Texas A&M International University
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Education & Training Plan
Medical Billing & Coding w/ MAA Certification Program with Externship

Student Full Name: _____

Start Date: _____ End Date: _____

Program includes National Certification & an Externship Opportunity
Mentor Supported

Texas A&M International University Program with Externship
Course Code: TAMIU-MBCMA12
Program Duration: 6 Months
Course Contact Hours: 750
Student Tuition: $3,950.00

The Medical Billing & Coding and Medical Administration Profession

Medical billing and coding and medical administration is one of the fastest-growing careers in the healthcare industry today! The need for professionals who understand how to code healthcare services and procedures for third-party insurance reimbursement is growing substantially. Physician practices, hospitals, pharmacies, long-term care facilities, chiropractic practices, physical therapy practices, and other healthcare providers all depend on medical billing and coding and medical administrative professionals for insurance carrier reimbursement. The medical industry will have almost 50% more jobs available by 2022; therefore, a surplus of medical facilities will continue to hire candidates who specialize in medical billing and coding. Medical administrative assistants, medical secretaries, and medical records clerks are all positions in great demand.

The Medical Billing & Coding and Medical Administration Program

This program offers the skills needed to perform complex coding and billing procedures. The course covers: CPT (Introduction, Guidelines, Evaluation and Management), specialty fields (such as surgery, radiology and laboratory), the ICD-10 for both diagnosis and procedure coding, ICD-9 (Introduction and Guidelines) and basic claims processes for insurance reimbursements. This program delivers the skills students need to solve insurance billing and coding problems. It details proper assignment of codes and the process to file claims for reimbursement. Additionally, this program provides students a well-rounded introduction to medical administration that delivers the skills students require to obtain an administrative medical assistant position or advance within their current healthcare career. This course covers the following key areas and topics:

- An overview of healthcare and the insurance industry
- The organization and use of the ICD-10-PCS, ICD-10-CM, ICD-9-CM, CPT, and HCPCS manuals to identify correct codes
- Practice using the alphabetic index and tabular list of the ICD-10 and ICD-9-CM
- Reviews of both ICD-10 (diagnostic coding) and ICD-10-PCS (inpatient procedural coding)
- Various issues surrounding the implementation of ICD-10
- Detailed review and practice coding examples from all sections within the CPT
- Basic claims processes for medical insurance and third-party reimbursements
- Completing insurance forms, tracing delinquent claims, and appealing denied claims
- Interpersonal skills, medical ethics, and basic medical law
- Telephone techniques and skills for scheduling appointments
- Medical terminology
- Basics of insurance billing and coding
- Medical records management and management of practice finances

Education and Certifications

- Students should have or be pursuing a high school diploma or GED.
- There are several National Certification exams that are available to students who successfully complete this program:
  - **National Healthcareer Association (NHA) Billing and Coding Specialist Certification (CBCS) exam**
  - **National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA) exam**

National Certification

Students who complete the Texas A&M International University Medical Billing & Coding w/ MAA program will be prepared to sit for the NHA CBCS, NHA CMAA national certification exam(s). In order to work as a Medical Billing & Coding w/ MAA, many states nationwide are requiring that learners achieve national certification prior to working in that state. Students who complete this program are encouraged to complete the practical/clinical externship option with their program. This comprehensive program is designed to prepare students to sit for NHA CBCS, NHA CMAA exam(s). Students who complete this program can and do sit for the NHA CBCS, NHA CMAA national certification exam(s) and are qualified, eligible and prepared to do so.

Externship / Hands on Training / Practicum

Although not a requirement, once students complete the program, they have the ability to participate in an externship and/or hands on practicum so as to practice the skills necessary to perform the job requirements of a professional in this field. Students will be assisted with completing a resume and/or other requirements necessary to work in this field. All students who complete this program are eligible to participate in an externship and will be placed with a participating organization near their location. The institution works with national organizations and has the ability to place students in externship opportunities nationwide.

