed internet connection etc.

Open-Book Tests

Most of exams in the courses will be open book with the exception of the mid-term and final. Why do most students have such a difficult time with open-book examinations? You will find that often the term open-book tends to be saying to you that less study time is necessary to pass the exam. The opposite is most often the case. Usually instructors make open-book examinations more difficult probably for the same reason that you thought it would be easier. An open-book examination appraises your ability to systematize and relate information. It is usually best to be well prepared when taking this type of examination. The open-book examination can be mastered by following a few simple rules. Know course material and take the time to place labels in text relating to key points that may be included in the examination based upon the assignment objectives. Know how to use the textbook’s index to look up key words or phrases. If the text is not a rental, use a highlighter. Most important is to be sure you have read the material at least once for content prior to attempting the exam.

Final Examination Proctor

Introduction

If you live beyond fifty miles of the campus, a form to obtain approval of a proctor is available from your course instructor. The form will have to be filled out by the proposed proctor prior to the final exam. Proctors are generally high-school counselors, local librarians, and physicians or approved company or public officials. Proctors must have online and fax capability. The course instructor must approve all proctors a minimum of one week prior to the test date. You will have to present a picture ID to the Proctor before taking exam. If required, you may have to pay a minimal testing fee to the Proctor for their time and effort that is not covered in course tuition or fees.

Course Grades

Normally fifty percent of course grade will be determined by adding all assignment examinations together. Twenty-five percent of the course grade will be the points on the mid-term examination and twenty-five percent of the course grade will be the points on the final examination.

SUGGESTIONS ON HOW TO APPROACH WEB & WEB ASSISTED COURSES

Working Online

Many online course exams may be taken more than one time.

You are encouraged to retake these exams as many times as allowed since many of the final examination questions are taken from the pool of Assignment examinations.

Study Skills

On Line Independent Studies Require Student To Learn On Your Own

Getting the most out of online courses will require you to evaluate just what type of learner you are.

A "hearing" learner learns by listening. If you are an auditory learner, you should find friends to study with, so that they can ask questions and discuss the text with your friends. If you have to study alone, you can strengthen learning by reading out loud or reading into a tape recorder and listening to it. It may be necessary for you to explain your lesson to a close friend or family member.

Student is a "hearing" learner if

- a. Verbal directions are better than written.
- b. You like to listen to instructors.
- c. You do not need to take notes in class to learn.
- d. Discussion groups aid in learning.

A "reading" learner learns by visual activities. If you are a reader you learn best by finding a quiet place that allows you to concentrate. If you must be in a crowd you may want to find someone to read to.

Student is a "reading" learner if

- a. Written directions are important.
- b. You need to see a procedure performed.
- c. Textbooks are important in a course.
- d. Textbook figures and tables are important in learning.

A "hands on" learner learns by doing. On line courses may really be tough for this type of learner. You are going to have to be resourceful studying. Highlighting a purchased text or writing down interpretations as you read may be of benefit. You may select realistic ways to relate what you are reading about.

Student is a "hands on" learner if

- a. You learn by making mistakes or trying it first.
- b. You do not use written instructions to assemble things.

- c. To see how a clock works, you need to take it apart.
- d. Learn best by doing or hands on activity.

Study Tips

Have a designated area to study in

Your place of study should be comfortable and quiet with a good light source. Avoid watching television, talking with others, or eating. The latter may help reduce the “studying bulge” that you may acquire while completing your distance education program. If possible you should attain the assistance of family members by asking them to provide you uninterrupted study time.

What time of day do you study best?

Many students find that early morning hours are the best time to retain information. Others find that studying right before they go to sleep works best. Once you determine your best time to learn you may find that you can retain more in less hours. You should try studying during peak learning times.

Do not procrastinate

Do not put off studying the night before the assignment deadline. It is much better to learn small amounts of information frequently than “cramming” all at once. Remember that your goal is not just to pass the course but also to apply what has been learned in the clinical setting and on national examinations.

