

Access Academy

a division of

Good Samaritan Health Centers of Gwinnett

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2025 Catalog

Volume 01

Effective January 1, 2025

to December 31, 2025

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About Access Academy

Welcome to Access Academy, a division of the Good Samaritan Health Centers of Gwinnett, a 501(c)3 nonprofit organization providing charitable health care to the uninsured. We believe that by teaching the skills necessary to succeed in the challenging health care workplaces, we help our students achieve long lasting economic success for themselves, their families, and the community in which they live. Access Academy makes every effort to assure accuracy of the information contained in this catalog. Access Academy reserves the right to change policies, fees, and courses of instruction during any catalog period at the direction of its Chief Executive Officer.

Our Mission

To facilitate lasting individual and community transformation by empowering and equipping a diverse body of students to acquire and maintain stable employment with increasing earning potential. Equitable access to educational attainment and economic success is our goal!

Our Objectives

1. Excellence: to provide an industry-related educational and training experience that offers our graduates a robust foundation for entry into their chosen career field.
2. Student Success: to offer every student an opportunity to succeed by providing mentoring services at every stage of their training, from the admission process to postgraduate experience.
3. Affordability: to enable our students to achieve their career training goals without the burden of excessive debt.
4. Teamwork: to demonstrate the benefits of and encourage teamwork as a valued workplace skill.
5. Respect: to demonstrate and encourage mutual respect among students, patients, and employers.
6. Integrity: to comply with all applicable laws, regulations, and policies governing the practices of healthcare and dentistry.
7. Customer Service: to provide our students with high quality customer service as an example of its value in workplace settings.
8. Transformation: to maintain an organizational culture that empowers and equips our students to transform their lives through stable employment at living wages.

Program Calendar

Spring Enrollment	Classroom	Mid-January – End of April (15 weeks; 225 hours)
	Externship	May (4 weeks; 160 hours)
Fall Enrollment	Classroom	Mid-July – End of October (15 weeks; 225 hours)
	Externship	November (4 weeks; 160 hours)

Access Academy offers two enrollment periods per year, January-May and July-November. Each

enrollment period is a 19-week program that includes 225 hours of lecture and lab time (15 modules), and 160 hours of clinical externship in a medical office. The externship must be completed by week 19 of the program. All class modules are approximately fifteen (15) clock hours in length. Students may enter Access Academy only at the beginning of the first module of either enrollment period and continue through the modules until completion of the training program. All classes are held on campus. The Academic Calendar is found on page 34.

Program Hours of Operation

	Monday	Tuesday	Wednesday	Thursday	Friday
9AM	Classroom	Classroom	Make Up Hours by Appointment	Classroom	Instructors' Office Hours
10AM	Classroom	Classroom		Classroom	
11AM	Classroom	Classroom		Classroom	
12PM	Lunch	Lunch		Lunch	
12:30PM	Lab	Lab		Lab	
1:30PM	Lab	Lab		Lab	
2:30PM	End of Day	End of Day		End of Day	

Holidays

In observance of national holidays, Access Academy does not hold classes on Memorial Day nor Labor Day.

Description of the Training Facilities

Access Academy's campus is designed to enable a high quality learning experience of the skills required in our students' chosen career fields. The facility is equipped with the appropriate furniture, equipment, and supplies required to conduct programs effectively. The facilities are spacious, clean, and present a professional appearance. All laboratories have workstations simulating the actual work environments which students will encounter in a professional setting. A lounge is provided for student meal breaks. Students may consume food and beverages only in the staff lounge. Maintaining and preserving Access Academy's facilities and equipment is an obligation of all faculty, staff, and students. Students are expected to treat facilities and equipment with care and will be held liable for the destruction of Access Academy property. Smoking is prohibited on Access Academy property.

Class Size

Access Academy limits the size of its classes to no more than ten (10) students to maintain the individualization and effectiveness of its instruction. Class size may vary from one subject area to another and from laboratory to lecture.

Institutional Authorization

Access Academy is authorized under the Proprietary Act of the State of Georgia Nonpublic Postsecondary Education Commission, 2082 East Exchange Place, Suite 220, Tucker, Georgia 30084-5305, (770) 414-3300.

Disclosures

Access Academy is a division of Good Samaritan Health Centers of Gwinnett, a 501c3 nonprofit organization (EIN: 27-0080400) operating as a faith-based provider of medical and dental care serving the uninsured. Good Samaritan Health Centers of Gwinnett is a charitable organization registered with the Office of Secretary of State, Securities and Charity Division, and a registered academic institution with the Georgia Nonpublic Postsecondary Education Commission. Access Academy is not a nationally accredited education institution.

Administration, Faculty, and Staff Roster

Shameka Allen, Chief Executive Officer	shameka.allen@goodsamgwinnett.org
Gregory E. Lang, PhD, Academy President	greg.lang@goodsamgwinnett.org
Shannon Watson, Academy Principal	shannon.watson@goodsamgwinnett.org
Erin Koch, RN, Medical Assisting Director	erin.koch@goodsamgwinnett.org
Laura Martino, NP, Instructor	laura.martino@goodsamgwinnett.org
Lorraine McDowell, NP, Instructor	lorraine.mcdowell@goodsamgwinnett.org

Program and Course Descriptions

Medical Assistant Certificate

Instructional Weeks: 15 Normal Time to Complete: 19 weeks

Program Objective

Upon completion of this program, students will be prepared for an entry-level position as a front or back-office medical assistant in the healthcare industry. Students are trained in basic medical procedures for both the front and back office in clinics, hospitals, and doctor's offices.

The program is nineteen weeks long and consists of sixteen modules. The first fifteen modules are fifteen hours each and are conducted in a classroom and laboratory environment on campus. Tests and/or quizzes are administered weekly during each module; however, there is no final examination for the program. The nineteenth module is spent in an externship consisting of 160 hours of on-the-job training at an approved extern employment site in the community.

