



WESTERN GOVERNORS UNIVERSITY®

Student Handbook

Medical Assistant Career Accelerator Program

Welcome to the Medical Assistant Career Accelerator Program (MACAP) at WGU. This flexible, innovative program is designed with input from employers and industry experts to give you the skills and credentials you need to advance your career. We are excited you have decided to further your healthcare career by completing this program. During your time in the program, you will find a variety of resources to support your success. Our highly trained staff and robust training curriculum provide the foundation for helping you become a proficient medical assistant. Our goal is to prepare you to pass the Certified Medical Assistant Certification Exam and to help you further develop the personal professional skills needed to accelerate your career. Again, welcome to the program. We are glad to have you here!

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About the MACAP Program

The purpose of the Medical Assistant Career Accelerator Program (MACAP) is to educate and shape the workforce through medical assisting education and meet the industry demand for skilled healthcare workers. The courses offered in the program teach social, emotional, and leadership skills and medical assisting content, which includes clinical lab bootcamps and an unpaid clinical externship experience.

Students will complete this program in 11-12 months. This is a cohort program, which means students will move through the curriculum with a group of peers. Our most successful students commit 20 to 25 hours per week to study, attend the required online and in-person (clinical) cohort sessions, and meet with their mentors and course instructors regularly.

Program Goals & Outcomes

This program is designed to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

Upon completion of the Medical Assistant Career Accelerator Program, students will:

- ✓ Demonstrate core competencies as an entry-level medical assistant in clinical practice.
- ✓ Demonstrate core competencies as an entry-level medical assistant in administrative practices.
- ✓ Exhibit legal, ethical, and professional standards as a medical assistant.
- ✓ Demonstrate professional behaviors expected of a medical assistant.

Accreditation

The Medical Assistant Career Accelerator Program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs
25400 US Highway 19 N., Suite 158
Clearwater, FL 33763
727-210-2350
www.caahep.org

Admissions

MACAP seeks to admit individuals who have the capacity and determination to complete a rigorous academic certification program. The admission process is designed to help students and the program reach an informed decision about a student's likelihood of success.

Admissions Criteria:

Students must meet the following minimum requirements to be considered for admission to MACAP. Meeting these requirements does not guarantee admission.

- ✓ High school diploma or GED
- ✓ At least 18 years of age
- ✓ English proficiency

- ✓ Math proficiency
- ✓ Computer literacy
- ✓ Pass entrance exam
- ✓ Pass drug screening
- ✓ Pass criminal background check

Student Requirements

There are many additional requirements for students and professionals in the healthcare field. MACAP students will work with the Clinical Learning Placement Support (CLPS) team to complete their compliance items. Students should respond to correspondence from CLPS in a timely manner. Missing a required deadline for compliance may result in withdrawal from MACAP.

Questions or concerns about ordering or completing compliance items should be sent to healthplacement@wgu.edu, with "MACAP Compliance Questions" in the subject line.

Background check

As part of the admissions process, MACAP prospective students are required to complete a criminal background check. Directions will be sent from the Clinical Learning Placement Support team. The first step is to register for the American Data Bank & Complio account. Once the student completes and pays for the background check, it will automatically process and post the results to the American DataBank/Complio account. The cost for the registrations is \$42 and is non-refundable.

A student's personal information and specific findings from the background check will be kept confidential.

A finding of a misdemeanor or felony on the background check will result in loss of eligibility to participate in the MACAP Program.

Students may be required by some clinical affiliates to undergo an additional background check prior to attending externship at their facility.

Drug screen

During the admissions process, MACAP prospective students are required to complete a drug screening. Students will be sent directions from the WGU Health Placement team, including a list of testing centers nearest to the student. Drug screening samples can take up to three days to process, so students should plan accordingly. The results will automatically post to the student's Complio account.

WGU cannot accept a drug screening from an outside source besides our affiliate. The cost of the drug screening is \$40 and is non-refundable.