Sleep is always important but even more now

Sleep has been proven to be very important in the learning process. A tired mind will not retain information presented to it. So as student plans study time, you should be sure to include time to sleep. Sleep is not only important for studies but getting enough sleep makes life around student much more pleasant.

Triage study time

Once you have determined the best or peak study time of day, plan to study most difficult material during this peak time. Material requiring less concentration may be studied during non-peak study time if schedule gets tight.

You should pace your time

Remember to take frequent breaks during study time. However do not go watch television or take a nap during this “short” break. Just take some time to walk around, go to the bathroom or just stand up and stretch.

Take advantage of down time

It is a good idea to have some kind of study material at hand during daily activities. If you are in your car waiting for a train to pass by this may be a good time to read a few pages in one of the textbooks. If you have a tape player you may want to listen to study tapes or tapes they have made during peak study times. Taking the kids to the doctor and ending up in the waiting room would be another good time to have some study material on hand.

Put the information being studied in own words

While studying you may copy words directly from your textbooks. Note taking will be much more beneficial if you restate the material being read in your own words. This will assure that you really understand what you are writing down.

Ever get that "snowed under" feeling?

You may have so much to do that they do not even know where to start. Your course work is piling up, personal obligations seem to be escalating, more demands are being placed upon your time at your place of employment, and it just keeps going until you are "snowed under". It is now time to take a step back and view the entire picture. Which of the less important tasks can you thump out right a way to make the hill being climbed controllable? Is there someone out there that can supply support? Which items can you triage so that the more important items are not ignored?

Plagiarism

You are Responsible for Your Own Work

"Plagiarism is the act of passing off someone else's work as your own". Anyone who buys, borrows, or steals a paper to turn in as his or her own work is plagiarizing. Anyone who copies word for word or who copies by changing a work here and there without enclosing the copied passage in quotation marks and identifying the author is plagiarizing." If you take examination answers from another student and present them as your own, without identifying the original author, you may be guilty of a form of plagiarism. If you print examinations or other copyrighted material in the course without permission you may also be guilty of a form of plagiarism. Important: Plagiarism may result in a failing grade for the course.

Appendix A

NEOSHO COUNTY COMMUNITY COLLEGE EXAMINATION PROCTOR GUIDELINES FOR DISTANCE LEARNING/OFF CAMPUS STUDENTS

Students may take examinations off campus as long as security measures for administering the tests are strictly maintained before, during and after testing. Off campus examines should be testing under the same conditions as their on-campus peers to ensure the academic integrity of the examination. Please consider finding a proctor on the "appropriate" proctor list to ensure approval.

<u>Appropriate Proctors</u>	<u>Inappropriate Proctors</u>
Professional educators	College or High School students
Approved Police	Personnel Relatives and/or Co-workers
Human Resource professionals	Neighbors/Friends
Community Librarians	Immediate work supervisor
Pastors or Physicians	
Approved Military personnel	
Supervisory State and Federal Park Service	
State and Local Elected Officials	

Proctors must have fax capability and an email address. Neosho County Community College (NCCC) reserves the right to verify proctor qualifications, require additional evidence of eligibility and approve the proctor. The Proctor Agreement may be terminated for any just cause by NCCC upon written notification to all parties.

The examination should be administered in a quiet, well-lit office or classroom setting conducive to concentration with high speed internet access. Examination administration in private homes is **NOT** appropriate.

Proctor Responsibilities:

- Proctors should remember that exam security is of utmost importance at all times, and that they are responsible for safeguarding all exam materials in their care.
- Check student photo ID to ensure examine is actually the person scheduled to test.
- Ensure no copies of the exam are made, other than that utilized as a test or quiz.

- Ensure that the student does not access notes, books, or articles during the exam unless the test specifies otherwise.
- Proctors should be present during the entire examination period, and should not disrupt the students.
- Proctors should read all examination instructions carefully, and ensure that testing procedures are clear to the student prior to the administration of the exam. Proctors should not answer any questions on test content.
- Stop the exam when the allotted time has been expended.
- Note any testing irregularities on a separate sheet and fax to: Jean Erwin (620) 431-0082.
- If a fee is charged for exam supervision, request payment from the student at the time of testing. NCCC will NOT pay proctor fees.