Texas A&M International University contact: If students have any questions regarding this program including national certification and externships **, they should call Susan Foster of Texas A&M International University at | (956) 326-3067 or via email at**

Note : No refunds can be issued after the start date published in your Financial Award document.

About Texas A&M International University

Welcome to TAMIU! Texas A&M International University (TAMIU) is an international university, poised at the Gateway to Mexico and serving as the cultural and intellectual hub of a vibrant bilingual and bicultural community.   A Member of The Texas A&M University System, TAMIU provides nearly 7000 students with a learning environment anchored by the highest quality programs built on a solid academic foundation in the arts and sciences. To fulfill its mission, the University offers a range of baccalaureate, masters and certificate programs. Programs focus on developing undergraduate and graduate offerings with a progressive international agenda for global study and understanding across all disciplines.

OUR MISSION: The mission of the Office of Continuing Education is to engage the public by improving the quality of life through academic courses, facilitating conferences and workshops, providing personal enrichment courses, professional certificate and certification programs, facilitating CE Units, community outreach endeavors, and facilitating camps and programs for minors throughout the year.

http://www.tamiu.edu

Texas A&M International University and Pearson Education
Texas A&M International University's eLearning programs were developed in partnership with Pearson Education to produce the highest quality, best-in-class content and delivery necessary to enhance the overall student learning experience, boost understanding and ensure retention. Pearson Education is the premier content and learning company in North America offering solutions to the higher education and career training divisions of colleges and universities across the country aimed at driving quality education programs to ensure student success. Please visit us at **www.pearson.com** .

About Pearson Education
Welcome to Pearson. We have a simple mission: to help people make more of their lives through learning. We are the world's leading learning company, with 40,000 employees in more than 80 countries helping people of all ages to make measurable progress in their lives. We provide a range of education products and services to institutions, governments and direct to individual learners, that help people everywhere aim higher and fulfil their true potential. Our commitment to them requires a holistic approach to education. It begins by using research to understand what sort of learning works best, it continues by bringing together people and organizations to develop ideas, and it comes back round by measuring the outcomes of our products.

Medical Terminology Modules

INTRODUCTION TO MEDICAL TERMINOLOGY

- Explain the role of medical terminology in the healthcare field
- List the types of medical terms
- Describe the word parts that make up a medical term
- Apply rules for combining word parts to create medical terms
- Use strategies to analyze medical terms

ANATOMICAL TERMINOLOGY

- Identify the planes and sections of the body
- Use correct directional terms to reference body position
- Use correct anatomical terms to reference body structures
- Align internal organs to the correct body cavity

DERMATOLOGY: INTEGUMENTARY SYSTEM

- Define the medical specialty of dermatology
- Review basic anatomy of the integumentary system
- Identify common roots, combining forms, suffixes, and abbreviations related to the integumentary system
- Build medical terms related to the integumentary systems

ORTHOPEDICS: MUSCULOSKELETAL SYSTEM

- Define the medical specialty of orthopedics
- Review basic anatomy of the musculoskeletal system
- Identify common roots, combining forms, suffixes, and abbreviations related to the musculoskeletal system
- Build medical terms related to the musculoskeletal systems

CARDIOLOGY: CARDIOVASCULAR SYSTEM

- Define the medical specialty of cardiology
- Review basic anatomy of the cardiovascular system
- Identify common roots, combining forms, suffixes, and abbreviations related to the cardiovascular system
- Build medical terms related to the cardiovascular system

HEMATOLOGY AND IMMUNOLOGY: BLOOD AND IMMUNE SYSTEMS

- Define the medical specialties of hematology and immunology
- Review basic anatomy of the blood and immune systems
- Identify common roots, combining forms, suffixes, and abbreviations related to the blood and immune systems