Students may be required by some clinical affiliates to undergo an additional drug screen prior to attending externship at their facility.

Immunizations

If accepted into the MACAP Program, students will be required to set up an Immunization Tracking Package which includes the following:

- ✓ Proof of MMR vaccinations or positive titer
- ✓ Proof of current Tdap vaccination
- ✓ Proof of Varicella vaccinations or positive titer
- ✓ Proof of Tuberculosis screening
- ✓ Proof of Hepatitis B vaccinations or positive titer

- ✓ Seasonal Influenza vaccination
- ✓ Proof of current Health Insurance
- ✓ Proof of current Physical Exam
- ✓ Signed Healthcare Provider Attestation Letter
- ✓ Signed Student Attestation Letter

While WGU does not currently require the COVID-19 vaccine, certain clinical affiliates may require proof of this vaccination.

Documentation of immunizations and screening for tuberculosis is required for all MACAP students. Students who do not comply will be withdrawn from the program. A full compliant American Data Bank account is required regardless if a student is seeking placement at their place of employment, as employment status and placement are not interrelated.

There is a \$20 student-incurred fee for a 12-month subscription to the immunization tracking package. This fee is non-refundable.

CPR

Proof of completion of a Basic Life Support CPR class is required. The BLS card must be issued from the American Heart Association or the American Red Cross.

Basic Life Support CPR classes will be offered on specifically scheduled days during the program. Students will be invited to sign-up at no additional cost to them should they choose to take the course through the WGU MACAP. It is the student's responsibility to upload their card to the American Data Bank upon course completion.

If the student does not choose to take the course through MACAP, the student is responsible for the cost of the course. Course offerings and locations can be found on the American Heart Association website using the [Find a course tool](#).

Credit Transfer

MACAP is a noncredit program, which means credit hours are not assigned to the program coursework. This program does not qualify for federal financial aid.

Transfer credit, advanced placement, and experiential learning credits are not accepted to fulfill any requirements associated with MACAP.

Faculty

Program Mentor

Program Mentors will provide students with continuous support, coaching, and guidance throughout the program while also ensuring they are successfully prepared for the next steps in their professional journey. The student will meet with their Program Mentor weekly to talk about any questions they have, to discuss how to overcome obstacles, to receive career readiness guidance, and to learn how to progress successfully through the program. These meetings are required and may use phone and webcam technologies to support discussions. The student will work with the mentor to find a time to talk when they are able to be in front of a computer in a place that is free of distractions. These sessions with a Program Mentor are designed to help students stay on track to complete the program and to develop professional skills for the workplace.

Students can schedule a meeting with their Program Mentor by using the scheduling feature in the mentor's signature line, by calling the mentor, or by sending the mentor an email.

Course Instructor

Course Instructors will assist the students' learning progress by supplying content-focused guidance, providing a learning environment that encourages growth and development, and integrating the program's core competencies. Each course in the program is assigned Course Instructors who are experts on that course material. Course Instructors will work in partnership with the Program Mentors to help the student become competent in the content area and stay on track to complete the program. Course Instructors will be available to answer questions by phone and email. Students can schedule a meeting with their Course Instructor by using the scheduling feature in the Course Instructor's signature line, by calling the Course Instructor, or by sending an email to the Course Instructor.

Technical Requirements

The MACAP uses a variety of systems and platforms to support your learning experience. To complete this program, students must have access to high-speed internet and a desktop or laptop computer. Students must also have access to a webcam and microphone when the program begins. Students should ensure that systems meet the following recommended feature requirements. Systems purchased as new within the past two years will typically come with these features.