Appendix B

NEOSHO COUNTY COMMUNITY COLLEGE EXAMINATION PROCTOR AGREEMENT FORM

Thank you for your willingness to proctor an examination for an NCCC student. Please review the Examination Proctor Guidelines attached. If you meet the qualifications and are willing to assume the responsibilities, please sign and submit this agreement form. Should you have questions before, during, or after the examination, please call me using the information below or provided with the test.

Please fax (620 431-0082) the completed Examination Proctor Agreement Form as soon as possible to:

Neosho County Community College
Outreach and Workforce Development
Attn: Jean Erwin – Rowland 301
(620) 431-2820 Ext 214
800 W. 14th
Chanute, KS 66720

Note to Student: You are responsible for finding a proctor to administer your final exam. This should be done at least 30 days prior to taking the exam. Your proctor must be a disinterested party, with no conflict of interest. Falsifying proctor information will result in invalidation of an exam and may be cause for termination. All proctors will be verified and approved by NCCC's Instructor.

PROCTORED EXAMINATION CERTIFICATION

I certify that _____ (student name - please print)

has taken and submitted for grading online under my supervision, the exam for

_____ (course name – please print)

Proctor name: _____

Relationship to Student: _____

Proctor address: _____ (company name, if applicable)

_____ (street address)

_____ (city, state, and zip code)

Proctor email: _____

Proctor signature: _____ Date/Time: _____

Please sign, date, and fax this completed form to: Jean Erwin c/o NCCC/ (620) 431-0082

EXAMINATION PROCTOR AGREEMENT FORM

STUDENT CONTACT INFORMATION

Student Name: _____

SSN# or Student I.D. # _____

Address: _____ City: _____ State: _____ Zip: _____

Student Signature _____ Phone: _____

PROCTOR CONTACT INFORMATION

Proctor Name: _____

Title: _____

Employer: _____

Business Address: _____

City: _____ State: _____ Zip Code: _____

Phone _____ Fax: _____ E-mail: _____

Before the test date please sign and fax this completed form to: Jean Erwin c/o NCCC/ (620) 431-0082

I understand that I will not receive payment from NCCC for proctoring this exam. I have reviewed the "Exam Instructions for Proctor and have scheduled the final examination:

Date: _____ Time: _____

(Proctor Please Sign/Date): _____

Signature of Instructor: _____ Date: _____

Instructor will fax Password to the above Proctor:

EXAM INSTRUCTIONS FOR PROCTOR

Thank you for proctoring the final exam for this course. Below are the procedures a proctor must follow before, during and after an exam. All Examinations must be taken under the supervision of a proctor. [Note: Due to the length of the three section coding exam final (each section is 105 minutes) proctor may provide indirect supervision. Proctor must verify that student does not receive outside assistance, have textbooks or other resource material other than their coding CPT and ICD-9-CM manuals during the examination. Proctor should conduct unannounced spot checks on the student during the testing.]

BEFORE THE EXAM

You should decide on a time that is acceptable to both you and your student. As soon as the time for the final exam has been scheduled, please send an email to jerwin@neosho.edu from your own email address, or mail or fax Jean Erwin at the address/number below. **(If you don't have the time to do this, your student may email, fax or mail the information to us.)** The email, fax or letter must include the following information: The full name of the student, the full name of the course, your name and contact information (email address and/or fax number), your relationship to student, and the date/time that examination is scheduled to be taken. The program instructor will provide the student with the following information: An acknowledgement that we received your email or fax and the password for the student to use on the day(s) of the exam.

DURING THE EXAM

While both you and the students are in the same facility:

Have the student log onto the Inside NC Course web site, go into the course and click on the link to the Exam.

Student enters the password so he/she can access the exam (student will be provided the password by the instructor).

Let the student complete and submit the exam for grading.

Have the student log out of the course site.

