

McLennan
C O M M U N I T Y
COLLEGE

WACO, TEXAS

COURSE SYLLABUS
AND
INSTRUCTOR PLAN

INSURANCE CODING

HITT – 1213 - 87

DEBORAH WILLIAMS

NOTE: This is a 16-week course.

COVID 19 Notice:

McLennan Community College is committed to providing you with every resource you need to reach your academic goals including your safety. We will continue to monitor the evolving situation with COVID 19 and adjust our safety guidelines to make sure we offer a safe environment for you and our faculty. Please make sure to consult your faculty and the MCC website at <https://www.mclennan.edu/crisis-management/coronavirus-updates/index.html> on any changes to these guidelines.

CODING AND INSURANCE

1213.87

Course Description:

Presents an overview of skills and knowledge in ICD and CPT coding and claims forms for reimbursement of medical services.

Prerequisites and/or Corequisites:

None

Course Notes and Instructor Recommendations:

- **Success in this course** requires a commitment from the student to **reading** and **following** directions, specifically **due dates**. Online courses require students to spend a great amount of time reading, studying, reviewing materials, and researching. To be successful, be prepared to dedicate the time necessary and accommodate your schedule accordingly.
- Students are expected to adhere to the posted deadlines for completing all work weekly. The deadlines are **not** optional.
- Students will need the textbooks, software and workbook required for this online course. These are the primary sources of information. However, read the posted power-points and watch the videos, as they will provide additional information and will help prepare you to be successful in this course.
- Since this is an online course, all communication will be delivered via Brightspace and student email. It is **required** that you check your student email and Brightspace on a **daily** basis. Access to your student email can be set up through this link: www.mclennan.edu/student-email/.
- Any student found to be **cheating** will receive an automatic **zero** if cheating is evident. A **second** offense will result in automatic **failure** of the class. Cheating is not tolerated.
- If you feel that you may have a technical problem or if your computer crashes, you are **still expected** to turn your work in and complete the exam by the posted due date. Have an alternate location available in case this happens. One alternate location to be considered is MCC's library, which provides computers for students' use.

CODING AND INSURANCE

1213.87

Instructor Information:

Instructor Name: **Deborah Williams**

MCC E-mail: **dmwilliams@mclennan.edu**

Office Phone Number: **254-299-8973**

Office Location: **Zoom**

Office/Teacher Conference Hours:

Monday: 9:00 a.m. – 12:00 p.m.

Tuesday: 10:00 a.m. – 12:30 p.m.

Wednesday: 9:00 a.m. – 11:00 a.m.

Thursday: 5:00 p.m. – 6:00 p.m.

Required Text & Materials:

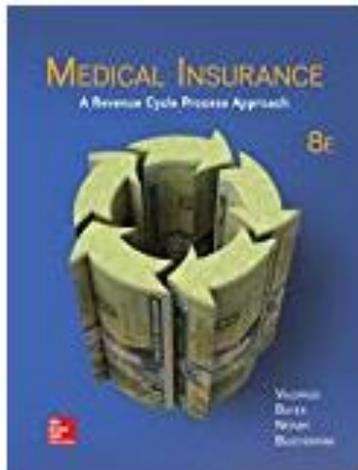
Title: Medical Insurance

Author: Valerius

Edition: 8th

Publisher: McGraw Hill

ISBN: 9781259608551



CODING AND INSURANCE

1213.87

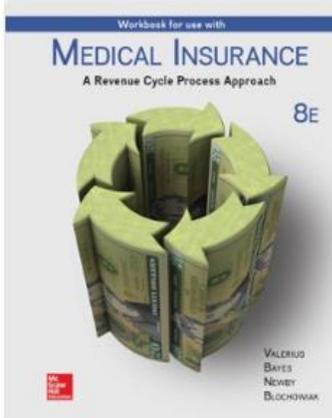
Title: Medical Insurance (Workbook)