Modules

Module # and Week	Description	Lecture Hours *	Lab Hours *	Total Hours
MA 101 WK 1	Fundamentals of Medical Assisting I	11	4	15
MA 102 WK 2	Medical Law & Ethics	13	2	15
MA 103 WK 3	Anatomy, Physiology, Diseases I	13	2	15
MA 104 WK 4	Anatomy, Physiology, Diseases II	11	4	15
MA 105 WK 5	Fundamentals of Medical Assisting II	13	2	15
MA 106 WK 6	Fundamentals of Medical Assisting III	11	4	15
MA 107 WK 7	Infection Control	5	10	15
MA 108 WK 8	Applied Venipuncture	13	2	15
MA 109 WK 9	Principles of Pharmacology	9	6	15
MA 110 WK 10	Applied Medical Care	5	10	15
MA 111 WK 11	CPR/First Aid/BLS/AED	13	2	15
MA 112 WK 12	Medical Insurance Administration	13	2	15
MA 113 WK 13	Medical Administrative Procedure	5	10	15
MA 114 WK 14	EKG and Spirometry	5	10	15
MA 115 WK 15	Work Ethics and Job Searching	15	0	15
MA 200 WK 16-19	Practical Externship	0	0	160
TOTAL HOURS		155	70	385

Medical Assistant Module Descriptions

MA 101 Week 1 Fundamentals of Medical Assisting I

Introduction to the basic concept of medical assisting and its relationship to the other health fields. Teaches the skills necessary for assisting a provider with a complete history and physical in all types of medical practices, including how to take chief complaint and vital signs, collect specimens, prepare patients, set up exam rooms, and assist provider with age and gender-specific examinations and diagnostic procedures.

MA 102 Week 2 Medical Law and Ethics

Introduction to medical ethics, legal aspects of medicine, and the medical assistant's role as an agent of the physician. Provides the student with knowledge of medical jurisprudence and the essentials of professional behavior. Topics include introduction to medical law, dynamics of physician/patient/assistant relationships, medical office litigation risks, and HIPAA.

MA 103 Week 3 Medical Terminology

This module introduces the basic elements of medical terminology. Emphasis is placed on building familiarity with medical words through knowledge of roots, prefixes, and suffixes. Topics include origins (roots, prefixes, and suffixes), word building, abbreviations and symbols, and terminology related to the human anatomy.

MA 104 Week 4 Anatomy, Physiology, and Disease Pathology

Introduction to the basic normal structure and function of the human body. Topics include the functions of the integumentary system, skeletal system, muscular system, nervous and sensory systems, endocrine system, cardiovascular system, lymphatic system, respiratory system, digestive system, urinary system, and reproductive system, and provides fundamental information concerning common diseases and disorders of each system, including signs and symptoms, diagnostic procedures, treatment, management, prognosis, and prevention.

MA 105 Week 5 Fundamentals of Medical Assisting II

Further student knowledge of the more complex activities in a physician's office. Topics include collection of specimens; urinalysis, hematology and chemistry evaluations, advanced reagent testing (Strep Test, HcG, etc.), administration of medications, medical office emergency procedures and emergency preparedness, respiratory evaluations, and maintenance of medication and immunization records.

MA 106 Week 6 Infection Control

Introduction to the skills necessary for sterilizing instruments and equipment and setting up sterile trays, infection control and related OSHA guidelines, blood and air-borne pathogens, and CLIA regulations/risk management procedures.

MA 107 Week 7 Applied Venipuncture

Introduction to collecting blood specimens by venipuncture, finger sticks, heel sticks, and prepare blood samples for analysis or transport, including storage of specimens.

MA 108 Week 8 Principles of Pharmacology

Introduction to medication therapy with emphasis on safety, classification of medications, their actions, side effects, medication and food interactions, and adverse reactions. Also introduces basic methods of arithmetic used in the administration of medications.

MA 109 Week 9 Applied Medical Care

Introduction to the techniques required of the medical assistant to perform skills at intermediate and advanced levels. Procedure skills include those commonly associated with primary care, including administering vaccinations, patient instructions for procedure preparation and post procedure care, pre- and postnatal exams, pap smears, assisting with minor surgical procedures, assisting with diagnostic procedures, and dressing wounds.

MA 110 Week 10 CPR/First AID/Safety/BLS/AED

Introduction to fundamental life safety and emergency response skills common in a medical office setting. Topics include basic life support/CPR, basic emergency care/first aid and triage, seizure care, allergic reactions including EpiPen use, recognizing signs of and response to respiratory distress, stroke, and cardiac arrest.

MA 111 Week 11 Medical Insurance Administration

Introduction to insurance terminology, types of insurance (medical, auto, workers compensation), verification of coverage, fee schedules, calculation of deductibles and copayments, basic ICD and CPT coding, correct preparation and submission of claims, and patient billing.

MA 112 Week 12 Medical Administrative Procedures

Introduction to essential skills required for the front office of a medical practice. Topics include office protocol, time management, appointment scheduling, patient reception, medical office equipment, medical references, mail services, medical records, and professional communication.

MA 113 Week 13 EKG and Spirometry

Introduction to the theory, application, and administration of electrocardiography and spirometry.

MA 114 Week 14 Applied Laboratory Procedures

Introduction to Microbiology and Blood Chemistry, including the appropriate use and maintenance of common point-of-care laboratory equipment, and practice of asepsis and the disposal of biohazard waste.

MA 115 Week 15 Work Ethics and Job Skills

Introduction to career readiness and work ethic/job retentions skills to better prepare students to enter and succeed in their new career. Students will develop resumes, cover letters, thank you letters, references, and create a professional portfolio. Topics will include the job search and interview preparation, including mock interviews.

