

## **MXC Medical Assisting Program Appeal Process**

### **Resolving Complaints**

In any endeavor that lasts for 12 months, complaints are to be expected. Our attitude is to resolve them at the lowest level and in the fairest manner. We are all on the same side striving to reach the same goal. This policy is designed to provide a mechanism for students to file complaints. This policy assures that the procedures used are accessible, equitable, impartial, and timely. Formal complaints of a general or academic nature follow the guidelines published in the City Colleges of Chicago Student Policy Manual and the Malcolm X College Student Handbook. Complaints of a professional or clinical nature follow the guidelines established by the Malcolm X College Medical Assisting Program.

### **How to Appeal a Final Grade**

A student who wishes to appeal a final grade must first meet with the faculty member to review the criteria applied in assigning that grade. The student must initiate this appeal within thirty (30) calendar days after the student's final grade has been posted in the student system by submitting a Grade Appeal Form to the faculty member with copies to the Department Chairperson and Academic Dean.

### **Complaints of a Professional or Clinical Nature**

Students who are unsatisfied with conditions or policies during clinical education must use the following procedure:

1. Present the Clinical Instructor with an Incident Report detailing the exact problem and requesting a solution. The Clinical Instructor will provide a written response within 5 days of the request.
2. If the student is not satisfied with the Clinical Instructor's decision, the problem may then be presented in writing to the College's Program Director. The Program Director will provide a written response within 5 days of the request.
3. If the student is not satisfied with the Program Director's decision, the student may present the problem in writing to the Dean of Health Sciences. The Dean will provide a written, and final decision within 5 days of the request.

To be considered for readmission, academic and clinical performance, personal circumstances, documented plans for future success, and space availability will all be taken into account. Students who have been absent and wish to be readmitted must demonstrate their prerequisite knowledge and skills for reentry, as specified by the program on a case-by-case basis. These means may include departmental exams and competency skill checks. If the required knowledge and skills are not successfully demonstrated, the student will be required to repeat the course(s). One withdrawal is allowed for students seeking readmission, but after that, readmission will not be permitted. It's important to note that students who have been dismissed from the program for disciplinary reasons are not eligible for readmission.

## **Clinical Readmission Policy**

To be eligible for readmission if withdrawal occurs once clinical studies begin, a student must meet all academic readmission requirements stated above and be in good clinical standing at the time of withdrawal. A student dismissed from the clinical site for disciplinary reasons is not eligible for readmission.

To ensure that the student's patient care and technical skills are current, the following requirements must be met before the student may be reassigned to a Clinical Practicum Site:

1. Submit a medical release if the withdrawal was for medical reasons at the time that clinical re-orientation begins.
2. Submit an updated physical examination form.
3. Present evidence of current CPR certification.
4. Present evidence of current drug panel screening and background check.
5. Audit the clinical course preceding the term of withdrawal. This applies to MEDASST 103, MEDASST 104, and MEDASST 107. When auditing a clinical course, all requirements of that course must be successfully met.
6. Submit proof of all current inoculations' that are mandated as listed in the student handbook.

## **Timeframe to Complete the Program**

Students have a maximum of two years to complete all requirements for graduation. A student who withdraws for more than a year will have to retake any courses that were passed. In addition, a student will have one opportunity to re-attempt successful performance within the medical assisting program. This applies to the student who steps out, and then returns a year later to pass that course, only to withdraw again in the subsequent semester in a different course.