- Build medical terms related to the blood and immune systems

PULMONOLOGY: RESPIRATORY SYSTEM

- Define the medical specialty of pulmonology
- Review basic anatomy of lower respiratory system
- Identify common roots, combining forms, suffixes, and abbreviations related to the lower respiratory system
- Build medical terms related to the lower respiratory systems

GASTROENTEROLOGY: DIGESTIVE SYSTEM

- Define the medical specialty of gastroenterology
- Review basic anatomy of the digestive system
- Identify common roots, combining forms, suffixes, and abbreviations related to the digestive system
- Build medical terms related to the digestive system

UROLOGY AND NEPHROLOGY: URINARY SYSTEM AND MALE REPRODUCTIVE SYSTEMS

- Review basic anatomy of the urinary and male reproductive systems
- Identify common roots, combining forms, suffixes, and abbreviations related to the urinary and male reproductive systems
- Build medical terms related to the urinary and male reproductive systems
- Define the medical specialty of neurology

OBSTETRICS AND GYNECOLOGY: FEMALE REPRODUCTIVE SYSTEM

- Define the medical specialties of obstetrics and gynecology
- Review basic anatomy of the female reproductive system
- Examine the processes of fertilization, pregnancy, labor, and delivery
- Identify common roots, combining forms, suffixes, and abbreviations related to the female reproductive system, pregnancy, and childbirth
- Build medical terms related to the female reproductive system, pregnancy, and childbirth

NEUROLOGY: NERVOUS SYSTEM

- Define the medical specialty of neurology
- Review basic anatomy of the brain, spinal cord and nerves
- Identify common roots, combining forms, suffixes, and abbreviations related to the nervous system
- Build medical terms related to the nervous system

ENDOCRINOLOGY: ENDOCRINE SYSTEM

- Define the medical specialty of endocrinology
- Review basic anatomy of the glands of the endocrine system
- Identify common roots, combining forms, suffixes, and abbreviations related to the endocrine system
- Build medical terms related to the endocrine system

OPHTHALMOLOGY AND OTORHINOLARYNGOLOGY: EYE, EAR, NOSE, AND THROAT

- Define the medical specialties of ophthalmology and otorhinolaryngology
- Review basic anatomy of the eye, ear, nose, and throat
- Identify common roots, combining forms, suffixes, and abbreviations related to the eye, ear, nose, and throat
- Build medical terms related to the eye, ear, nose, and throat

Medical Administrative Assistant Modules

BECOMING A SUCCESSFUL STUDENT

- Describe professional behaviors and their importance to members of a healthcare team
- Assess your learning style preference
- Adapt your learning style to new learning situations
- Practice effective problem solving and conflict management techniques
- Explain the importance of assertiveness in a healthcare environment
- Implement effective study skills and strategies
- Apply test-taking strategies
- Explain the process of critical thinking and how to apply it

THE HISTORY OF MEDICINE AND HEALTHCARE

- Discuss the externship experience
- Prepare an attractive and effective resume
- Write an effective cover letter
- Discuss various places to look for employment as a medical assistant
- Describe effective interview techniques
- Discuss the importance of body language and proper dress
- Discuss how to follow up with a medical office after an interview

MEDICAL ASSISTING TODAY

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THE MEDICAL ASSISTING CAREER: ROLES AND RESPONSIBILITIES

- List the qualities of a good medical assistant
- List career opportunities for the medical assistant
- Discuss other members of the healthcare team and medical practice specialties

MEDICAL LAW AND ETHICS

- Describe legal terms as they apply to health care
- Outline the physician's public duties
- Discuss the physician-patient relationship
- Discuss the healthcare worker's role in patient confidentiality
- Discuss how HIPAA affects healthcare clinics
- Describe the federal and local organizations related to health care
- Discuss a code of ethics in health care

INTERPERSONAL COMMUNICATION

- Define verbal and nonverbal communication and how each can be used effectively
- Discuss effective use of listening skills in the workplace
- Identify communication barriers in the medical workplace and how to overcome the
- Name community resources for patient referrals
- Outline a plan for creating patient education materials

