



Petra College, Inc. Student Handbook

2021-2022

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Table of Contents

Table of Contents	2
Introduction	4
Credit for Previous Education or Training	4
Grading Scale	4
Requirements for Certification	4
Attendance.....	4
General Financial Regulations.....	5
Admission and Registration Policies.....	5
Purpose	5
Criteria	5
Procedure.....	6
Admission Requirements	6
Petra College Program Policy	8
Petra College’s Policy on Transfers	8
Certified Nursing Assistant Program Policy	8
Phlebotomy Program Policy	9
Medical Assistant Program Policy	9
National Association for Health Professional Program Policy	9
Requirements for Phlebotomy LBSME Licensure	9
REFUND POLICY	10
Policy	10
Procedure.....	10
For Program Less Than 300 Clock Hours, the Withdrawal After Commencement of Classes Refund Policy Shall Be:	11
For Program More Than 300 Clock Hours, the Withdrawal After Commencement of Classes Refund Policy Shall Be:	11
Payments	11
Tuition.....	11
Textbook Rental.....	12
Enrollment Fee.....	12
Student Conduct and Conditions for Discharge	12

Termination/Cancellation of Contract	12
Re-Entrance	13
Leave of Absence	14
Etiquette	14
Dress Code	14
Grooming Standards:	15
Graduation Requirements	15
Petra College Valedictorian and Salutatorian Policy.....	16
School Schedule	16
Enrollment Schedule	17
Student/Faculty/Staff Grievance Procedure	17
Faculty	17

Introduction

The goals of the instructional program contained in this guide are:

1. To introduce the student to the medical assistant field.
2. To provide students with experiences in the classroom and in the clinical areas that result in development of basic competencies required of medical assistants.
3. To provide the student with training required by State and Federal laws for employment as a medical assistant.
4. To provide students who have completed a medical assistant training program with the opportunities to update their skills.

Credit for Previous Education or Training

Petra College does not accept transfer credit from previous educational programs or prior experiences.

Grading Scale

A	100% - 90%
B	89% - 80%
C	79% - 70%
D	69% - 60%
F	59% or Below

Requirements for Certification

Attendance

Petra College expects perfect attendance of each student. Students are responsible for notifying the Instructor or administration when they are absent or tardy. Instructor will record each absence any absence greater than 20% in any course is not acceptable and constitute grounds for disciplinary actions. A student can be dropped from program if he/she exceeds 20% of absences. This circumstance is on a case by case basis. If you exceed 20% or greater, most likely you will be dropped immediately from the program and must reapply for the next course.

A student may reenter the program; however, said student will have to resubmit payment for each class that must be repeated due to forced withdrawal or due to failure of poor attendance.

Grades - Students shall receive a cumulative course grade of a 70% or better for certification. In addition, students must pass the final exam with at least a 70% or better and must pass clinical with an 80% or better to receive certification as a Medical Assistant.

Students are permitted to practice skills until 100% accuracy is achieved. The test

Effective July 16, 2021

Page 4 of 18

of skills must be given by the approved instructor who holds an instructor certification.

Retakes are permitted on all oral or written quizzes/tests, up to two (2) times. The competency-based curriculum allows for variation in completion time because of the differences in individual students. Final grades and student assessments are distributed at the end of each semester.

General Financial Regulations

1. Registration is not completed, and a student is not enrolled in classes until Petra College charges are paid in full or satisfactory arrangements are made in writing with the Business Office.

2. At the discretion of Petra College's administration, a student may be suspended for non-payment of indebtedness to the Petra College for a period greater than thirty (30) days. If the account is later paid, the student may seek reinstatement.

3. No diploma, certificate, official transcript, grade report, letter of honorable dismissal, recommendations, or participation in graduation ceremonies is granted to any student failing to make a satisfactory settlement of any indebtedness to the Petra College.

4. The Petra College reserves the right to revise charges as conditions may warrant. However, the current year's charges are not adjusted during the academic year.

5. If a student is late, he/she will be charged a fee of 10% which is to be paid when regular payment is made. If a student is late more than three times, student will have to consult with administration before another extension is granted. Late is defined as five days late from making regular scheduled payment.

Admission and Registration Policies

The admission process begins with an interview; thereafter, administration will review enrollment requirements.

Purpose

This policy will inform prospective students of Petra College's admission and registration requirements.