Hardware Requirements:

- ✓ 2 GHz processor or faster
- ✓ High-speed internet connection of 1.5 Mb/s or better
- ✓ 4 GB RAM or greater
- ✓ Built-in or external speakers
- ✓ USB 2.0 port or adaptor
- ✓ Webcam

Supported Operating System(s)

- ✓ Windows 7 or higher
- ✓ macOS Sierra 10.12 or higher

Unsupported Operating System(s)

- ✓ Chrome OS
- ✓ Linux
- ✓ Unix

Scrubs & ID Badges

Scrubs

Students will be sent directions on how to order their scrubs during their second course of the program – L005MA Medical Terminology. WGU uses SuiteStyles as their scrub vendor; students will receive a welcome email and their login information directly from SuiteStyles.

At no additional cost, students will be provided two black scrub tops and two black scrub bottoms, as well as a stethoscope and blood pressure cuff kit. It is important that the student orders as soon as they receive their

welcome email to ensure delivery prior to the clinical lab bootcamps. Students should take their measurements and compare to the size charts provided on the SuiteStyles site in an effort to minimize returns.

ID badges

Students are required to wear identification badges for the clinical lab boot camps and externship. Students will be sent directions for ordering their badge and submitting their photo during their second course of the program.

WGU lanyards are provided upon arrival at the first day of clinical lab bootcamp.

If a student loses their ID badge, they must notify the Office of the Registrar immediately at registrar@wgu.edu.

Books

Students will access the textbooks needed to complete the program by clicking on the links provided in the online course.

Prior to the L006MA course, students will receive a redemption code for the Elsevier Workflow Manual, which is essential for guidance during the electronic health records simulation activities. It is imperative that students follow the direction in the email and order the book immediately to avoid disruption in their coursework.

Areas of Study

Interprofessional Communication and Leadership in Healthcare (L001MA)

The enduring skills of resilience, empathy and collaboration are key to success in high functioning teams and for professionals working in intense and high stakes health and healthcare environments. Interprofessional Communication and Leadership in Healthcare is designed to help students prepare for success in the online environment at WGU and beyond. Success starts with social support and self-reflective awareness, which will prepare the student for the challenges of academic programs and working as a professional in the healthcare field. In this course, students will participate in group activities and complete several individual assignments.

This course is a six-part intensive learning experience. Students are required to attend six virtual group meetings during the first four weeks of the program. Each group meeting is two hours long and is facilitated live by a Course Instructor. In each meeting, students will engage in activities to help them understand their educational journey and find support and inspiration in the journeys of others. Students will also record reflection videos on their own and participate in peer reviews in these meetings.

The activities completed during each group meeting will give students several tools to use to achieve success in the course. Preparing for each live session and creating and reviewing videos typically takes one to two hours, in addition to the time spent attending each live session.

Attendance is mandatory. Students are required to attend all sessions. Failure to attend a session will result in being dropped from the program.

Competency will be assessed through participation in the live webcam group meetings and completion of the activities. Students must complete all required activities within seven days of attending the final group meeting. Upon completion of this course, students will earn a WGU Professional Communication and Leadership badge.

This course supports the following competencies:

- ✓ The graduate evaluates and displays behaviors consistent with the process of self-discovery and

mindfulness.

- ✓ The graduate demonstrates the ability to apply the concept of working styles to leadership skills.
- ✓ The graduate demonstrates the appropriate patterns of effective communication.
- ✓ The graduate identifies and applies appropriate communication strategies to develop a supportive community of peers.

Students will gain skills in the following areas:

- ✓ Professional and effective communication among peers
- ✓ Working styles and leadership development
- ✓ Effective communication strategies to support a community of peers

Medical Terminology (L005MA)

The Medical Terminology course includes chapter reading assignments, practical applications, quizzes, and chapter exams, all of which are found in the learning environment. Students should plan on spending 20 to 25 hours on course activities per week to complete this course.

The course covers the following competency, which has been aligned to the Standards for Medical Assisting by the Commission on Accreditation of Allied Health Education Programs:

- ✓ **Medical Terminology:** The graduate demonstrates proper use of medical terminology when communicating in the healthcare setting and completing tasks within the medical assistant's scope of practice.

