

# ADDENDA/ERRATA SHEET

MILDRED ELLEY PITTSFIELD MA CAMPUS  
2016-2017 ACADEMIC CATALOG

Please note the following *addition*, ~~deletion~~, or change to the 2016-2017 Academic Catalog

Effective date: August 16, 2017

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## Approvals

Mildred Elley—Pittsfield, Massachusetts Campus is licensed to operate as a private occupational school and its programs are approved by the Massachusetts Division of Professional Licensure. Inquiries should be directed to:

~~Commonwealth of Massachusetts~~  
Division of Professional Licensure  
Office of Private Occupational School Education  
1000 Washington Street, Suite 710  
Boston, Massachusetts 02118  
(617) 727-5811

Mildred Elley - Pittsfield, MA Campus is licensed to operate as a Cosmetology school and the Cosmetology program is approved by the Board of Registration of Cosmetology and Barbering at the Division of Professional Licensure ~~Cosmetologists of the Commonwealth of Massachusetts.~~

Mildred Elley - Pittsfield, MA Campus is licensed to operate a Practical Nursing Program by the Division of Health Professions Licensure Board of Registration in Nursing.

Mildred Elley - Pittsfield, MA Campus is licensed to operate as a Massage Therapy school and the Massage Therapy program is approved by the Board of Registration of Massage Therapy at the Division of Professional Licensure of the Commonwealth of Massachusetts.

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## Requirements for Admission to the Massage Therapy Programs

Acceptance to the program(s) in *Massage Therapy* is competitive. Additionally, candidates for admission to the *Massage Therapy* program(s) must meet the following requirements:

- Be a high school graduate or its equivalent ~~hold a General Equivalency Diploma (GED)~~, **and**

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## Requirements for Admission to the Practical Nurse Program

Acceptance to the *Practical Nurse* program is competitive, and candidates are strongly encouraged to initiate the admissions procedure well before the intended start date. Candidates for admission to the *Practical Nurse* program must meet the following requirements:

- Be a high school graduate from a recognized school providing secondary education within the United States or its equivalent ~~hold a General Equivalency Diploma (GED)~~, **and**

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Page 11 (add after Information Literacy)

## *Student Progress Report*

*Students are provided with a report of progress at the time 50% of the course has been completed.*

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## **Time Limit of Refunds**

~~Refunds shall be made within 45 (forty five) days of official withdrawal or 45 (forty five) days of the date of determination of withdrawal if the student does not officially withdraw. If the student drops out without officially withdrawing, Mildred Elley will generally determine the student's withdrawal date within forty five days of the end of the period of enrollment for which the student has been charged, the end of the current academic year, or the end of the educational program, whichever is earlier.~~

If a student withdraws from a Program in accordance with the School's withdrawal policy, the School shall provide the calculation of any refund to the student within 45 (forty-five) days of the effective date of the termination. If a student stops attending School but does not withdraw in accordance with the School's withdrawal policy, the School shall determine the effective date of the termination within 30 (thirty) days after the end of the period of enrollment, the term, or the Program whichever is earliest.

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Page 23 add as final paragraph just above About Financial Aid

*If a student is allowed to begin their program while an initial award for financial aid, including student loans, is pending, and the student subsequently is denied some or all of that student loan or financial aid amount, the School shall offer that student in writing an opportunity to terminate the enrollment agreement with a full refund of all monies paid, less actual reasonable administrative costs.*

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## **Institutional Grievance and Decision Appeal Procedures**

The institutional grievance and decision appeal procedures provide for the prompt and equitable resolution of a complaint from an individual either currently or formerly associated with Mildred Elley. Any person who files a complaint is assured that the institution will not take action, either overt or covert, against that person for filing said complaint. The provision for the final determination of each formal complaint is to be made by a person or persons not directly involved in the alleged grievance.

The grievance and appeal procedures applies in a variety of situations. These situations include appeals of grades, transfer credit decisions, and other situations where the complaining party believes they might have been treated unfairly and/or in violation of the institutional policies, or where special consideration might be due because of extenuating circumstances.

The institution and its officials will make the best effort to resolve grievances and appeals of institutional decision in an expeditious, equitable, and fair manner.

