

APPENDIX C

DISTANCE EDUCATION

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METHOD OF DELIVERY

Method of Delivery

Microsoft Teams and SharePoint provides a unifying tool to incorporate using all the Microsoft Office Resources to allow collaboration of students/faculty; faculty/staff; staff/students. The strongest selling point is that it is a powerful collaboration team building tool.

How South Coast Colleges Uses the Tool

Prior to enrollment, the Microsoft Admissions Team provides a tool for interacting with the prospective student. Using the Admissions Team, the South Coast College Admissions team can interact with the prospective student and communicate with the prospective student to schedule online or in-person meetings with various departments, such as: admissions, financial aid, or education. Using the Microsoft Team allows flexibility to test, virtually tour the campus, or provide an instructional video.

After enrollment, Teams are used for various purposes. Students are directed to an Orientation Team that gives students a central reporting station where faculty, staff, and administration can update students daily on events that are happening.

A Registration Team provides a place where students can access their schedules each quarter or mid-quarter and communicate with the Director of their specific program regarding registration.

Various learning resource center teams provide a go-to place for students who have questions that can best be answered by referring them to a video or a document that answers their questions.

A Counseling Team provides a neutral space to counsel students, provide resource material for them, and memorialize the sessions.

Meeting Teams help the staff by providing a place where minutes of meetings are stored for future reference and are recorded for viewing by staff members who are unable to attend the meetings.

Outside Teams provide a way to invite members to meetings outside a specific team.

A Graduation Team gives students, faculty, and staff a vehicle for communicating during the events leading up to graduation.

Homeroom

Everyone likes a homeroom – a place to call one's own. Every class team is a homeroom. A homeroom team consists of a SharePoint mini website where students can access their Team at any time and see what the contents of the Team are. Instructors can post news items, pictures, schedules or whatever they wish to make the Team an inviting place to visit.

Students/Teachers have a place to go where they are always able to access what they need for their classes. Teams are flexible.

South Coast College expects the Electronic Communication systems to be used for business-related purposes only, i.e., to communicate with clients, suppliers, applicants and students, to research relevant topics and obtain useful *business* information. The College requires all employees to conduct themselves honestly and appropriately when on-line or when transferring communication through e-mail or voicemail. South Coast College insists that every employee respect ALL copyright laws, software licensing rules, property rights, privacy and prerogatives of others just as they would in any other business setting.

Any software or files downloaded via the internet into the College network become the property of South Coast College. Any such files or software may be used only in ways that are consistent with their licenses or copyrights.

South Coast College retains the copyright to any material posted to any forum, newsgroup, chat or

World Wide Web page by any employee in the course of his or her duties.

All existing South Coast College policies apply to each employee's conduct on the e-mail, voicemail and internet especially, but not limited to, those policies that deal with intellectual property protection, privacy, misuse of College resources, harassment, sexual harassment, hostile acts, information and data security, conflicts of interests and confidentiality.

South Coast College's e-mail, voicemail and internet communications are maintained by the College to facilitate College business. Therefore, all messages sent, received, composed and/or stored on these systems are the property of South Coast College.

Employees should be aware that even when an e-mail or voice-mail message has been erased, it still may be possible to retrieve it from a backup system. Therefore, employees should not rely on the erasure of messages to assume a message has remained private.

PREREQUISITES FOR PARTICIPATION

Prerequisites for Participation

Admissions Requirements for All Programs

The minimum requirements for admissions are an interview, campus tour, admissions tests, proof of ability to do college-level work, completion of paperwork and required fee. The admissions procedures for admissions are to do the following:

1. Meet with an admissions representative for an informational interview. Parents and spouses are encouraged to be present.
2. Tour the campus at the time of their informational interview or at any time prior to enrolling in classes.
3. Submit a high school diploma (or proof of equivalency such as a high school transcript (official or unofficial), a recognized high school equivalency test (GED certificate), college transcript, or college diploma as proof of ability to do college-level work before signing an enrollment agreement. A Home Study certificate or transcript from a Home Study program must reflect equivalent high school level work and be recognized by the student's home state. Home Study education and graduation must be verified. South Coast College does not admit ability-to-benefit students.
4. Take the two required admissions tests and attain a score of 50 out of 100 points on an admissions-standardized inventory test that tests English proficiency and score 70 out of 100 points on an admissions-standardized general knowledge test. The standardized English proficiency has seven sections, totaling 100 points:
 - (1) Choosing the right word, Part I (20 points)
 - (2) Choosing the right word, Part II (10 points)
 - (3) Matching synonyms (10 points)
 - (4) Attaching prefixes (10 points)
 - (5) Matching words and meanings (10 points)
 - (6) Correct spelling (30 points)
 - (7) Attaching suffixes (10 points)

If the student does not satisfactorily pass the English proficiency tests, then he or she will be required to take the Test of English as a Foreign Language (TOEFL).

5. Complete the required admissions documents and submit the necessary fee stated on the Tuition and Fee Schedule (Addendum A) and in the Enrollment Agreement.
6. Complete an enrollment interview and execute enrollment documents, including the application form, the enrollment agreement, and sign other required disclosure documentation. Documentation must be signed by a parent or guardian if the applicant is under 18 years of age. Note that recruitment is in English, and all courses are taught in English. Students must be able to speak, read, write and understand fluently in English. English abilities will be determined through the South Coast College admissions test (as noted in No. 4), an interview, and completion of necessary documents. South Coast College does not currently instruct English as a second language. South Coast College does not instruct in a foreign language. Please note that for the enrollment agreement, disclosures, and statements to students when English is not their primary language, then an admissions representative will clearly explain the terms and conditions and all cancellation and refund policies personally in conversational English.

All applicants must complete financial arrangements prior to starting class. If applicable, financial aid applications must be completed.

As a prospective student, you are encouraged to review this Catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement. If there is any portion of the agreement that you do not understand, please ask to have it explained to you.

The school catalog is online at www.southcoastcollege.edu. However, the institution shall provide the school catalog to any person upon request. South Coast College does not have any program-specific student brochures.

Although not required for admission, the applicant must be aware of the following:

- Some externships, primarily hospital externships, require that medical assistant students have any required health examinations, pathology tests, and immunizations completed prior to beginning clinical courses, field work training, or externship experience.

- The Court Reporters Board requires fingerprinting before a student can take the Certified Shorthand Reporter (CSR) examination, and the State, many employers, and various other agencies may require criminal background checks before a student can be placed in an externship.

For detailed admissions and procedures requirements for foreign students, see Appendix A.

EXPECTED LEARNING OUTCOMES

Expected Outcomes

The measurable student learning outcomes that demonstrate the achievement of goals include the following:

Court Reporting: Shorthand Reporters/Stenographers

Shorthand reporters who graduate from the certificate program (Court Reporting) meet the minimum standard set forth by the Court Reporters Board (CRB) of California (including a shorthand skill of 200 wpm) to take the Certified Shorthand Reporter Examination to work in the State of California as a court or deposition reporter. The Certified Shorthand Reporter Examination qualifies reporters for entry-level reporter positions. The program requires an apprenticeship of the minimum hours mandated by the Court Reporters Board.

Shorthand reporters who graduate from the degree program (Court Reporting) meet the additional standards set forth by the National Court Reporters Association (including a shorthand skill of 225 wpm). They will have attained the proficiencies required to take and pass a Registered Professional Reporter examination, allowing them to work in states that require only that designation for employment.

Shorthand reporters who graduate from either the AAS degree or certificate programs are qualified with skills to work in entry-level positions that include rapid-data entry, CART reporter or captioner for deaf and hard-of-hearing clients, scoping, hearing reporter in courts, or production work in a court reporting agency.

Court Reporting Production Specialist, Emphasis in Transcript/Document Production

The Certificate in Court Reporting Production Specialist, Emphasis in Transcript/Document Production program is designed to be an entry-level career in the court reporting area. A Court Reporting Production Specialist may be employed in a variety of document production areas. The Production Specialist may specialize in the production of documents for a court reporting agency or may be involved in the various aspects of the document cycle, including the transcription of documents, proofreading of documents, scoping of documents either as an

employee or as an independent contractor. The Production Specialist will be able to do the following:

Schedule and track transcripts through the production cycle and do all aspects of transcript assembly including minor editing, scanning exhibits, copy and make CDs, binding, printing, preparing and shipping of transcripts.