Author: Valerius

Edition: 8th

Publisher: McGraw Hill

ISBN: 9781260489149



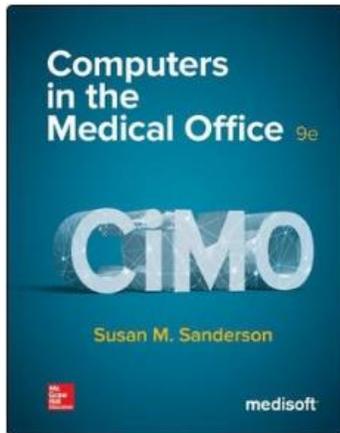
Title: Computers in the Medical Office through Connect

Author: Susan Sanderson

Edition: 9th

Publisher: McGraw Hill Create (Custom Publishing)

ISBN: 9781260609387



↑ *You do NOT need to purchase the above item. It will be provided free to you by MCC. I will provide you with the access code within the first two weeks of the semester.*****

CODING AND INSURANCE

1213.87

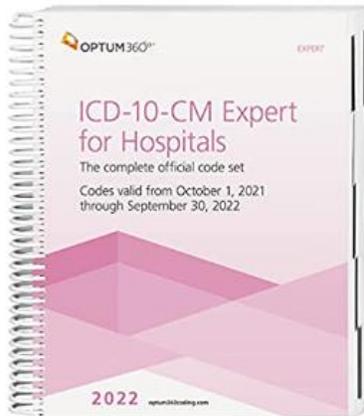
Title: ICD-10-CM Expert for Hospitals Spiral, 2022

Author: Optum

Edition: 2022

Publisher: Optum

ISBN: 9781622547647



1. Microsoft Word, Microsoft Excel, and Adobe Reader.
2. Computer with reliable internet connectivity.
3. **WEBCAM**

MCC Bookstore Website: <http://www.mclennan.edu/bookstore/>

Methods of Teaching and Learning:

Students will participate in discussions, complete textbook and workbook assignments, weekly quizzes, exams, case studies, midterm exam, final exam, and hands-on activities in Medisoft software.

Course Objectives and/or Competencies:

1. Apply ICD and CPT rules and guidelines to complete claims forms for submission (C03, C05, C07, C14, F1, F2, F6, F11, F15)

CODING AND INSURANCE

1213.87

Course Outline or Schedule:

This schedule is tentative and subject to change. Students will be notified via Brightspace or student email of changes.

Unit 01 Due Date: 1/16/2023 Orientation; MI Chapter 1; Connect Registration		
Overview:	Learning Objectives:	Assignments:
<ul style="list-style-type: none"> ▪ Review the Syllabus and tentative Schedule ▪ List key terms used in Managed Health Care ▪ Define the three major types of medical insurance payers 	<ul style="list-style-type: none"> ▪ Explain key terms used in Managed Health Care ▪ Differentiate between covered services and non-covered services ▪ Summarize the effects of managed care on a physician practice 	<p>Reading</p> <ul style="list-style-type: none"> ▪ Class Syllabus ▪ MI Chapter 1 <p>Watch</p> <ul style="list-style-type: none"> ▪ Orientation Video ▪ MI Chapter 1 Video ▪ MI Chapter 1 Assignment Help Video ▪ Connect Registration Help Video <p>Homework</p> <ul style="list-style-type: none"> ▪ Orientation Assignment ▪ Orientation Discussion ▪ MI Chapter 1 Assignment ▪ MI Chapter 1 Review ▪ Connect Registration Assignment <p>Quiz</p> <ul style="list-style-type: none"> ▪ MI Chapter 1 Quiz
Unit 02 Due Date: 1/23/2023 MI Chapter 2; CIMO Chapters 1-2		
Overview:	Learning Objectives:	Assignments:
<ul style="list-style-type: none"> ▪ Describe the databases and menus in Medisoft ▪ Discuss the history of managed care in the United States ▪ Identify the organization that accredits managed care organizations 	<ul style="list-style-type: none"> ▪ Explain key terms used in Managed Health Care ▪ Differentiate between Fraud and Abuse ▪ Summarize federal legislation and regulations affecting health care 	<p>Reading</p> <ul style="list-style-type: none"> ▪ MI Chapter 2 ▪ CIMO Chapters 1-2 <p>Watch</p> <ul style="list-style-type: none"> ▪ MI Chapter 2 Video ▪ CIMO Chapter 1 Video ▪ CIMO Chapter 2 Video <p>Create</p> <ul style="list-style-type: none"> ▪ Study cards <p>Homework</p> <ul style="list-style-type: none"> ▪ MI Chapter 2 Assignment ▪ MI Chapter 2 Review ▪ CIMO 1 Assignment ▪ CIMO Chapter 2 Assignment ▪ CIMO Chapter 2 Exercises

