



# WASHINGTON ONLINE LEARNING INSTITUTE

## Institutional Catalog

**Catalog Publication Date: June 20, 2019**

**Volume Number: 2019-4**

**Effective Date: June 20, 2019**

# WASHINGTON ONLINE LEARNING INSTITUTE CATALOG

Catalog Publication Date: June 20, 2019

Volume Number: 2019-4

Effective Date: May 2, 2019

Washington Online Learning Institute reserves the right to modify, upon approval of their accreditor and applicable regulatory agencies, the offering of programs, individual courses of study, tuition, hours of classes, the school calendar, and other materials listed in this publication or herein attached or inserted.

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## ADMINISTRATIVE AND CAMPUS OPERATIONS

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## ACCREDITATIONS, LICENSES, AND APPROVALS

Washington Online Learning Institute is regionally accredited by the Middle States Association Commission on Secondary Schools (MSA-CESS). MSA-CESS is a regional accrediting agency recognized by the US Secretary of Education and CHEA as a reliable authority as to the quality of education or training provided by the postsecondary career, vocational education and nurse education institutions it accredits.

## STATE LICENSURE AND ACCREDITATION

### **Middle States Association - Commission on Secondary Schools**

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Philadelphia, PA 19104  
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Washington Online Learning Institute is licensed by the Minnesota Office of Higher Education as a private post-secondary career school.

### **Minnesota Office of Higher Education**

1450 Energy Park Dr., Suite 350  
St. Paul, MN 55108  
[www.ohe.state.mn.us](http://www.ohe.state.mn.us)  
Phone: (651) 642-0533

### Licensed Career School Disclosure:

Washington Online Learning Institute is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions.

## TABLE OF CONTENTS

WELCOME.....	5
HISTORY, MISSION AND CORE VALUES.....	6
CHANGES IN CATALOG INFORMATION.....	6
ADMISSIONS.....	6
DISTANCE EDUCATION.....	7
OPERATING CALENDAR.....	8
TUITION.....	8
REFUND POLICY.....	9
FINANCIAL ASSISTANCE AND FINANCING OPTIONS.....	10
EDUCATION.....	10
Acceptance of Transfer Credits into Washington Online Learning Institute’s Programs.....	10
Transfer of Credits from one program to another.....	10
Transferability of credits to another school.....	10
Licensed Career School Disclosure.....	10
Articulation Agreement.....	10
Attendance.....	11
Reentries.....	11
Leave of Absence.....	11
Academic Advising.....	11
Student Evaluation and Assignment of Grades.....	11
Grading Scale.....	12
Incomplete Grades.....	12
Satisfactory Academic Progress.....	13
Schedule Changes.....	16
Withdrawal from School.....	16
Student Records.....	16
POLICY ON STUDENT CONDUCT.....	16
STUDENT COMPLAINT/APPEAL PROCESS.....	17
REASONABLE ACCOMMODATIONS POLICY – Individuals with Disabilities.....	18
NOTIFICATION OF RIGHTS UNDER FERPA WITH RESPECT TO STUDENT RECORDS.....	18
UNLAWFUL HARASSMENT.....	20
PROGRAMS OF STUDY.....	21
Master Paralegal Certificate.....	21
Senior Paralegal Certificate.....	21
National Paralegal Certificate Program.....	22
Paralegal Pathway Certificate.....	22
Immigration Law Specialist Certificate.....	23
Advanced Immigration Law Certificate.....	24
Medical Billing & Coding Certificate Program.....	24
Health Insurance & Reimbursement Certificate.....	26
Senior Legal Nurse Consulting Certificate Program.....	26
Legal Nurse Consultant Certificate Program.....	27
Undergraduate Criminal Justice Certificate Program.....	28
Undergraduate Certificate in Business Administration.....	29
COURSE DESCRIPTION.....	29
Pharmacy Technician.....	36
Microsoft® Office® Specialist Preparation (MOS).....	36
STATE AGENCY LISTING.....	37
CONTENTS OF THIS CATALOG.....	40

## **WELCOME!**

Hello, and welcome to Washington Online Learning Institute (WOLI)!

