



Medical Assisting Certificate Program

Student Handbook 2024-2025

CAPE COD COMMUNITY COLLEGE

Frank Wilkens Building North

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Section 1 Welcome to the Medical Assisting Certificate Program

The Medical Assisting Certificate (hereinafter referred to as MAC) faculty of Cape Cod Community College welcomes you to the program and wishes you success as you pursue your career goals.

Students in the Medical Assisting certificate acquire a wide range of clinical, computer, communication, and organizational skills that prepare them for a multitude of positions in various medical environments. Medical Assistants are versatile, multifaceted professionals.

National Accreditation is a critical component of our Medical Assisting Program. Graduates are eligible to take the National Healthcare Association (NHA), Certified Medical Assistant (CCMA) Examination on site and is a prerequisite for graduation. The program's curriculum is designed to prepare students to sit for the national certificate on-site.

The following pages contain information relative to policies and procedures that will assist you throughout your course of study. Retain this Handbook so that you can refer to it as needed.

1.0 MAC Student Handbook Statement

This Student Handbook contains policies and procedures specific to the MAC Program at Cape Cod Community College (hereinafter referred to as CCCC). This handbook is reviewed annually, and the provisions in this handbook are subject to change as needed, by the program coordinator, with input from the program faculty and Administration of the College. The MAC program is not responsible for any misrepresentation of its requirements or provisions that might arise as a result of errors occurring in the preparation of this handbook.

The Student Handbook is a supplement to the [CCCC Student Handbook](#).

The MAC Program does not discriminate in regard to race, creed, color, national origin, sexual orientation, age or disability.

It is the intent of the program that **students from all diverse backgrounds and perspectives be well served by this program, that students' learning needs be addressed both in and out of class, and that the diversity that students bring to the program** be viewed as a resource, strength, and benefit. It is the intent of this program to present materials and activities that are respectful of diversity. As such, the student voice is encouraged, appreciated, and valued.

1.1 Student Accountability Contract

I _____ do hereby attest to follow all rules and regulations outlined within this handbook, including policies and procedures outlined in the CCCC Student Handbook and CCCC Student Code of Conduct.

I understand and agree that if I have a question about anything contained or not contained within this handbook, I will ask for clarification.

I understand that deviating from any portion of this handbook could cause discipline or expulsion from the Medical Assisting Certificate Program at CCCC.

Print Name: _____

Signature: _____

Date: _____

NOTE: Student will be given this form to sign in class at the start of the semester.

1.2 Contact Information

Dean of Health Sciences

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Frank Wilkens, Building #5
RM 214A N

Medical Assisting Certificate Program Coordinator/Faculty

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Allied Health Administrative Assistant

Gael Deiuliis
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Frank Wilkens, Building #5
RM 234 N

Section 2 MAC Admissions Requirements

A student can enroll in the MAC program after completion of the following:

- Apply to the program by completing an online [Admissions Application form](#). Students must be officially accepted (matriculated) into the MAC program.
- Submit official final high school transcript or GED/HiSET test score results
- Submit official, original college and/or university transcripts from all previous institutions ever attended, if applicable.
- Applicants must possess a minimum of college-level reading ([ENL108](#): Critical Reading & Thinking or [ESL201](#)) or meet satisfactory placement on the Accuplacer exam at the Testing Center.
- Students must meet all College medical and immunization requirements, and the MAC Technical Standards (Physical and Behavioral Capabilities),
- Students must pass a Criminal Offender Record Information (CORI) and Sex Offender Record Information (SORI) check.

Section 3 MAC Program Requirements

The CCCC MAC Program equips students with the skills and knowledge needed to be prepared for a multitude of positions in various medical environments as a multifaceted, versatile professional in the MAC field.

Students who matriculate in the MAC program are responsible for completing specific requirements as a condition of acceptance into the program. Failure to meet these requirements by designated deadline dates may result in dismissal from the program.

3.0 Medical Clearance and Immunization Requirements

All students enrolled in an Allied Health program at CCCC, including the MAC Program, must submit a physician's certification that they have received the required immunizations. Specific immunization requirements are listed under Health Science and Allied Health Students on the [Immunization Requirements](#) website. All Immunizations are due in full by the start of the students first semester of the student's matriculation into the program. Failure to submit may result in dismissal from the program and will prevent a student from matriculating to MAC 204 and 205.

In addition, students must submit a letter from their primary care, or other appropriate medical M.D., stating they can physically complete the MAC program.

Students may be required to be fully vaccinated for COVID by an assigned clinical site. Students should know that the clinical sites may require updated COVID vaccinations and accommodations granted by the College may not be accepted by the clinical sites. Further some clinical sites may require the student who is not fully COVID vaccinated to sign a COVID declination form to participate at the site.

Questions on Immunizations

Shelley Thompson, Student Immunization Records Office Nickerson Administration Building, First Floor “

Phone 774-330-4331

Fax 508-375-4039

Email sthompson@capecod.edu

3.1 CORI/SORI

Upon acceptance to the MAC program, students must complete and pass a Criminal Offender Record Information (CORI) and Sex Offender Record Information (SORI) check in compliance with CORI/SORI regulations, as set forth at CCCC. Students found to have certain criminal convictions or pending criminal actions will be ineligible for didactic, clinical or field internship placement. A copy of the front and back of driver's license or a passport must be submitted with these forms.

3.2 Health Insurance

Students must provide documented proof of health insurance to the MAC Program. A copy of the current policy shall be submitted to the MAC Program Coordinator as instructed in communications sent to the student CCCC email address. Failure to submit a copy of an active health insurance policy will result in dismissal from the program.

3.3 MAC Technical Standards

These technical standards have been developed using the U.S. Department of Labor's skills and abilities for those working in a medical setting. To successfully complete the MAC courses, certain physical and behavioral capabilities are required in course work and as part of your clinical experience.

These technical standards are in accordance with the Federal Government Section 504 of the Rehabilitation Act of 1973 in response to the American with Disabilities Act. **Medical Assisting students must be able to satisfy these standards with or without reasonable accommodation.**

These include:

Communication (Verbal and Non-Verbal)

- Communicate effectively either independently or with corrective devices.
- Communicate in English through reading, orally and in writing to instructors, professors, clinical staff, clients, families and all members of the health care team.
- Understand oral directions/requests from health care workers, clients, voice pages and telephone messages stated in a normal tone.

Auditory Ability

- Hear all alarms on technical and supportive equipment set at a normal volume.
- Listen and respond to distress sounds from clients.

Visual Ability

- See and accurately read all written medical information pertaining to the client.
- See and accurately read all readings and functions of technical equipment pertaining to client care.
- See and accurately read all calibrated containers for accurate measurement of body fluids and specimens, medical administration devices (syringes, pumps etc.)
- See and accurately perform a client assessment pertaining to specimen collection.

Physical Strength (Gross Motor Control)

- Ability to lift 25 pounds unassisted in a safe manner, thereby protecting yourself, the client, and those in close proximity to you.
- Bend and/or lift to assist client and manipulate client equipment.
- Lift to safely transfer or position all clients in various situations.
- Move, push or pull equipment, beds, stretchers, wheelchairs, etc.
- Ability to raise arms over one's head in order to assist clients and manipulate equipment.
- Stand independently.
- Walk/stand for extended periods and distances over an 8-hour period.

Manual Dexterity (Fine Motor Movement)

- Accurately manipulate equipment.

- Accurately palpate the vein when drawing blood
- Accurately handle sterile equipment without contaminating syringes, needles, solutions, etc.
- Successfully don and remove protective apparel (including sterile gloves) to maintain standard precautions.

Behavioral/Mental Performance

- Function safely, effectively and calmly under stressful situations.
- Prioritize and manage tasks simultaneously.
- Exhibit social skills necessary to interact therapeutically with clients, families, staff and faculty.
- Maintain personal hygiene consistent with department dress code guidelines.
- Display ethical attitudes and actions consistent with professional behavior.
- Display the social skills to behave with politeness, tact and sensitivity to others in all settings.
- Exhibit respect for cultural and ethnic differences of clients, peers and individuals.
- Remain free from alcohol and/or chemical impairment in classroom and clinical settings at all times.

Section 4 MAC Course Map, Goals and Syllabi

4.0 Program Course Map

The MAC Program provides a pathway for students to work in a variety of healthcare settings, from hospitals to clinics. The program provides students with the flexibility to craft a schedule that suits their life. Student have the option to complete the requirements in as little as 2 semesters.

Degree Type: Certificate

Course #	Semester	Course Name	Credits
Semester 1			
BST110	Full	Computer Applications	3
BTS103	Full	Medical Terminology	3
MAC 101	Full	Fundamentals of Medical Assisting	3
Semester 2			
MAC204	Full	Medical Assisting Clinical Procedures and Clinical	7
MAC205	Q1/7 weeks	The Administrative Medical Assistant	3

4.1 Program Goals and Learning Outcomes

This program prepares students for a career as a medical assistant. Program goals are divided into cognitive, psychomotor, and affective competencies. The incorporation of the competencies is

determined through regular Advisory Board meetings with the community and stakeholders and the changing needs of the student body. Stated goals are congruent with the College's Mission and Vision Statement.

Student Learning Outcomes include:

- Communication Skills
- Critical and Creative Thinking Skills
- Ethical and Civic Engagement Practices
- Multi- Cultural and Global Awareness
- Quantitative and Computational Skills
- Technological Literacy

To that end, the Program aims for the following:

Cognitive: Students will demonstrate knowledge and be able to use that knowledge in a meaningful way. Students are expected to demonstrate the ability to critically think, observe multicultural differences, age related difference, and to act upon those observations. Exams, teaching papers, and presentations are used to evaluate the student's cognitive knowledge attainment.

Stakeholders contribute to the development of the cognitive (knowledge) goals of the program. Through the advisory board meetings and clinical externship meetings with practices, our goals and curriculum have changed over the years to better reflect the needs of the community.