CODING AND INSURANCE

1213.87

		Quiz <ul style="list-style-type: none"> MI Chapter 2 Quiz
Unit 03 Due Date: 1/30/2023 MI Chapter 3; CIMO Chapter 3		
Overview:	Learning Objectives:	Assignments:
<ul style="list-style-type: none"> List the four main areas of the Office Hours window in Medisoft Review the patient registration and scheduling processes in Medisoft Discuss the revenue cycle of an insurance claim, including electronic data interchange 	<ul style="list-style-type: none"> List the six databases Medisoft uses to store information Summarize the patient registration and scheduling processes in Medisoft Demonstrate the registration and scheduling processes in Medisoft 	Reading <ul style="list-style-type: none"> MI Chapter 3 CIMO Chapter 3 Watch <ul style="list-style-type: none"> MI Chapter 3 Video MI Chapter 3 Assignment Help Video CIMO Chapter 3 Video Create <ul style="list-style-type: none"> Study cards Discussion <ul style="list-style-type: none"> MI Chapter 3 Discussion Homework <ul style="list-style-type: none"> MI Chapter 3 Assignment MI Chapter 3 Review CIMO Chapter 3 Assignment CIMO Chapter 3 Exercises CIMO Chapter 3 AYS Case Study Quiz <ul style="list-style-type: none"> MI Chapter 3 Quiz
Unit 04 Due Date: 2/6/2023 MI Chapter 4; CIMO Chapter 4; EXAM 1		
Overview:	Learning Objectives:	Assignments:
<ul style="list-style-type: none"> List the required demographic and financial components necessary for patient registration Review the process of patient registration in Medisoft Discuss the purpose of ICD-10-CM Summarize the structure, content, and key conventions of the Alphabetic 	<ul style="list-style-type: none"> Evaluate a patient information form to determine demographic and financial components necessary for patient registration Select the demographic and financial components in the patient information form required to complete the patient registration process 	Reading <ul style="list-style-type: none"> MI Chapter 4 CIMO Chapter 4 Watch <ul style="list-style-type: none"> MI Chapter 4 Videos CIMO Chapter 4 Video Create <ul style="list-style-type: none"> Study cards Homework <ul style="list-style-type: none"> MI Chapter 4 Assignment MI Chapter 4 Review CIMO Chapter 4 Assignment CIMO Chapter 4 Exercises CIMO Chapter 4 AYS Case Study

CODING AND INSURANCE

1213.87

<p>Index and Tabular List</p>	<ul style="list-style-type: none"> ▪ Build a patient medical record utilizing the selected demographic and financial components and complete the patient registration process 	<p>Quiz</p> <ul style="list-style-type: none"> ▪ MI Chapter 4 Quiz <p>EXAM 1</p>
-------------------------------	--	---

Unit 05 Due Date: 2/13/2023 MI Chapter 5; CIMO Chapter 5

Overview:	Learning Objectives:	Assignments:
<ul style="list-style-type: none"> ▪ Describe the information contained and recorded on the Personal, Account, and Policy tabs in Medisoft ▪ Explain the CPT code set ▪ Describe the organization of CPT 	<ul style="list-style-type: none"> ▪ List the 6 steps for selecting CPT procedure codes to assign to patient scenarios ▪ Contrast Category II and Category III codes ▪ Discuss the purpose of the HCPCS code set and its modifiers 	<p>Reading</p> <ul style="list-style-type: none"> ▪ MI Chapter 5 ▪ CIMO Chapter 5 <p>Watch</p> <ul style="list-style-type: none"> ▪ MI Chapter 5 Video ▪ CIMO Chapter 5 Video <p>Create</p> <ul style="list-style-type: none"> ▪ Study cards <p>Homework</p> <ul style="list-style-type: none"> ▪ MI Chapter 5 Assignment ▪ MI Chapter 5 Review ▪ CIMO Chapter 5 Assignment ▪ CIMO Chapter 5 Exercises ▪ CIMO Chapter 5 AYS Case Study <p>Quiz</p> <ul style="list-style-type: none"> ▪ MI Chapter 5 Quiz