MA 200 Weeks 16-19 Practical Externship

Provides students with an opportunity for in-depth application and reinforcement of principles and techniques in a real-world medical office setting. This clinical practicum allows the student to become involved in a work setting at a professional level of technical application and requires concentration, practice, and follow-through. Topics include application of classroom knowledge and skills and professional behavior in the professional work environment. While at the externship facility, the student will be exposed to the clinical and administrative functions of a medical office and will be afforded hands on training and supervision in the many skills and tasks required in a medical office. The externship is designed to provide the student with an opportunity to become more competent at skills they have learned in the classroom and learn new skills taught at the extern facility.

Career Outcomes

This program prepares students for positions such as:

Medical Assistant. Medical assistants complete administrative and clinical tasks, such as scheduling appointments and taking patients' vital signs. Their duties may vary by location, specialty, and employer.

Medical Administrative Assistant. Front office medical assistants perform several duties, including scheduling new and follow-up appointments for patients, bookkeeping, calling patients to remind them of appointments, answering and routing calls, accepting payments, registering new patients, and updating records. Their duties may vary by location, specialty, and employer.

Career and Life Skills Instruction

Access Academy curriculum includes Career and Life Skills Instruction, a combination of classroom instruction and one-on-one mentoring, to assure and support each student's pathway to success in job search and retention efforts. Job placement is not guaranteed. Career and Life Skills Instruction is taught specifically in Week 14 but is also taught during regular Classroom or Lab hours, per faculty discretion, depending on the unique needs of the students. Topics covered and services available include:

1. Work Ethics: Classroom instruction on the basics of high performing employee conduct and employer expectations, including timeliness, attendance, professional dress and appearance, acceptable workplace behavior, professional accountability, workplace peer relationships, conflict resolution, and more.
2. Employee Citizenship: Classroom instruction on the basics of corporate confidentiality, corporate culture, wage negotiations, accepting feedback, handling performance reviews, warnings and probation, notice of resignation and exit interviews, and more.
3. Job Search Skills: A faculty team member will help you write a professional cover letter and resume, review telephone and email etiquette, requesting and scheduling an interview, preparing for an interview, and review resources and methods for conducting a successful job search.
4. Interview Tips & Practice: A faculty team member will help you practice your interviewing skills including mock interviews and coaching to help you make a great impression while job searching.
5. Financial Literacy: Classroom instruction on the basics of household budgeting, understanding consumer credit, understanding rental leases and loan agreements, understanding saving and investing, and more.
6. Family Dynamics: Classroom instruction on the basics of family dynamics, including health communication, family goal setting, boundaries, conflict management, and childcare.
7. Career Exploration: Access Academy will host special guests for students to learn more about career opportunities in various healthcare settings throughout Gwinnett County.
8. Externship Placement: Our vocational training program requires externship experience, the opportunity to train hands-on with the tools you will use in the workplace. Access Academy may provide externship placement for you within its own clinics, or alternatively, within a partner agency.

Admissions

Admissions Process

All applicants must submit a complete Admissions Application and Personal Essay, be interviewed in person by an Access Academy representative, tour the campus, and receive a catalog describing the course offerings and Access Academy policies. Upon the applicant's determination that he/she is interested in pursuing a program of study, he/she makes an appointment with an Admissions Counselor to begin the application process, including providing a signed Enrollment Agreement and required documentation.

Admissions Requirements

Applicants to Access Academy must be at least seventeen (17) years of age, proficient in speaking, reading, and writing English, proficient in math, and must be a High School graduate or GED holder. All applicants must complete an interview with an Admissions Counselor to determine the student's desire, ability, commitment, and acceptance of all Access Academy policies, and complete and sign the Enrollment Agreement. Accepted students must consent to a Criminal Background Check and provide copies of a Social Security Card or similar work permit, and Driver's License. Students must also provide evidence of having had the Hepatitis B vaccine and a negative TB skin test.

Proof of High School Graduation

Applicants must provide proof of graduation in the form of a transcript or diploma from the high school where they received their diploma or provide proof of high school equivalency (GED). Proof of graduation must be received prior to the student being admitted to Access Academy and the enrollment agreement being signed by an accepting official.

New Student Orientation

Prior to beginning the first module, new students participate in Access Academy's New Student Orientation session to acquaint students with policies, functions, and personnel of Access Academy. Parents are encouraged to attend.

Statement of Non-Discrimination

Access Academy does not discriminate in its education programs and activities on the basis of race, color, religion, national or ethnic origin, gender, sexual orientation, gender identity or status, marital, parental, familial, veteran or military service status, age, disability, or any other basis protected by federal, state, or local law.

Rehabilitation Act and Americans with Disabilities Act (ADA)

In accordance with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA), Access Academy abides by the regulation that "no otherwise handicapped individual" shall

be excluded from participation in programs and services offered by the Academy “solely by reason of the handicap.” A student is eligible for consideration for accommodation and/or auxiliary aids and services if the student has a documented disability. Access Academy is committed to providing reasonable accommodations including auxiliary aids and/or services to qualified individuals with a disability, unless providing such accommodations would result in undue burden or fundamentally alter the nature of the relevant program, benefit, or service provided by Access Academy. Students seeking accommodation should submit requests with supporting documentation at least two weeks prior to the beginning of the first day of classes or as soon as practical.

Re-admission Policy

A student who has withdrawn or been terminated may apply for re-admission. Access Academy reserves the right to refuse re-admittance based upon the attendance, academic, and conduct history of the student during previous enrollment periods. Students who apply for re-entry into the same program may do so within six (6) months from their last date of attendance and will be given credit for any class that was successfully completed. A student re-entering Access Academy after six (6) months from their last date of attendance will be required to repeat the entire program of study.