On behalf of our instructors and staff here at Washington Online Learning Institute, I want to personally extend my warm welcome to you as you become a student with us.

Washington Online Learning Institute was started with the mission of extending high-quality, online education to adults in an economical way using innovative techniques and approaches to prepare our graduates to contribute to today's workforce. With that end in mind, we have gathered highly qualified, experienced faculty members to facilitate engaging, relevant curriculum and give students a chance to gain a career certificate or diploma without burdening themselves with student loan debt.

We are a group of experienced, highly-qualified educators and business professionals who are dedicated, first and foremost, to the academic success of our students. You will find our customer service skills and timely communication techniques create a sense of community and connectedness even though our students and teachers are physically separated by great distances.

I am confident you will gain an appreciation for the convenience of being able to earn your career certificate or diploma from home, on a schedule that can fit into your busy lifestyle. WOLI was built on the concept that adults don't have to stop their busy lives to advance their career training.

Open and honest communication will be crucial to your success here at WOLI. Please let a staff member know of any concerns or questions you have as you make your way through your program and please try to be proactive when communicating with your instructors, as that can alleviate many issues at a later time.

We have the faculty, staff, leadership, and experience to make our career school a great institution. We were only missing one thing, you! Now that you're here, let's get started on helping you develop the skills and education necessary to move you into the next exciting stage of your life!

Sincerely,

Dr. Mark A. Ulven, Ed.D.

President

Washington Online Learning Institute

## HISTORY OF WASHINGTON ONLINE LEARNING INSTITUTE

Washington Online Learning Institute (WOLI) was founded in 1999 as the National Paralegal Institute of America, Inc. The original mission of WOLI was solely to provide training to individuals who were interested in pursuing a career as a paralegal and to deliver that training via distance education. While paralegal studies remain a curriculum offering today, WOLI has expanded the range of its programs to include other in-demand career areas designed to meet the needs of employers. WOLI's programs are fully online to accommodate the needs of students who increasingly demand mobile and flexible educational opportunities to fulfill their career-training needs. In 2019, WOLI was acquired by Excel Education Systems, Inc., a leading provider of accredited distance education services and products. Excel will usher in a new era of growth, development, and innovation for the school.

### MISSION STATEMENT AND CORE VALUES

The mission of The Washington Online Learning Institute is to prepare our students for a lifetime of achievement and career success as knowledgeable and well-trained professionals; as evidenced by above-average outcomes and student satisfaction.

The Core Values that support this mission include:

- ⦿ Integrity of actions
- ⦿ Mutual respect
- ⦿ Institution-wide focus on efficient delivery for a meaningful student experience
- ⦿ Acquisition of knowledge and career skills that require real-world application and professional insight.

### CHANGES IN CATALOG INFORMATION

This is an official document publishing the policies, procedures, and regulations of WOLI. Each student is responsible for knowing and complying with the information contained in this publication. The catalog is available to current and prospective students as well as other interested parties at [www.woli.edu](http://www.woli.edu).

### ADMISSIONS

#### **Admissions Process and Entrance Requirements for Programs.**

Admission to WOLI requires that applicants provide proof of high school graduation or GED, TASC or HiSET credential prior to enrollment. The Admissions staff at the Institute can answer any questions about what documents are acceptable for proof of high school completion.

Applicants must be at least 16 years of age. Any applicant, who has not reached the age of 18 at the time they apply, must provide proof of a high school diploma or GED, TASC or HiSET credential and have written permission from a parent or legal guardian. A college transcript is not acceptable as proof of high school graduation.

**English Proficiency**

WOLI does not provide English-as-a-second language instruction. Students are required to read, write, and speak English at a 12<sup>th</sup>-grade high school level to participate in online courses at WOLI.

**Non-Discrimination**

The school admits students without regard to race, gender, sexual orientation, religion, creed, color, national origin, ancestry, marital status, age, disability, or any other factor prohibited by law. WOLI reserves the right to deny admission to any person for any nondiscriminatory reason. Applicants are notified promptly of their admission status.