The following grievance procedures have been developed for student use should a problem arise:

- Step 1. A student with a grievance should attempt to discuss the matter in an informal manner and reach a resolution with the instructor. The next step, should the matter remain unresolved, is to discuss the matter with the student's advisor (usually, the Department Chair for the program of enrollment). Students whose complaint concerns a matter not specific to a given course will begin the grievance/appeal process at the student's advisor level.
- Step 2. If the problem cannot be resolved at the student advisor's level, the student should then submit the matter to the Dean of Academic Affairs in writing. The letter describing the grievance should contain pertinent facts and be signed by the complainant. The Dean will consider the grievance ~~within fifteen~~

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~~(15) business days from the date it was received~~, and communicate the decision to the complainant in writing within ~~five (5)~~ ten (10) business days from the date it was received ~~the decision was made~~.

- Step 3. The student may appeal the decision of the Dean of Academic Affairs in writing to the Campus President within ten (10) business days from the date the decision was mailed or communicated to the student. The Campus President will consider the appeal ~~within fifteen (15) business days from the date it was received~~, and communicate the decision to the complainant in writing within ~~five (5)~~ ten (10) business days from the date it was received ~~the decision was made~~. The Campus President's decision shall be final.

Any student with a complaint, at any time, ~~that he/she cannot resolve through the institution~~ may contact the Office of Private Occupational School Education (OSE), Division of Professional Licensure, 1000 Washington Street, Suite 710, Boston, Massachusetts 02118, telephone (617) 727-5811, and website: <http://www.doe.mass.gov/ops>  
[www.mass.gov/dpl/schools](http://www.mass.gov/dpl/schools)

Or the Accrediting Council for Independent Colleges and Schools, 750 First Street, N.E., Suite 980, Washington, D.C. 20002-4241, telephone (202) 336-6780, and website: <http://www.acics.org>

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## **Record Retention Policy**

Data from school records are important for future planning and to students for informational purposes. Financial aid, admissions, curriculum, accreditation and licensure, guidance, instructional resources, supplies and equipment, faculty and staff and student personnel records are kept relative to administrative operations.

~~A permanent academic record (transcript) of the student's progress is maintained. The transcript indicates student accomplishment in terms of clock hours or credit hours. The grading system used is fully explained on the transcript. Transcripts are kept indefinitely, and admissions data and other records are kept for at least five years from the last day of attendance. Financial aid records are maintained according to the guidelines established by the funding source.~~

~~For all students admitted under an ability to benefit determination, Mildred Elley maintains records of the validated test scores, initial and periodic academic and career advising, and any other factors used to support its admissions determination. Documentation is maintained to evidence the relationship between test cut-off scores on the tests administered and successful academic or employment outcomes.~~

### **Student Records Retention and Methods Policies**

Private Occupational School Licensed by the Division of Professional Licensure under M.G.L. c. 112, § 263 must retain students' records in accordance with the following record retention schedule:

#### **Retention Period**

The following records must be retained for at least one (1) year from students' graduation or separation from the school:

- Results of all examinations and evaluations performed.

The following records must be retained for seven (7) years from student's graduation or separation from the school:

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- Student attendance records, which reflect any leaves of absence (including information about the status of the leave), dates of completion (anticipated and actual), and dates students received diplomas or certificates;
- The student's signed enrollment contract, as well as any addendums, extensions, or amendments to that contract;
- All records to support any effective dates of termination of an enrollment contract used in a payment / refund calculation under 15.04(5) or (6);
- Written progress reports that provide students with appropriate reports of progress at least once during the program or course (for courses with durations of thirty hours or more, a progress report must be provided by the time fifty percent of the course has been completed);
- Records of any externships;
- Copies of any student complaints;
- School disciplinary reports; and
- Students' loan documents including disclosure forms and disbursement schedules.

The following records must be retained for a minimum of sixty (60) years:

- Students' official grades;
- Certificates of completion;
- Transcripts; and,
- Documents reflecting payments made by or on behalf of students records of the form and dates of any payments.

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## ATTENDANCE

The school is required to keep attendance for each course taught. Each instructor is required to record the attendance in SONIS, the student information system. ~~except for the purpose at the beginning of a module to determine and confirm that a student has registered and successfully begun that term's coursework.~~

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## Medical Office Assistant Certificate Program

38 Semester Credit Hours

With the technological advances in the health care field, the office staff plays a key role in the medical office environment. This *Medical Office Assistant* program offers students the skills necessary to meet the administrative requirements of medical offices and allied health care facilities.

This program offers an intensive study of medical office management and procedures and insurance processing. Graduates of this program are prepared for entry level positions as medical secretaries and receptionists, billing specialists, medical records clerks, medical transcriptionists, admitting clerks, and administrative medical assistants.

The certificate program also provides the foundation courses needed to pursue an Associate's degree in *Medical Assistant* at Mildred Elley's campus in Albany, New York.