Pathway to Medical Assisting (L006MA)

The Pathway to Medical Assisting course includes chapter reading assignments, practical applications, quizzes, and chapter exams, all of which are found in the online learning environment. Students should plan on spending 20 to 25 hours on course activities per week to complete this course. To receive the Certificate of Completion, students are required to complete all coursework and achieve a passing score of at least 75 percent on all chapter adaptive reading assignments, homework, quizzes, and competency exams. Additionally, students are required to achieve a passing score of 75 percent or higher on all competencies in the clinical lab bootcamps.

Upon the completion of this course, students will receive a WGU Ready to Work badge and a WGU Certificate of Completion.

The course covers the following competency areas, which have been aligned to the Standards for Medical Assisting by the Commission on Accreditation of Allied Health Education Programs:

- ✓ **Scope of Practice:** The graduate demonstrates an understanding of the medical assistant's boundaries of competence, scope of practice, pathways for recertification, and required professional behaviors and skills.
- ✓ **Body Systems I:** The graduate describes the organizational structure, organs, normal function, associated common pathologies, and diagnostic measures relative to the body systems (e.g., integumentary, skeletal, muscular, cardiovascular, blood, and lymphatic, and immune systems).
- ✓ **Pharmacology and Nutrition:** The graduate applies the principles of nutrition, medication administration, and patient education relative to provider prescriptions and treatment plans.
- ✓ **Clinical Skills I:** The graduate demonstrates clinical skills relative to infection control, and vital signs.
- ✓ **Medical Law and Ethics:** The graduate applies knowledge of medical law and ethics to professional practice.
- ✓ **Body Systems II:** The graduate describes the organizational structure, organs, normal function, associated

common pathologies, and diagnostic measures relative to the body systems e.g., special senses and respiratory, nervous, urinary, reproductive, digestive, and endocrine systems).

- ✓ Administrative Skills: The graduate executes administrative procedures relative to patient communication, medical record documentation, and patient education.
- ✓ Clinical Skills II: The graduate demonstrates clinical skills relative to laboratory testing and phlebotomy procedures.
- ✓ Medical Insurance: The graduate applies knowledge of basic insurance terms, types of insurance, third-party reimbursement, and financial management.
- ✓ Medical Coding: The graduate applies coding conventions when assigning diagnoses and procedure codes.
- ✓ Administrative Procedures: The graduate completes administrative procedures related to schedule management, insurance and billing, and practice management.
- ✓ Clinical Skills III: The graduate demonstrates clinical skills relative to medical specialty examinations, diagnostic imaging, and electrocardiography.
- ✓ Workforce Readiness: The graduate demonstrates the professional skills required to search for employment and successfully perform medical assistant duties in the workplace.

The Professional Medical Assistant (L007MA)

In the Professional Medical Assistant course, students will prepare for the Certified Medical Assistant Certification Exam while completing clinical externship hours.

After successful completion of the MACAP program, the student will complete the Certified Medical Assistant (CMA) Certification Exam offered through American Association of Medical Assistants (AAMA). WGU pays for the initial exam fee. The CMA (AAMA)—credential identifies a medical assistant who has been credentialed through the Certifying Board of the AAMA. Upon successful completion of the exam, the student will receive the WGU Professional Medical Assistant Badge. Should the student fail the first attempt of the exam, WGU will pay for the second attempt. Students will be responsible for the cost of any additional exam attempts and cost of membership with the AAMA.

Clinical Lab Bootcamps

Students will participate in three clinical lab boot camps. During these boot camps, students will practice, demonstrate, and prove competence in clinical and administrative skills, as outlined by the Medical Assisting Education Review Board (MAERB). Attendance is mandatory at these scheduled bootcamps and failure to attend may result in a withdrawal from the program.