Criteria

The prospective Petra College student must provide or meet the following requirements:

- High school diploma or equivalent i.e., general education diploma (GED), except for CNA program
- Valid government issued photo I.D. (i.e.: driver's license, passport, military ID, state issued ID, etc.)
- Social security card (Petra College will make a photocopy of the original)

Effective July 16, 2021

Page 5 of 18

- Students interested in enrolling in Medical Assistant or Phlebotomy program must be 18 years of age or turning 18 prior to program end date. CNA students may enroll at age 16 with parental consent. Petra College will enroll a medical assistant and/or phlebotomy senior who is on track to graduate the current school year. To enroll these students must also produce the following:
- A letter from the school counselor stating student is in good standing and on track to graduate within the current enrolled school year.
- List the graduation date and the amount of classes student is enrolled in for the current school year.

Procedure

A summary of the admission process is below:

1. School obtains information from the student necessary to complete personal criminal background check.
2. Student pays \$45.00 (cash) for the cost of the criminal background check. A 3% additional processing fee is charged for debit or credit card transactions.
3. The school schedules a student orientation upon the successful completion of the criminal background check.
4. Student can complete the application either online or in person.
5. Administration interviews student and provides overview of program instruction, enrollment requirements, details student usage of school's multimedia services, educational materials, and reviews admission and registration policies.
6. Student must pay enrollment fee and complete the enrollment packet.
7. Prior to orientation, all required documents (driver's license or picture ID, social security card, high school diploma/GED, immunization records, and statewide criminal background check) must be submitted.
8. Student attends Orientation.
9. First day of class and first payment due.

Admission Requirements

1. Requirements for admission to the career programs at Petra College are as follows: Applicants must be at least 16 years of age to start our certified nursing assistant program. CNA students may enroll at age 16 with parental consent. Students interested in enrolling in Medical Assistant or Phlebotomy program must be 18 years of age or turning 18 prior to program end date. Petra College will enroll a medical assistant and/or phlebotomy senior who is on track to graduate the current school year. To enroll these students must also produce the following:
 - A letter from the school counselor stating student is in good standing and on

- track to graduate within the current enrolled school year.
- List the graduation date and the amount of classes student is enrolled in for the current school year.
2. Applicant must be a high school graduate or equivalent (such as a GED or valid home education credential) to enroll in all programs except certified nursing assistant.
 3. Applicant must successfully complete a personal interview with appropriate school personnel.
 4. Applicant must be a US citizen or legal immigrant in possession of appropriate documentation.
 5. Applicants are required to submit to random drug testing at any time during the program, as deemed necessary by the Director of affiliated clinical facilities. A positive drug screen will result in disciplinary action that may include termination from the school. If a student is terminated, the student can follow the same re-entry procedures as the student who has dropped out.
 6. Applicant must be current with all required immunizations including 2-MMRs (Measles, Mumps, Rubella), varicella and a MCV4 (Meningitis) or titers for all showing immunity, as well as a Tetanus booster every 10 year. A negative Mantoux (TB) test is required before attending externship. All students are recommended to undergo the Hepatitis B Series vaccination. On a case-by-case basis one maybe exempts from immunizations (see exemption form). Also, if a student is missing vaccinations prior to class start date, students must show evidence of scheduled appointments.
 7. Applicant must obtain a criminal background check prior to school entry. However, Petra College can run background checks. The cost to run a statewide criminal background check is \$45.00. If one pays with a credit card there will be a surcharge.
 8. Once student pays his/her enrollment fee and background checks to the school, that amount is non-refundable.
 9. Petra College will run a sex offender search. If the results are unfavorable, it will go under further review.
 10. Petra College will not discriminate against anyone with a documented or visible disability. It is the responsibility of the enrollee, to share their specified disability upon enrollment. Once disability is noted, Petra College will accommodate specified disability.
 11. Admission to Petra College does not guarantee acceptance into a specific program.
 12. The student must ensure that their records at Petra College contain their name as it appears on their social security card.
 13. Currently, Petra College does not offer financial aid. However, enrollee may participate in a Petra payment plan (see administration).

Effective July 16, 2021

14. Prior to orientation, student must review program catalog for specific curriculum and school policies/procedures.
15. Prior to orientation, all items must be submitted.
16. Student will not be admitted into any program without all required documents.