**Admissions Procedures**

Application for admission to Washington Online Learning Institute may be completed online at [www.woli.edu](http://www.woli.edu). Admissions personnel may also be contacted by phone to address any questions applicants have concerning WOLI programs or the admissions process.

As part of the application and enrollment process, students will be provided the paperwork necessary to qualify for enrollment. Once all paperwork is submitted, including a signed Enrollment Agreement, the student must make financial arrangements for their classes and any required fees. If the student is a minor, the Enrollment Agreement must be signed by a parent or guardian. The entire enrollment process is completed online.

Once the student has been accepted at WOLI and enrolled in his/her selected program of study, the student will be provided instructions on how to access online classes through the Canvas LMS. WOLI offers daily starts, so students typically have course access the very day they complete enrollment with WOLI.

**DISTANCE EDUCATION**

All WOLI courses are taught via the Internet using an asynchronous online classroom environment. There are no mandatory scheduled class meetings, but the Institute requires students keep pace with their courses. Online Courses are designed to be completed in a pre-determined timeframe (e.g., four weeks, six weeks, ten weeks, etc.) and students are actively encouraged to keep up with the material as scheduled in order not to fall behind. During the course, students interact online with their classmates, school staff, and instructor.

If students are unable to complete a course within the prescribed period, the Institute's policy is to be flexible and permit the student to complete the course at a later date, but a program extension fee will apply. If a student is enrolled in a program consisting of multiple courses, all courses in the program must be successfully completed before a certificate is granted (this includes any cumulative examinations that may be scheduled after the courses have been completed.)

If it appears to the instructor the student is not actively participating in a course, the school will contact the student to encourage the student and to offer any additional assistance that might be needed.

### **Technology/Resource Requirements:**

Students are required to have access to a computer and the Internet on a regular basis. Students must possess the ability to use a computer, access e-mails, use a web browser (Internet Explorer/Edge, Firefox, Google Chrome, or Safari), and use the Canvas learning management system. WOLI recommends Google Chrome for all online courses. WOLI courses are also available on all smart devices.

Students must have word processing software such as Microsoft Word or Google Docs or a process that will allow the use of APA format and to save documents to a PDF for submission to the instructor. In addition to textbooks, workbooks, lab manuals, or other required materials, classes may utilize sources from the library. The instructor will provide specific information on resources that will be utilized/required in class to support content and aid in research. Information is contained in the course syllabus and resource page.

Students enrolled in an online learning environment will be introduced to acceptable standards of behavior regarding dialogue postings, plagiarism, netiquette (online etiquette) and are provided with a list of student expectations. Student character and academic integrity are very important at the Washington Online Learning Institute.

### **OPERATING CALENDAR**

Washington Online Learning Institute operates year-round. Because WOLI is a fully online institution, our students reside in many locations. All services are provided online, and staff is available via email, chat, and phone. The main office of the Institute operates on Central Time and is open to students by appointment, except on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve and Christmas Day.

Students have access to the online classroom 365 days of the year, 24 hours a day. Instructors are available via email at all times. Email messages from students will be answered within 24 hours of receipt or on the next business day. In most cases, student emails are answered in 2-3 hours or less.

### **TUITION AND ADDITIONAL COSTS**

The total tuition that students pay to the Institute includes Base Tuition, Lab Fee, Registration Fee, and Textbook Fee. All course materials are included in the amount of tuition.

#### **PROGRAM TUITION**

Master Paralegal Certificate Program \$ <b>1,799</b>	Senior Paralegal Certificate Program \$ <b>999</b>
National Paralegal Certificate Program \$ <b>699</b>	Paralegal Pathway Certificate Program \$ <b>399</b>
Immigration Law Specialist Certificate \$ <b>499</b>	Advanced Immigration Law Certificate \$ <b>499</b>
Medical Billing & Coding Certificate Program with Foundation \$ <b>1,299</b>	Medical Billing & Coding Certificate \$ <b>799</b>
Health Insurance & Reimbursement Certificate \$ <b>399</b>	Senior Legal Nurse Consulting Certificate \$ <b>999</b>
Legal Nurse Consultant Certificate \$ <b>599</b>	Criminal Justice Certificate \$ <b>999</b>
Business Administration Certificate \$ <b>999</b>	Microsoft® Office® Specialist \$ <b>899</b>
Pharmacy Technician \$ <b>899</b>	Single Course Offerings \$ <b>299-399</b>