Academic Information

Grading System

Percent Range	Letter Grade	Grade Points
96-100	A	4.0
90-95	A-	3.7
87-89	B+	3.3
83-86	B	3.0
80-82	B-	2.7
76-79	C+	2.3
70-75	C	2.0
0-69	F	0

Assessments of a student's level of competence may be achieved by, but are not limited to, the following methods: scoring of written, oral and/or practical quizzes, tests, and examinations; assigned written and/or oral projects (including homework assignments, papers, classroom presentations, etc.); and classroom, laboratory, and/or clinical observations of student learning activities. A student's academic standing is based on a percentile rank of his/her competency of required subject matter and skill sets. The ranking scale is 0 – 100% and a minimum of 80% competency is required to be in good academic standing.

Students who do not achieve a letter grade of "B-" or better in any module are considered to have failed that module and must repeat any or all portions of the module where competency is lacking. Such repeat work can be completed on Wednesday during Make Up Hours while the student advances to the next module. Students have no more than two (2) consecutive Make Up opportunities to pass the failed module. Students who do not attend the next available Make Up Hours to remediate the failed module will be dropped from the program. Students who fail to pass the failed module after completing two (2) Make Up days are dropped from the program. When students repeat and pass a failed module, the original grade will be replaced by the new grade which will then be calculated into the cumulative GPA.

Students are not charged for repeated modules. Students must successfully achieve a minimum cumulative GPA of 2.7 upon completion of all didactic classes to be eligible for externship. All programs require a minimum cumulative GPA of 2.7 for graduation.

Make Up Work

Make up work may be completed to make up for assignments, exams, or other course content missed during classes. The Make Up Work must be arranged between the student and the instructor. Make Up Work may include, but is not limited to, the assignment of additional homework or other assignments comparable to the content covered during the delivery of the class missed. Make Up Work is for course content only and does not cancel absences.

Grade Reporting and Grade Changes

Within twenty-four (24) hours from the last day of a module, a final module grade will be calculated and recorded in the student's academic record. Students will be advised of his/her module grade via email or text on Fridays. Any change to a final module grade must be requested within five (5) calendar days after the grade entry due date. Requests to change a final grade must be reviewed and approved by Access Academy faculty.

Attendance Policy

100% attendance is expected. Students are required to be on time for class, stay until class is dismissed, and return promptly from lunch break. Instructors keep a daily attendance record. If an absence from all or part of a class and/or clinical day is unavoidable, student must discuss the situation immediately with the instructor. Approved absences include bereavement for immediate family, court order appearance, or doctor's appointments. Supporting documentation is required. Absences without documentation will not be approved. Make Up arrangements after an approved absence will be at the discretion of the instructor. Make Up arrangements may result in the delay of program completion. Students who are absent a total of ten (10) or more hours of class or lab during the entire fifteen (15) week program and who did not make arrangements for Make Up work will be terminated from the program.

In the event a student's attendance was not recorded accurately, the student must immediately notify the faculty to have the attendance record reviewed. If a student does not report an issue relating to an attendance record within two class days from the date of attendance, the presumption is that the attendance record is complete and accurate and the student's right to appeal is waived.

If a student is absent for more than 20% of the scheduled hours (3 hours) for any individual module, he/she will be given a failing grade for that module and will be required to repeat the module. Attendance activity from the repeated module will replace the attendance activity of the failed module upon successful completion of the repeated module. Calculation of the 20% absence includes time marked as "tardy" or "leaving early" as well as full days of absence. Approved absences include bereavement for immediate family, court order appearance, or doctor's appointments. Supporting documentation is required. Failed modules must be repeated on Make Up days.

Students who have failed a module due to attendance will be advised. Advisements will clearly outline the consequences of failing to meet minimum cumulative attendance requirements, including repeating a module, delaying externship, and/or delaying graduation, and include an action plan and timeline for attendance remediation.

If a student is absent from class for five (5) consecutive calendar days, including externship days, the student will be withdrawn from Access Academy. The five (5) consecutive calendar days will not include scheduled breaks and scheduled holidays.

Cumulative Attendance for the Program

Students must achieve a minimum of 95% of overall program attendance (366 hours) in order to graduate. The overall program attendance includes the externship module. If a student achieves below minimum required cumulative program attendance of 95% by the end of the last module, the student will be required to repeat a module(s) with low attendance to achieve the required program minimum, even if the student has passed the module(s) academically. Tardies and leaving early are counted against student attendance.

Tardy and Early Departures

If a student is tardy for class or leaves early, time missed will be counted toward the total hours missed. Tardies and early departures will be recorded in 15 minutes increments and rounded to the nearest 15 minute increment as follows:

01-07 minutes of every 15 minute period is round down to nearest 15 min increment.

08-14 minutes of every 15 minute period is round up to nearest 15 min increment.

Externship Attendance

For both programs, the final module of training is externship and is a requirement for graduation. Externships are designed to be instructional in nature by providing students with real world hands-on experience. Students must be prepared to travel to their externship assignments. Access Academy will make every effort to secure sites that are within an appropriate distance from the campus and that are convenient for students. Students may also locate their own site. Externships are held only at approved sites. Students are expected to complete their externship hours at a rate of forty (40) hours per week. Additionally, students are required to attend the hours scheduled until the externship is 100% complete. Students should expect to spend eight hours per day, five days a week during the externship and will need to make plans accordingly. If, for any reason, the student must miss hours during externship, the student must notify the externship site and Access Academy prior to the absence. The student is required to make up the missed externship hours in order to successfully complete the externship.

Leave of Absence

If an emergency situation arises, such as a family tragedy or medical condition making it necessary for a student to interrupt his/her training, Access Academy, at its discretion, may permit a student to request a Leave of Absence (LOA). The following criteria are required:

1. The student must request the leave in writing and state a reason.
2. The reason for the request must provide reasonable assurance that the student will return at the end of the LOA.
3. Access Academy may ask for documentation confirming the reason for the LOA.
4. Students are required to make up any instruction or training missed during the LOA.
5. Students who fail to return on their scheduled LOA return date will be dropped from the program.