Petra College Program Policy

Petra College requires all students to be in attendance at least 20% of class and clinical time to receive a certificate of completion for the program of study. Student's will need to submit a valid doctor's note or excuse for extenuating circumstances. In addition, tardiness is defined as arriving more than ten (10) minutes late for class. Tardiness without a legitimate reason on more than *three different occasions will be considered an unexcused absence*. All excused absences must be made up within two weeks. It is the responsibility of the student to notify the instructor of missed work. (this rule is contingent upon approval by instructor.) Note: *This attendance rule is most applicable to our medical assistant program; but still applies to all programs.*

All Petra College student payments are to be made in full before attending clinical. Student's will not be able to attend clinical if tuition is not paid in full. Prior to clinical, all textbooks must be returned to school. At all times, uniforms must be worn. Students must also wear black or white socks with black or white tennis shoes.

Petra College student enrollment fees and criminal background checks must be completed before entrance into any program. Prior to orientation all required documents (driver's license or picture ID, social security card, high school diploma/GED, immunization records, and statewide criminal background check) must be submitted.

All students must obtain his/her criminal background check prior to admissions. This is completed by the school.

Petra College students shall maintain professionalism always. All students must adhere to student conduct and respect authority. Petra College will discipline and prohibit the following situations: drug and alcohol use, disruption of classes, dishonesty, use of profanity, disobedience, defiance of rules and safety, defiance of policies and procedures, and excessive tardiness.

Note: This rule is only for excused absences.

Petra College's Policy on Transfers

Petra College does not allow students to transfer clock hours within the institution between curriculums. Petra College also does not allow students to transfer clock hours earned from another institution to a Petra College curriculum.

Certified Nursing Assistant Program Policy

- Student must complete the required 40 hours of in class and 40 hours of clinical training at specified site and pass classroom instruction with 70% before being eligible to sit for final

exam. *CNA students must attend all classes per the scheduled date and time.* After successful completion of 40 hours lecture/40 hours lab, student must also demonstrate competency via the final competency exam and written exam. Student must score 80% of final competency exam and 70% written exam. Once clinical is completed student NAT 8 form will be submitted to the state for certification number. If a student does not adhere to the above policy, he/she will have to re-enter the program. *In addition, when a student is placed in clinical and said student is dismissed from clinical for any reason(s), it is not responsibility of the school to locate another clinical site.*

Phlebotomy Program Policy

- Student must complete the required 62 hours of in class(lecture/lab) instruction, 25 capillary sticks in class coupled with 48 hours of clinical training and perform 100 successful venipunctures by the end of clinical. Student must also pass classroom instruction with 70%; final 70% and clinical. If a student does not adhere to the above policy, he/she will have to re-enter the program. *In addition, when a student is placed in clinical and said student is dismissed from clinical for any reason(s), it is not responsibility of the school to locate another clinical site.*

Medical Assistant Program Policy

- Student must complete the required 708 hours of in class (lecture/lab) instruction and 210 hours of Medical Assistant Externship at specified site. Student must pass classroom instruction with 70%; final 70%, and 80% clinical. If a student does not adhere to the above policy, he/she will have to re-enter the program. *In addition, when a student is placed in clinical and said student is dismissed from clinical for any reason(s), it is not responsibility of the school to locate another clinical site.*

National Association for Health Professional Program Policy

All Phlebotomy and Medical Assistant students will take the National Association for Health Professional (NAHP test) after clinical and prior to graduation. This is mandatory, no exceptions. The NAHP application fee is \$75 and the study guide is \$20. All money is due three (3) weeks prior to test date. Student may purchase study guide for either NAHP test at Petra College.

Requirements for Phlebotomy LBSME Licensure

1. Take the NAHP online test.
2. After taking the test, call NAHP at 1-888-267-4090 and dial extension 2 for Mrs. Theresa to submit a request for scores to be sent to LSBME.
3. While you are waiting on the scores to be sent to LSBME, you can begin the process of applying for licensure through LSBME.
 - First, go to www.lsbme.la.gov
 - Then, select the **Apply for or Renew License** icon

- Next, scroll down to the **Categories** section and select **Clinical Laboratory Personnel**.
 - Under **Initial Application**, select the **Application and Instructions** option. (The document will download to your computer)
 - Once the document is downloaded, you will print the application and fill it out, and mail it to LSBME
4. After student has passed his/her national test as a phlebotomist, student must also complete their LSBME application and successfully submit to LSBME before Petra College releases certificate.