AFTER THE EXAM

If you have any questions regarding these procedures, please contact the Course Instructor by email at jerwin@neosho.edu. After the student has submitted the examination online, complete and sign the Proctored Exam Certification form and mail or fax to 620-431-0082

Attn: Jean Erwin
Neosho County Community College
Outreach and Workforce Development
800 W. 14th
Chanute, KS 66720

FINAL EXAM INSTRUCTIONS FOR STUDENT

Please read carefully. There are several administrative tasks required of you in preparation for your final examination.

Introduction

If you live within one hundred and fifty miles of the campus you are required to come to campus for testing, your instructor will provide you with the testing time and location. If you have a day or time conflict you should contact your instructor for different arrangements.

If you live beyond fifty miles of the campus, complete the proctor forms and fax to your instructor. The form will have to be filled out by the proposed proctor prior to and after the final exam.

SELECT A PROCTOR

All Coding Program finals must be taken under the supervision of a proctor/monitor. This means you must find a proctor to administer your final exam. This should be done as soon as possible prior to taking the exam (the course instructor must approve all proctors a minimum of one week prior to the test date). The Proctor must be a disinterested party, with no conflict of interest. You may choose a hospital administrator, a human resource director, education director, librarian, counselor, or school official as your proctor (upon evaluation persons with other titles may be approved by your instructor). Proctors must have online and fax capability. Exam password will be sent directly to you. Proctor will verify that your exam was taken honestly. Falsifying proctor information will result in invalidation of an exam and may be cause for termination. All proctors will be verified and approved by your NCCC Instructor. After you've submitted your exam, your proctor must then fill out a Proctored Examination Certification form and fax or mail it to your instructor. Spouses or family members cannot be proctors.

SCHEDULE YOUR EXAMINATION AND NOTIFY YOUR INSTRUCTOR

You should schedule this examination for a time that you know you will have completed all assignments and exams for the course.

Final examinations must be scheduled on a weekday (Monday through Thursday between 9:00 a.m. and 5:00 p.m. Central Time, and Friday between 9:00 a.m. and 1:00 p.m.). No program personnel will be immediately available to assist you if the exam is taken at any other time.

You should decide on a time that is acceptable to both you and your proctor. As soon as the time for the final exam has been scheduled, please ask your proctor to send an email to jerwin@NCCC.edu from his/her own email address, or mail or fax Jean Erwin at the address/number on the second page of these instructions.

Remember, this information must be received at least 7 days prior to the exam.

The email, fax or letter must include the following information: The full name of the student, the full name of the course, the proctor's name and contact information (email address and/or fax number), the proctor's relationship to student, and the date/time that examination is scheduled to be taken.

Your instructor will send your proctor and/or you the following information: An acknowledgement that we received the email, fax or letter, the Proctored Exam Certification Form, and the password

he/she will give to you on the day of the exam.

This notification email must be sent at least seven days prior to the day of the examination. **NO FINAL EXAM EMAILS WILL BE PROCESSED IF THEY ARE RECEIVED LESS THAN SEVEN DAYS BEFORE THE COURSE COMPLETION DEADLINE.**

CONTACT YOUR INTERNET PROVIDER

We also strongly recommend that you contact your Internet provider (or your company's technical support personnel) about what you can do to prevent an Internet disconnection during the time it takes you to complete an exam. If you're disconnected while taking an exam, you may not know it until you try to submit the exam and you get an error message. If this happens, you and your proctor must reschedule and notify jewin@neosho.edu so we can reset the examination.

TAKING THE EXAMINATION

To take the exam online with a proctor present (because of the length of the introduction to coding final exam, the proctor must be in the same facility):

Find a quiet place with a working computer and a good Internet connection.

Log in to the web site and go into the course.

Go to the Final Exam under Assignments.

Enter the exam using the password provided by your instructor so you can access the exam.

Complete the exam.

When you have finished and double-checked your work, click on SUBMIT.

Log out of the site.

AFTER THE EXAMINATION

Confirm that your proctor has completed and mailed or faxed the Proctored Exam Certification form to the proper address/number:

Jean Erwin
Neosho County Community College
Outreach and Workforce Development
800 W. 14th
Chanute, KS 66720

If you have any questions regarding these procedures, please contact your instructor by email at jerwin@neosho.edu