

Thank you for choosing IVC! We are so happy to join you in your educational journey.

Basic Course Information

Semester:	Fall 2020	Instructor Name:	Rebecca Agundez
Course Title & #:	MA 073	Email:	Rebecca.agundez@imperial.edu
CRN #:	11675	Webpage (optional):	
Classroom:	2156	Office #:	None
Class Dates:	10/12/20 to 12/11/20	Office Hours:	Mondays and Tuesdays 3:00 – 4:00 pm
Class Days:	Monday and Tuesday lecture, Monday and Tuesday Lab at IVC, Saturday Lab at IVC	Office Phone #:	760-760-550-9206
Class Times:	M/T Zoom Lecture 4:20 to 6:30 pm M/T Lab 7:00 to 10:00 Saturday Lab 8:00 am to 12:00 pm	Emergency Contact:	Beatriz Trillas – beatriz.trillas@imperial.edu
Units:	3		

Course Description

This course prepares Allied Health students to work in administrative management (front office) of a medical office, clinic or other medical setting. Interpersonal communication focusing on therapeutic communication in the workplace will be explored. The impact of human development, culture and health will be discussed. The course covers administrative and clerical functions of a medical office assistant including patient reception, scheduling appointments, telephone procedures, medical record management, concepts of basic bookkeeping, confidentiality, office management, professional activities and personal conduct (Nontransferable, AA/AS degree only)

Course Prerequisite(s) and/or Corequisite(s)

MA 71 with a grade of “C: of better

Student Learning Outcomes

Upon course completion, the successful student will have acquired new skills, knowledge, and or attitudes as demonstrated by being able to:

1. Describe the role of the Medical Assistant in the preparation and maintenance of a medical record [ILO2, ILO3]
2. Identify the typical office equipment and most effective use of machines [ILO2, ILO3]
3. Identify key elements to ensure effective medical office management [ILO2, ILO3]

Course Objectives

Upon satisfactory completion of the course, students will be able to:

1. Identify different types of appointment scheduling methods (VI.C.1)
2. Identify advantages and disadvantages of manual vs electronic appointment systems (VI.CI.2)
3. Identify critical information required for scheduling patient procedures (VI.C.3)
4. Define different types of information contained in the patient's medical record (VI.C.4)
5. Describe Data Integrity and steps to insure data security (IV.C.11)
6. Identify methods of organizing the patient's medical record based on: a. problem-oriented medical record (POMR); b. source-oriented medical record (SOMR) (VI.C.5)
7. Identify equipment and supplies needed for medical records in order to: a. create a medical record; b. Maintain a medical record; c. Store a medical record (VI.C.6)
8. Describe filing indexing rules (VI.C.7)
9. Differentiate between electronic medical records (EMR) and a practice management system (VI.C.8)
10. Explain the purpose of routine maintenance of administrative and clinical equipment (VI.C.9)
11. Lists steps involved in completing an inventory (VI.C.10)
12. Explain meaningful use as it applies to EMR (VI.C.12)
13. Discuss applications of electronic technology in professional communication (V.C.8)
14. Define Patient Navigator (V.C.12)
15. Describe the role of medical assistant as a patient navigator (V. C. 13)
16. Manage appointment schedule using established priorities (VI.P.1)
17. Demonstrate professional telephone techniques (V.P.6)
18. Document telephone messages accurately (V.P.7)
19. Schedule a patient procedure (VI.P.2)
20. Compose professional correspondence utilizing electronic technology (V.P.8)
21. Create a Patient's medical record (VI.P.3)
22. Organize a patient's medical record (VI.P.4)

23. File patient medical records (VI.P.5)
24. Utilize an EMR (VI.P.6)
25. Input patient data utilizing a practice management system (VI.P.7)
26. Perform routine maintenance of administrative or clinical equipment (VI.P.8)
27. Perform an inventory with documentation
28. Display sensitivity when managing appointments. (Adaptive Objective)