In the cognitive domain students will receive required curriculum from qualified instructors in formats that will accommodate different learning styles to include lecture, visual aids, assessments, and externships to ensure and document mastery of content. Communities of interest have input as to the appropriateness of the curriculum through survey, interview, and participation in the Advisory Board.

Psychomotor: Students must demonstrate the skills and technical expertise required for all clinical tasks. Communication skills and technological literacy are included in congruence with Institutional Student Learning Outcomes.

Psychomotor skills are assessed throughout clinical practice lab, demonstration by the student to the faculty member, skills exams, and projects. Graduating students are expected to be able to demonstrate all required psychomotor competencies at entry level.

Stakeholders contribute to the establishment of these competencies and curriculum through Advisory Board Meetings and Clinical Externship visits. Students are required to demonstrate proficiency in clinical **competencies and curriculum** to maintain a passing grade, **minimum of a C/75%**.

In the Psychomotor domain, students are offered the opportunity for "hands on" skill training both in the lab and in the clinical site to verify competency as an "entry level medical assistant".

Affective: Students are expected to demonstrate a gradual knowledge of the Affective Competencies from day one in the program. Students coming into the program have frequently come from other careers. They are not familiar with the expectations of the Professional Medical field and must incorporate these competencies into their learning experience.

Because the Affective Competencies may be among the most difficult for students, the evaluation process begins when they begin the MAC 101 course and continues until graduation. Inappropriate or negative behavior is discussed with the student and alternative behaviors are encouraged. Team projects involving self-reflection and self-examination are required. Students examine their own values and ethics in both the classroom and in written form.

Throughout the Clinical Lab experience students are evaluated for their **engagement**, interactions with faculty and staff, community and patients, and attention to the tasks at hand. During the Clinical Externship, practices evaluate the student's ability to demonstrate the Affective Skills necessary to be a professional Medical Assistant. Further evaluation of these skills is done through exams, projects, and demonstrations. Graduating students are expected to incorporate the MAERB Affective Competencies into their daily practice through demonstrated behaviors and attitudes.

In the Affective domain, students are presented scenarios to demonstrate communication and critical thinking skills to prepare them for situations they will experience in the workplace.

Instruction will be presented to meet the needs of the nontraditional student to achieve a positive outcome and meet all required curriculum standards for training the "entry-level" medical assistant. We will work to instill the qualities of professionalism, integrity, and responsibility in our students to prepare them to be outstanding members of the medical assisting community.

PROGRAM LEARNING OBJECTIVES

The objectives of the program are to provide skilled "entry level" medical assistants who perform effectively by:

- Applying knowledge of anatomy and physiology to better understand the disease process.
- Applying legal and ethical concepts within the scope of practice
- Demonstrating professionalism as a health care provider
- Applying knowledge of medical laboratory techniques to accurately interpret laboratory test results
- Demonstrating knowledge of clinical procedures and pharmacology administration in patient care in medical practice to culturally diverse populations.
- Applying various administrative techniques in an administrative role in a medical practice to deliver cost effective and quality health care
- Applying the correct procedure of Standard Precautions to the patient, self, and others

- Recognizing emergency patient conditions and initiating lifesaving first aid and basic life support procedures
- Incorporating critical thinking skills to provide quality care to patients
- Incorporate culturally sensitive care to patients
- Demonstrate computer proficiency

4.2 MAC 101 Fundamentals of Medical Assisting

CCCC Departmental Syllabus

Prepared by the Department of Health Sciences

Date of Departmental Approval: November 27, 2023

Date approved by Curriculum and Programs: December 11, 2023

Effective: Fall 2024

Credits: 3 credits

Satisfies General Education Requirement: No

Co-requisite: BST103 (Medical Terminology)

Semester(s) Offered: Fall, Spring

Description This course covers introductory administrative skills and medical terminology in the medical office, as well as introductory theory and techniques of medical assisting used to perform fundamental clinical assisting procedures in the cognitive, psychomotor, and affective domains. Topics include performing as a professional medical assistant, verbal and non-verbal communication, technology used in the medical office, the health care system, professional law and ethics, patient reception, telehealth and telephone techniques, analyzing word parts and learning basic prefixes, suffixes and word roots. The course highlights the body systems: basic anatomy and physiology, including terms used in diseases and surgical procedures. Topics also include aseptic technique with infection control, measuring vital signs, preparing/maintaining treatment area, interviewing techniques and recording of patient histories, preparing, and assisting patients for procedures, electrocardiograms, monitoring test results, patient education and ambulatory aids

Student Learning Outcomes (instructional objectives, intellectual skills):

- Upon successful completion, the student will be able to:
- Discuss the responsibilities and scope of practice for Medical Assistants.
- Effectively communicate with patients.
- Describe the structural organization of the body, including body planes, quadrants and cavities.
- Describe the stages of grief and how to be an effective patient coach.
- Incorporate cognitive knowledge in the study of law and ethics with performance of psychomotor and affective domains in their practice as medical assistants.
- Apply ethical behaviors, including honesty and integrity, in performance of medical assisting practice.

- Demonstrate the basic theory and application of clinical and laboratory skills and the responsibilities of the Medical Assistant.
- Understand the medical vocabulary pertinent to each area during the course.
- Apply the critical thinking skills concerning each clinical competency.
- Apply safety standards pertinent to each competency.
- Identify each patient as an individual, with specific needs.
- Have an understanding of the position of a Medical Assistant in a professional matter.
- Demonstrate knowledge of and be able to effectively communicate and educate a patient in procedure requirements, use of assistive devices, and patient education.

Suggested General Guidelines for Evaluation: The final grade will be based on the following:

- Cognitive testing of theory content
- Completion of written and preparatory assignments
- Skills testing of procedures
- Demonstration of defined professional behaviors, class participation, mutual respect, attendance and punctuality

General Topic Outline (optional)

Topics, Cognitive and Behavioral Outcomes:

- Identify in detail the role of the medical assistant.
- Identify interpersonal communication in the medical setting by demonstrating competency in communicating appropriately and in a caring manner.
- Identify basic principles of psychology as they relate to the role of the medical assistant.
- Conduct a Patient Interview and accurately record a health history.
- Identify the components of a clinical medical record and documentation and confidentiality according to Health Insurance Portability and Accountability Act (HIPPA) regulations.
- Identify the basic principles in obtaining and recording vital signs.
- Identify the basic principles of infection control, precautions, handwashing and proper and use of personal protective equipment (PPE).
- Identify selected situations of accommodation for special needs.
- Identify strategies to improve and meet the needs of selective cultures.
- Identify community resources available to patients.
- Identify examples of ethical boundaries and potential legal issues.

4.3 MAC 204 Medical Assisting Clinical and Practicum

CCCC Course Syllabus

Prepared by the Department of Health Sciences

Date of Departmental Approval: November 27, 2023

Date approved by Curriculum and Programs: December 11, 2023

Effective: Fall 2024

Credits: 7 credits

Required or Elective: Elective

Satisfies General Education Requirement: No

Prerequisite: A grade of C or higher in MAC101 (Fundamentals of Medical Assisting), A grade of C or higher in BST103 (Medical Terminology), and Co-requisite: MAC205 (The Administrative Medical Assistant)

Description

This course covers advanced clinical theory and techniques of medical assisting skills including diagnostic testing, procedures of hematology, blood chemistries, blood drawing (capillary and venous), emergency/first aid skills in the medical office, minor office surgery techniques. This course also covers the knowledge needed for safe and correct medication administration in both the parenteral and enteral routes. The clinical practicum is a 160-hour externship at an appropriate, approved clinical site. Students participate in an integrated experience in which they apply the skills and knowledge learned in the medical assisting program. This course is divided into lecture, laboratory practice, clinical practicum, and seminar.

Student Outcomes (instructional objectives, intellectual skills):

Upon successful completion of this course, the students will be able to:

- Apply critical thinking and safety standards pertinent to each clinical competency.
- Demonstrate knowledge in occupational risks associated with medical assisting. Exposure to blood borne pathogens, infectious diseases, sharps injuries, exposure to chemicals and drugs, ergonomic hazards (lower back pain) from lifting, sitting, and repetitive tasks, latex allergies and stress.
- Demonstrate knowledge in advanced clinical skills including assisting with minor office surgery, phlebotomy techniques, ear and eye procedures and the application and principles of heat and cold.
- Recognize emergency situations, including cardiovascular and foreign body airway management.
- Perform the clinical competencies of an entry level medical assistant.
- Apply knowledge of the principles of ethics, morals and the necessary values in regard to patient care.
- Apply pharmacological principles to prepare and administer oral, topical and parenteral medications.
- Understand the classification, action, indication and side effects of medications.

Suggested General Guidelines for Evaluation:

Grade based on the following:

- Demonstrates proficiency in the clinical competencies cognitive testing of theory content

- Completion of satisfactorily written and preparatory assignments
- Successful completion of skills testing of procedures professional accountability

General Topics Outline (optional):

4.4 MAC 205 The Administrative Medical Assistant

CCCC Course Syllabus

Prepared by the Department of Health Sciences

Date of Departmental Approval: November 27, 2024

Date approved by Curriculum and Programs: December 11, 2023

Effective: Fall 2024

Credits: 3 credits

Satisfies General Education Requirement: No

Prerequisite(s): MAC101 (Fundamentals of Medical Assisting)

Co-requisite: MAC204 (Medical Assisting Clinical Procedures & Clinical Practicum) Enrollment in the Medical Assisting Program

Semester(s) Offered: Fall and Spring

Description:

This course introduces advanced medical office procedures including appointment scheduling, client/patient relations, phone communication, patient reception, the medical record, written communication, managing practice finances, diagnostic and procedural coding, medical insurance, medical billing, and job seeking skills. The course also goes through the advanced roles in administration, and professional workplace behavior, and solidifies the skills needed to be a competent medical assistant.