WRITTEN COMMUNICATION

- Use correct grammar, spelling, and punctuation in professional written communication
- Compose and proofread a business letter
- List accepted healthcare abbreviations
- Describe appropriate memo use in the medical office
- Classify mail, including size and postage requirements
- Explain policies for incoming mail and email correspondence

TELEPHONE PROCEDURES

- Describe the use of the main features of a typical telephone system and answering service
- Explain how to perform telephone triage and how to handle emergency calls
- Explain how to take a proper telephone message
- Explain how to call a patient via the telephone
- Discuss patient confidentiality when using the telephone

FRONT DESK RECEPTION

- Describe the steps to opening and closing the office efficiently
- List the steps to prepare files for patient arrivals
- Describe appropriate ways to greet and register new and established patients
- Discuss ways to maintaining patient confidentiality in all front-desk activities
- Discuss how to communicate with patients about scheduling delays
- Explain ways to manage difficult patients in the reception area
- Identify appropriate reading materials for the reception room
- Discuss safe and effective ways to incorporate a children's area

PATIENT SCHEDULING

- Discuss guidelines for scheduling patient appointments
- Differentiate between paper and electronic scheduling systems
- Chart patient no-shows accurately
- Follow up on patients who miss their appointments

- Manage the physician's appointment calendar for personal and professional events
- Schedule patients for hospital services and admissions and other necessary services

MEDICAL RECORDS MANAGEMENT

- Describe common types of file storage systems
- List information contained in the medical record
- Explain various types of charting strategies and procedures
- Explain how to find a missing paper file
- Explain the color-coded filing system for paper files
- Explain how to destroy a medical record
- Describe how to correct an error in a paper chart
- Distinguish between paper medical records and electronic medical records

ELECTRONIC MEDICAL RECORDS

- List information contained in the medical record
- Distinguish between paper medical records and electronic medical records
- Explain how paper records are converted to electronic records
- Discuss HIPAA compliance for electronic medical records
- Discuss use of personal digital assistance with electronic medical records

COMPUTERS IN THE MEDICAL OFFICE

- Describe common types of file storage systems
- Discuss how computers are used in the medical office
- Identify the components of the computer
- Explain how to maintain and secure computer equipment
- Explain computer ergonomics
- Discuss functions of basic office equipment

EQUIPMENT, MAINTENANCE, AND SUPPLY INVENTORY

- Discuss office equipment maintenance, leasing, and purchasing
- Discuss functions of basic office equipment
- Discuss inventory control
- Discuss policies and procedures in the medical office

OFFICE POLICIES AND PROCEDURES

- Create a patient brochure
- Discuss personnel manuals
- Discuss policies and procedures in the medical office

HANDLING EMERGENCIES IN THE MEDICAL OFFICE

- Describe the medical assistant's role in an emergency
- Identify the supplies and equipment used in an emergency and list contents of a crash cart for the medical office
- Explain how to respond to various life-threatening emergencies in the medical office

- Describe considerations in keeping employees safe in the medical office

INSURANCE BILLING AND AUTHORIZATIONS

- Define the medical assistant's role in the insurance claim process
- Define health insurance terminology
- Describe private health insurance and sources of coverage
- Describe the types of managed care plans
- Explain government insurance
- Describe reimbursement methods
- Explain how to prepare a claim using claim forms
- Discuss how to work with fee schedules
- Discuss how to trace claims
- Explain the relationship between accurate documentation and reimbursement
- Discuss how professional fees are determined
- Explain how to verify patient identification

BASICS OF DIAGNOSTIC CODING

- Describe the function and layout of the ICD-10-CM coding book
- List the steps to correctly choose diagnosis codes