**☉ Interest free installment plans are available for certificate programs**

**Other Fees include:**

Late Payment Fee	\$25
Schedule Revision Fee	\$50
Transcript Fee	\$10
Certificate Reprint Fee	\$30
Program Extension Fee	\$ 200
NSF/Chargeback Fee	\$ 30

**REFUND POLICY**

"Buyer's Right to Cancel." (136A.826 Subd. 2 (3) Students may cancel or withdraw fax, phone, or email.

**Binding Agreement and Governing Law:** This Agreement is a legally binding contract when signed by you and accepted by Washington Online Learning Institute at its offices in Minnesota and is governed by Minnesota law. Your digital signature on this agreement indicates you have read and understand its terms and any literature you have received from us, and you believe you are able to benefit from your program.

If your application is rejected, you will receive a full refund of all tuition, fees, and other charges. You will be entitled to a full refund of tuition, fees, and other charges if you give written notice that you are canceling your contract within five business days after the contract or enrollment agreement is considered effective. A contract or enrollment agreement will be presumed to effective on the date of that the institution notifies you that you have been accepted into the institution, and you have signed the contract or enrollment agreement. If the notification of acceptance into the institution is sent by mail, then the effective day of being accepted is the postmark on the acceptance letter.

This five-day refund policy applies regardless of when the program starts. If you give notice by phone or email more than five days after you signed the contract, but before the start of the first online lesson, you will receive a refund of all tuition, fees, and other charges minus 15%, up to \$50, of the total cost of the program. Following 5-days, you will be provided a prorated tuition, fees, and other charges refund minus a 25%, up to \$100 administrative if you provide verbal or email notice of your withdrawal after your program has begun, but before 75% program has completed. If you withdraw from your program after 75% of the program has completed, you are not entitled to a refund of tuition, fees, and other charges. You will receive notice acknowledging your withdraw request within ten business days after receipt of the notice, and you will receive a refund of any tuition, fees, and other charges within 30 business days of receipt of your withdrawal.

Telephone or email notice of withdrawal is effective the date verbal, or email notice is given on the day it has been communicated to the institution. If you do not withdraw by telephone or email or contact the institution about your absence, and you have not attended your program for 21 consecutive days, you will be considered to have withdrawn from the school as of your last date of attendance.

WOLI reserves the right to academically cancel any student who fails to demonstrate satisfactory progress toward graduation. Academic dishonesty or other violations of the School Catalog may also result in disciplinary action up to and including the termination of your enrollment.

## **FINANCIAL ASSISTANCE AND FINANCING OPTIONS**

Prospective students applying to the programs are provided the opportunity to utilize a number of financing options to assist with tuition payments, including installment plans and participation in various government programs. WOLI does not participate in FAFSA but does offer affordable monthly payment plans and participates in various military funding options.

## **EDUCATION**

**Acceptance of Transfer Credits into The Washington Online Learning Institute's Programs**  
WOLI does not accept transfer credits toward certificate programs.

### **Transfer of Credits from one Program to another Program**

Students transferring from one WOLI program into a new program can receive credit for classes completed in the original program if the completed classes match those listed in the new program curriculum.

### **Transferability of the Washington Online Learning Institute's Credits to another School**

WOLI is an accredited institution that offers programs designed to provide the student with vocational career training and is not intended to prepare the student for transfer to other institutions. Acceptance of credits earned at WOLI is determined solely by the receiving institution. Students wishing to transfer credits should first consult with the Registrar at the receiving institution concerning acceptance. Accreditation alone does not guarantee credit transfer. **WOLI cannot and does not guarantee credit transfer.**

### **Licensed Career School Disclosure:**

Washington Online Learning Institute is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions.