Unit 06 Due Date: 2/20/2023 MI Chapter 6; CIMO Chapter 6

Overview:	Learning Objectives:	Assignments:
<ul style="list-style-type: none"> ▪ Demonstrate the transactions' processes in Medisoft ▪ Explain the importance of code linkage on healthcare claims ▪ Discuss types of coding and billing errors 	<ul style="list-style-type: none"> ▪ Appraise major strategies that help ensure compliant billing ▪ Describe the fee schedules that physicians create for their services ▪ Compare the calculation of payments for PAR and nonPAR providers, and describe how balance billing 	<p>Reading</p> <ul style="list-style-type: none"> ▪ MI Chapter 6 ▪ CIMO Chapter 6 <p>Watch</p> <ul style="list-style-type: none"> ▪ MI Chapter 6 Video ▪ MI Chapter 6 Assignment Help Video ▪ CIMO Chapter 6 Video <p>Create</p> <ul style="list-style-type: none"> ▪ Study cards <p>Homework</p> <ul style="list-style-type: none"> ▪ MI Chapter 6 Assignment

CODING AND INSURANCE

1213.87

	regulations affect the charges that are due from patients	<ul style="list-style-type: none"> ▪ MI Chapter 6 Review ▪ CIMO Chapter 6 Assignment ▪ CIMO Chapter 6 Exercises ▪ CIMO Chapter 6 AYS Case Study Quiz <ul style="list-style-type: none"> ▪ MI Chapter 6 Quiz
Unit 07 Due Date: 2/27/2023 MI Chapter 7; CIMO Chapter 7; Midterm Exam Review		
Overview:	Learning Objectives:	Assignments:
<ul style="list-style-type: none"> ▪ Explain and perform the claims process in Medisoft ▪ Distinguish between the electronic claim transaction and the paper claim form ▪ Discuss the content of the patient information section of the CMS-1500 claim form 	<ul style="list-style-type: none"> ▪ Compare billing provider, pay-to provider, rendering provider, and referring provider ▪ Evaluate the importance of checking claims prior to submission, even when using software ▪ Compare the three major methods of electronic claim transmission 	Reading <ul style="list-style-type: none"> ▪ MI Chapter 7 ▪ CIMO Chapter 7 Watch <ul style="list-style-type: none"> ▪ MI Chapter 7 Video ▪ MI Chapter 7 Case Study Help Video ▪ CIMO Chapter 7 Video Create <ul style="list-style-type: none"> ▪ Study cards Homework <ul style="list-style-type: none"> ▪ MI Chapter 7 Assignment ▪ MI Chapter 7 Case Study ▪ MI Chapter 7 Review ▪ CIMO Chapter 7 Assignment ▪ CIMO Chapter 7 Exercises ▪ CIMO Chapter 7 AYS Case Study ▪ MIDTERM Exam Review Quiz <ul style="list-style-type: none"> ▪ MI Chapter 7 Quiz
MIDTERM EXAM Due Date: 3/13/2023 Units 01-07		
Overview:	Learning Objectives:	Assignments:
<ul style="list-style-type: none"> ▪ Covers Units 01-07 		MIDTERM EXAM - Take from home through Respondus Lockdown Browser with Webcam
SPRING BREAK 3/6/2023 - 3/10/2023		
Unit 08 Due Date: 3/20/2023 MI Chapter 8; CIMO Chapter 8		
Overview:	Learning Objectives:	Assignments:

CODING AND INSURANCE

1213.87

<ul style="list-style-type: none"> ▪ Process a remittance advice and apply insurance payments to patients' charges in Medisoft ▪ Explain how patient statements are edited in Medisoft ▪ Describe the major features of group health plans regarding eligibility, portability, and required coverage 	<ul style="list-style-type: none"> ▪ Discuss provider payment under the various private payer plans ▪ Contrast health reimbursement accounts, health savings accounts, and flexible savings (spending) accounts ▪ Prepare accurate private payer claims 	<p>Reading</p> <ul style="list-style-type: none"> ▪ MI Chapter 8 ▪ CIMO Chapter 8 <p>Watch</p> <ul style="list-style-type: none"> ▪ MI Chapter 8 Video ▪ MI Chapter 8 Assignment Help Video ▪ MI Chapter 8 Case Study Help Video ▪ CIMO Chapter 8 Video <p>Create</p> <ul style="list-style-type: none"> ▪ Study cards <p>Discussion</p> <ul style="list-style-type: none"> ▪ MI Chapter 8 Discussion <p>Homework</p> <ul style="list-style-type: none"> ▪ MI Chapter 8 Assignment ▪ MI Chapter 8 Review ▪ MI Chapter 8 Case Study ▪ CIMO Chapter 8 Assignment ▪ CIMO Chapter 8 Exercises ▪ CIMO Chapter 8 AYS Case Study <p>Quiz</p> <ul style="list-style-type: none"> ▪ MI Chapter 8 Quiz
---	--	---

Unit 09 Due Date: 3/27/2023 MI Chapter 9; CIMO Chapter 9

Overview:	Learning Objectives:	Assignments:
<ul style="list-style-type: none"> ▪ Explain why accounts receivable reports are critical to a practice's financial success ▪ Differentiate among Medicare Parts A, B, C, and D ▪ Calculate fees for nonPAR physicians when they do and do not accept assignment 	<ul style="list-style-type: none"> ▪ Discuss the features and coverage offered under Medicare Advantage plans ▪ Discuss the Medicare, Medical Review (MR), recovery auditor, and ZPIC programs ▪ Prepare accurate Medicare primary claims 	<p>Reading</p> <ul style="list-style-type: none"> ▪ MI Chapter 9 ▪ CIMO Chapter 9 <p>Watch</p> <ul style="list-style-type: none"> ▪ MI Chapter 9 Video ▪ MI Chapter 9 Case Study Help Video ▪ CIMO Chapter 9 Video <p>Create</p> <ul style="list-style-type: none"> ▪ Study cards <p>Homework</p> <ul style="list-style-type: none"> ▪ MI Chapter 9 Assignment ▪ MI Chapter 9 Review ▪ MI Chapter 9 Case Study ▪ CIMO Chapter 9 Assignment ▪ CIMO Chapter 9 Exercises