Textbooks & Other Resources or Links

- Bonewit-West, Kathy. 2016. *Today's Medical Assistant Clinical and Administrative Procedures* Third Edition. Elsevier. ISBN: 978-0-323-31127-4.
- Bonewit-West, Kathy. 2016. Study guide for *Today's Medical Assistant Clinical and Administrative Procedures* Third Edition. Elsevier. ISBN: 978-0-323-3112-1
- Foltz, Darline and Lankisch, Karen. 2018. *Exploring Electronic Health Records* Second Edition with Navigator Plus. Paradigm Education Solutions. ISBN: 978-0-76388-130-6

Course Requirements and Instructional Methods

Lecture Outline

1. Medical office reception, making appointments
2. Patient referral
3. Components of the patient chart
4. Maintenance of patient records
5. Filing and patient index standards
6. Data storage and integrity
7. Patient navigator
8. Medical office inventory control

Lab Outline

1. Demonstrate making patient appointments on a variety of systems
2. Demonstrate making a patient referral
3. Demonstrate components of the patient Chart including legal documentation required to maintain patient rights
4. Demonstrate maintenance of patient records
5. Demonstrate proper filing index procedures for patient records
6. Describe and demonstrate steps to maintain data integrity in a medical office
7. Demonstrate proper use of Patient Navigator
8. Conduct a simulated medical office inventory

Class Activity

Work in small groups in class and lab settings

Mid-Term/Final Exam(s)

Demonstrate knowledge of class content in a lab setting

Problem Solving Exercise using role play

Work individually and in a group setting to solve assigned class and or lab work

Quizzes

Skill Demonstration

Demonstrate mastery of core class lab assignments by scores on “Check your understanding quizzes”

Written Assignments: Write email in full block style; discussion post and response to peers

Out of Class Assignments: The Department of Education policy states that one (1) credit hour is the amount of student work that reasonably approximates not less than one hour of class time and two (2) hours of out-of-class time per week over the span of a semester. WASC has adopted a similar requirement.

What if I need to borrow technology or access to WIFI?

1. To request a loaner laptop, MYFI device, or other electronic device, please submit your request here: <https://imperial.edu/students/student-equity-and-achievement/>
2. If you'd like access the WIFI at the IVC campus, you can park in parking lots "I & J". Students must log into the IVC student WIFI by using their IVC email and password. The parking lots will be open Monday through Friday from 8:00 a.m. to 7:00 p.m.

Guidelines for using parking WIFI:

- Park in every other space (empty space BETWEEN vehicles)
- Must have facemask available
- For best reception park near buildings
- Only park at marked student spaces
- Only owners of a valid disabled placard may use disabled parking spaces
- Only members of the same household in each vehicle
- Occupants **MUST** remain in vehicles
- Restrooms and other on-campus services not available
- College campus safety will monitor the parking lot
- Student code of conduct and all other parking guidelines are in effect
- Please do not leave any trash behind
- No parking permit required**

If you have any questions about using parking WIFI, please call Student Affairs at 760- 355-6455.

Course Grading Based on Course Objectives

Total possible points for this class: 250 points

- Complete pages from Bonewit Study Guide for Chapters 38, 40, 41, 42, 43 = 5 points each **(25 points)**
- Complete chapter activities in Navigator plus for Foltz chap. 1 = **5 points**
- Complete chapter activities in Navigator plus for Foltz chap. 2 = **5 points**
- Complete tutorials for Foltz chap. 3= **5 points**
- Complete tutorials for Foltz chap. 4= **10 points**
- Complete tutorials for Foltz chap. 5= **10 points**
- Complete tutorials for Foltz chap. 6= **5 points**
- Submit “Check your understanding quiz” in Navigator for chapter 1, 2, 3, 4, 5, 6= Up to 10 points each **(60 points)**

- Week 7 Discussion = up to **10 points**
- Area Agency on Aging and Dementia lecture = **5 points**
- Midterm Exam = **30 points**
- Final Exam= **50 points**
- Participation points for attending Saturday Lab= 6 Saturdays x 5 points each (**30 points**)

Grading Criteria: Letter grade only

A= 90 – 100%

B= 80 – 89%

C= 70 – 79%

Less than 175 points= Fail

175 points is the minimum required to pass this class (70%). A grade of C or higher is required for successful completion of each course; students cannot progress to the next course if a C is not obtained.