Student Outcomes (instructional objectives, intellectual skills):

Upon successful completion of this course students will be able to:

- Gain knowledge in the basic types of medical insurance policies.
- Identify health maintenance organizations and preferred provider organizations.
- Understand the steps in the claim processing sequence.
- Master the ICD-10-CM, CPT-4 and HCPCS manuals using encoder software.
- Complete CMS 1500 paper and electronic claims accurately.
- Understand and apply medical insurance terminology.
- Complete precertification and preauthorization procedures and forms.
- Complete referral forms.
- Post payments and charges to a patient's account.
- Learn the importance of explaining the patient's financial obligations for services rendered.

- Learn how to speak with a patient regarding third-party requirements for coverage of certain services.
- Prepare a bank deposit.
- Post insurance payments and adjustments to a patient's account.
- The student will achieve and perform administrative office management skills at competency level.
- The student will learn the functions of the medical office by using the EMR for patient recordkeeping.
- Understand the use of office application software for word processing, database and patient scheduling.
- Play a vital role in a successful management team as an administrative medical assistant.
- The student will appropriately manage supplies.
- Appropriately respond to patients and other callers using proper telephone techniques.

Suggested General Guidelines for Evaluation:

Student learning is evaluated by exam, written homework, research paper, oral presentation, class participation, accountability, and professional demeanor demonstrated in the classroom and clinical practice. Students must successfully pass all the psychomotor and affective competencies in order to pass the course and progress in the program.

General Topics Outline (optional):

4.5 MAC Textbook

LindhPoolerTamparoDahl,Morris; Cengage Learning. Delmar's Comprehensive Medical Assisting/Administrative & Clinical Comprehensives; Sixth Edition, e-text.

MindTap online platform is a required part of all of the MEA courses.

- Required reading outside of text: As assigned
- Supplementary reading: As recommended
- Schedule: See Course Calendar for detailed list

Section 5 MAC Program Policies and Academic Information

5.0 Academic Calendar

The CCCC Academic Calendar provides important dates that are important for students to know, e.g. holidays, registrar dates and college events. The latest [Academic Calendar](#) can be found in the Course Catalog.

5.1 MAC Attendance Policy

Students are expected to attend ALL regularly scheduled classes- both remote and on campus, campus and clinical laboratories. Attendance will be recorded in all classes.

The student's attendance record is also included in the final program evaluation. It is standard practice for prospective employers to request an evaluation of the job applicant's attendance record.

We realize at certain times an absence may be unavoidable. An email must be sent prior to the start of class to Heidi Waitkus, Coordinator of the Medical Assisting Program, at Hwaitkus@capecod.edu. The student is responsible for attaining the content missed during the absence to meet the course objectives.

The clinical and campus laboratory components may not allow for make-up time. In the event of an absence, a compensatory assignment may be required. This provides the student an opportunity to progress toward meeting the objectives. Compensatory assignments cannot replace the value of the planned clinical and campus laboratory experiences. During the first ten weeks of class (or prorated for abbreviated sessions), an ABS grade may be assigned to students who have absences more than 10% of class and/or clinical hours. After the tenth week, a W or ABS grade will not be permitted by student or faculty. Absence more than 10% of the class and/or clinical hours in each course will be evaluated by the faculty and may result in failure.

Late Policy- If a student is late to class, lab, or clinical two times the student will be put on written warning. If a student is tardy a third time, this may be grounds for dismissal. If late for tests and/or quizzes, the mark recorded will be zero.

For storm closings and emergency notifications, sign up for the Rave Mobil Alert System at: www.getrave.com/login/capecod. You can also check for storm closings at the College Hotline 508 375-4070. **If the college is closed (due to storms, emergencies as well as legal holidays), there is no class or clinical.** At times, the college may have a delayed opening. If this is the case, the evening class will likely be held. **Please note: if the College has announced a closure for the day, students are not to report to their practicum site on this day either.** Should the student have any questions or concerns, they are encouraged to contact their course faculty.

5.2 Uniform Code and Required Equipment

- Students wear the MEA uniform in clinical situations only.
- NO SWEATERS OR TURTLENECKS will be worn under or over the uniform in the clinical area.
- Laboratory coats with school insignia will be worn over scrubs during campus laboratory sessions.
- Dress code:
 - White lab coat
 - Navy scrubs
 - White shoes
- College insignia (patch) must be purchased and attached to each lab coat on the left shoulder area.
- Uniforms should always be clean, wrinkle-free, and fit properly.
- Shoes – clean, white, closed, low heel with clean shoelaces if applicable.
 - SANDALS AND CROCS ARE NOT ACCEPTABLE.

- Identification with Student Name must be worn at all times.
- No jewelry or visible body piercing materials should be worn with the uniform. The two exceptions are
 - Wedding ring and engagement ring
 - Miniature STUD earrings (one pair)
- Fingernails will be short and clean
- Colored nail polish will not be worn.
- Acrylic nails of ANY type are not allowed.
- Hair will be neat and off the collar at all times while in uniform or lab coat.
- NO SMOKING OR VAPING IN UNIFORM IS ALLOWED AT ANY TIME OR PLACE.
- Beards must be contained in a device (ie. mask) when performing skills that involve sterility or infection control.

EQUIPMENT

- Black ballpoint pen
- Wristwatch with second hand

Summary of minimum uniform/equipment needs:

- Lab coat
- 1 Uniform
- College insignia for each lab coat
- Student Identification
- Watch with second hand
- Ball point pen – BLACK only

5.3 MAC Evaluation and Grading Policy

Philosophy of Evaluation

Evaluation is:

- An ongoing process
- Shared by and the responsibility of the student, faculty, and clinical preceptor
- Based upon Medical Assisting Certificate Program and course objectives

Standards

- The course objectives and criteria for achievement will be shared with the student during the orientation to each course.
- The student must maintain a minimum grade of C (75%) in all course work to continue in the program.

- To receive a passing grade for the clinical practicum/externship, students are expected to receive satisfactory clinical evaluations (80%) and complete all assignments related to professional issues (20%). It is the student's responsibility to notify the practicum instructor if there are problems affecting him/her at the clinical site.
- The students must pass all affective and psychomotor competencies in the required amount of time. Course content and competencies are listed on the following pages.

Cognitive Evaluation

- A student must achieve a minimum grade of C (75%) in cognitive testing as defined in each course in order to proceed to the next semester.
- Specific requirements for graded written assignments will be identified in each instructor's course outline.
- A student will have the opportunity to review results of examinations and papers by appointment in order to foster learning.
- A warning will be issued if the student is deficient academically at mid-term.
- Grading Scale:

94-100	A	4.00
90-93	A-	3.67
87-89	B+	3.33
84-86	B	3.00
80-83	B-	2.67
77-79	C+	2.33
75-76	C	2.00
70-74	C-	1.67
67-69	D+	1.33
64-66	D	1.00
60-63	D-	0.67
59-below	F	0.00
	W	Not computed
	I	*

- To receive an Incomplete (I), the student must complete over 50% of the course requirements and co-sign an agreement with the instructor as to what must be completed to receive a change of grade.
- All Incomplete ("I") grades must be resolved to a letter grade no later than one week before the beginning of final exams for the next term, i.e., a grade of Incomplete from the previous spring (or summer) term must be resolved one week before fall finals begin; a fall "I" grade, one week before spring finals begin.
- Per Academic Policy, the failure to meet this deadline will result in the Incomplete grade changing to a grade of "F".

Clinical Practicum at health care provider's office or outpatient clinic

(Minimum of 160 hours, unpaid)

- Ongoing clinical evaluation by the clinical preceptor is continuous throughout the six-week clinical practicum: In addition, Cape Cod Community College faculty makes unannounced site visits.
- The clinical evaluation tool is based on course objectives.
- Individual conferences may be scheduled when appropriate by the student or the instructor to review clinical performance.
- Specific requirements for written clinical assignments will be identified in each instructor's course outline.
- A warning will be issued if the student's clinical performance is unsatisfactory.

Written Work:

- All written work must be submitted in accordance with course guidelines and by the due date.
- There may be a penalty of up to a Failing Grade for any late papers or assignments.
- Students whose papers are unsatisfactory may be offered one opportunity to revise the paper. The grade for revised papers will not be higher than a 75%.
- Students who are dissatisfied with their assignment grade may request a 2nd reader for their paper. If this is requested, the average of the two grades (which may be higher or lower) will be the final grade on the assignment.

5.4 Social Media Policy - Responsibility of the MAC Student

The MAC Program shall follow the same standards as the Nursing Policy. Social Media may be defined as web-based and mobile platforms for user-generated content that create interactive and highly accessible, and often public, dialogues. MAC students have a responsibility to be cognizant of the benefits and consequences of participating in social media.

MAC students all carry the responsibility of adhering to privacy and confidentiality standards and should be familiar with the Health Care Portability and Accountability Act (HIPAA), including, but not limited to, the HIPAA Privacy Rule. HIPAA regulations protect patient privacy by establishing how individually identifiable information may be used, including any information relating to the physical or mental health of an individual, or any information that may be used to identify an individual.

The use of social media today greatly increases the risk of breaching this privacy regulation and can have serious legal consequences when used inappropriately. It is for that reason that students are not allowed to use cell phones during class, labs or clinical periods. **Students are not allowed to carry or use their cell phones during the practicum clinical periods. Photography in the practicum is strictly prohibited.**

The following guidelines adapted from National Council of State Boards of Nursing (NCSBN) [Nurse's Guide to the Use of Social Media](#) (2018) and used by programs in Cape Cod Community College's Department of Allied Health, are intended to minimize the risks of using social media.