CODING AND INSURANCE

1213.87

		<ul style="list-style-type: none"> ▪ CIMO Chapter 9 AYS Case Study <p>Quiz</p> <ul style="list-style-type: none"> ▪ MI Chapter 9 Quiz
<p>Unit 10 Due Date: 4/3/2023 MI Chapter 10; CIMO Chapter 10; EXAM 2</p>		
<p>Overview:</p>	<p>Learning Objectives:</p>	<p>Assignments:</p>
<ul style="list-style-type: none"> ▪ Explain how to use a patient aging report to identify past-due accounts ▪ Discuss the purpose of the Medicaid program ▪ Identify general eligibility requirements of Medicaid 	<ul style="list-style-type: none"> ▪ Evaluate the importance of verifying a patient's Medicaid enrollment ▪ Explain the services that Medicaid usually does not cover ▪ Prepare accurate Medicaid claims 	<p>Reading</p> <ul style="list-style-type: none"> ▪ MI Chapter 10 ▪ CIMO Chapter 10 <p>Watch</p> <ul style="list-style-type: none"> ▪ MI Chapter 10 Video ▪ MI Chapter 10 Case Study Help Video ▪ CIMO Chapter 10 Video <p>Create</p> <ul style="list-style-type: none"> ▪ Study cards <p>Homework</p> <ul style="list-style-type: none"> ▪ MI Chapter 10 Assignment ▪ MI Chapter 10 Review ▪ MI Chapter 10 Case Study ▪ CIMO Chapter 10 Assignment ▪ CIMO Chapter 10 Exercises ▪ CIMO Chapter 10 AYS Case Study <p>Quiz</p> <ul style="list-style-type: none"> ▪ MI Chapter 10 Quiz <p>EXAM 2</p>
<p>Unit 11 Due Date: 4/10/2023 MI Chapter 11; CIMO Chapter 11</p>		
<p>Overview:</p>	<p>Learning Objectives:</p>	<p>Assignments:</p>
<ul style="list-style-type: none"> ▪ Perform the patient registration and appointment scheduling processes in Medisoft ▪ Discuss the eligibility requirements for TRICARE and CHAMPVA ▪ Explain the four federal workers' compensation plans 	<ul style="list-style-type: none"> ▪ Describe the features of TRICARE Prime and TRICARE Select ▪ Prepare accurate TRICARE claims ▪ Classify work-related injuries ▪ Differentiate between SSDI and SSI 	<p>Reading</p> <ul style="list-style-type: none"> ▪ MI Chapter 11 ▪ CIMO Chapter 11 <p>Watch</p> <ul style="list-style-type: none"> ▪ MI Chapter 11 Video ▪ MI Chapter 11 Case Study Help Video ▪ CIMO Chapter 11 Video <p>Create</p> <ul style="list-style-type: none"> ▪ Study cards <p>Homework</p> <ul style="list-style-type: none"> ▪ MI Chapter 11 Assignment ▪ MI Chapter 11 Review

CODING AND INSURANCE

1213.87

		<ul style="list-style-type: none"> MI Chapter 11 Case Study CIMO Chapter 11 Case Study <p>Quiz</p> <ul style="list-style-type: none"> MI Chapter 11 Quiz
<p>Unit 12 Due Date: 4/17/2023 MI Chapter 13; CIMO Chapter 12</p>		
Overview:	Learning Objectives:	Assignments:
<ul style="list-style-type: none"> Enter transactions and apply insurance payments to charges on patient accounts in Medisoft Create clinical reports by entering the correct filters based on the report request in Medisoft Describe the procedures for following up on claims after they are sent to payers Describe the purpose and content of patient's statements and the procedures for working with them 	<ul style="list-style-type: none"> Interpret a remittance advice (RA) Explain the process for posting payments and managing denials Describe the processes and methods used to collect outstanding balances Discuss the procedures for clearing uncollectible balances 	<p>Reading</p> <ul style="list-style-type: none"> MI Chapter 13 CIMO Chapter 12 <p>Watch</p> <ul style="list-style-type: none"> MI Chapter 13 Video MI Chapter 13 Case Study Help Video 1213 CIMO Chapter 12 Video <p>Create</p> <ul style="list-style-type: none"> Study cards <p>Homework</p> <ul style="list-style-type: none"> MI Chapter 13 Assignment MI Chapter 13 Review MI Chapter 13 Case Study CIMO Chapter 12 Case Study <p>Quiz</p> <ul style="list-style-type: none"> MI Chapter 13 Quiz
<p>Unit 13 Due Date: 4/24/2023 MI Chapter 14; CIMO Chapter 13</p>		
Overview:	Learning Objectives:	Assignments:
<ul style="list-style-type: none"> Register patients in Medisoft and create new patient records when applicable Enter transactions and apply insurance payments to charges on patient accounts in Medisoft Create clinical reports by entering the 	<ul style="list-style-type: none"> Interpret patient encounter forms and extract the data necessary to register the patients in Medisoft Estimate patient balances through processing remittance advices and applying insurance payments to 	<p>Reading</p> <ul style="list-style-type: none"> MI Chapter 14 CIMO Chapter 13 <p>Watch</p> <ul style="list-style-type: none"> MI Chapter 14 Video 1213 CIMO Chapter 13 Video <p>Homework</p> <ul style="list-style-type: none"> MI Chapter 14 Assignment MI Chapter 14 Case Study MI Chapter 14 Review CIMO Chapter 13 Case Study