### **Articulation Agreement**

WOLI holds an articulation agreement with the University of Phoenix, which may allow students to transfer courses from WOLI as assessed by the University of Phoenix's Office of Admissions & Evaluation (OAE). For more information about transferring credits, please contact your Student Affairs Coordinator at 1-800-371-5581, or visit the University of Phoenix website. You may also contact the University of Phoenix toll-free at 866-766-0766 or visit [www.phoenix.edu/admissions/transfer\\_information](http://www.phoenix.edu/admissions/transfer_information).

**Attendance**

Class work includes extensive textbook reading, additional reading, participation on the asynchronous Discussion Boards, optional live chats, and online assessments. Depending on the course, additional assignments may be required. Students may access the online classroom 24 hours a day and are expected to participate in the online classroom by posting messages on the Discussion Boards and by completing written assignments. Instructors and students are also able to schedule live “chat” sessions in the Virtual Classroom, though attendance is not mandatory.

**Reentries**

Any student who has dropped out of the program or who has been inactive for a period of six months or longer may be readmitted by completing an interview with the Institute’s admissions staff and paying all fees due at the time of readmission. Fees may include application fee, registration fee, textbook replacement, and any increase in tuition since the student’s initial enrollment.

**Leave of Absence**

If a student does not complete the coursework within the specified timeframe of the course, the student may receive a grade of Incomplete. All incomplete coursework should be resolved within eight (8) weeks of the end of the course. Students who require a longer time are required to apply for a leave of absence.

**Academic Advising**

Students’ educational progress, including grades, attendance, and conduct, are reviewed on a regular basis. The education department notifies students if their attendance, academic standing, or conduct is unacceptable. Failure to improve may result in further action up to and including withdrawal. The school provides tutorial sessions and academic advising for students who are experiencing academic difficulties. Students are encouraged to seek academic assistance through their instructor or the education department.

**Outside Hours**

Hours listed in course descriptions and on syllabi represent the scheduled time required for delivery of course content and practice of learned skills. The accumulation of these hours is listed under “Total Contact Hours” and is utilized in determining credits awarded in each course. In addition to the contact hours in a course, students are expected to spend time outside of class in reading/preparing for class, completing assigned homework, studying for exams/quizzes, researching or completing project assignments, and/or preparing for practical exercises.

**Student Evaluation and Assignment of Grades**

Multiple assessments are administered in each course. Each assessment consists of a combination of multiple-choice and/or essay or short answer questions. Each courses also has a practical examination.

Cumulative examinations are offered at the end of some certificate programs. These exams are administered only after the student has completed all courses in the curriculum. Final examinations are comprehensive and consist of multiple-choice and/or essay or short answer questions.

In some courses, students are required to draft documents, legal memoranda, or perform online research. Discussion Boards are provided in every course. In some courses, students are required to participate in the Discussion Boards by replying to discussion questions posed by the teacher and engaging in dialogue with each other in matters of legal interest or course subject matter interest.

Students may receive a certificate or diploma only when they have achieved satisfactory scores on all coursework and, if applicable, a cumulative final examination; and they have fulfilled all tuition obligations to the Institute.

### **Grading Scale**

The progress and quality of students' work is measured numerically. The meaning of each grade is listed below:

Letter Grade	Numerical Grade	Quality Points (per credit)	Calculates in GPA	Counts in Maximum Timeframe
A	95-100	4	Yes	Yes
B	88-94.9	3	Yes	Yes
C	80-87.9	2	Yes	Yes
D	70-79.9	1	Yes	Yes
F	Below 70	0	Yes	Yes
T	Transfer Credit	---	No	Yes
INC	Incomplete	---	No	Yes
W	Withdrawal	---	No	Yes

The course grade is calculated as a combination of the student's scores on the quizzes, required written assignments, and class participation. Extra credit may also be awarded at the instructor's discretion. The minimum satisfactory passing grade is 70. In certificate programs that consist of a series of courses, a student must score 70 or above in every course before they are permitted to take a cumulative final exam. Grades are recorded as numerical values on student transcripts. Transcripts also record the performance on cumulative final examinations.