Academic Advisement

Academic advising is provided to students by appointment throughout their program, based on individual needs. Students not meeting grade and attendance requirements must attend advising sessions until they improve their academic progress or are withdrawn from Access Academy.

Academic Status

Students attending Access Academy are expected to meet certain academic standards. Students who maintain an 80% (2.7 GPA) or better grade are considered to be in good academic standing.

Academic Warning

Students who do not maintain an 80% (2.7 GPA) or better grade will be placed on academic warning. Students unable to achieve an 80% or better grade within two (2) class weeks of being placed on academic warning will be dismissed from Access Academy.

Academic Dismissal

Students who have been academically dismissed from Access Academy may be eligible to return in the next enrollment period. Eligibility to return is based solely on the discretion of Access Academy, considering the student's prior performance, attendance, conduct, and potential to complete the program. Students who are permitted to return after academic dismissal will be placed on academic probation and must meet with an Advisor periodically and no less than twice during enrollment. Readmitted students who do not maintain an 80% (2.7 GPA) or better grade for the period of re-enrollment will again be academically dismissed from Access Academy and will not be eligible to return. A student who fails to acquire any critical competency during the program may be dismissed from the program if continued participation is deemed harmful to the student and/or to others.

Graduation Requirements

Graduation eligibility is based on a combination of passing grades and satisfactory attendance. No student with less than passing grades (80%; 2.7 GPA) and 366 clock hours of classroom/lab/externship experience will be awarded a Certificate of Completion. To be eligible for graduation and to receive an official transcript and certificate, the student must complete each module in the program with a minimum grade point average of 80% (2.7 GPA), meet the attendance requirements for the in-class training as stated in the attendance policy, successfully complete all elements of externship, and be current with all financial obligations to Access Academy.

Transcript Policy

Upon successful completion of his/her training program, each eligible student will receive an official transcript and official certificate. There is no charge for the first official transcript and certificate; however, additional fees will apply for additional copies of the official certificate and official transcripts. Additional copies may be obtained at the written request of the student.

Course and Program Changes

Access Academy has the right, at its discretion, to make reasonable changes in program content, materials, and equipment as it deems necessary in the interest of improving the students' educational experience. Access Academy reserves the right to make changes in organizational structure, policies, and procedures as business circumstances dictate. When size and curriculum permit, classes may be combined to provide meaningful instruction and training and contribute to the necessary level of interaction among students.

Academic Credits

Access Academy does not offer credit hours for modules completed. Instead, it measures course completion by clock hours and expects its students to complete at least 95% (366) of the required 385 clock hours, which is a combination of classroom and externship hours (225 and 160, respectively).

Access Academy does not accept credit hours from other institutions. All students are expected to complete 100% of Access Academy's curriculum to obtain a certificate of completion.

Academic Policies

The purpose of Access Academy's academic policies is to ensure fairness and consistency in the manner in which academic performance is administered, evaluated, and communicated to students. Academic performance is measured by comparing the student's actual acquisition of skills and knowledge with the prescribed learning outcomes of classes and the externship. Such skill and knowledge, validated by relevant occupational advisory committees, is designed to prepare students for successful entry and advancement in their respective career choices.

Academic Freedom

Access Academy supports the concept of academic freedom. In the development of knowledge, research endeavors, and creative activities, faculty and students must be free to cultivate a spirit of inquiry and scholarly criticism. Instructors are entitled to freedom in the classroom in discussing their subject. Instructors and students must be able to examine ideas in an atmosphere of freedom and confidence.

Access Academy safeguards and protects these rights of academic freedom by providing instructors and students the right to initiate grievance procedures should they have complaints dealing with the infringement of academic freedom or personal penalization as the result of the exercise of this freedom.

Access Academy also recognizes that commitment to every freedom carries with it attendant responsibilities. Instructors, including volunteer faculty, must fulfill their responsibilities to society and to their profession by manifesting competence, professional discretion, and good citizenship. When they speak and write as a citizen, they will be free from institutional censorship or discipline, but their special position in the community imposes special obligations. As professional instructors, they must remember that the public may judge their profession and their institution by their utterances. Hence, they should at all times be accurate, exercise appropriate restraint, show respect for the opinions of others, and make every effort to indicate they are not speaking for Access Academy.

At no time shall the principles of academic freedom prevent the institution from making proper efforts to assure the best possible instruction for all students in accordance with the objectives of the institution.

Academic Integrity

Access Academy expects students and instructors to conduct themselves with honesty, character, and academic integrity. Academic integrity is a commitment, even in the face of adversity, to five fundamental values: honesty, trust, fairness, respect, and responsibility (AcademicIntegrity.org). Access Academy promotes and expects all members of the Access Academy community to conduct themselves professionally and with academic integrity.

Access Academy considers academic integrity an integral part of learning. Any infraction of this honesty policy is detrimental to the student's education and the integrity of Access Academy. The following cases of dishonesty are strictly forbidden, including but not limited to:

Fraud

1. Copying/submitting another person's work, including the unauthorized taking of someone else's work, including but not limited to homework, written papers, examinations, laboratory assignments, etc.;
2. Alteration of any academic grade or rating so as to obtain unearned academic credit;
3. Deliberate falsification of a written or verbal statement of fact to an instructor, so as to obtain unearned academic credit, or the invention of any information in an academic exercise, such as the use of ready-made tests or term papers, or falsifying data in a lab record or a student record, including a record of attendance; and
4. The forgery, alteration, or misuse of any document relating to the academic status of the student, and/or any act that distorts or could distort grades or other academic records.