BASICS OF PROCEDURAL CODING

- Describe the layout of the CPT coding book
- List the steps to accurate CPT coding
- Discuss how modifiers are used in procedural coding
- Explain the use of the Health Care Common Procedure Coding System and coding guides for specialized medical practices
- Explain the relationship between accurate documentation and reimbursement
- Identify fraudulent practices in coding and billing
- Discuss bundled codes

BILLING, COLLECTIONS, AND CREDIT

- Discuss a manual billing system
- Identify the types of payments typically made in the medical office
- Explain how to post payments to a manual and computerized billing system
- Explain how to prepare an accounts receivable trial balance
- Explain how to verify patient identification
- Discuss common collection policies and issues
- Describe how small claims court works for the medical office

PAYROLL, ACCOUNTS PAYABLE, AND BANKING PROCEDURES

- Discuss the payroll, accounts payable, accounts receivable, and banking procedures for the medical office

MANAGING THE MEDICAL OFFICE

- Describe the characteristics and responsible of an effective office manager
- Describe different management leadership styles
- Explain how to conduct an effective staff meeting
- Discuss the tasks associated with staffing the medical office
- Discuss quality improvement and risk management in the medical office
- Discuss the components to effectively manage a medical office staff

COMPETING IN THE JOB MARKET

- Discuss the externship experience
- Prepare an attractive and effective resume
- Write an effective cover letter
- Discuss various places to look for employment as a medical assistant
- Describe effective interview techniques
- Discuss the importance of body language and proper dress
- Discuss how to follow up with a medical office after an interview

Medical Billing & Coding Modules

REIMBURSEMENT, HIPPA, AND COMPLIANCE

- Address ethical issues related to medical coding
- Describe the purpose and components of Medicare Parts A, B, C, and D
- Explain the role of Quality Improvement Organizations (QIOs)
- Identify goals of the Health Insurance Portability and Accountability Act (HIPAA)
- Explain the relevance of the Federal Register for physician reimbursement
- Explain the third-party reimbursement structure established by the Resource-Based Relative Value Scale (RBRVS) system
- Describe the structure of Medicare fraud and abuse prevention
- Identify the major components of Managed Health Care

ICD-10-CM GUIDELINES: AN OVERVIEW

- Identify the first-listed diagnosis in an encounter or visit
- Describe the coding guidelines for unconfirmed diagnoses
- Describe the coding guidelines for outpatient surgery
- Describe the coding guidelines for additional diagnoses
- Explain Z code reporting
- Distinguish between first-listed conditions and coexisting conditions
- Describe the reporting of an observation stay
- Describe the reporting of an uncertain diagnosis
- Describe the coding guidelines for chronic diseases
- Describe the coding guidelines for diagnostic services
- Distinguish between ICD-9-CM coding and ICD-10-CM coding
- Discuss the challenges and benefits of the ICD-10-CM coding system

ICD-10-CM: ORGANIZATION AND RULES

- Use the Alphabetic Index and Tabular List
- Explain the steps to accurate coding
- Explain the organization of the Official Guidelines for Coding and Reporting
- Explain the need for level of specificity in diagnosis coding
- Explain how to assign multiple codes to a single condition
- Differentiate between the reporting of acute and chronic conditions
- Explain how to apply combination codes
- Differentiate between residual and late effects
- Describe the coding guidelines for chronic diseases
- Describe how to determine if a condition is impending or threatened
- Explain the rules for reporting the same diagnosis code more than once
- Explain how to assign codes based on laterality

ICD-10-CM: CODING GUIDELINES PART 1

- Analyze codes for infectious and parasitic diseases
- Analyze codes for neoplasms
- Analyze codes for the blood and blood-forming organs
- Analyze codes for disorders involving the immune mechanism
- Analyze codes for endocrine, nutritional, and metabolic diseases
- Analyze codes for mental, behavioral, and neurodevelopmental disorders
- Analyze codes for disease of the nervous system
- Analyze codes for diseases of the eye and adnexa
- Analyze codes for conditions of the ear and mastoid process