Note: Section 2 of the Certification of the Dean letter will need to be sent to Petra to be filled out.

REFUND POLICY

Policy

To facilitate the refund policy in a consistent and fair manner, it is necessary to have a written policy in place. If a student withdraws, or is dismissed, or is determined to be an unofficial withdrawal, an internal refund worksheet will be completed. Refunds will be administered as written in following procedure:

Procedure

- (1) The refund policy is published in the school catalogue and enrollment contract.
- (2) The refund policy is administered uniformly.
- (3) A student does have to request the refund.
- (4) Refunds when due shall be made within 45 days from day of determination.
- (5) Refunds are made when due from the date the institution terminates the student, or the institution determines withdrawal by the student.
- (6) All refunds shall be calculated on the student's last day of attendance.
- (7) Petra College must meet the minimum requirements set by the Louisiana Board of Regents and approval from the Council on Occupational Education.
- (8) The following internal refund policy has been approved and is followed by Petra College:

***Note**

In some instances when refunds are due and the student is not aware a refund is due the institution shall refund student per our refund

policy.

For Program Less Than 300 Clock Hours, the Withdrawal After Commencement of Classes Refund Policy Shall Be:

- (1) During the first week of class, the institution shall refund 90% of the tuition, less all items issued not returned, thereafter.
- (2) After a student has completed two weeks of the course, the institution shall refund at least 70% of the tuition, less the registration fee, thereafter:
- (3) After a student has completed more than three weeks of the course, the institution shall refund at least 60% of the tuition, less the registration fee, thereafter:
- (4) After a student has completed four weeks or more of the course, the institution shall retain a 100% of the tuition.

For Program More Than 300 Clock Hours, the Withdrawal After Commencement of Classes Refund Policy Shall Be:

- (1) During the first two weeks of classes, the institution shall refund 100% of the tuition, less all items issued not returned, thereafter;
- (2) During the third week of classes, the institution shall refund at least 90% of the tuition, less the registration fee, thereafter;
- (3) During the fourth weeks of classes, the institution shall refund at least 75% of the tuition, less the registration fee, thereafter;
- (4) After the fourth week of the program, the institution shall retain 100% of the stated contract price less books, uniforms, or equipment not issued to student.
- (5) Any items issued to the student and used during training or fees assessed to the student upon enrollment are non-returnable and non-refundable in the event of early termination.
- (6) Any student wishing to re-enroll must complete the entire admissions process (including a new application, enrollment agreement and \$100 registration fee). Petra College reserves the right to write-off debt owed to the institution for students who re-enroll.

Payments

Tuition

Petra College does not offer financial aid. However, Petra College does offer its students a payment plan with the following terms.

Effective July 16, 2021

Page 11 of 18

- CNA: \$500 due on or before the first day of class and the remaining balance of \$500 is due three weeks later.
- Phlebotomy: \$900 on or before the first day of class and the remaining balance of \$900 is due four weeks later.
- Medical Assistant: \$555 is due on or before the first day of class and the remaining balance due in monthly payments of \$456.43 per month for 7 months.

All balances must be made before students report to clinical. The student must pay his/her monthly payment on or before the 15th of each month. **A late fee of \$50 will be assessed if payment is more than five calendar days late.**

Textbook Rental

Petra College will rent all textbooks. Student understands if they destroy the textbook in any way, they are responsible for paying the full price of the textbook. Textbooks should be returned to Petra College no later than the last day of class. If the textbook is NOT returned by the last day of class, student will not receive his/her certification until textbook debt is paid.

Enrollment Fee

Adhere to payment schedule for enrollment fee per program of study. Enrollment and tuition payments are made online at www.petracollege.com

***This is a non-refundable Enrollment fee**

Note: instructions for online payment will be provided upon request

Student Conduct and Conditions for Discharge

Students are expected to act professionally and in a disciplined manner which will prohibit any of the following situations:

• Use of drugs and alcohol during school hours	• Disobedience
• Disruption of classes	• Defiance of rules of safety
• Dishonesty	• Defiance of policies and procedures
• Use of profanity	• Excessive tardiness

Termination/Cancellation of Contract

Students will be discharged under the following conditions:

- Academic development under seventy percent (70%)

- Failure to maintain the attendance policies
- Failure to obey policies against use of alcohol and drugs during school hours
- Intentionally disrupting class activities/Instructor
- Intentional dishonesty/Cheating
- Five (5) business days of non-tuition payment to school

Academic development under seventy percent (70%) – student must maintain 70 % or higher collectively.