Unauthorized Aids

Use or attempted use of prohibited materials, information, or study aids in an academic exercise used to provide unfair advantage to that student or used to convey information to another student. For example, using an unauthorized reference sheet during an exam, using unauthorized notes, or unauthorized equipment (including but not limited to programmable calculators, cell phones, ear buds/phones, smart watches, etc.).

Collaboration

1. Allowing another student to have access to your work, thereby enabling that student to represent the work as his or her own;
2. Unauthorized interaction with another student or students in the fulfillment of academic requirements, including quizzes, exams, and labs;
3. Using another person's computer file(s);
4. Unauthorized sharing of course materials, including but not limited to tests, course work, homework, etc., by any means, including but not limited to photographic/electronic sharing (social media, cell phone, etc.).

Sabotage

Destruction of another student's work, such as a model, a lab experiment, or paper.

Jurisdiction

This Academic Integrity policy covers all students enrolled in Access Academy.

Student Responsibilities

When responding to a charge of academic misconduct, a student may:

1. Deny the charges and request a hearing,

2. Admit the charges and request a hearing to determine sanction(s),
3. Admit the charges and accept the sanctions imposed by the instructor without a hearing, or
4. Request to withdraw permanently from Access Academy.

Hearing Procedures

The student has the right to due process. If a student feels he or she is wrongly accused and requests a hearing, Access Academy will assemble a three-member committee including two members of management of Good Samaritan Health Centers of Gwinnett and one neutral instructor. The student has the right to be assisted by any single advisor he/she chooses, at his/her own expense. The student is responsible for presenting his/her own case and, therefore, advisors are not permitted to speak to or to participate directly with the committee. This step, including any student and/or instructor interviews and the committee's written response to the student, should be completed within ten calendar days. The determination of the committee is final.

Student Rights and Responsibilities in a Hearing

A student accused of an academic integrity violation is entitled to the following:

1. Review the written evidence in support of the charge;
2. Ask any questions;
3. Offer an explanation as to what occurred;
4. Present any material that would cast doubt on the correctness of the charge;
5. Determination of the validity of the charge without reference to any past record of misconduct.

Outcomes

A hearing committee may use any one or more of the following disciplinary measures for addressing instances of dishonesty:

1. Find in favor of the student and take no action;
2. Award a zero for the assignment;
3. Recommend the dismissal of the student from the program.

Academic Status

Students attending Access Academy are expected to meet certain academic standards. Students who maintain an 80% (2.7 GPA) or better grade are considered to be in good academic standing.

Academic Warning

Students who do not maintain an 80% (2.7 GPA) or better grade will be placed on academic warning. Students unable to achieve an 80% (2.7 GPA) or better grade within two (2) class weeks of being placed on academic warning will be dismissed from the program.

Academic Dismissal

Students who have been academically dismissed from Access Academy may be eligible to return in the next enrollment period. Eligibility to return is based solely on the discretion of Access

Academy, considering the student's prior performance, attendance, conduct, and potential to complete the program. Students who are permitted to return after academic dismissal will be placed on academic probation and must meet with an Advisor periodically and no less than twice during enrollment. Readmitted students who do not maintain an 80% (2.7 GPA) or better grade for the period of re-enrollment will again be academically dismissed from Access Academy and will not be eligible to return. A student who fails to acquire any critical competency during the program may be dismissed from the program if continued participation is deemed harmful to the student and/or to others.

Attendance

100% attendance is expected. Students are required to be on time for class, stay until class is dismissed, and return promptly from lunch break. Instructors keep a daily attendance record. If an absence from all or part of a class and/or clinical day is unavoidable, student must discuss the situation immediately with the instructor. Approved absences include bereavement for immediate family, court order appearance, or doctor's appointments. Supporting documentation is required. Absences without documentation will not be approved. Make Up arrangements after an approved absence will be at the discretion of the instructor. Make Up arrangements may result in the delay of program completion. Students who are absent a total of ten (10) or more hours of class or lab during the entire fifteen (15) week program and who did not make arrangements for Make Up work will be terminated from the program.

Work Ethics

The U.S. Department of Labor estimates that eighty percent of workers who lose their jobs do so not because of the lack of occupational skills, but because of poor work ethics. In response, Access Academy's curriculum includes instruction and mentoring on the work ethics listed below:

1. **Attendance:** the student attends class, arrives/leaves on time, notifies instructor in advance of planned absences, and makes up assignments punctually.
2. **Character:** the student displays loyalty, honesty, trustworthiness, dependability, reliability, initiative, self-discipline, and self-responsibility.
3. **Teamwork:** the student respects the rights of others, is a team worker, is cooperative, is assertive, displays a customer service attitude, seeks opportunities for continuous learning, displays mannerly behavior.
4. **Appearance:** the student displays appropriate dress, grooming, hygiene, and etiquette.
5. **Attitude:** the student demonstrates a positive attitude, appears self-confident, and has realistic expectations of self.
6. **Productivity:** the student follows safety practices, conserves materials, keeps work area neat and clean, and follows directions/procedures.
7. **Organizational skills:** the student manifests skills in personal management, time management, prioritizing, flexibility, stress management, and dealing with change.
8. **Communication:** the student displays appropriate verbal and nonverbal skills.
9. **Cooperation:** the student displays leadership skills, appropriately handles criticism and complaints, demonstrates problem-solving capability, maintains appropriate relationships with supervisors and peers, and follows chain of command.

10. **Respect:** the student deals appropriately with cultural/racial diversity and does not engage in any harassment of any kind.

Access Academy evaluates students on his/her demonstration of these work ethics, and the adoption of sound work ethics is a factor considered when placing the student in an externship clinic and when asked to provide a professional reference for potential employment.

Grading

Assessments of a student's level of competence may be achieved by, but are not limited to, the following methods: scoring of written, oral and/or practical quizzes, tests and examinations; assigned written and/or oral projects (including homework assignments, papers, classroom presentations, etc.); and classroom, laboratory, and/or clinical observations of student learning activities.