ICD-10-CM: CODING GUIDELINES PART 2

- Analyze codes for diseases of the circulatory system
- Analyze codes for diseases of the respiratory system
- Analyze codes for diseases of the digestive system
- Analyze codes for diseases of the integumentary system
- Analyze codes for diseases of the musculoskeletal system
- Analyze codes for the genitourinary system

ICD-10-CM: CODING GUIDELINES PART 3

- Analyze codes for conditions related to pregnancy, childbirth, puerperium, and the perinatal period
- Analyze codes for congenital malformations, deformities, and chromosomal abnormalities
- Explain how to code symptoms, signs, and abnormal clinical laboratory findings that are not elsewhere classified
- Explain how to code injury, poisonings, and certain other consequences of external causes

INTRODUCTION TO THE CPT AND LEVEL II NATIONAL CODE (HCPCS)

- Differentiate between CPT and HCPCS coding systems
- Explain the three categories of CPT codes
- Identify main terms and subterms in procedure documentation
- Use the CPT manual to locate and verify codes for services and procedures
- Explain the handling of unlisted procedures/services and the special report
- Apply HCPCS codes

CPT MODIFIERS

- Explain the purpose of CPT modifiers
- Assign CPT modifiers to various service and procedure scenarios

CPT CODING: EVALUATION AND MANAGEMENT SERVICES

- Explain the three components of E/M code assignment
- Analyze documentation of patient history, examination, and medical decision-making according to the level of service, and then use your knowledge to select the correct codes
- Assess contributing factors as they apply to the level of service and code selection
- Apply CMS Documentation Guidelines to assign codes to E/M services

CPT CODING: ANESTHESIA SERVICES

- Differentiate between types of anesthesia
- Use the anesthesia formula to calculate payments
- Appropriately code anesthesia services
- Assign modifiers to anesthesia codes

CPT CODING: RESPIRATORY SYSTEM PROCEDURES

- Apply anatomical information and respiratory terminology to locate correct codes
- Differentiate among codes based on the surgical approach used for the procedure
- Apply rules to correctly code respiratory services and procedures

CPT CODING: CARDIOVASCULAR SYSTEM PROCEDURES

- Organize cardiovascular services according to the Surgery, Medicine, and Radiology specialties
- Differentiate among the rules for coding across the three CPT sections
- Apply guidelines and rules to correctly report cardiovascular services
- Apply anatomical information and cardiovascular terminology to locate correct codes

CPT CODING: HEMIC, LYMPHATIC, MEDIASTINUM, AND DIAPHRAGM PROCEDURES

- Assign codes to the hemic and lymphatic systems services
- Assign codes to mediastinum and diaphragm services
- Identify procedures relating to the spleen and corresponding systems

CPT CODING: DIGESTIVE SYSTEM PROCEDURES

- Review the format and codes of the Digestive System subsection
- Identify the anatomy and terminology of the digestive system sites and organs
- Apply guidelines and rules to correctly code procedures within the Digestive System subsection

CPT CODING: URINARY AND MALE REPRODUCTIVE SYSTEM PROCEDURES

- Align procedures to anatomical structures within the urinary and male genital system subsections
- Apply rules and guidelines to correctly assign codes to urinary system procedures

- Apply rules and guidelines to correctly assign codes to male genital system procedures
- Align procedures to anatomical structures in the male genital system subsection

CPT CODING: FEMALE REPRODUCTIVE SYSTEM, MATERNITY CARE, AND DELIVERY PROCEDURES

- Apply guidelines and rules to correctly code reproductive and intersex surgery services
- Apply guidelines and rules to correctly code female genital system procedures
- Apply guidelines and rules to correctly code maternity care and delivery procedures
- Align procedures to anatomical structures in the female genital system subsection
- Define services in the global maternity and delivery packages
- Align procedures to the period performed, from ante- to postpartum, for maternity and delivery care.