MAC students:

- Have an ethical and legal obligation to maintain patient privacy and confidentiality at all times, therefore, should not share, post, or otherwise disseminate any information that can identify a patient, or in any way violate a patient's rights or privacy. Limiting access through privacy setting is not sufficient to ensure the privacy of patients.
- Should not make threatening, harassing, sexually explicit, or derogatory statements regarding any person's race, ethnicity, gender, age, citizenship, national origin, sexual orientation, disability, religious beliefs, political views, or educational choices.
- Should not make disparaging remarks about any college, university, or other schools, including the students, faculty members and staff.
- Should not post content or otherwise speak on behalf of any college, university, school of MAC unless authorized to do so.
- Have a responsibility to promptly report an identified breach of confidentiality or privacy to a school authority—including, but not limited to, an instructor, staff person, or dean.
- MAC students agree to abide by the above guidelines both professionally while in the classroom, campus laboratory, clinical settings, field settings and in their personal lives.
- MAC students are expected to abide by all governing HIPAA laws and regulations.

In addition to the above guidelines, students are required **to use the Cape Cod Community College email system** when communicating via email with the program staff and instructors, as well as check this email on a regular basis for important messages. Using this form of email communication serves to protect student privacy and ensure that students receive important messages from the college as well.

5.5 Student Accountability and Professional Conduct

Students must abide by all Cape Cod Community College policies. In addition, the individual student is responsible for his/her own actions in the following areas:

Ethical-Legal

- The student provides patient care with a caring attitude, and with respect for human dignity and the uniqueness of the patient.
- The student is responsible for adhering to the Patient's Bill of Rights in all patient care activities.
- The student safeguards the patient's right to privacy by protecting confidential information.
- Confidential information is discussed only in learning situations (use the patient's initials in discussion and in written assignments).
- The student is accountable to their patient/client for the quality of their care.
- The student performs patient care activities for which he/she is prepared.

- The student must document current health insurance.
- Dishonesty in carrying out academic assignments (exam, papers) may result in dismissal from the Medical Assisting Certificate Program.

Class

- The student must attend all campus classes and is responsible for the content assigned as home assignments and class preparation.
- During lecture time and audio-visual presentations, students are expected to refrain from talking.
- The student is expected to be in his/her seat when class begins. The student should not enter the classroom if late and the door is closed. The student may join the class during break. Leaving and entering the classroom during class is disruptive to other students and is not acceptable.
- The permission of the instructor must be obtained for children to be present in the classroom. Any child whose behavior is potentially disruptive should not be brought into the classroom.
- The student must request the instructor's permission to audiotape lectures.
- All cell phones and beepers must be turned off during class.
- Students are responsible to complete all learning activities listed in class study guides.
- Assignments must be submitted on the dates required.
- The student must notify the instructor before the start of an exam if he/she is to be absent from a quiz/examination. An alternate time may be scheduled at the instructor's discretion.

Clinical

- Students must attend and be punctual for all campus/clinical laboratory sessions.
- Students who cannot attend the clinical practicum/externship session must notify the practicum site and practicum instructor at CCCC by at least 1 hour before due for duty.
- Returning from a serious or prolonged illness will require written permission by a physician.
- Students must demonstrate professional behavior appropriate to the circumstance.
- Students must wear the Medical Assisting Program uniform in clinical and learning laboratory situations.
- Laboratory coats with school insignia and nametag over appropriate uniform
- scrub clothing must be worn during campus laboratory sessions and at the clinical practicum site.
- Students must adhere to the uniform code of the Medical Assisting Program.
- Clinical practicum sites are off limits to family members/friends.
- Clinical timesheets must be signed by the clinical preceptor and submitted every two weeks.

Communication

- Students must use a respectful and caring attitude with one another, faculty and all they encounter.
- Students are encouraged to seek program related guidance from the appropriate faculty member.
- Students are encouraged to review all papers, quizzes, examinations, and evaluations with the appropriate faculty member.
- Students are encouraged to support and take care of one another- e.g. forming study groups, car pools, etc.

5.6 Academic Dishonesty

MAC students are held accountable for any form of academic dishonesty and will be withdrawn from the MAC Program in the face of evidence of such actions. Students who are withdrawn under this policy are not eligible for readmission to the program.

Academic dishonesty is defined as:

- Any form of fraudulence, cheating, lying or deceitfulness in connection with the responsibilities of a Phlebotomy student in the classroom, clinical, or learning lab setting.
- Any act that attempts to deceive or misrepresent the student's behaviors, abilities, and/or knowledge in order to affect or improve the student's standing in the Diagnostic Technician Program.

Academic Dishonesty includes, but is not limited to, the following:

- Falsifying data in a patient health record or any form on which data is reported.
- Cheating on an examination by bringing information to the testing area, talking to another student during the test, or looking at another student's test during the examination.
- Unauthorized entry (hacking) into test banks or examinations.

Assisting others in academic dishonesty includes:

- Discussing an examination with students who have not taken the exam.
- Having a copy of the examination outside the time and place of testing administration.
- Lying about or misrepresenting patient service, clinical errors, or any action related to the clinical experience.
- Plagiarizing, i.e., claiming the work of others as your own.
 - Refer to Student Code of Conduct for a defined explanation of plagiarism

5.7 Unsafe or Unprofessional Clinical Practice

Safe clinical practice is a mandatory requirement of students in the MAC Program. Unsafe practice shall be deemed to be behaviors which threaten or violate the physical or emotional safety of patients, staff, students or self. Unsafe or unprofessional lab and clinical site practice may result in:

- A performance conference, written report and remediation plan.
- A clinical warning conference and written report.
- Immediate clinical failure from the Program and the student is not allowed to continue in clinical.

The CCCC Student Grievance Policy is available to students and outlined on the college website.

Unsafe Behaviors include but are not limited to:

- Inappropriate use of side rails, wheelchairs, other mechanical equipment.
- Lack of proper protection of the patient which results in or leaves a patient vulnerable to falls, lacerations or burns or other injury.
- Failure to correctly identify patient(s) prior to initiating care.
- Failure to perform pre-procedure safety checks of equipment, invasive devices, or patient status.
- Failure to recognize violations in aseptic technique or violates "5 rights" in medication administration.
- Failure to seek help when needed.
- Failure to properly identify patient(s) prior to medication administration.
- Failure to report significant findings in patient status.
- Threatening or making a patient fearful.
- Providing patients with inappropriate or incorrect information.
- Performing responsibilities without appropriate supervision or education.
- Failure to maintain confidentiality under HIPAA regulations.
- Failure to accept constructive criticism.

Unprofessional behaviors include but are not limited to:

Verbal or nonverbal language, actions, or voice inflections which compromise rapport and working relationships with patients, family members, staff, faculty or fellow students in clinical or campus settings. This behavior may potentially compromise contractual agreements and/or working relations with clinical affiliates. In addition, they may constitute violations of legal/ethical standards. Some examples: angry outbursts or disrespectful tone of voice, personal hygiene issues, inappropriate dress and/or grooming, knowing and respecting boundaries, accountability for one's actions, failure to follow directions at clinical site, or a breach of confidentiality.

Some examples of professional behavior include:

- Demonstrate appropriate concern for staff members
- Maintain friendly, but formal relationships with staff
- Arrive promptly at clinical facility

- Maintain confidentiality in all aspects of patient information
- Display willingness to learn
- Demonstrate acceptance of constructive criticism
- Ask appropriate questions when uncertain
- Remember, be professional in appearance and behavior at all times

All reported student violations will be reviewed according to the College's [Student Code of Conduct](#) Policy (Appendix 1) and reported to the Dean/ Student Code of Conduct Officer/ Student Grievances Officer.

5.8 Failure to Meet Clinical Expectations

Process of Clinical Failure:

- First failure to meet clinical objectives –
 - The student meets with the instructor in a formal conference to review criteria for clinical skill or behavior.
 - The student demonstrates the skill/behavior at a specified time* after remediation.
- Second failure to meet clinical objectives –
 - The student meets with the instructor in a formal clinical warning conference to review written criteria for continued participation in the course.
 - The student repeats the skill/behavior at a specified time* after remediation.
 - The student is notified of the penalty for a third failure to meet clinical objectives.
- Third failure to meet clinical objectives –
 - The student meets with the instructor and/or other faculty members to discuss educational options.
 - Immediate clinical failure from MAC Program – The student is not allowed to continue.

***Failure to keep an appointment for a repeat skill demonstration is the same as an unsuccessful demonstration.**

NOTE: A student who is placed on clinical warning for unsafe or unprofessional conduct will be withdrawn from the program for subsequent safety or professional conduct violations at any time during the program.

Section 6 CCCC Academic and Administrative Policies

6.0 CCCC Student Handbook

The Cape Cod Community College [Student Handbook](#) provides access to information about

services and resources, as well as important [institutional policies and procedures](#).

The policies contained in the Student Handbook provide a student with a general understanding of their rights and responsibilities as a member of the 4Cs community, as well as of the departments, services, facilities, and other resources available to you. It also provides access to information about college resources, student services, clubs and organizations, safety information and more.

6.1 Student Rights and Responsibilities

Student rights include the opportunity to pursue higher education; freedom to exercise the rights of citizenship, association, inquiry, and expression; and privacy and confidentiality in counseling relationships, health care, financial matters, and matters of record.

Students are encouraged to review the [Student Rights and Responsibilities](#) published in the College Catalog under academic policies and procedures.

6.2 Student Code of Conduct

Students are responsible to knowledgeable of and to comply with all federal, state, and local laws and CCCC policies and procedure outline in the [Student Code of Conduct](#), which is available for download on the college website (refer to Appendix 1).

6.3 Grade Appeal Policy

Complaints or grievances filed in connection with assigned grades represent a special case within the [Student Grievance Procedure](#). Information regarding Grade Appeals can be found in the Student Handbook under grievance.

6.4 Course Withdrawal and Refund Policies

The purpose of the CCCC [Course Withdrawal, Withdrawal, and Medical Withdrawal Policies](#) is to provide CCCC students, including MAC students, with a process for withdrawing from a course, a program, or the college for medical or non-medical reasons.