There are no makeups for missed exams. Grades will not be rounded up.

Anticipated Class Schedule/Calendar

Week/Date	Activity, Assignment and Topic	Course Objective or SLO
Week 1 Oct. 12 - 13	Read Foltz chap. 1 and 2, complete activities in Navigator Plus Teams present on Selected Reportable Diseases	CO 6, 12
Saturday 17	No class	
Week 2 Oct. 19 - 20	Read Foltz chap. 3, Tutorial 3.1, 3.3, 3.4, 10-question quiz Read Bonewit chap. 38, complete study guide pages	CO 4, 6, 7, 12, 21, 22, 25
Saturday 24	Read Bonewit chap 39 – Assembling a paper Medical record	SLO 1
Week 3 Oct. 26 - 27	Read Foltz chap. 6, tutorial 6.1, 10-question quiz Read Bonewit chap. 40, complete study guide pages	SLO 2 CO 5, 9,
Saturday 31	Read Bonewit chap. 4, Role play therapeutic communication	CO 14, 15
Week 4 Nov. 2 - 3	Read Foltz chap. 4, complete tutorial 4.1 to 4.6, 10-question quiz Read Bonewit chap. 41, complete study guide pages	CO 4, 24
Saturday 7	Review parts of a prescription, acceptable abbreviations when documenting medication orders, calls to pharmacy	CO 17, 18
Week 5 Nov. 9 - 10	Read Foltz chap. 5, complete tutorial 5.1 to 5.9, 10-question quiz Read Bonewit chap. 42, complete study guide pages	CO 1, 2, 3, 16, 19, 28
Saturday 14	Practice telephone etiquette and taking messages	CO 17, 18

Week 6 Nov. 16 – 17 Nov. 17 - Deadline to drop with a “W”	Midterm Read Bonewit chap. 43, complete study guide pages Read Bonewit chap. 44, write business letters and emails	CO 7, 8, 13, 20, 23, 24
Saturday 21	Infection Control lecture/Handwashing / donning and removing gloves (Catsup test)	
Thanksgiving break Nov. 22 - 28	No school	
Week 7 Nov. 30 – Dec. 1	Guest speaker Sarah Enz from Area Agency on Aging, Dementia lecture Discussion Post: Reflection on learning so far in MA 73; Identify key elements to ensure effective medical office management.	SLO 3 CO 14, 15
Saturday 5	Simulated inventory/ Study groups for Final exam.	CO 10, 11, 26, 27
Week 8 Dec. 7 - 8	Complete all necessary orientation for clinical sites Final Exam	
Saturday 12	No class	

*****Tentative, subject to change without prior notice*****

Attendance

- A student who fails to attend the first meeting of a class or does not complete the first mandatory activity of an online class will be dropped by the instructor as of the first official meeting of that class. Should readmission be desired, the student’s status will be the same as that of any other student who desires to add a class. **It is the student’s responsibility to drop or officially withdraw from the class.** See [General Catalog](#) for details.
- Regular attendance in all classes is expected of all students. A student whose continuous, unexcused absences exceed the number of hours the class is scheduled to meet per week will lose points on the final exam, and after the third unexcused absence, the student may be dropped. For online courses, students who fail to complete required activities for two consecutive weeks may be considered to have excessive absences and may be dropped.

What does it mean to “attend” an online class?