CODING AND INSURANCE

1213.87

correct filters based on the report request in Medisoft	<ul style="list-style-type: none"> patient charges in Medisoft Perform the entire revenue cycle process in Medisoft 	Quiz <ul style="list-style-type: none"> MI Chapter 14 Quiz
Unit 14 Due Date: 5/2/2023 Final Exam Review; EXAM 3		
Overview:	Learning Objectives:	Assignments:
<ul style="list-style-type: none"> Units 08-13 	<ul style="list-style-type: none"> Study for the Final Exam 	Homework <ul style="list-style-type: none"> Final Exam Review EXAM 3
FINAL EXAM Due Date: 5/2/2023 Units 08-13		
Overview:	Learning Objectives:	Assignments:
<ul style="list-style-type: none"> Covers Units 08-13 		FINAL EXAM - Take from home through Respondus Lockdown Browser with Webcam

Course Grading Information:

Grades for this course will be weighted. To determine your grade at any point in the semester, calculate the average and multiply by the percentage for each category. **Passing grade for this course is 70 or higher.**

Assignments will be averaged and multiplied by 20%

Case Studies/Quizzes will be averaged and multiplied by 20%

Exams will be averaged and multiplied by 20%

Midterm Exam will be multiplied by 20%

Final Exam will be multiplied by 20%

Category	Percent toward final grade	Grade range	
Assignments	20%	A	90-100%
Case Studies/Quizzes	20%	B	80-89%
Exams	20%	C	70-79%
Midterm Exam	20%	D	60-69%

CODING AND INSURANCE

1213.87

Final Exam	20%	F	0-59%

Late Work, Attendance, and Make Up Work Policies:

Unit Work:

Students are encouraged to **complete and submit work early in the week**. You have the ability to check your submitted work via Brightspace. If you see an error in the submission, you have another chance to resubmit the assignment correctly at any point before the due date.

Based on the nature of this course, you will easily fall behind by submitting work late. Weekly coursework builds on each other as you progress through the course. You must complete weekly work accurately and on time to be able to move on to the next section. During the semester, you will be given **ONE** occasion to submit work late (excluding Exams, Midterm, or Final Exam) **regardless of the circumstance**, without receiving a grade deduction. **After this ONE opportunity is used**, any work incorrectly submitted or submitted past the due date will **receive an automatic zero**.

Weekly work will be graded within 7 days of the due date. Feedback will be provided in the feedback area and/or through the D2L|Brightspace gradebook. You are **required** to **review the instructor's feedback on all work** – even if you are satisfied with the assigned grade.

Exams:

There will NOT be a make-up for any exams. There will be a total of **3 exams**. The exams are timed and will be administered through **Respondus Lockdown browser, but no webcam**. Students are encouraged to complete all work prior to taking the exam, as this will better prepare you. Students will receive a score for exams almost immediately and/or within 48 hours after the due date. Due dates are given on Brightspace.

Midterm and Final Exam:

There will NOT be a make-up for the Midterm Exam nor the Final Exam. I will not reset the Midterm Exam nor the Final Exam. All students will take the Midterm Exam and Final Exam from home through **Respondus Lockdown browser AND webcam**.

Failure to submit a total of 8 items of coursework will show that the student has no intention of completing the course. The student will be dropped from the course.

Student Behavioral Expectations or Conduct Policy:

Students are expected to use appropriate language and display respect for fellow students and instructor regardless of the method of communication: face to face, email, discussion board, or over the phone. Students are expected to be respectful toward the instructor and fellow students. Belligerent behavior used in any form of communication will result in immediate dismissal of the student from the course and will result in counseling with the instructor and the student's program director.

Students are expected to send emails with appropriate information such as student name, course title and number, reason for the email using clear English language (no text language) and all emails should be free of typos, grammatical, spelling, and other errors. Any inappropriate behavior or language may result in the student being dropped from the course immediately.