To prepare for the boot camps, students are required to complete all the required coursework and review the content learned previously. During the clinical lab bootcamps, students will complete multiple hands-on simulations which allow them to practice the clinical and administrative skills required by the medical assistant's role. Students will work with a lab instructor to practice and test their competency on a wide variety of clinical and administrative skills. Students are required to prove competence in clinical and administrative procedures before participating in the required 160 hours of clinical externship (defined below).

These clinical lab bootcamps will occur approximately every 10 weeks for two consecutive eight-hour days. Students will be notified of these dates at least 10 weeks in advance for planning purposes. The student is responsible for any cost of lodging, food, and travel. Attendance at these scheduled clinical lab bootcamps is mandatory. Failure to attend any portion of any scheduled clinical lab bootcamp may result in withdrawal from the program. For further information regarding the clinical lab bootcamps, please refer to the [Clinical Handbook](#).

Grading Policies

All courses in MACAP are Pass/Fail. Students must receive a 75% or higher on all coursework and lab activities to complete the program.

Coursework

Students must successfully pass all coursework and competencies with a 75% or higher to pass the course and progress in the program. Students are allowed unlimited attempts on assignments, homework, and quizzes. Only three attempts are allowed on competency assessments.

If a student fails the first attempt of a competency exam, they must reach out to their course instructor for them to discuss the results of the exam and study plan. Once this is complete, the instructor will unlock the exam for the student.

If a student fails the second attempt of the competency exam, a meeting must be scheduled with the program mentor and course instructor to discuss the results of the exam and study plan. Prior to the instructor granting access to the third competency exam attempt, the student must deliver a teaching demonstration of the material that was missed. Upon completion of the teaching demonstration, the program mentor and course instructor will meet and determine if the student is ready to retake the exam. Once it is determined that the student is prepared, the instructor will unlock the exam for the third attempt.

Clinical Lab Bootcamp

Students have competency skills exams during the Clinical Lab Bootcamps. These competencies meet the requirements for the psychomotor and affective learning objectives outlined by the Medical Assistant Education Review Board (MAERB). Students must successfully achieve each of these skills to successfully pass the course.

Students are allowed three attempts on each competency skills exam. If a student needs remediation with a skill, a student may need to meet with the course instructor outside normally scheduled class hours for additional practice and additional skills exam attempts. This will need to be arranged in advance with the course instructor.

If the student fails the third attempt of a competency skills exam, the student is withdrawn from the program.

Attendance

Weekly communication with the assigned Program Mentor and engagement with the program curriculum are expected for all students. Students who do not meet program activity requirements will be dropped administratively from the program.

Program inactivity is defined as:

- ✓ Missing a scheduled program mentor call
- ✓ Failure to complete course activities, including:
 - Failure to engage in course material in the online course material at least once every five (5) days.
 - Failure to complete assignments and view/attend webinars
 - Failure to attend scheduled lab activities

Mentor outreach begins when a student misses a scheduled appointment and/or fails to demonstrate engagement in the courses. Course Instructor and Program Mentor outreach will begin at least two weeks before the program start date to generate a student's engagement in the program. The outreach methods include phone and email.

Students who do not demonstrate engagement will be changed to inactive status. Student who demonstrate an

additional two weeks of inactivity will be subject to administrative withdrawal. An academically inactive student will be notified prior to withdrawal.

Externship Requirements

Students must complete an unpaid clinical externship at an ambulatory clinic as the final step of the program. The unpaid clinical externship requires a minimum of 160 hours of medical assisting practice in an ambulatory care setting. Students will be required to work a full-time Monday through Friday, 40-hour per week schedule at the clinic. **Part-time or weekend only schedules are not available.** Student should work with their current employer to schedule time off to complete the externship. For further information regarding the externships, please refer to the [Clinical Handbook](#).

Criteria for Completion

Once the final course has been passed and all externship hours have been completed, the student will have a graduation call with their instructor to verify that all required components for the program have been met. An emailed application for graduation will be sent to the student to verify the graduate's mailing address for their diploma.