Attendance is critical to student success and for IVC to use federal aid funds. Acceptable indications of attendance are:

- Student submission of an academic assignment
- Student submission of an exam
- Student participation in an instructor-led Zoom conference

- Documented student interaction with class postings, such as an interactive tutorial or computer-assisted instruction via modules
- A posting by the student showing the student's participation in an assignment created by the instructor
- A posting by the student in a discussion forum showing the student's participation in an online discussion about academic matters
- An email from the student or other documentation showing that the student has initiated contact with a faculty member to ask a question about an academic subject studied in the course.

Logging onto Canvas alone is NOT adequate to demonstrate academic attendance by the student.

Classroom Etiquette

- Electronic Devices: Cell phones and electronic devices must be turned off and put away during class, unless otherwise directed by the instructor.
- Food and Drink are prohibited in all classrooms. Water bottles with lids/caps are the only exception. Additional restrictions will apply in labs. Please comply as directed by the instructor.
- Disruptive Students: Students who disrupt or interfere with a class, such as students who come in late, leave and enter the class several times or are repeatedly talking during lecture may be sent out of the room and told to meet with the Campus Disciplinary Officer before returning to continue with coursework. Disciplinary procedures will be followed as outlined in the [General Catalog](#).
- Children in the classroom: Due to college rules and state laws, only students enrolled in the class may attend; children are not allowed.

How do I act differently if I have an on-ground class during COVID?

1. DO NOT COME TO CAMPUS OR ATTEND AN OFF-CAMPUS CLASS IF YOU FEEL SICK, HAVE A FEVER, OR HAVE A COUGH

- a. Even if your symptoms are mild, stay home.
- b. Email your instructor to explain why you are missing class.
- c. [If you are sick with COVID-19 or think you might have COVID-19](#), provides CDC guidance.
- d. If you have tested positive for COVID-19, you must self-quarantine for 14 days and then be without symptoms for at least 72 hours. Clearance is required prior to returning to any face-to-face interaction. It is recommended that you undergo a final COVID-19 test to confirm that you are no longer infected.
- e. If you are exposed through direct contact with a person known to be COVID-19 positive, then you must submit negative COVID-19 test results prior to returning to any face-to-face interaction.

2. ARRIVE AT CAMPUS EARLY (at least 15 minutes early is advised).

- a. All people entering the IVC campus will need to pass a screening process, which will occur at the gates as your drive onto campus. You will need to take a short questionnaire and get your temperature taken (the screening is completely touchless and will take place while you remain in your car).

3. BRING A MASK TO CLASS (and always wear it).

- a. Be sure that your mask covers both your nose and mouth. If your mask is cloth, then wash it each day. If your mask is disposable, then use a new one each day.

4. GO DIRECTLY TO YOUR CLASSROOM.

- a. The IVC campus is mostly closed so you should not visit other areas or seek any face-to-face services. Services are available to students online and can be accessed through www.imperial.edu.

5. WASH YOUR HANDS FREQUENTLY (and use the provided sanitation supplies).

- a. Your classroom is equipped with cleaning supplies. Use them as needed.

6. BE SURE TO SOCIAL DISTANCE (stay at least 6 feet from other).

- a. The number of students in a classroom at any one time is very limited so you have plenty of space to spread and ensure that you stay at least 6 feet from others.

7. BRING YOUR OWN FOOD AND DRINKS.

- a. There is no food service currently offered on campus.

Online Netiquette

- What is netiquette? Netiquette is internet manners, online etiquette, and digital etiquette all rolled into one word. Basically, netiquette is a set of rules for behaving properly online.
- Students are to comply with the following rules of netiquette: (1) identify yourself, (2) include a subject line, (3) avoid sarcasm, (4) respect others' opinions and privacy, (5) acknowledge and return messages promptly, (6) copy with caution, (7) do not spam or junk mail, (8) be concise, (9) use appropriate language, (10) use appropriate emoticons (emotional icons) to help convey meaning, and (11) use appropriate intensifiers to help convey meaning [do not use ALL CAPS or multiple exclamation marks (!!!)].

How am I expected to act in an online "classroom" (especially Zoom)?