<b>COURSE NUMBER</b>	<b>COURSE TITLE</b>	<b>SEMESTER CREDITS</b>
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## Major Core Requirements

BIO 110	Anatomy & Physiology I	4
BIO 210	Anatomy & Physiology II	4
DLP 100	Principles of Digital Literacy	1
DLP 105	Document Processing I	3
DLP 110	Word Processing and Presentation Applications	3
DLP 120	Spreadsheet and Database Applications	3
HEA 100	Principles of First Aid, CPR and AED	1
HEA 112	Medical Terminology	3
MA 114	Medical Insurance	3
MA 118	Medical Office Management	3

## General Education Requirements

ENG 102	English Composition*	3
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## Interdisciplinary and Career Studies Requirements

GS 102	Freshman Seminar	3
GS 251A	Career Counseling Seminar	1

## General Elective(s)

Elective(s)	3
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<b>TOTAL SEMESTER CREDIT HOURS</b>	<b><del>39</del> 38</b>
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### HEA 110 Medical Law and Ethics 2 semester credit 2/0/0

This course explores the principal applications of federal and state regulations in health care delivery, including issues related to scope of practice for medical assistants and health care practitioners, professional conduct, patient privacy and confidentiality, and medical record maintenance. Students further discuss principles of ethics and morality, and their applications in a variety of situations typically encountered in the health care system. This course may be taken online or face to face. Prerequisite(s): None.

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### MA 114 Medical Insurance 3 semester credits 3/0/0

This course will introduce students to common insurance carriers, government programs, legal issues, and related standards of the health insurance industry. Students learn medical billing procedures, claims processing, and basic skills in diagnostic and procedural coding. Students are provided with application exercises for commonly used medical billing forms and documents used in medical office environments. This course may be taken online or face to face. Prerequisite(s): HEA 112, Medical Terminology.



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Page 31 (after Campus Security)

## **Incident Reporting Policy**

The National Safety Council defines an accident as “an unplanned, undesired event, not necessarily resulting in injury, but damaging to property and/or interrupting the activity in process.” The council defines an incident as “an undesired event that may cause personal harm or other damage.” All incidents should be investigated, regardless of severity, and including incidents in which no damage or harm resulted (“near misses”).

If a student is involved in an incident, as identified above, during a classroom, laboratory, clinical or internship experience, a student must immediately notify the supervising instructor, clinical supervisor, or internship supervisor, and then seek immediate medical evaluation of the related incident. The supervising instructor, clinical supervisor, or internship supervisor must notify the campus dean or campus president of the incident as soon as practical after the incident. A *Student/Visitor Incident Report Form* must be completed in consultation with the student, the supervising instructor, clinical supervisor, or internship supervisor and the campus dean or campus president are expected to sign the *Student/Visitor Incident Report Form*. The completed and signed *Student/Visitor Incident Report Form* must be submitted to the Human Resources Office within 24 hours of the incident.

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*Accounting Systems Specialist Certificate Program, 48 weeks*

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*Business Technology Specialist Certificate Program, 48 weeks*

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*Cosmetology Certificate Program , 48 weeks*

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*Early Childhood Education Certificate Program, 48 weeks*

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*Network Administration and Computer Security Certificate Program, 48 weeks*

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*Massage Therapy Certificate Program, 48 weeks*

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*Clinical Medical Assistant Certificate Program, 48 weeks*

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*Medical Office Assistant Certificate Program, 48 weeks*

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*Paralegal Studies Certificate Program, 48 weeks*

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*Practical Nursing Program, 64 weeks*

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*Language of Program Delivery - All programs are delivered in English.*

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## **MA ~~261-6~~ 264 Internship**

**1-6 4 semester credits ~~1-6/1-6/0-4/0/4~~**

Enrollment in an internship course provides students with an opportunity to integrate theoretical knowledge and applied skills with practical in-field experience at an internship site. Under direction of an internship site supervisor, students will engage in a variety of tasks representative of duties of the regular employees, or complete a special project relevant to their field of studies. Students may earn up to six hours of academic credit in this course by completing 45 clock hours of internship assignments per credit hour earned. ~~The last digit of the course code indicates credit hours awarded for the course.~~ Internships for credit earning programs occur within the geographic region served by the institution. The institution is not responsible to secure an internship site for any student who moves outside of the geographic region served by the institution while enrolled in a program of study. *Prerequisite(s): Permission of the Department Chair.*

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~~For a description of alignment of individual courses with exams and certifications, please refer to the description for the Information Technology A.O.S. degree program.~~

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The Pittsfield Campus does not enroll ability-to-benefit students