Failure to maintain the attendance policies- Petra College expects perfect attendance of each student. Students are responsible for notifying the Instructor or administration when they are absent or tardy.

Failure to obey policies against use of alcohol and drugs -Drug use and alcohol strictly prohibited. At the school discretion we will do a random drug test. If student has a positive drug test, this is immediate termination from program. **Note: Termination is on a case-by-case basis.**

Intentionally disrupting class activities/Instructor - Disruptive behavior includes any activity that interferes with or creates a negative or dangerous learning environment. This includes talking in side-conversations during lecture and any behaviors disrupting the learning of other students. **Cell phones must not be used while in class, practice laboratory, or clinical setting. While in the classroom or in clinical settings, cell phones will be turned off.**

Intentional dishonesty/Cheating -Plagiarism, whether intentional or accidental, is the act of using another person's ideas, information, or words (phrases, sentences, paragraphs, essays, etc.) and presenting them as your own. Whether you quote word for word, paraphrase, or summarize material, you must still give credit to the source using standard documentation.

Five (5) business days of non-tuition payment to school- if student do not pay the remaining balance of the tuition within the first 5 days of the payment is due without having a payment will result in termination.

Petra college offers a payment plan. First payment is expected on or before the first day of class. After 5 days of nonpayment the student will be contacted for payment and charged a \$50 late fee. Second payment is due 4 weeks (phleb), 3 weeks(Cna), monthly (ma) after the start date of class. After 5 days of nonpayment the student will be contacted for payment and charged for \$50 late fee.

Clinical Discharge/Termination

Once Petra College places a student in a clinical site and said student action(s) forces removal for any reason; it is not the responsibility of the school, to locate an additional clinical site.

Re-Entrance

Any student who was terminated for conduct or insubordination may be

Effective July 16, 2021

Page 13 of 18

readmitted to the program, subject to the same procedures for re-entry as the student who has dropped out.

Any student that has dropped out of the program may be readmitted to the next class if the Director completes a personal face-to-face interview with the student. All other program policies and procedures will be applicable at the time of re-entrance.

Any student that has been terminated due to failure of meeting academic standards may be readmitted to the next class. The academy's director will complete a personal face-to-face interview with the student and the student will pay all applicable fees at the time of re-entrance.

Note: After face-to-face visit, it's at the discretion of the director and/or president to accept said student back into program.

Attendance: Petra College will retain an attendance record for each student. It will be necessary for all students to complete twenty percent (20%) of class hours to receive a certificate of completion for the program of study. If the student does not meet the attendance requirements, then the student will be dismissed from the program. Please submit valid doctor's notes or excuses for extenuating circumstances.

Tardiness is defined as arriving more than ten minutes late for class. Tardiness without legitimate reason on more than three separate occasions will be considered as an unexcused absence. Students are to arrive on time for class. All documentation for reasons for absences is required for a student returning to class after an absence. All classes missed by a student must be made up within two weeks of absence. It is the student's responsibility to schedule makeup work.

Leave of Absence

Students may request a leave of absence. The student must submit a written notice to the school explaining the reason they are not able to attend school. If the student fails to notify the school director of their leave of absence, the student will be held to the standards discussed in the Attendance section. This includes probation and possible dismissal for lack of attendance. Students wishing to return to class after a leave of absence must contact the school director. The school director and student will both determine when and if the student will return to class.

Etiquette

Students should always maintain professionalism. Students must always respect the teacher and one another.

Dress Code

All students are required to purchase their school uniform from Petra College. Students must adhere to the following dress code for class and clinical:

- Short to medium fingernails
- Tennis shoes or crocs only. Flip-flops are not permitted
- Socks (Black or white only)
- Scrubs (Provided by school see colors below)
- Revealing clothing is not permitted
- Proper undergarments shall be worn and not visible.
- Jewelry/Piercings: Men no earrings. Females may wear only one pair of small earrings. No visible facial, body, or tongue piercings.
- No Nose piercings
- Tattoos should be readily coverable tattoos should be appropriately covered so as not to be visible.
- *Medical assistant colors are navy.*
- *Phlebotomy uniform colors are white*
- *CNA uniforms are burgundy.*

Grooming Standards:

- Practice daily oral hygiene.
- Bathe daily and use effective deodorant.
- Heavily scented toiletries should be avoided.
- Hair should be clean and kept at a reasonable length. Long hair should be pulled back and not fall into the work area. Hair color or style may not be extreme. Hair color is to be of natural color and shade.
- Facial hair must be neat, clean, and well-trimmed.
- Nails: Should be conservative in length and neatly manicured. Artificial nails (acrylic, etc.) are not allowed due to safety concerns.
- Make-up: Should be conservative and in good taste.