### **Honors Recognition**

Graduation with Highest Honors – GPA of 3.90 or higher

Graduation with High Honors – GPA of 3.7-3.89

Graduation with Honors – GPA of 3.5 – 3.69

### **Incomplete Grades**

An instructor may assign a grade of incomplete if a student has extenuating circumstances that prevent the student from being able to finish all coursework on time. The student must complete and submit all assignments/work within two calendar weeks from the regularly scheduled end date of the class.

## **Withdrawals**

A student must notify the school administrative office, or designee, by phone, email or fax of intent to withdraw to be considered officially withdrawn. Withdrawal from a single class will be assigned a grade of W, recorded as credits attempted in the MTF, but will not be included in the calculation of GPA. When a withdrawn student reenters, he/she will be charged the tuition rate in effect at the time of reentry.

## **SATISFACTORY ACADEMIC PROGRESS**

### **Satisfactory Academic Progress (SAP)**

All enrolled students, regardless of whether or not they participate in any financial aid or financial assistance program, must be making Satisfactory Academic Progress (SAP) in order to remain enrolled at WOLI. For students receiving federal financial aid assistance of any kind, this is also necessary to maintain eligibility to continue to receive that aid. WOLI determines whether a student is meeting Satisfactory Academic Progress requirements by reviewing two academic components – a qualitative measurement and a quantitative measurement – at specific evaluation points. The student must also complete the program within the Maximum Time Frame (MTF) designated for the program. SAP does not apply to students enrolled in single subjects who are not pursuing a program credential.

### **Evaluation of SAP**

WOLI evaluates each student to determine if he/she is making SAP at the end of each payment period. Each of WOLI's payment periods generally corresponds to a 16-week semester for federal financial aid purposes. Thus, the end of each payment period is an SAP evaluation point.

### **SAP Factors (Qualitative and Quantitative)**

The first SAP component, referred to as the qualitative factor, is measured by the student's cumulative grade point average (CGPA). The second, referred to as the quantitative factor, is the student's rate of academic progress (ROP) toward successful completion of the credit hours they have attempted (i.e., the ratio of credit hours earned to credit hours attempted). A student must meet both the qualitative factor (CGPA) and the quantitative factor (ROP) to be considered by WOLI to be meeting SAP requirements and to be eligible to graduate from the program. Each factor is discussed in more detail below.

### **CGPA Requirement (Qualitative Factor):**

When WOLI reviews the student's academic record at each evaluation point, that student must be maintaining a minimum CGPA of 2.0 in order to meet this factor and be considered in good academic standing. Grades are calculated according to the general academic policies of WOLI. A student may appeal a grade assigned by an instructor/faculty member as provided for in this catalog in the "Grade Challenges" section.

The grade-point average (GPA) is computed by multiplying the quality point equivalent for each grade by the semester credit hours given for that course, adding the products, and then dividing the sum by the credit hours attempted during the term. Note the following example of determining a grade-point average:

Course	Credit Hours Attempted	Grade	Quality Points	Product
Legal Terminology	2	A	4	8
Criminal Law	2	B	3	6
Ethics	2	A	4	8
Family Law	2	C	2	4
<b>SUM OF PRODUCT</b>	<b>8</b>			<b>26</b>

Grade Point Average (GPA) =  $\frac{26.00}{8} = 3.25$  GPA

### Rate of Academic Progress (Quantitative Factor):

When reviewing SAP, WOLI also checks to determine if the student has successfully completed a minimum of 66.67% of the credit hours attempted. The formula used to complete the evaluation is:

$$\frac{\text{Total Credit Hours Earned}}{\text{Total Credit Hours Attempted}}$$

Total Credit Hours Earned are defined as those credit hours the student attempted (including transfer credits accepted by WOLI towards completion of the student's current program) minus those credit hours for which the student received a non-passing grade, a grade of incomplete, or a withdrawal. Total Credit Hours Attempted are defined as those credit hours that are contained in the student's academic history at WOLI, including, as may be applicable, transfer credits. Please refer to the Grading Scale section of this catalog for an explanation of how non-punitive grades and repeated coursework impact SAP.