Grades

A student's academic standing is based on a percentile rank of his/her competency of required subject matter and skill sets. The ranking scale is 0 – 100% and a minimum of 80% (2.7 GPA) competency is required to be in good academic standing.

Certificate of Completion

No student with less than passing grades (80%, 2.7 GPA) and 366 (95% of 385) clock hours of classroom/lab/externship experience will be awarded a Certificate of Completion.

Financial Information

Program Tuition

There is a \$50 application fee for any program. The application fee must be submitted with a complete application. A \$125 book and supply fee is due on the first day of the first module. Tuition is \$500 per month for each month of the enrollment period, including externship. The total cost of a completed program is \$2,675. In the event Access Academy cancels the program, any fees and tuition paid by the student will be refunded according to the Refund Policy. Tuition for all programs is due and payable at the time of enrollment and every thirty (30) days (the "tuition month") thereafter. Tuition can be paid by any of the following methods: Cash, check, credit/debit.

Fees

Additional fees which might be incurred during your period of enrollment include the following:

Additional copies of Official Transcripts	\$25
Additional copies of Official Certificate	\$25

Books and Supplies

All textbooks and training materials for the course will be supplied by Access Academy. Students must furnish their own incidental supplies such as pens, paper, notebooks, etc. Note: Classroom reference books are not issued to students but are supplied in sufficient numbers to complete assignments.

Delinquent Accounts

Student accounts that are more than fifteen (15) days delinquent will result in termination from the program.

Cancellation and Refund Policies

All refunds, if any are due, shall be made without requiring a request from the student and within thirty (30) days from the date that the institution terminates the student or determines withdrawal by the student.

1. Refunds for classes canceled by Access Academy: If tuition and fees are collected in advance of the start date of the program and Access Academy cancels the class, 100% of the tuition will be refunded.
2. Refunds for a student that does not start class or requests cancellation within three (3) calendar days after signing contract: If tuition and fees are collected in advance of the start date and the student does not begin class, 100% of the tuition will be refunded. The refund will be made within thirty (30) days of the class start date.
3. Refunds for withdrawal or termination: If a student elects to leave Access Academy before

graduation, he/she must submit a request for a refund in writing within 30 days of exiting the program. These refunds are determined based on the proration of the tuition month completed at the time of withdrawal or termination, up to 50% of the tuition month. No refund is guaranteed after 50% of the tuition month is completed.

Student's Cancellation Rights

All new and re-entry students have the right to cancel the enrollment agreement until midnight of the first Friday after the start date of the first module. Students may use any means to notify Access Academy. If the Notice of Cancellation is received by mail, it is effective when deposited in the mail properly addressed with postage prepaid. All monies paid will be returned within thirty (30) days after Access Academy receives the student's Notice of Cancellation.

Access Academy's Cancellation Rights

Access Academy has the right to withdraw a student for the following reasons:

1. Not meeting minimum attendance requirements
2. Not meeting minimum GPA
3. Violation of the Student Code of Conduct
4. Not returning from Leave of Absence
5. Misconduct during an externship
6. Nonpayment of tuition and/or fees

Financial Aid

Financial aid services are not offered.

Student Information

Student Academic Advisement

Access Academy faculty and staff are available to advise students on academic problems, and, if necessary, provide referral to counseling or additional services when required. Professional and academic development counseling is available by appointment to any student who wishes assistance in areas such as study skills, test taking, time management, and spiritual and emotional support and motivation while attending Access Academy.

Career Services

Access Academy provides job placement assistance for all of its graduates. No school can ethically promise or guarantee its students a job. However, Access Academy does provide assistance with resume writing, interviewing techniques, job-search skills, arranging appointments for job interviews, and subsequent follow-up.

Academic Coaching and Tutoring Support

Access Academy's instructional staff is available to assist students with academic coaching and additional tutoring to support student success. Students are encouraged to contact the Access Academy Director to schedule coaching or tutoring appointments.

Student Mentoring

Access Academy provides student mentoring to support new students to assimilate into Access Academy and their program. Student mentors are selected based on their leadership, attitude, attendance, grades, and overall Access Academy performance. Please contact the Academy Director for additional information on student mentoring programs.

Learning Resources

Based on course offerings, campuses provide ample reference materials required to complete assignments for each program curricula. Resources include access to the Internet and printing, along with various periodicals, videos, and textbooks housed on campus. Access to the learning resources is between the hours 9am - 3pm Monday through Friday.

Student Complaint/Grievance Procedure

Students are encouraged to bring any complaints or grievances to the attention of their instructor, if appropriate. If the instructor is not successful in resolving the issue, the instructor will notify the Academy Director. The Academy Director will investigate the issue and make a resolution. If the issue cannot be resolved by the Academy Director, the Executive Director is contacted. If the determination made by the Executive Director is not satisfactory to the student, the student may make an appeal in writing to the Executive Director. All complaints will be reviewed, and a written response provided within 14 calendar days.

Complaints

Complaints from a student regarding Access Academy may be directed to the State of Georgia Nonpublic Postsecondary Education Commission, 2082 East Exchange Place, Suite 220, Tucker, Georgia 30084-5305, phone: (770) 414-3300. Email: <https://gnpec.georgia.gov/student-resources/complaints-against-institution>

Student Record Retention

Access Academy will maintain student records for each student, whether or not the student completes the program, for a period ending five (5) years after the date of the student's graduation, withdrawal, or termination. Student transcripts are maintained indefinitely.

Family Educational Rights and Privacy Act of 1974, As Amended

The Family Educational Rights and Privacy Act of 1974, as amended (FERPA), is a federal law that protects student information and affords eligible students the following rights with respect to their education records:

1. The right to inspect and review the student's education records within 45 days of the day the institution receives a request for access.
2. The right to request the amendment of education records the student believes are inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA.
3. The right to provide written consent before the institution discloses personally identifiable information (PII) from the student's education records, except to the extent that FERPA authorizes disclosure without consent.
4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the institution to comply with the requirements of FERPA.
5. An "eligible student" under FERPA is a student who is 18 years of age or older who attends a postsecondary institution.