Graduation Holds

A hold may be placed on a student's graduation for any of the following reasons:

- ✓ Any outstanding program work, including coursework, clinical experiences, and/or externships.
- ✓ Pending student conduct investigations.
- ✓ Documentation to confirm a diploma name that differs from your student record.
- ✓ Inactive status. You must be an active student for an application to be processed.
- ✓ Any other requirements are found to be outstanding or confirmation of information is needed.

Tuition, fees, and other costs

MACAP is offered exclusively to employees or members of WGU partner organizations. The total per-student program cost may be unique for each partner based negotiated terms.

Student paid services include the background check, drug screening, and immunization tracking subscription fee. Fees paid for these services are non-refundable.

Grievance Policy

The student complaint policy provides guidance on proper avenues for addressing MACAP-related concerns. A complaint is an expression of dissatisfaction arising from a student's experience with or treatment by WGU personnel or policies. A grievance is a complaint based on a perceived unfairness or discrimination.

Students receiving financial support to pursue this program from their employer or member organization should contact the program administrator for that organization regarding financial questions.

WGU is committed to providing students with a safe learning environment in which students receive an excellent level of service in support of their educational pursuits. Accordingly, all students have the right to file a complaint or grievance which they deem important without fear of retaliation or other adverse consequence.

Informal Complaints

The MACAP program encourages students to seek resolution directly with the faculty or appropriate university representative. Many issues can be settled through open and honest communication between the involved parties. This practice allows issues to be resolved more quickly by individuals with appropriate proximity and expertise.

Formal Complaints

If a non-academic problem cannot be resolved through the informal complaint process, students may initiate a formal complaint by submitting a detailed summary of the concern to complaints@wgu.edu in writing. This written complaint must include: a description of the complaint, information about who has been involved (including contact information, if possible), steps taken to resolve the complaint informally, current status of the complaint.

WGU will work to expeditiously resolve each complaint. Students will receive confirmation of receipt of a formal complaint within one (1) business day, including requests for additional information, if required. Students will normally receive a response to their complaint within seven (7) business days. However, if additional time is needed to research and respond to a complaint, the student will be notified of the reason and given an anticipated resolution timeline. After the university has completed any necessary investigation, a final determination regarding the student's complaint will be provided to the student in writing. Upon responding to or addressing a formal complaint, the university will consider it closed.

Students who believe they have grounds to dispute the determination may exercise their right to an appeal. Grounds for appeal include: evidence that the determination was based on an unfair bias or that a conflict of interest was present, evidence that the determination violates one or more WGU policies, new and/or previously unconsidered evidence is available and would have influenced the outcome, or evidence that the determination was arbitrary or did not consider evidence provided by the complainant.

The appeal must be filed within five (5) working days of the receipt of the determination unless good cause can be shown for an extension of time. The appeal must be filed in writing as an e-mail reply to the individual who provided the determination and must include a brief justification and the appellant's desired outcome. Within ten (10) working days of the receipt of the appeal, the Senior Vice President of Student Success will conduct a review of the appeal to determine if grounds are present and further action is warranted. The Sr. VP of Student Success may take whatever action is determined necessary to ensure a thorough review of the appeal. The Sr. VP of Student Success may uphold the original determination or make a new determination. The appellant will be notified of the outcome of the appeal in writing. This determination will be considered final with regards to the appeal in question.

Withdrawal Appeals

A student withdrawn from the MACAP may appeal for readmission within seven (7) business days from the date the student received the withdrawal notification. Appeals received after 7 business days will not be reviewed and the withdrawal will stand.

Students begin the appeal process by emailing the Office of the Registrar at registrar@wgu.edu. This email should explicitly state the intention to appeal the withdrawal. Following the receipt of this email, The Office of the Registrar will provide further context-specific direction for the appeal, potentially including a request for any applicable documentation to support the appeal.