Graduation Requirements

Students must have a seventy percent (70%) cumulative course grade, 70% final grade, and 80% clinical score to graduate. If a student does not complete his/her clinical that student will not complete the program. In addition, when a student is assigned a clinical site due to his/her own actions student may be subject to wait until next class is in session. This rule is on a case by case basis. The administrator and dean will make final decision.

At the discretion of the Director/Instructor(s), students who do not meet all requirements to achieve certification may have the opportunity to receive remedial assistance at an additional cost.

Student absence can't exceed 20% in any program. If absence is greater than 20% student without an excused absence, student will be in jeopardy of not graduating (see Attendance).

Petra College Valedictorian and Salutatorian Policy

The Valedictorian and Salutatorian for Petra College's graduating class is determined by a combination of factors. First, as with tradition, the Valedictorian is usually the student that has the highest grade-point average in the class at the end of the program. Also, the salutatorian is usually the student that has the second highest grade-point average in the class at the end of the program. The school's valedictorian and salutatorian shall be announced after clinicals. Valedictorian/salutatorian will be required to give a speech during the graduation ceremony. Speech may be no more than 3 minutes long.

However, a valedictorian or salutatorian candidate must also meet the following policy requirements:

- A valedictorian or salutatorian candidate absences may not be greater than 20% for each program.
- Any school or discipline action that results in a punishment of a suspension or greater shall automatically disqualify a student for consideration as the valedictorian or salutatorian.
- If there is a tie between two (2) students for valedictorian, then the graduation ceremony shall consist of two (2) valedictorians and no salutatorian.
- If there is a clear valedictorian and a tie for salutatorian, then the graduation ceremony shall consist of a valedictorian and two (2) co-salutatorians.
- If there is a clear valedictorian and a tie for salutatorian, there will be a valedictorian along with co-salutatorians.

School Schedule

The school operates on a non-traditional school term. Classes canceled due to weather are made up at the end of the term.

The following holidays will be observed throughout the academic year. Classes are not going to be held during the following holidays:

• New Year's Day	• Mardi Gras Day
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<ul style="list-style-type: none"> • Martin Luther King Jr. Day 	<ul style="list-style-type: none"> • Spring Break (First 2 days)
<ul style="list-style-type: none"> • Memorial Day 	<ul style="list-style-type: none"> • Independence Day
<ul style="list-style-type: none"> • Labor Day 	<ul style="list-style-type: none"> • Thanksgiving Day • Friday after Thanksgiving Day
<ul style="list-style-type: none"> • Christmas Eve and Day 	

Petra College reserves the right to change the school calendar at any time.

The hours per week vary depending on whether the class is academic, lab or clinical. Please refer to the program's detailed schedule.

Enrollment Schedule

Varies per program.

Student/Faculty/Staff Grievance Procedure

Any student who has a grievance with the school or an instructor should first discuss the issue with the instructor, then with the President. If a timely resolution is not reached, the student should make a written complaint and submit it to the school director asking for a written response. When a satisfactory resolution of the problem is not achieved then the student may contact:

Louisiana Board of Regents Proprietary School Section
P. O. Box 3677
Baton Rouge, LA 70821 225-342-7084

Faculty

Tamarva Fultz, R.N. - Certified Nursing Assistant Coordinator. Bachelor of Science, Southeastern Louisiana University, Hammond, Louisiana.

Kathy Abrams, R.N. - Certified Nursing Assistant Instructor. Associate of Nursing, Southwest Community College, Summit, Mississippi.

JoAnne Mack, - Medical Assistant Instructor. Licensed Practical Nurse, Louisiana Technical College, Slidell, Louisiana.

Yashika Jones, - Medical Assistant Instructor. Licensed Practical Nurse, Delta College, Slidell, Louisiana.

Rosiland Patterson, Phlebotomy Instructor. State CLS Laboratory Assistant, Ochsner Hospital, New Orleans, Louisiana.