Students who withdraw from classes may be due a refund of their tuition and fees and are advised to contact the College Business Office located on the second floor of the Administrative Building #2. More information about [Tuition Refunds](#) is in the Academic Catalog.

6.5 Non-Medical Withdrawal

A student may withdraw from the college for non-medical reasons through the Advising & Counseling Center. More information about the Withdrawal Policy is available on the [Registration Policies](#) website.

Students should be aware that withdrawals may negatively impact the Satisfactory Academic Progress Requirement for financial aid. It is the student's responsibility to follow up with the

Financial Aid Office. (Approved by College Meeting November 16, 2009)

6.6 Medical Withdrawal Policy

A student may apply for a [Medical Withdrawal](#) through the Dean of Enrollment Management & Advising Services as soon as possible, but no later than 90 days after the end of the semester in which the medical issue occurred. More information about Medical Withdrawal Policy is available on the [Registration Policies](#) website, including required documentation and withdrawal procedures.

6.7 Absence due to Religious Beliefs

Under the Massachusetts General Laws, Chapter 151C, any community college student who cannot attend class or take an exam, study or fulfill work requirements on a particular day, due to his/her religious beliefs shall be excused from such obligations. More information is available on the College website under [Students Rights and Responsibilities](#).

6.8 Military Leave (Active Duty)

Students who are called to active military duty should refer to the Massachusetts Public Colleges and Universities policy on the College website under [Students Rights and Responsibilities](#).

6.9 ADA Policies

[Disability Services](#) offers academic accommodations to students with appropriately documented disabilities who are enrolled in CCCC courses or programs. Student with documented disability requiring an accommodation, should contact the:

O'Neill Center for Student Access and Support
M.M. Wilkens Hall (South), building #4, Room 222
Phone: 774-330-4337
Email: oneilcenter@capecod.edu
Hours: 8:30am-4:40 pm (later times by appointment)

Accommodations will not be provided without an Accommodation Plan from the O'Neill Center for Student Access and Support. It is the responsibility of the student who has an Accommodation Plan to set up an appointment to meet with the instructor, as early as possible in the semester, to discuss your accommodation plan with them.

6.10 Students Grievance Policy

All CCCC students, including those enrolled in the MAC Program, have access to the college's Grievance Policy, available on the College website under [Students Rights and Responsibilities](#). The policy, as stated, covers issues including the receipt of college services, course grading, sexual harassment, etc.

6.11 FERPA – Family Educational Rights and Privacy Act

Student Notification of Rights under FERPA and Solomon Amendment
<https://www.capecod.edu/ferpa/>

Cape Cod Community College
Office of the Registrar and Student Records 2240 Iyannough Road
West Barnstable, MA 02668-1599

The Family Educational Rights and Privacy Act (FERPA) afford eligible students certain rights with respect to their education records. (An “eligible student” under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution of any age.) These rights include:

6.12 Graduation Requirements

Students must file the Declaration of Intent to Graduate/Degree form with the Registrar. Submit completed forms to the Registrar’s Office not later than: February 1 for May graduation, June 1 for August graduation, and October 1 for January graduation of the semester in which they expect to complete their requirements. It is the student’s responsibility to originate this request and failure to do so may delay his/her graduation. The responsibility for satisfying requirements rests with the student.

6.13 HIPAA Policy

Student Rights under HIPAA

The health information of a CCCC student is protected by the Health Insurance Portability and Accountability Act, a 1996 Federal law that restricts access to individual’s private medical information (HIPAA).

HIPAA regulations prevent the College from releasing or discussing any health information without written consent from the student, except when there is imminent danger to the student or to others, or when required by law. Students are required to complete the [Authorization to Release Medical Information Form](#) when a request to share this information is made by the student.

All students are REQUIRED to maintain active health insurance during entire program. In addition, liability insurance will be covered under fees and active during entire MAC program.

6.14 Information Technology Resource Use Policy

The [IT Resource Use Policy](#) is an online document that formalizes the policy for faculty, staff, students (both full and part-time) and all other individuals who have been granted use of the information technology resources of Cape Cod Community College (CCCC) (“Users”). This policy and CCCC’s Code of Conduct govern access and use of the College’s electronic information and information systems originating from

6.15 Drug and Alcohol Policy

The MAC Program has a zero tolerance for students or staff who participate in class, clinical internship or field internship if intoxicated by ETOH or under the influence of any drugs; over the counter, prescription medicine or illicit drugs included. Violation of the drug and alcohol policy may subject a student to discipline or expulsion from MAC Program. Students are required to understand the Alcohol and Drug Policies available on the [Institutional Policies and Procedures](#) website. Additionally, students are expected to know the scope of the [CCCC Drug and Alcohol Policies](#).

Furthermore, students are required to refer to the [Student Code of Conduct Policy](#).

6.16 Anti-Smoking Policy

MAC student are expected to follow the [CCCC Anti-Smoking Policy](#), which includes the use of electronic cigarettes.

Section 7 Student Services

7.0 Overview of Student Services

ONLINE RESOURCE MAP		
Current Student Hub	A one stop online resource center that provides easy access to essential tools, information, and support for a successful journey at 4C's.	
ACADEMIC SUPPORT		
Academic Student Services	Provide comprehensive one-on-one support in a wide range of academic subjects.	
Testing Center	Administers the Accuplacer College Placement Tests (CPT) to all new students to ensure that they are prepared for college-level work.	Student Readiness Office Building 9: Grossman Commons 2 nd Floor
Tutoring Center	Professional and peer tutoring available in-person and via Zoom tutoring by appointment – all subjects	Building 5: MM Wilkens Hall, RM 111
Math Learning Center	Strengthen math skills with drop-in support.	Building 6: FM Wilkens Science and Engineering Center, RM 104
Reading and Writing Resource Center	Access drop-in support for writing, reading, and document formatting questions.	Building 4: MM Wilkens Hall, RM 108
STUDENT SUPPORT		
Advising Center	Advisors guide students decision-making and support academic plans for success.	Meet with your advisor: Log into My4Cs, click on

		Navigate, Appointments and My Team.tab.
Financial Aid	Assist students with applying for aid, including FAFSA and scholarship information.	Building 2: Nickerson Ground Floor
Registrar	Maintains student educational records and adheres to HIPAA and FERPA guidelines	
Disability Resources	Provides guidance to students with disabilities and assist with accommodations and services.	O'Neill Center for Student Access & Support
Food Pantry	4Cs students in need of food can receive 1 bag of food per week during the semester.	Building 10: Life Fitness Center- Lower Level Tues: 12-2 pm, Wed: 11am-1pm
TECHNOLOGY SUPPORT		
Computer Lab	Provides computer lab space and knowledgeable staff to assist students navigate technology platforms at 4Cs.	Building 9: Larusso Tech, RM 116 Building 3: Wilkens Library, 1 st Floor Building 6: Science, RM 112
Help Desk	Assists students with questions and troubleshooting issues with a College computer or how to use a specific piece of software.	Email: helpdesk@capecod.edu
Moodle Support Team	One stop for all Moodle questions like how to access classes or class materials, issues uploading class assignments, or how to access grades.	Email: moodlestudenthelp@capecod.edu
CAMPUS SAFETY		
Safe Campus Initiatives	Established procedures and response systems to maintain a peaceful and productive educational atmosphere.	In an emergency: call 911 Non-emergency: call the College Police 774.330.4349
STUDENT LIFE		
Fitness Center	Open membership for all CCCC Students	Building 10 Monday-Thursday 8am-4pm
Student Engagement	Provides an array of opportunities for student to get involved and make connections	Building 9: Grossman Commons RM 208
HELPFUL LINKS		
MY 4CS	Your hub to find news, events, announcements, and links to other information sources (login required)	Log in from 4C's Homepage

Campus Directory	Use Campus Directory on My4Cs (login required) to find contact information for students, faculty, and staff.	Log in to My4Cs for access
CampusWeb	Students can view course offerings, register and drop classes, review bill view grades, class schedules, and much more	When logging in, user name is same as email address minus the “@capecod.edu”.
Rave Alerts	Sign up to get emergency notifications from 4Cs, including weather related closings	

MASSACHUSETTS COMMUNITY COLLEGES

STUDENT CODE OF CONDUCT

ISSUED: APRIL 2008

REVISED: SEPTEMBER 1, 2010

REVISED: APRIL 12, 2016

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This Policy and the procedures established herein are administrative in nature and shall not be construed to replace or supersede any state, federal or local laws that also may apply to students or others. The Massachusetts Community College System reserves the right to modify or replace this policy from time to time at its discretion. By enrolling in Cape Cod Community College, all students voluntarily agree to comply with the standards of performance and behavior that are described in the Code of Conduct and other College policies.

STUDENT RIGHTS AND RESPONSIBILITIES

Cape Cod Community College expects students to conduct themselves in a manner that is appropriate to a collegiate environment. Students are expected to assume responsibility for their own behavior and learning and to respect the learning environment of others. Cape Cod Community College strives to maintain a learning environment that enhances the academic, intellectual, cultural and social enrichment of its students, faculty, staff and the community at large. To ensure that no member of the College community is deprived of this collegiate environment, student rights and responsibilities are clearly stated and behavior and discipline codes have been established.

Student Rights

1. The right to pursue their education and assistance in overcoming educational, cultural, emotional and economic disadvantages that create challenges to the educational process.
2. The right to fair and equal treatment without discrimination based on a student's of race, color, religion, sex, sexual orientation, gender identity, age, disability, genetic information, maternity leave, military service and national origin.
3. The right to privacy and confidentiality under the Family Education Right and Privacy Act (FERPA), 20 U.S.C. § 1232g; 34 CFR Part 99.
4. The right to procedural and substantive due process in disciplinary or grievance matters.

Student Responsibilities

1. To be knowledgeable of and to comply with federal, state, and local laws, and ordinances.
2. To be knowledgeable of and to comply with all directives, policies, and procedures of Cape Cod Community College.
3. To choose behavior that does not interfere with the learning environment of others inside and outside of the classroom, including College events.
4. To review all information that is shared with students in official college communications.