Instructor Communication Policy:

Emails are returned within 24 hours of receipt except when received over the weekend or during holidays. Those will be returned the first business day the College is open. Students are encouraged to complete work and contact the instructor with questions regarding the class, assignments, etc. early in the week as there will be no responses after the time noted above.

Emails:

Emails should be sent using your student email. Always identify yourself and the course you are enrolled in, the reason for your email, and use clear English language. At times the instructor may have an extenuating circumstance or may be prohibited from responding (according to the above information) due to conference attendance or other required activities.

Technical Support:

Students who need technical support should contact MCC's Information Systems and Support at 254-299-8077. You can access the link by going to the External Links tab, MCC's Information Systems and Support.

[Click Here for the MCC Attendance/Absences Policy](https://www.mclennan.edu/highlander-guide/policies.html)

(<https://www.mclennan.edu/highlander-guide/policies.html>)

Click on the link above for the college policies on attendance and absences. Your instructor may have additional guidelines specific to this course.

Updated 11/04/2022

McLennan
C O M M U N I T Y
COLLEGE

ACADEMIC RESOURCES/POLICIES

Accommodations/ADA Statement:

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. For additional information, please visit www.mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

disabilities@mclennan.edu 254-299-
8122
Room 319, Student Services Center

Title IX:

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the acting Title IX Coordinator at titleix@mclennan.edu or by calling, Dr. Claudette Jackson, (Diversity, Equity & Inclusion/Title IX) at (254) 299-8465. MCC employees are mandatory reporters and must report incidents immediately to the Title IX Coordinator. Individuals may also contact the MCC Police Department at (254) 299-8911 or the MCC Student Counseling Center at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting <http://www.lighthouse-services.com/mclennan/>.

Go to McLennan's Title IX webpage at www.mclennan.edu/titleix/. It contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the

crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

Student Support/Resources:

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

Academic Support and Tutoring is here to help students with all their course-related needs. Specializing in one-on-one tutoring, developing study skills, and effectively writing essays. Academic Support and Tutoring can be found in the Library and main floor of the Learning Commons. This service is available to students in person or through Zoom from 7:30 am - 6:00 pm Monday through Thursday and 7:30 am - 5:00 pm on Friday. You can contact the Academic Support and Tutoring team via Zoom (<https://mclennan.zoom.us/j/2542998500>) or email (ast@mclennan.edu) during the above mentioned times.

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact either MCC CREW – Campus Resources Education Web by calling (254) 299-8561 or by emailing crew@mclennan.edu or a Success Coach by calling (254) 299-8226 or emailing SuccessCoach@mclennan.edu. Both are located in the Completion Center located on the second floor of the Student Services Center (SSC) which is open Monday-Friday from 8 a.m.-5 p.m.

Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff. To schedule an appointment, go to https://mclennan.co1.qualtrics.com/jfe/form/SV_07byXd7eB8iTqJg. Both the Completion Center and Paulanne's Pantry are located on the second floor of the Student Services Center (SSC).

MCC Foundation Emergency Grant Fund:

Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to <https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html> to find out more about the emergency grant. The application can be found at https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf.

MCC Academic Integrity Statement:

Go to www.mclennan.edu/academic-integrity for information about academic integrity, dishonesty, and cheating.

Minimum System Requirements to Utilize MCC's D2L|Brightspace:

Go to <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-andStaffCommons/requirements.html> for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Minimum Technical Skills:

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:

In the event MCC's technology systems are down, you will be notified via your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

Email Policy:

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails. For more information about your student email account, go to www.mclennan.edu/studentemail.

Instructional Uses of Email:

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with their students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:

The College recommends that you set up your mobile device to receive McLennan emails. If you need assistance with set-up, you may email Helpdesk@mclennan.edu for help.

You can find help on the McLennan website about connecting your McLennan email account to your mobile device:

- [Email Setup for iPhones and iPads](#)
- [Email Setup for Androids](#)

Forwarding Emails:

You may forward emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may be lost or placed in junk or spam filters.

For more helpful information about technology at MCC, go to [MCC's Tech Support Cheat Sheet](#) or email helpdesk@mclennan.edu.

Disclaimer:

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.