Attending a virtual meeting can be a challenge when there are many students on one conference call.

Participating in such meetings may count as class attendance, but disruptive behavior may also result in you not being admitted to future meetings. Follow the tips below for best results:

1) Be RESPECTFUL

- a. Your written, verbal, and non-verbal communications should be respectful and focused on the learning topics of the class.

2) Find a QUIET LOCATION & SILENCE YOUR PHONE (if zooming)

- a. People walking around and pets barking can be a distraction.

3) EAT AT A DIFFERENT TIME.

- a. Crunching food or chugging drinks is distracting for others.
- b. Synchronous zoom times are set in advance so reserve meals for outside class meetings.

4) ADJUST YOUR LIGHTING SO THAT OTHERS CAN SEE YOU

- a. It is hard to see you in dim lighting so find a location with light.
- b. If your back is to a bright window, you will be what is called "backlit" and not only is it hard on the eyes (glare) but you look like a silhouette.

5) POSITION THE CAMERA SO THAT YOUR FACE AND EYES ARE SHOWING

- a. If you are using the camera, show your face; it helps others see your non-verbal cues.
- b. You may be at home, but meeting in pajamas is not appropriate so dress suitably.
Performing personal hygiene before your meeting time shows self-respect and respect for others.

6) Be READY TO LEARN AND PAY ATTENTION

- a. Catch up on other emails or other work later.
- b. If you are Zooming, silence your phone and put it away.
- c. If you are in a room with a TV – turn it off.

7) USE YOUR MUTE BUTTON WHEN IN LOUD PLACES OR FOR DISTRACTIONS

- a. Pets barking, children crying, sneezing, coughing, etc. can happen unexpectedly. It's best if you conference in a private space, but if you can't find a quiet place, when noises arise **MUTE** your laptop.

8) REMEMBER TO UNMUTE WHEN SPEAKING

- a. Follow your instructor's directions about using the "**raise hand**" icon or chat function to be recognized and to speak, but make sure you have unmuted your device.
- b. Do not speak when someone else is speaking.

9) REMAIN FOCUSED AND PARTICIPATE IN THE MEETING

- a. Especially when the camera is on YOU, we can all see your actions. Engage in the meeting. Look at the camera. Listen to instruction. Answer questions when asked.
- b. Do not use the Zoom meeting to meet with your peers or put on a "show" for them.

10) PAUSE YOUR VIDEO IF MOVING OR DOING SOMETHING DISTRACTING

- a. Emergencies happen. If you need to leave the room or get up and move about, stop your video.

Academic Honesty

Academic honesty in the advancement of knowledge requires that all students and instructors respect the integrity of one another's work and recognize the important of acknowledging and safeguarding intellectual property.

There are many different forms of academic dishonesty. The following kinds of honesty violations and their definitions are not meant to be exhaustive. Rather, they are intended to serve as examples of unacceptable academic conduct.

- Plagiarism is taking and presenting as one's own the writings or ideas of others, without citing the source. You should understand the concept of plagiarism and keep it in mind when taking exams and preparing written materials. If you do not understand how to "cite a source" correctly, you must ask for help.
- Cheating is defined as fraud, deceit, or dishonesty in an academic assignment, or using or attempting to use materials, or assisting others in using materials that are prohibited or inappropriate in the context of the academic assignment in question.

Anyone caught cheating or plagiarizing will receive a zero (0) on the exam or assignment, and the instructor may report the incident to the Campus Disciplinary Officer, who may place related documentation in a file. Repeated acts of cheating may result in an F in the course and/or disciplinary action. Please refer to the [General Catalog](#) for more information on academic dishonesty or other

misconduct. Acts of cheating include, but are not limited to, the following: (a) plagiarism; (b) copying or attempting to copy from others during an examination or on an assignment; (c) communicating test information with another person during an examination; (d) allowing others to do an assignment or portion of an assignment; (e) using a commercial term paper service.