Transcribe audio files with a high degree of accuracy.

Proofread transcripts produced transcripts produced by court/deposition reporters.

Scope transcripts using computer-aided translation scoping software to ensure an error-free final product.

Paralegals

Paralegals who complete the degree program (Paralegal Studies) are able to work in entry-level paralegal positions in attorneys' offices and other legal-related offices. Students shall be competent to draft basic, routine pleadings (and other legal documents), interview clients, conduct independent research of nonlegal matters, conduct legal research of simple legal questions, and draft legal memoranda. Students shall be able to write accurately and precisely, with good grammar, and shall gain an understanding of computer applications related to the legal environment. The general education requirements are designed to increase the student's breadth of knowledge and understanding and to encourage the appreciation of life-long learning, while, at the same time, increasing the student's competence in the field of legal assisting.

Medical Assistants

Medical Assistants who complete the certificate program (Medical Assistant) will be able to perform the basic functions of a medical assistant, including both front office (billing) and back-office skills. Clinical skills that the student will learn include but are not limited to giving injections; administering medications; obtaining vital signs, such as blood pressure; and recording patient history. The students will also learn to draw blood, collect and process lab specimens, and

perform glucose and hemoglobin testing. Additionally, the student will develop skills such as assisting in surgery, instrument sterilization, tray preparation, and removal of sutures.

Administrative skills that the student will learn include appointment scheduling, billing and insurance procedures, and telephone techniques. After award of the certificate, the student will have developed sufficient skills and be eligible for placement in entry-level positions in hospitals, medical clinics, or doctors' offices as medical assistants or medical assistant billing specialists.

Upon completion of the program, students are prepared to take the examinations offered by the National Healthcare Association. They may receive certificates in the following areas: Billing and Coding Specialist, Medical Administrative Assistant, Clinical Medical Assistant, or Electronic Health Records Specialist.

GRADUATION

REQUIREMENTS

Graduation Requirements

A minimum CGPA of 2.0 or greater is required for graduation in all programs at South Coast College.

For program-specific graduation requirements, see below.

Certificate in Court Reporting Program

To receive the South Coast College certificate in court reporting, students must do the following:

1. Complete 177 credit hours required for graduation, as described in this catalog.
2. Pass one 45 net wpm typing test.
3. Pass machine shorthand skill 200 wpm.
4. Complete 60 hours of apprenticeship reporting with a licensed reporter. A minimum of 10 hours must be deposition hours, 10 hours must be court proceedings hours, and 10 hours must be observation hours. Of the 60 hours, 50 hours must be actual writing time.
5. Transcribe a minimum of 20 pages from notes taken at court and 20 pages from notes taken at a deposition.
6. Pass "Qualifier" exam.
7. Return all College materials.
8. Complete a financial aid exit interview.
9. Be free of indebtedness to the College.
10. Maintain a minimum CGPA of 2.0.
11. Cease enrollment at South Coast College.

Certificate in Court Reporting Production Specialist, Emphasis in Transcript/Document Preparation Program

The student must complete the following graduation requirements to attain the Certificate in Court Reporting Production Specialist, Emphasis in Transcript/Document Production:

1. Complete 94 credit hours required for graduation, as described in this catalog.
2. Pass machine shorthand skill 120 wpm.
3. Complete 70 hours of apprenticeship under supervision.
4. Return all College materials.
5. Complete a financial aid exit interview.
6. Be free of indebtedness to the College.
7. Maintain a minimum CGPA of 2.0.
8. Cease enrollment at South Coast College.