Section 1: Introduction

The Code of Conduct was created with the goal of fostering an environment that ensures student learning and open access to higher education. All students are responsible for following the policies in the Code.

Section 2: Philosophy & Learning Outcomes

The Code of Conduct process is intended to be an educational process that supports the mission of the College. The Code is intended to encourage personal responsibility, integrity and ethical decision-making.

Students who participate in this process should achieve the following learning outcomes:

1. Understand how the Code supports the goals and mission of the College;
2. Understand the possible impact of their choices on their academic and personal success;
3. Accept personal responsibility for the choices and decisions made and the impact of their behavior on the College community;
4. Reflect on their ethical obligations as a student in the College community;
5. Recognize the value of the student conduct process as an educational opportunity; and
6. Identify ways to address their behavior so it does not negatively impact their educational goals or the community in the future.

Section 3: Application of the Code of Conduct

Students are provided a copy of the Student Code of Conduct annually in the form of a link on the College website. Hard copies are available upon request from Assistant Dean Santos. A link to the Code will also be included in all communications with any students involved in the conduct process, regardless of their role in the situation. Students are responsible for reading and following the policy.

The Code of Conduct shall be used to address student behavior as referenced in this policy. The Code of Conduct applies to the conduct of individual students and College-affiliated student

organizations. For the purposes of student conduct, the Code defines a student as an individual who:

1. has been issued a student identification number; or
2. has received an offer of admission; or
3. is enrolled in courses, whether full-time or part-time, credit or non-credit; or
4. is participating in a non-degree, dual enrollment, or early college program; or
5. is not currently enrolled but has a continuing educational relationship with the College.

The College retains conduct jurisdiction over students who choose to take a leave of absence, withdraw, or have graduated for any misconduct that occurred prior to the leave, withdrawal, or graduation. If sanctioned, a hold may be placed on the student's ability to re-enroll, obtain official transcripts, and/or graduate and all sanctions must be completed prior to re-enrollment eligibility.

The Student Code of Conduct applies to behaviors that take place at the College; in any of its facilities; on any of its grounds, partner sites, or program centers; or at any College related activity regardless of location.

The College reserves the right to take action for off-campus student behavior when such behavior adversely affects the College community, poses a threat to the health or safety the College community; interferes with the College's pursuit of its objectives and mission, and/or if a student is charged with violating state or federal law. Proceedings under this Student Code may be carried out prior to, simultaneously with, or following civil or criminal proceedings.

The Student Code of Conduct may be applied to behavior conducted online or electronically via email, social media, or other electronic format.

Section 4: Discrimination, Sexual Harassment, and Sexual Violence

Claims of discrimination, sexual harassment and sexual violence, including Title IX offenses, such as rape, sexual assault, domestic and dating violence and stalking, shall be addressed under the College's Policy on Affirmative Action, Equal Opportunity and Diversity by the College's Affirmative Action Official and/or Title IX Coordinator. For more information, please contact the College's Affirmative Action Official and/or Title IX Coordinator.

Section 5: Definitions

- A. **Administrative Resolution** – A resolution of a complaint, which is mutually agreed upon by the CCA and the Student. An Administrative Resolution shall be put in writing by the CCA, signed by the CCA and the Student and maintained in a student’s disciplinary file. An Administrative Resolution shall result in a Student waiving their right to a Student Conduct Board hearing or Appeal.
- B. **Appeals Officer** – The College’s designated administrator responsible for reviewing appeals. In cases of academic dishonesty, the Appeals Officer shall be the College’s senior academic officer or designee.
- C. **Code of Conduct Administrator (CCA)** – The College official charged with the responsibility of administering the College’s Student Code of Conduct. A member of the Massachusetts Community College Council (MCCC) shall not be selected to serve as the CCA.
- D. **College Official** – Any person employed or contracted by the College to perform administrative, instructional, or professional duties.
- E. **College Property** – Includes all land, buildings, facilities, and other property in the possession of or owned, used, or controlled by the College, including adjacent streets and sidewalks.
- F. **Complaint** – An allegation of a violation of the Code of Conduct, which is filed with or by the CCA.
- G. **Day** – Shall mean a calendar day. The number of days indicated at each level shall be considered as a maximum. All reasonable efforts shall be made to expedite the process, but the CCA may extend the time limits at their discretion with notice to both parties in writing, including for inclement weather and/or College closures.
- H. **Outcome** – The final determination of responsibility in the student conduct process. An outcome may either be “responsible” or “not responsible.”
- I. **Sanctions** – An obligation that a student or student organization must abide by or complete when found responsible for violating the Student Code of Conduct. Sanctions are not required to be imposed progressively, but are based on the severity and/or frequency of the violation.

Sanctions under this policy shall include, but are not limited to:

1. **Written Warning** – An official written notice to a student that their conduct is in violation of College rules or regulations.
2. **Restrictions/Loss of Privileges** – Restriction or loss of privileges as a student for a specified period of time, including but not limited to: attending College classes, events and/or activities; accessing College property or specifically designated areas; or participating in College organizations.
3. **Educational Sanction** – A project or developmental activity imposed with the goal of educating the student about personal responsibility and/or the impacts of their behavior.
4. **Restitution** - The assessment of financial charges or other forms of reimbursement for any damage or loss incurred by the College or any members of the College community.
5. **Probation** – A student’s status at the College is in jeopardy due to one or more violations of the Code of Conduct. Probation is a more severe sanction than a written warning. Unless expressly authorized by the CCA, a student on probation may not represent the College in any capacity. Examples include but are not limited to: running for or holding office in any student organizations; participating in intercollegiate athletic teams, intramural programs, any student clubs or organizations; representing the college in community service projects; participating in paid or unpaid internship programs or study abroad programs.
6. **Suspension** – Separation from the College or a program, without financial reimbursement, for a specified period of time not to exceed three academic years. Conditions for readmission may be specified, including a reinstatement review and meeting with the CCA to demonstrate that the student is prepared to return to the college environment and abide by the expectations of behavior outlined in the Student Code of Conduct. During the suspension period, the student may not register or participate in classes, use College communication systems such as e-mail, or enter College property and loses all privileges to participate in any College functions, events, or activities without prior written approval from the CCA.

Any suspension may be deferred for a designated period of time, not to exceed one (1) semester. Deferred suspension will be utilized in unique circumstances where deferring the suspension would be in the best interest of the student as determined by the CCA. A student on deferred suspension who is found responsible for an additional

violation of the Student Code of Conduct may be issued additional sanctions, up to and including Expulsion.

7. **Expulsion** – Permanent separation from the College or a program without financial reimbursement. An expelled student may not be readmitted to the College or a program and a notation of expulsion from the College shall be placed on the student’s official College transcript.

- J. **Standard of Proof: Preponderance of Evidence** – The standard used in resolving a complaint filed under this Code’s Disciplinary Process. The standard is met if the proposition is more likely to be true than not true (i.e.; more probable than not). Effectively, the standard is satisfied if there is greater than 50 percent chance that the proposition is true.

- K. **Student** – The individual whose behavior may have violated the Code of Conduct including any individual who:
 1. has been issued a student identification number; or
 2. has received an offer of admission; or
 3. is enrolled in courses, whether full-time or part-time, credit or non-credit; or
 4. is participating in a non-degree, dual enrollment, or early college program; or
 5. is not currently enrolled but has a continuing educational relationship with the College.

- L. **Student Conduct File** – The printed/written/electronic file, which may include, but is not limited to, investigatory materials, incident report(s), correspondence, witness statements, and student conduct history.

- M. **Student Organization** – An association or group of persons, including, but not limited to, any recognized student club, organization, or team.

- N. **Student Conduct Board** – Members of the College community selected and trained by the CCA to conduct a hearing when an Administrative Resolution cannot be agreed upon by the student and the CCA or at the request of the student. Members of the Student Conduct Board shall not have any conflict of interest and are required to act in a fair and impartial manner.

- O. **Substantial Disruption or Interference** – Substantial disruption or interference includes conduct: (1) that impedes the regular and essential operations of the College; or (2) where the expressive rights of another are so disrupted or interfered with that they effectively cannot exercise their rights to engage in or listen to expressive activities. Determining what constitutes a “substantial disruption or interference” is decided on a case-by-case basis. Examples include, but are not limited to: shouting down a speaker; disrupting a faculty member’s instruction such that it impedes the learning process; failure to comply with a College Official’s appropriate directives or instructions; threats of harm; harassing conduct; fights or violent behavior; blocking access to or from any College facilities, events or services; or conduct that places health or safety at risk. Substantial disruption or interference does not include conduct that is protected under the First Amendment.

Section 6: Violations of the Law

Alleged violations of federal, state, and local laws may be reviewed and addressed under the Code. When an offense occurs over which the College has jurisdiction, the College conduct process will go forward regardless of any civil or criminal complaint or process that may arise from the same incident.

The College reserves the right to exercise its authority of interim suspension upon notification that a student is facing a criminal investigation (see Section 8D).

Section 7: Expectations of Behavior

A. Core Values and Behavioral Expectations

As a public institution of higher education, which is committed to student access and success, the College maintains the following Core Values and Behavioral Expectations of its students.

1. **Integrity.** All students are expected to exemplify honesty, honor, and a respect for the truth in all of their dealings.
2. **Community.** Students are expected to positively contribute to the educational community.
3. **Safety.** Students are expected to choose behavior that is conscious of the rights and safety of others and the community and promotes a productive and diverse academic environment.

4. **Responsibility.** Students are expected to accept responsibility to themselves, to others, and to the community.

B. Code of Conduct Charges

The College considers the following behaviors as inappropriate for the College community and in opposition to its core values and behavioral expectations. These expectations apply to all students. The College encourages community members to report all incidents of such behavior. Any student found to have committed or to have attempted to commit any of the following misconduct is subject to the sanctions outlined under this policy.