How do I show academic honesty and integrity in an online “classroom”?

- **KEEP YOUR PASSWORDS CONFIDENTIAL.**
 - You have a unique password to access online software like Canvas. Never allow someone else to log-in to your account.
- **COMPLETE YOUR OWN COURSEWORK.**
 - When you register for an online class and log-in to Canvas, you do so with the understanding that you will produce your own work, take your own exams, and will do so without the assistance of others (unless directed by the instructor).

Examples of Academic Dishonesty that can occur in an online environment:

- Copying from others on a quiz, test, examination, or assignment;
- Allowing someone else to copy your answers on a quiz, test, exam, or assignment;
- Having someone else take an exam or quiz for you;
- Conferring with others during a test or quiz (if the instructor didn't explicitly say it was a group project, then he/she expects you to do the work without conferring with others);
- Buying or using a term paper or research paper from an internet source or other company or taking any work of another, even with permission, and presenting the work as your own;
- Excessive revising or editing by others that substantially alters your final work;
- Sharing information that allows other students an advantage on an exam (such as telling a peer what to expect on a make-up exam or prepping a student for a test in another section of the same class);
- Taking and using the words, work, or ideas of others and presenting any of these as your own work is plagiarism. This applies to all work generated by another, whether it be oral, written, or artistic work. Plagiarism may either be deliberate or unintentional.

Additional Services for Students

Imperial Valley College offers various services in support of student success. The following are some of the services available for students. Please speak to your instructor about additional services which may be available.

How do I access services now that we are mostly online?

- **CANVAS LMS.** Canvas is Imperial Valley College's Learning Management System. To log onto Canvas, use this link: [Canvas Student Login](#). The [Canvas Student Guides Site](#) provides a variety of support available to students 24 hours per day. Additionally, a 24/7 Canvas Support Hotline is available for students to use: 877-893-9853.
- **Learning Services.** In order to accommodate students and maximize student success during the COVID-19 Pandemic, all tutoring support is being provided through one Zoom link ([IVC online Tutoring](#)). When campus is open again, there are several learning labs to assist students. Whether

you need support using computers, or you need a tutor, please consult your [Campus Map](#) for the [Math Lab](#); [Reading, Writing & Language Labs](#); and the [Study Skills Center](#).

- [Library Services](#). Visit the Spencer Library's page on the IVC website for a wealth of valuable resources and online access to databases, e-books and more. Contact us so we can help you with instructional and research development skills (for those conducting research and writing academic papers). When campus re-opens, students also have access to tutoring services in the Study Skills Center as well as private study rooms for small study groups. There is more to our library than just books!
- [Career Services Center](#). The Career Services Center is dedicated to serve all IVC students and Alumni. Services include Career Assessments, Resume and Cover Letter Assistance, Interview Preparation, Internship Opportunities and Job Placement.
- [Child Development Center](#). The Preschool and Infant/Toddler Centers are on-campus demonstration lab programs that meet the educational, research, and service needs of the institution and community at large. The Preschool program (children three to five years of age) and the Infant/Toddler program (newborn to three years of age) is in buildings 2200 and 2300. Service is available to families who meet the California Department of Education qualifications for enrollment. The centers are open during COVID from Monday-Friday 7:15-5:30. Breakfast, lunch and snack are provided through the California Adult and Child Food Program. Location: Buildings 2200 and 2300. Phone: (760) 355-6528 or (760) 355-6232. Application: <https://forms.imperial.edu/view.php?id=150958>

Disabled Student Programs and Services (DSPS)

Any student with a documented disability who may need educational accommodations should notify the instructor or the [Disabled Student Programs and Services \(DSP&S\)](#) office as soon as possible. **When campus is open**, the DSP&S office is in Building 2100, telephone 760-355-6313. Please contact them if you feel you need to be evaluated for educational accommodations. You are responsible for turning in the **Faculty Notification of Accommodation** sheet to your instructor.