Associate of Arts Degree in Paralegal

The student must complete the following graduation requirements to attain the AA Degree in Paralegal:

1. Complete 96 credit hours required for graduation, as described in this catalog.
2. Complete 144 hours of externship under supervision
3. Return all College materials.
4. Complete a financial aid exit interview.
5. Be free of indebtedness to the College.
6. Maintain a minimum CGPA of 2.0.
7. Cease enrollment at South Coast College

Certificate in Medical Assistant

The student must complete the following graduation requirements to attain the Certificate in Medical Assistant:

1. Complete 36 credit hours required for graduation, as described in this catalog.
2. Complete 37.5 hours of externship under supervision
3. Return all College materials.
4. Complete a financial aid exit interview

5. Be free of indebtedness to the College
6. Maintain a CGPA of 2.0.
7. Cease enrollment at South Coast College.

STUDENT SERVICES

Student Services

South Coast College provides an abundance of student services on campus including:

1. a staffed grading resource center;
2. dedicated staffed computer learning centers equipped with software tutorials; job search assistance and resume preparation;
3. a campus bookstore for easy access to educational materials and supplies;
4. a library with online research capabilities, a library reading room, and several resource centers with online research capabilities;
5. a staffed student services / financial aid hub;
6. program directors who coordinate student events and provide internal communication to students on student activities;
7. a student lounge equipped with vending machines, sink, microwave oven, refrigerator;
8. numerous student activities including speakers, career days, technology days, CSR celebrations/luncheon and graduation exercises;
9. access to all managers, including the president, for consultation and advisement;
10. research assistance via computers and wireless hotspot;
11. alumni gatherings/visits;
12. externship programs;
13. a courtroom for mock trials;
14. a deposition room for mock depositions;
15. free parking;
16. facilities accessible for disabled.

In addition, South Coast College has created online resources that span the gamut from Orientation through Placement.

Online Resources

Many of the resources listed above that were previously only available while students were on campus have now been organized and placed in Microsoft Teams for access by students when they are away from campus.

For example:

Court Reporting students now have several learning resource centers located in Teams. The Formatting Resource Center Team is a place where students can refer to the requirements for formatting their documents according to the Minimum Standard Format Requirements of the Court Reporters Board and practice speaker identification.

Another Court Reporting Resource Center stores all the reference requirements of the National Court Reporting Association and Court Reporters Board. All the Intranet Resources that were once available only on campus are now being uploaded into this Team.

In addition, the Court Reporting program has established a skills laboratory specifically for skill development. Students can practice using an online practice program. The program has a leaderboard that tracks consecutive days of practice and iterations of practice and can produce a weekly leaderboard showing the student's ranking. The laboratory will be staffed online from 12-1 p.m. every Monday through Thursday and every Monday evening from 6 p.m. until 9 p.m. by an online staff assistant who will be available to help students with any equipment and software issues and to recognize students who are appearing in the top 20 of the leaderboard. It also will employ a technical support service to answer questions posed in the Chat section of the Team.

South Coast College established a Legal Resource Center (LRC) that contains the following

Channels with resources for the Court Reporting, Court Reporting Production Specialist, Medical Assistant, and Paralegal programs:

- COURT REPORTING PROGRAM (CR)
 - CR COURT REPORTERS BOARD
 - CR NCRA
- LEGAL RESOURCES
- MEDICAL ASSISTANT PROGRAM (MM)
 - MM FERPA
- PARALEGAL PROGRAM (PP)
 - PP SHEPARDIZING
 - PP UNDERSTANDING IRAC
 - PP USING DIGESTS
 - PP USING WESTLAW

The Medical Assistants are able to reference the periodicals and reference books that they need in their program in the on-campus Medical Assistant Learning Resource Center. The online center will also contain the medical research software and spell checks, medically related English and formatting tutorials, anatomy and physiology learning tutorials, a medical billing and insurance program, typing tutorials, and word processing programs.