### Maximum Time Frame

Students must also complete their programs within the maximum timeframe (MTF) allowed. MTF is defined as times the normal time frame required to complete the program. Official leaves of absence and other official interruptions of educational training are not computed as part of the student's progress for the purpose of MTF calculation. For example, if the normal timeframe within which students complete a program is 30 credits and 60 weeks, the MTF for that program is 45 credits (1.5 x 30 credits) and 90 weeks (1.5 x 60 weeks). If at any point the school determines that the student cannot complete the program in the Maximum Time Frame allowed, the student becomes ineligible for financial aid at that point. The student may choose to appeal the loss of aid based on extenuating circumstances. See Appeal of Loss of Aid Due to Maximum Time Frame in this catalog.

### Failure to Make SAP

When it is determined that a student satisfies both the qualitative and quantitative factors at an evaluation point, WOLI considers that student to have met SAP. If a student does not meet **either** the qualitative or quantitative factors when SAP is reviewed at an evaluation point, WOLI considers that student to have failed to make SAP. WOLI will notify a student in writing that he/she has failed to make SAP, including any resulting consequences as detailed below.

### **Financial Aid Warning**

A student who has not achieved a satisfactory cumulative grade point average (CGPA) or rate of progress (ROP) at the end of a grading period may be placed on Financial Aid Warning (FAW). When a student is placed on FAW, the student will be advised, and the terms of FAW will be documented and maintained in the student's file. A student is only placed on FAW if it is determined that the student can mathematically reach the required standards by the next evaluation point. If the student fails to meet the terms of FAW, the student may be placed on Financial Aid Probation or may be dismissed.

### **Financial Aid Probation**

If it is determined that a student is unable to meet SAP by the next evaluation point, that student is placed on Financial Aid Probation (FAP.) Students on FAP are advised of their status and are provided an academic plan for how to meet SAP within the timeframe defined on the plan. A student on an academic plan remains eligible for FA as long as the terms of the plan are met. A student may remain in school and receive federal financial aid for the term following the FAP period only if, as of the following evaluation point, the student is meeting SAP or has met the requirements of the WOLI academic plan. Failure to meet SAP or the terms of the academic plan at the next evaluation point while on Financial Aid Probation will result in the student's dismissal from WOLI.

### **SAP Appeals**

Any student who is academically dismissed for failure to meet SAP standards is not eligible to apply to return to school until one evaluation period has passed. In order to file a SAP Appeal, a student must complete the SAP Appeal Form in writing. The SAP Appeal Form is available from WOLI's Academic or Financial Aid Departments.

Students who were academically dismissed and are allowed to return to school based on a written appeal will be placed on Financial Aid Probation (FAP) and will be provided an academic plan for how to meet SAP within the timeframe defined on the plan. A student on an academic plan remains eligible for financial aid as long as the terms of the plan are met.

### **Appeal of Loss of Aid Due to Maximum Time Frame**

When it is determined that a student cannot complete the program in the Maximum Time Frame (MTF) allowed, the student loses financial aid eligibility. Any student who wishes to appeal the loss of aid should follow the SAP appeal process as defined in this catalog. If the appeal is upheld the student will be placed on an academic plan that will specify the requirements for completing the program. If the student fails to meet the academic plan, the student will become ineligible for aid without being able to further appeal.

### **Evaluating a SAP Appeal**

Upon submission of a SAP Appeal, WOLI's Academic Review Committee will review the student's SAP Appeal to determine if it is complete and supports approval of the appeal. If the SAP Appeal is denied, the student will be dismissed from WOLI. If the SAP Appeal is accepted, WOLI will place the student on Financial Aid Probation and provide an academic plan for the student to ensure that a satisfactory status can be met. This includes the assessment of the student's academic file to determine if it is mathematically possible for the student to meet SAP within the defined timeframe and complete all remaining coursework within the maximum time frame. If at any measurement point the student has failed to meet the terms of the academic plan, the student will be dismissed from WOLI.