1. **Abuse of Conduct Process.** Abuse, interference, and/or failure to comply with the College's conduct process, including but not limited to:
 - a. Falsification, distortion, or misrepresentation of information during the conduct process;
 - b. Failure to provide, destroying, or concealing information during an investigation of an alleged policy violation;
 - c. Interference with the orderly conduct of the conduct process;
 - d. Attempting to discourage an individual's participation in, or use of, the conduct process;
 - e. Attempting to influence the decision of a member of a Conduct Board prior to, and/or during the course of, the Student Conduct proceeding;
 - f. Harassment (verbal or physical) and/or intimidation of a member of a Conduct Board, College official, party to a complaint or witness participating in the conduct process;
 - g. Failure to comply with the sanction(s) imposed under the Code of Conduct;
 - h. Influencing or attempting to influence another person to commit an abuse of the conduct process; or
 - i. Knowingly filing a false complaint under the Code of Conduct.
2. **Academic Dishonesty.** Acts of academic dishonesty, including but not limited to the following:
 - a. Cheating. Intentional use, and/or attempted use of any unauthorized assistance in any academic exercise including dependence upon the aid of sources beyond those authorized by the instructor.
 - b. Fabrication. Intentional and unauthorized falsification and/or invention or any information or citation in any academic exercise.
 - c. Unauthorized Collaboration. Deliberately submitting work prepared collaboratively with someone else without explicit permission from the instructor.

- d. **Facilitating dishonesty.** Knowingly helping or attempting to help another commit an act of academic dishonesty, including students who substitute for other persons in examinations or represent, as their own, papers, reports, projects, or the academic works of others.
 - e. **Plagiarism.** Knowingly representing the words, ideas, or artistic expression of another as one's own work in any academic exercise, including but not limited to submitting previously-submitted assignments for which the student has earned credit, copying or purchasing other's work, patch working source material and representing the work as one's own, or arranging for others to do work under a false name.
 - f. **Submitting, in whole or in part, prewritten term papers of another or the research of another,** including but not limited to commercial vendors who sell or distribute such material.
 - g. **Theft of materials.** The acquisition, without permission, of tests or other academic material belonging to a member of the faculty or staff, or another student.
3. **Alcohol.** Use, possession, manufacture, or distribution of alcoholic beverages, on campus or as part of any college-sponsored program, including public intoxication or the operation of a motor vehicle while under the influence of alcohol, in violation of the College's Alcohol Policy and/or state or federal law.
4. **Controlled Substances.** Use, possession, manufacture, or distribution of controlled substances as defined by state and federal law.
5. **Damage and Destruction.** Damage, destruction, or defacement of College property or the personal property of others.
6. **Election Tampering.** Tampering with the election of any College-recognized student organization.
7. **Extortion.** Threat or the implicit threat of harm to a person's safety, reputation, or property in order to obtain property, including information, from someone else without their consent.
8. **Failure to Comply.** Failure to comply with the reasonable directives of College officials and/or law enforcement during the performance of their duties and/or failure to identify oneself to these persons when requested to do so.

9. **False Reports of Danger.** False reporting of fire, bombs, other dangerous devices, or emergency situations.
10. **Falsification.** Knowingly providing or possessing false, falsified, or forged materials, documents, accounts, records, identification, or financial instruments.
11. **Fire Safety.** Violation of local, state, or federal laws, or campus fire policies including, but not limited, to:
 - a. Causing a fire on College property;
 - b. Failure to evacuate a College-controlled building during a fire alarm;
 - c. Improper use of College fire safety equipment; or
 - d. Tampering with or improperly engaging a fire alarm or fire detection/control equipment while on College property.
12. **Gambling.** Gambling as prohibited by the laws of the Commonwealth of Massachusetts. Gambling may include lotteries, sports pools, and online betting activities.
13. **Harassment.** Severe or pervasive actions, including, but not limited to written, electronic, voice, physical, or through third party, directed toward a specific individual, group or entity with the purpose or effect of unreasonably interfering with another's work or education by creating an objectively hostile environment.
14. **Harm to Others.** Causing physical harm or endangering the health or safety of any person.
15. **Hate Crimes.** A hate crime as defined by state or federal laws, including but not limited to any criminal act to which a bias motive is evident as a contributing factor.
16. **Hazing.** Hazing as defined by state or federal laws, including but not limited to any conduct or method of initiation into any student organization, whether on public or private property, which willfully or recklessly endangers the physical or mental health of any student or other person. For additional information, consult the Hazing Policy.
17. **Interference with College Environment.** Substantial interference or disruption to the day-to-day functions of the academic or administrative environment.

- 18. IT and Acceptable Use.** Conduct resulting in a violation of the College's Computer/Technology Acceptable Use policies, Email and Social Media policies and/or related Information Technology Resource policies.
- 19. Marijuana.** Use, possession, manufacture, or distribution of marijuana and marijuana products or accessories on campus or as part of any college-sponsored program, including the operation of a motor vehicle while under the influence of marijuana in violation of the College's Marijuana Policy.
- 20. Prescription Medication.** Abuse, misuse, sale, or distribution of prescription or over-the-counter medications.
- 21. Public Exposure.** Includes but not limited to: deliberately and publicly exposing one's intimate body parts, public urination, defecation, masturbation, and/or other public sex acts.
- 22. Rioting.** Engaging in, or inciting others to engage in, harmful or destructive behavior that breaches the peace.
- 23. Smoking & Tobacco.** Smoking or using any tobacco product or use of e-cigarettes, vaporizers or inhalers on College property.
- 24. Solicitation and Sales.** Unauthorized solicitation and sales, requesting contributions, peddling or otherwise selling, purchasing or offering goods and services for sale or purchase, distributing advertising materials, circulars or product samples, or engaging in any other conduct relating to any outside business interest or for-profit or personal or professional economic benefit on college property or using college resources.
- 25. Taking of Property.** Intentional and unauthorized taking or possession of College property or the personal property of another, whether actual or attempted, including goods, services, and other valuables.
- 26. Threatening Behaviors.**
 - a. Threat.** Written or verbal conduct that causes a reasonable expectation of injury to the health or safety of any person or damage to any property.
 - b. Intimidation.** Intimidation defined as implied threats or acts that cause a reasonable fear of harm in another.

27. **Trademark.** Unauthorized use, including misuse, of College or organizational names and/or images.
28. **Unauthorized Access and/or Entry.** Unauthorized access and/or entry to any College building (e.g., misuse of keys or access privileges), unauthorized possession, duplication or use of means of access to any college building, or unauthorized entry including trespassing.
29. **Unauthorized Recording and Dissemination.** Use of electronic or other devices to create and/or disseminate an unauthorized audio or video recording of any person(s) without the person's prior knowledge or without the person's effective consent due to intoxication, drug use, mental impairment or other conditions that may impair a person's ability to convey effective consent. This includes, but is not limited to, surreptitiously taking pictures of another person in a locker room or restroom and recording classroom or administrative activities without the person's consent.
30. **Violations of Law.** Including arrest, pending criminal charges, or adjudication of any violation of state or federal laws not otherwise enumerated herein.
31. **Weapons.** Possession of firearms, explosives, dangerous chemicals, or other dangerous weapon in violation of state or federal law, including M.G.L. Chapter 269, Section 10(J), or possession of a reasonable facsimile, simulated or prop firearm or weapon. For additional information, consult the College's Prohibition of Weapons Policy.
32. **Other Policies.** Violation of any College policies, rules, or regulations published in written copy or available electronically on the College's website.

Section 8: Student Conduct Procedures

A. Discipline for Conduct that Interferes with the College Environment

Interfering in the educational process in a class (or clinical site), is prohibited under this policy. If a student engages in conduct that interferes with the college environment, a faculty member or other College employee may address and resolve the matter informally without filing a complaint under the Code, including temporarily removing the student from a class (or clinical site). On the first occasion when a student is removed, the faculty member or other College employee is strongly encouraged to notify the CCA. In all subsequent cases of removing the same student from a class (or clinical site), the faculty member or other College employee shall notify the CCA. A faculty member or other College employee may seek assistance from Public Safety if necessary to remove a student. A student may not be permanently removed from a class (or clinical site) for a conduct-related offense except upon referral to the CCA of a

complaint for administration under this policy. The CCA can exercise their discretion to allow the accused student to attend class (or clinical site) during the disciplinary process upon consultation with the faculty member and the Chief Academic Officer or their designee.

B. Discipline for Academic Dishonesty

This policy recognizes the right of faculty to manage their class, including addressing directly with students issues of academic dishonesty. When there is information that academic dishonesty occurred, a faculty member may choose to take action as outlined in the course syllabus, including issuing a failing grade for the assignment or the course. Faculty are encouraged to share that information with the CCA. If the CAA is aware of more than one incident of academic dishonesty by this student, in addition to the issuance of a failing grade by the faculty member, the student may be subject to disciplinary action under this policy. If the student believes that there is substantial evidence of error or injustice associated with a failing grade issued because of academic dishonesty, the student may file a grievance under the Student Grievance Procedure's Grade Appeal Process.

Where the issuance of a failing grade by a faculty member for academic dishonesty will result in a student's dismissal from a program (for example in nursing and other health care programs), the charge of academic dishonesty shall be directly referred to the CCA for administration under this policy, which shall be completed, where practicable, within thirty (30) days.

C. Discipline for Off-Campus Behavior

The College reserves the right to take disciplinary action against a student for off-campus conduct when such conduct adversely affects the College community, poses a threat to the health or safety to the College community; interferes with the College's pursuit of its objectives and mission, and/or if a student is charged with violating state or federal law. Proceedings under this Student Code may be carried out prior to, simultaneously with, or following civil or criminal proceedings.

D. Interim Measures

Under certain circumstances during the Code of Conduct process interim measures may be imposed by the CCA including, but not limited to: no-contact orders, restriction/loss of privileges or interim suspension.