TECHNOLOGY AND EQUIPMENT REQUIREMENTS

Technology and Equipment Requirements for the Court Reporting Program

- A Windows laptop with Windows 10 or newer
 - Mac users: It is recommended you switch to a Windows-based system.
- A Printer
- Microsoft Office 365 installed on your computer
- A South Coast College email address
- A WISE attendance account
 - Use a Microsoft Edge internet browser when accessing www.wiseattend.com

Steno Machines (ProCAT Blaze, Stenograph Wave, Stenograph Luminex CSC)

- For ProCAT Blaze users:
 - Click on this link to contact ProCAT. They will install the utilities and drivers (WMDC and Writer Sync): <https://www.procat.com/contacts/>
- For future reference, here are all the videos related to help topics with your steno machine on YouTube: <https://www.youtube.com/user/MyProCAT>
- For Stenograph Wave or Luminex CSC users:
 - To download the Stenograph utilities and drivers, click on this link: <https://www.stenograph.com/utilities-links-downloads>

Downloading Your Notes into a PDF and Attaching Them to an Email

- Follow the instructions from this video for downloading notes into a PDF file to be used as an attachment for an email to your instructor: <https://youtu.be/lrvmthP5USQ>

SCHOOL POLICIES AND PROCEDURES FOR RECRUITING

School Policies and Procedures for Recruiting

SCHEDULING AN APPOINTMENT WITH THE PROSPECTIVE STUDENT

Phone Appointment

The Admissions appointment is by phone first in some instances where the prospect is not yet ready to do an **on-campus** or **virtual** Admissions appointment.

Virtual Appointment

When the prospect is comfortable enough to do the **virtual** Admissions appointment, a virtual appointment is scheduled. The **virtual** appointment is a necessary part of the enrollment process. It replaces the **on-campus** Admissions appointment for those who do not wish to come **on-campus** during Covid-19. For those who wish to come **on-campus** for the Admissions appointment, an on-campus appointment is set.

During the appointment, Admissions Representatives discuss the Office 365 Account that is provided to each student and Microsoft Teams, the platform each student will use for distance learning.

After the Virtual Appointment

Once the Admissions appointment has been held, the prospect completes an Application. The Application may be emailed and sent in pdf form, or the Admissions Representative may complete this form for the prospect over the phone. If the prospect chooses to have the Admissions Representative complete the form over the phone, the completed copy is emailed to the prospect to review and confirm that all the information is accurate and complete. The prospect confirms the accuracy in writing in a reply email to the email sent by the Admissions representative with the Application that had been completed.

Application

The application must be filled out completely with both sides of the application clearly printed, all fields completed or marked N/A, dated, and signed. Before the document is sent to the Financial Aid Office, the correct start date must be filled in. When the application is completed, verified, and confirmed, the Admissions Representatives forwards the Application to the Financial Aid Office.

Financial Aid

South Coast College requires that a student have a tentative financial aid appointment before the student is packaged for financial aid. The last appointment for a tentative is 4:30 p.m. or based on Financial Aid Advisor's schedule for the day. Financial Aid arranges this appointment. It is important that the Admissions office and the Financial Aid office work together to ensure that the prospect receives the help needed through the enrollment process.

Financial Aid reaches out to set the Tentative Financial Aid appointment. (The meeting is between the prospect and Financial Aid).

Financial Aid will send Admissions the information that was shared with the prospect for the Admissions point of reference. Financial Aid will then let Admissions know whether Admissions can move forward with enrollment of the prospective student, or Financial Aid will indicate the need for more information from the prospect before moving forward. If the prospect is good to go forward, Admissions follows up with the prospect about their thoughts and helps them to move forward with the Admissions process. Admissions will get an enrollment date and time on calendar for **on-campus** testing/enrollment completion.

Testing

If the prospect has chosen to do the virtual Admissions appointment, testing will be done when the prospect comes in for their enrollment appointment, at the beginning of the appointment. If the prospect has chosen to come in-person for the Admissions appointment, they will take the test at the end of their appointment before they move forward with Financial Aid.

Committee Meeting

The Admissions and Financial Aid staff members then submit their Prospective Student Evaluation for determination of acceptance of the student. After the determination is made that the student is accepted into the program, the student can continue with the processing of their financial aid.

Financial Aid

Admissions can always ask Financial Aid "Are we good to enroll this prospect?" if it is unclear where the prospect is at in the Financial Aid process. A student expecting to receive financial aid must have all their required documents supplied to financial aid before enrollment.

Required Documentation

No student will be able to be accepted without verification of completion of high school requirements or their equivalency.