Student Counseling and Health Services

Students have counseling and health services available, provided by the pre-paid Student Health Fee.

- [Student Health Center](#). A Student Health Nurse is available on campus, **but you must make an appointment**. In addition, Pioneers Memorial Healthcare District provides basic health services for students, such as first aid and care for minor illnesses. Contact the IVC [Student Health Center](#) at 760-355-6128, **or when campus reopens**, visit Room 1536 for more information.
- [Mental Health Counseling Services](#). Short-term individual, couples, family and group counseling services are available for currently enrolled students. Services are provided in a confidential, supportive, and culturally sensitive environment. Please contact the IVC Mental Health Counseling Services at 760-355-6310 for appointments, or **when campus reopens** visit Room 1536, for more information.

Veteran's Center

The mission of the [IVC Military and Veteran Success Center](#) is to provide a holistic approach to serving military/veteran students in three key areas: 1) Academics, 2) Health and Wellness, and 3) Camaraderie. The Center also serves as a central hub that connects military/veteran students, as well as their families, to campus and community resources. The goal is to ensure a seamless transition from military to civilian life. When campus reopens, the Center is in Building 600 (Office 624), telephone 760-355-6141.

Extended Opportunity Program and Services (EOPS)

The Extended Opportunity Program and Services (EOPS) offers services such as priority registration, book grants, transportation assistance, individualized counseling, tutoring, and community referrals to eligible students. Our staff is available to assist and support students in navigating personal, psychological, academic, and/or career-related issues through empathy, cultural-competence, and a commitment to equity and social justice. Also under the umbrella of EOPS is the CARE (Cooperative Agency Resources for Education) Program, designed to serve single parents and assist with addressing issues that are particular to this population. Students that are single parents receiving TANF/Cash Aid assistance may qualify for our CARE program. For additional information about the EOPS or CARE Programs please contact our Program Office 760.335-6407 and/or visit our Program website www.imperial.edu/students/eops for eligibility criteria and application procedures. We look forward to serving you! - EOPS/CARE Staff

Student Equity Program

The Student Equity & Achievement Program strives to improve Imperial Valley College's success outcomes, particularly for students who have been historically underrepresented and underserved. The college identifies strategies to monitor and address equity issues, making efforts to mitigate any disproportionate impact on student success and achievement. Our institutional data provides insight surrounding student populations who historically, are not fully represented. SEA addresses disparities and/or disproportionate impact in student success across disaggregated student equity groups including gender, ethnicity, disability status, financial need, LGBTQIA+, Veterans, foster youth, homelessness, and formerly incarcerated students. The SEA Program also houses IVC's Homeless Liaison, Foster Youth Liaison, Formerly Incarcerated Liaison, and Military Affiliated Liaison, who provide direct services and referrals to students in need. SEA strives to empower students experiencing insecurities related to food, housing, transportation, textbooks, and shower access. We recognize that students who struggle meeting their basic needs are also at an academic and economic disadvantage, creating barriers to academic success and wellness. We strive to remove barriers that affect IVC students' access to enrollment, education, degree and certificate completion, and the ability to transfer to a university. SEA also provides outreach at local Imperial County high schools to ensure graduating seniors are successfully matriculated into the college and have a strong support system. Please visit us online for assistance at <https://imperial.edu/students/student-equity-and-achievement/> or call us at 760-355-6465 or when campus reopens, visit Building 401.

What if I cannot afford food, books, or need other help?

We have many resources that are available to you. Please tell us what you need by submitting your request(s) here: <https://imperial.edu/students/student-equity-and-achievement/>

Student Rights and Responsibilities

Students have the right to experience a positive learning environment and to due process of law. For more information regarding student rights and responsibilities, please refer to the IVC [General Catalog](#).

Information Literacy

Imperial Valley College is dedicated to helping students skillfully discover, evaluate, and use information from all sources. The IVC [Library Department](#) provides numerous [Information Literacy Tutorials](#) to assist students in this endeavor.