Submission of an appeal does not guarantee reinstatement to the MACAP program. Appeals are reviewed by MACAP program leadership. Once the appeal is reviewed, students will receive an email from the Office of the Registrar to their WGU email address that indicates whether the appeal has been approved or denied.

If the appeal is approved, the student must sign a memorandum of understanding (MOU) outlining academic milestones and/or other stipulations that the student is required to meet to maintain enrollment.

Consumer Complaint Process

In the event that a student has followed the procedures above and believes that their issue with the university has not been resolved, the student has the right to contact WGU's accrediting bodies and/or various state agencies. The [Consumer Complaint Process](#) article provides details.

Civil Rights Complaints (Including Sexual Harassment or Misconduct [Title IX])

If a complaint involves any type of alleged discrimination or harassment in violation of the [WGU Equal Opportunity, Harassment, and Nondiscrimination Policy and Grievance Processes](#) or the student wishes to remain anonymous, the student or any other offended party may immediately make a formal complaint to the Title IX Coordinator per the process outlined in the policy of through Speak Up WGU™.

Speak Up WGU™ online reporting site: www.speakupwgu.ethicspoint.com

Speak Up WGU™ hotline number: 1-(844) 838-1102

Contact information for the Title IX Coordinator:

Tyson Heath

Title IX Coordinator

Western Governors University

4001 South 700 East, Suite 700

Salt Lake City, UT 84107

TitleIX@wgu.edu

Direct: 801.924.4611

Toll Free: 877.435.7948, ext. 4611

FAQs

Is this program self-paced? How much work is there each week?

MACAP has specific deadlines throughout the program that must be met in order to remain in the program. Students should plan to dedicate 20-25 hours per week to their coursework.

If a student already took medical terminology or anatomy and physiology, do they have to take it again?

Yes. The L005MA Medical Terminology course is a required component of the MACAP. Transfer credit, advanced placement, and experiential learning credits are not accepted to fulfill any requirements associated with MACAP.

Are students required to attend live online sessions?

Students are required to attend six 2-hour live online sessions during the first course, L001MA Interprofessional Communication in Healthcare. This schedule will be sent to you prior to your start date. Live online sessions are offered during the rest of the program; however, they are not mandatory.

The in-person Clinical Lab Bootcamps are also mandatory.

When are the in-person Clinical Lab Bootcamps?

The Clinical Lab Bootcamp schedule will be sent to students at least 10 weeks in advance for planning purposes. These clinical lab bootcamps will occur approximately every 10 weeks for two consecutive eight-hour days. The first bootcamp will commence approximately four months after the program start date.

Are students provided scrubs? When do students get their scrubs?

Yes, students will be provided ordering directions for their scrubs at the beginning of their program. Included in the program are two scrub tops, two scrub bottoms, and a stethoscope and blood-pressure cuff kit.

Do students receive a student ID?

Yes, students receive a clinical ID badge. Students will be sent ordering directions at the beginning of their program from the Office of the Registrar and the ID will be mailed to the student. Students are required to wear the ID badge during clinical lab bootcamps and at their externship.

Are students responsible for locating their own externship site?

No. Students will work with a member of the Clinical Learning Placement Support team (CLPS). The CLPS team works closely with each student to place them within 30 miles of their home. Students are welcome to suggest potential placement sites to help the CLPS identify externship sites that align most closely with the student's needs.

Can a student complete externship hours at their current place of employment?

The student can bring forward the information for their place of employment to the CLPS team. If the site is deemed appropriate for a clinical externship, CLPS will work to secure an affiliate agreement if there is not already one in place.

Can a student choose where they want to attend externship?

Student may bring forward a site that they have in mind to the CLPS team, however, the student is required to attend the site assigned to them.

Does a student get paid for externship?

No. The externship is 160 hours of unpaid clinical experience.