Student Code of Conduct

Students are expected to follow all the rules and regulations of Access Academy and conduct themselves within the boundaries of acceptable behavior at all times. While on Access Academy premises or externship sites, students shall conduct themselves in a professional manner. Disruptive behavior, including but not limited to fighting, harassment, cheating, use of profanity, and stealing is not acceptable and may lead to termination from Access Academy. Use of cell phones for personal use is not permitted during any class or lab sessions and should be kept to a minimum while on campus and at externship clinics.

Professional Appearance and Dress Code

Professional behavior includes the adoption of a professional dress code. You are expected to dress and groom yourself in accordance with accepted business standards. A neat, tasteful appearance contributes to the positive impression you make on patients and coworkers. If your

supervisor thinks your attire and/or grooming is out of place, distracting, offensive, or objectionable for any reason, you will be asked to leave Access Academy until you are properly attired and/or groomed. Your shoes should be closed toed, clean, and not present a hazard to yourself or others or restrict mobility while performing job functions. Tennis shoes are acceptable if they are clean and in good repair. Flip-flops are never acceptable. Wearing medical scrubs is encouraged but not required until the externship portion of the program. You should confirm with the externship location what color scrubs to wear.

Drug and Alcohol Abuse Policy

Access Academy is committed to maintaining an alcohol and drug-free environment for students and employees. As a matter of policy, our campuses prohibit the following:

1. Reporting to campus under the influence of alcohol or illegal drugs or substances, including illegally obtained prescription drugs.
2. Reporting to campus under the influence of legal prescription or non-prescription drugs, if doing so could impair judgment or motor functions or place persons or property in jeopardy.
3. The illegal use, sale, possession, distribution, transfer, purchase, or storage of alcoholic beverages or drugs on campus premises, or in automobiles parked on campus premises.
4. Any violation of these policies will result in appropriate disciplinary action up to and including expulsion, even for a first offense. Violations of the law will also be referred to the appropriate law enforcement authorities.

No Weapons Policy

Access Academy prohibits all persons who enter Access Academy property from carrying weapons of any kind regardless of whether the person is licensed to carry the weapon or not. Failure to abide by this policy will lead to dismissal from Access Academy.

Miscellaneous

Definition of a Module

All programs at Access Academy consist of fifteen (15) instructional modules completed in classrooms and one clinical module completed at an externship clinic. A classroom module is a self-contained unit of instruction guided by a lesson plan that addresses one or more clinical competencies and is one calendar week in duration. The externship module is completed within a functioning clinic and is four calendar weeks in duration.

Definition of a Clock Hour

A clock hour is defined as a 60-minute span of time in which no less than 50 minutes is devoted to actual classroom instruction, with the remaining portion being designated per faculty discretion.

Definition of a Tuition Month

Tuition for all programs is due and payable at the time of enrollment and every thirty (30) days thereafter. A Tuition Month is the period of time between the most recent tuition payment and the next payment due date.

Program Length

The programs are nineteen (19) weeks in length, consisting of fifteen (15) weeks of classroom and lab instruction and four (4) weeks of externship.

Normal Time to Complete

The normal time to complete is the time from a student's start date to the student's graduation date as measured in weeks, nineteen (19) weeks. This normal time to complete does not, however, take into account students who take a leave of absence or are required to repeat a class.

Access Academy Work Ethics

The U.S. Department of Labor estimates that eighty percent of workers who lose their jobs do so not because of the lack of occupational skills, but because of poor work ethics. In response, Access Academy's curriculum includes instruction on the work ethics listed below:

1. **Attendance:** the student attends class, arrives/leaves on time, notifies instructor in advance of planned absences, and makes up assignments punctually.
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4. **Appearance:** the student displays appropriate dress, grooming, hygiene, and etiquette.
5. **Attitude:** the student demonstrates a positive attitude, appears self-confident, and has realistic expectations of self.
6. **Productivity:** the student follows safety practices, conserves materials, keeps work area neat and clean, and follows directions/procedures.
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8. **Communication:** the student displays appropriate verbal and nonverbal skills.
9. **Cooperation:** the student displays leadership skills, appropriately handles criticism and complaints, demonstrates problem-solving capability, maintains appropriate relationships with supervisors and peers, and follows chain of command.
10. **Respect:** the student deals appropriately with cultural/racial diversity and does not engage in any harassment of any kind.

Academic Calendar

Session One

Program Start Date: January 15, 2024
Class Days: Monday, Tuesday, and Thursday
Make Up Day: Wednesday by appointment
Number of Weeks: 19

Program End Date: May 24, 2024
Class Hours: 9:00 AM - 2:30 PM
Office Hours: Friday, 9:00 AM - 12:00 PM
Total Clock Hours: 385

Externship Requirement: 160 hours, which are included in the 385 total clock hours.

Access Academy is closed on Memorial Day, May 27, 2024. Classes are held on Wednesday, May 29, 2024. Attendance is mandatory for this Make Up Day.

Session Two

Program Start Date: July 8, 2024
Class Days: Monday, Tuesday, and Thursday
Make Up Day: Wednesday by appointment
Number of Weeks: 19

Program End Date: November 15, 2024
Class Hours: 9:00 AM - 2:30 PM
Office Hours: Friday, 9:00 AM - 12:00 PM
Total Clock Hours: 385

Externship Requirement: 160 hours, which are included in the 385 total clock hours.

Access Academy is closed on Labor Day, September 2, 2024. Classes are held on Wednesday, September 4, 2024. Attendance is mandatory for this Make Up Day.