The College reserves the right to issue an interim suspension when it reasonably concludes that a student:

1. Poses a threat to others;

2. Poses a threat to College property or equipment;
3. Substantially disrupts or interferes with the normal operations of the College;
4. Engages in off-campus conduct that adversely affects the College community; and/or
5. Is arrested and/or charged with a crime in violation of state or federal law.

During an interim suspension, a student is prohibited from entering upon any College property and participating in any College activities until the complaint has been resolved through the Code of Conduct process. Where reasonably practical, within ten (10) days of the issuance of the interim suspension, the CAA shall meet with the Student to determine whether to continue or revoke the interim measure during the conduct process. A student shall be notified in writing of any determination made at that meeting.

E. Group Violations

A student group or organization and its officers and membership may be held collectively and individually responsible for violations of the Code to the same extent as any individual would be.

Investigations involving student groups or organizations follow the same student conduct procedures. In any such action, individual determinations as to responsibility will be made and sanctions may be assigned collectively and individually and will be proportionate to the involvement of each individual.

F. Amnesty

The health and safety of every student at the College is of the utmost importance. The College recognizes that students who have been drinking and/or using drugs may be hesitant to report violations of the Code due to fear of potential consequences for their own conduct. The College strongly encourages students to report violations to the CCA. A reporting individual acting in good faith that reports a violation of the Code will not be subject to disciplinary action for violations of alcohol and/or drug use policies occurring at or near the time of the Code violation, provided that they did not harm or place the health or safety of any other person at risk. The College may require an educational conference and/or a behavioral plan for an individual who has engaged in the illegal or prohibited use of alcohol or drugs.

G. Complaint of Alleged Violation

Any person may allege a policy violation by any student for misconduct under this code by completing the report available here:

https://cm.maxient.com/reportingform.php?CapeCodCC&layout_id2

The CAA may act on a complaint of a potential violation whether a formal complaint form is completed or not. All allegations can be submitted by a victim or third party, and should be submitted as soon as possible, but no later than 30 days, after the offending event occurs. The CAA may elect to pursue action under the Code for violations reported after thirty (30) days where the behavior posed or may continue to pose a danger to the health or safety of others. The College has the right to pursue an allegation or complaint of misconduct on its own behalf.

Section 9: Formal Student Conduct Process

This policy is not intended to prevent members of the College community from attempting to resolve matters informally. Failure to cooperate with the College's investigation of an alleged Code of Conduct violation, including failing to appear for an Administrative Resolution meeting or a Student Conduct Board Hearing will result in discipline of the Student by the CCA and a forfeiture of their rights to a hearing or appeal.

A. Step 1: Initiation of Student Conduct Process

The Student Conduct Process is initiated once a complaint of an alleged violation is received by the CCA. A complaint is defined as an allegation of a violation of the Code of Conduct, which is filed with or by the CCA. The CAA may act on a complaint of a potential violation whether a formal complaint form is completed or not.

B. Step 2: Preliminary Inquiry

When the CCA files or receives a complaint alleging that a student has acted in a manner which may be in violation of the Code, the CCA may conduct a preliminary inquiry into the nature of the complaint, the evidence available, and the parties involved. The preliminary inquiry may lead to:

- a. A determination that there is insufficient evidence to pursue the investigation because the behavior alleged, even if proven, would not violate the Code and therefore the process ends; or
- b. A determination that the alleged behavior constitutes a possible violation of the Code, resulting in a request to schedule an Administrative Resolution meeting with the CCA within five (5) days; or
- c. Further investigation is needed to make a determination.

C. Step 3: Administrative Resolution

After a Preliminary Inquiry, or when a Preliminary Inquiry is not necessary as determined by the CCA, the CCA will meet with the Student to review the complaint, and provide the Student an opportunity to respond to the allegations.

The Student has the right to be accompanied by any advisor of their own choosing and at their own expense. The advisor may be another student, faculty member, administrator, or an attorney. An advisor's role is limited to advising the Student directly and discretely. An advisor is not otherwise permitted to participate directly in the meeting.

The possible outcomes of an Administrative Resolution meeting include:

- a. A decision not to pursue the complaint based on insufficient information. The matter should be closed and the records should so indicate;
- b. The Student and the CCA reach a mutually agreed upon resolution to the complaint; or
- c. If no mutually agreed upon resolution is reached, the complaint is referral to a Student Conduct Board Hearing.

Under certain circumstances during the Code of Conduct process, interim measures may be imposed by the CCA including, but not limited to: no-contact orders, restriction/loss of privileges, or interim suspension, in a manner consistent with this Code.

An Administrative Resolution is reached only upon the mutual agreement of the CCA and the Student. By accepting an Administrative Resolution, the Student waives their right to a hearing before the Student Conduct Board or an appeal. An Administrative Resolution shall be put in writing by the CCA, copied to the Student and maintained in a Student's disciplinary file. If the CCA and the Student cannot agree on an Administrative Resolution the matter proceeds to a Student Conduct Board hearing.

Failure by the Student to appear for an Administrative Resolution meeting with the CCA will result in discipline of the Student by the CCA and a forfeiture of their rights to a hearing or appeal.

D. Step 4: Student Conduct Board Hearing

1. Overview

A hearing with the Student Conduct Board shall be scheduled by the CCA not later than thirty (30) days following a Student's request for a hearing. If no hearing is

requested, the hearing shall be scheduled by the CCA no later than thirty (30) days from the date of the Administrative Resolution meeting.

A written Statement of Charges shall be presented to the Student not less than five (5) days prior to the hearing. The Statement of Charges shall include a summary of the complaint, administrative or remedial steps taken, the Code of Conduct Charges, and the documentary evidence and witnesses to be presented in support of the Statement of Charges. A Student Conduct Board hearing is an administrative hearing. The rules of evidence do not apply.

In a matter involving more than one Student, the Student Conduct Board may permit at its discretion individual hearings for each Student.

The Student has the right to be accompanied by any advisor of their own choosing and at their own expense. An advisor's role is limited to advising the Student directly and discretely. An advisor is not otherwise permitted to participate directly in the hearing.

2. Make-Up of the Conduct Board

The Conduct Board shall consist of 3-5 members selected by the CCA. The CCA shall appoint from the members a Chair of the Conduct Board, who shall be responsible for administering the hearing. In cases involving academic dishonesty, the Conduct Board members may include faculty, although not from the department where the alleged conduct occurred.

3. Student Conduct Board Hearing Procedure

A hearing is normally conducted in private. There shall be a record created of all hearings. The record shall be the property of the College. All procedural questions are subject to the final decision of the Chair of the Student Conduct Board. Admission of any person(s) to the hearing shall be at the discretion of the Chair of the Student Conduct Board.

A hearing shall proceed as follows:

- a. The CCA presents the Statement of Charges on behalf of the College. The CCA may present documents, materials and/or witnesses in support of the Statement of Charges.
- b. Student responds to the Statement of Charges. The Student may present documents, materials and/or witnesses in response to the Statement of Charges.

- c. Following the parties' presentations, the Student Conduct Board may question each party, their witnesses and/or review all information presented. The Student Conduct Board has the discretion to request additional documents, materials or information from either party.
- d. While direct cross-examination by the parties is not permitted, each party will be given the opportunity to question the other by presenting questions through the Chair of the Student Conduct Board. If the Chair determines a question is relevant, the other party will be asked to respond.
- e. The Student Conduct Board shall have a final opportunity to question the parties.
- f. After the hearing, the Student Conduct Board shall determine by majority vote whether the Statement of Charges has been proven.
- g. A Student Conduct Board's decision shall be based on a preponderance of evidence standard.
- h. Within fifteen (15) days of the conclusion of a hearing, the Student Conduct Board shall issue a written decision that includes a summary of the hearing, findings on each charge contained in the Statement of Charges, the evidence supporting each finding, and disciplinary action taken, if any.

E. Step 5: Sanctions

A student found in violation of the College's Code of Conduct shall be subject to sanctions as defined herein.

A student who violates the Code of Conduct while serving an existing sanction shall be subject to further discipline, up to and including expulsion. The intent of the College is to impose sanctions in a progressive manner, beginning with the least punitive sanction. However, depending on factors, such as the nature and severity of a student's violation and/or prior disciplinary history, the College reserves the right to impose any sanction at any time.

F. Step 6: Appeal

Within five (5) days of receiving a written decision, the Student may file an appeal with the College's Appeals Officer. In cases of academic dishonesty, the Appeals Officer shall be the College's senior academic officer or designee.

An appeal must be submitted in writing and be based on a credible claim that:

1. The hearing was not conducted in conformity with the Code of Conduct;
2. The decision was not supported by a preponderance of the evidence presented;
3. The sanction imposed was not appropriate in light of the Student Conduct Board's decision; or
4. New evidence exists, which was not presented at hearing because it was not reasonably known to the Student at that time, and which is sufficiently relevant such that it could alter the Student Conduct Board's decision.

The Appeals Officer shall issue a written decision within ten (10) days of receiving the appeal. The Appeals Officer may accept, reject, or modify the Student Conduct Board's decision or sanction. The Appeals Officer's decision shall be final.

Section 10: Student Conduct Authority

A. Authority

The CCA is vested with the authority over administering the Student Code of Conduct and the student conduct process. The CCA may appoint administrative hearing officers and Student Conduct Board members as necessary to efficiently and effectively administer the student conduct process. The CCA or their designee will assume responsibility for the investigation of an allegation of misconduct to determine if the complaint has merit.

B. Gatekeeping

No complaint will be forwarded for administration under the Code unless there is reasonable cause to believe that a policy violation has occurred. Reasonable cause is defined as some credible information to support the allegation including a statement by a credible witness, police reports, or news articles. A complaint wholly unsupported by any credible information will not be forwarded for administration.

C. Administrative Hearing Officers

Administrative Hearing Officers may be chosen from a pool of annually trained administrators or faculty selected by the CCA.