CPT CODING: ENDOCRINE AND NERVOUS SYSTEM PROCEDURES

- Align procedures to the glands of the Endocrine System
- Apply guidelines and rules to correctly code the endocrine system services
- Align procedures to the Nervous System subsections
- Apply guidelines and rules to correctly code the nervous system services

CPT CODING: EYE AND OCULAR ADNEXA, AUDITORY SYSTEM, AND MICROSCOPE PROCEDURES

- Code eye and ocular adnexa services
- Code auditory system services
- Report the use of an operating microscope
- Align radiology terminology to appropriate procedures
- Describe component coding in the reporting of radiology services
- Apply rules and guidelines to correctly code radiology services and procedures

CPT CODING: PATHOLOGY AND LABORATORY PROCEDURES

- Align pathology and laboratory terminology with CPT subheadings for related services
- Describe the use of venipuncture with pathology and laboratory services
- Define a facility indicator
- Apply guidelines to correctly code pathology and laboratory services

CPT CODING: MEDICINE PROCEDURES

- Align procedures to the correct subsection and category
- Correctly code immunization administration and products
- Correctly code procedures from the Medicine section of the CPT

INPATIENT CODING

- Differentiate between inpatient and outpatient coding
- Define the principal diagnosis and procedure
- Determine when a condition should be reported as an additional diagnosis
- Explain the purpose of the present on admission indicators
- Explain the purpose and use of the ICD-10-PCS system

- Apply the guidelines for selection of a principal diagnosis to sequencing procedure codes
- Use the official guidelines for coding and reporting to determine when a condition should be reported as an additional diagnosis

Note: This program can be completed in 6 months. However, students will have online access to this program for a 24-month period.

MICROSOFT OFFICE

- Module Use an integrated software package, specifically the applications included in the Microsoft Office suite
- Demonstrate marketable skills for enhanced employment opportunities
- Describe proper computer techniques for designing and producing various types of documents
- Demonstrate the common commands & techniques used in Windows desktop
- List the meaning of basic PC acronyms like MHz, MB, KB, HD and RAM
- Use WordPad and MSWord to create various types of documents
- Create headings and titles with Word Art
- Create and format spreadsheets, including the use of mathematical formulas
- Demonstrate a working knowledge of computer database functions, including putting, processing, querying and outputting data
- Define computer terminology in definition matching quizzes
- Use the Windows Paint program to alter graphics
- Use a presentation application to create a presentation with both text and graphics
- Copy data from one MS Office application to another application in the suite
- Use e-mail and the Internet to send Word and Excel file attachments
- Demonstrate how to use the Windows Taskbar and Windows Tooltips
- Explain how copyright laws pertain to data and graphics posted on the Internet
- Take the college computer competency test after course completion
- Follow oral and written directions and complete assignments when working under time limitations

Note: Although the Microsoft Office Module is not required to successfully complete this program, students interested in pursuing free Microsoft MOS certification may want to consider completing this Microsoft Office Module at no additional cost.

System Requirements:

Windows Users:

- Windows 8, 7, XP or Vista
- 56K modem or higher
- Soundcard & Speakers
- Firefox, Chrome or Microsoft Internet Explorer

Mac OS User:

- Mac OS X or higher (in classic mode)
- 56K modem or higher
- Soundcard & Speakers
- Apple Safari

iPad Users:

- Due to Flash limitations, eLearning programs are NOT compatible with iPads

Screen Resolution:

- We recommend setting your screen resolution to 1024 x 768 pixels.

Browser Requirements:

- System will support the two latest releases of each browser. When using older versions of a browser, users risk running into problems with the course software.
- Windows Users: Mozilla Firefox, Google Chrome, Microsoft Internet Explorer
- Mac OS Users: Safari, Google Chrome, Mozilla Firefox

Suggested Plug-ins:

- Flash Player
- Real Player
- Adobe Reader
- Java