## SCHEDULE CHANGES

If necessary, students may request changes to their schedule up to one time free of charge. Subsequent student-initiated changes to the schedule will result in a fee.

## WITHDRAWAL FROM SCHOOL

If a student withdraws from a program or course, the student must notify the school by phone, email or fax. The date of the communication to the school will be the official date of withdrawal and will be used to calculate any pro-rata refund. It is the student's responsibility to withdraw officially from the school. Failure to withdraw formally may result in failing grades and additional financial obligations.

## STUDENT RECORDS

All student evaluations and grades are maintained by the Institute for a period of five years. Student transcripts are kept on file permanently and are protected from fire, theft, and other perils.

## POLICY ON STUDENT CONDUCT AND DISMISSAL

There are typically very few problems with student misconduct in an online classroom. The instructor and administration do have the ability to delete offensive messages from the Discussion Board. The Institute also reserves the right to expel students for failure to observe acceptable online and Internet etiquette including, but not limited to, inappropriate behavior such as repeated posting of obscene or offensive messages. The Institute reserves the right to revoke a student's password to the Online Classroom environment in order to prevent such behavior.

### **Academic Misconduct Policy**

Students may be disciplined for acts of academic misconduct. These include, but are not limited to **cheating and plagiarism**.

**Cheating** is defined as obtaining or attempting to obtain a better assessment or grade by any dishonest or deceptive means. It also includes aiding another to obtain credit for work or a better assessment or grade by any dishonest or deceptive means. Cheating includes, but is not limited to: copying another's work, test or examination; allowing another to copy one's work, test or examination; use of an assignment submitted in another class without the knowledge/permission of the current class instructor; discussion of answers or questions on an examination or test, unless such discussion is specifically authorized by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets", or other information devices without the consent of the instructor; allowing another individual to provide work or answers on any assignment.

**Plagiarism** is a form of cheating and is defined as presenting someone else's work, including the work of other students, as one's own. Any ideas or materials taken from another source for either written or oral use must be fully acknowledged, unless the information is common knowledge. What is considered "common knowledge" may differ from course to course. A student must not adopt or reproduce ideas, opinions, words, theories, formulas, graphics, or pictures produced by another person without acknowledgment.

A student must give credit to the originality of others and acknowledge whenever:

- Directly quoting another person's actual words, whether oral or written;
- Using another person's ideas, opinions, or theories;
- Paraphrasing the words, ideas, opinions, or theories of others, whether oral or written;
- Borrowing facts, statistics, or illustrative material; or
- Offering materials assembled or collected by others in the form of projects or collections.

In the event that the Institute dismisses a student, a tuition refund will be calculated and issued to the student, if applicable. WOLI uses software such as Turnitin and Proctorio to ensure academic integrity.

## **STUDENT COMPLAINT/APPEAL PROCESS**

### **Grade Challenges**

Students who disagree with a grade they have received should contact the instructor to discuss their concern within 5 business days following the end of the course. If the student is unable to resolve the dispute with the instructor, he or she should write a letter of appeal no later than 15 calendar days from the end of the course explaining the reasons for the dispute. The Director of Education will issue a final decision to the student within 5 business days of the receipt of the written appeal.

### **Informal Conflict Resolution Procedure**

When a student believes that he/she has been treated unfairly by a Washing Online Learning Institute faculty or staff member, the student shall communicate with the individual in a good faith effort to resolve the dispute promptly and fairly. Such communication shall be conducted via correspondence, email or phone communication at the option of the student. This is an informal process that promotes constructive dialogue and understanding, requiring no paperwork or forms. Prior to pursuing the formal conflict resolution procedure, the student must use the following informal procedure:

The student shall discuss the issue informally with the Washington Online Learning Institute faculty or staff member. Both parties should openly discuss the matter in an attempt to understand varying perspectives, explore alternatives, and attempt to arrive at a satisfactory resolution to the issue within fifteen (15) instructional days from the date the student first makes the issue known.

In the event of an absence from the Institute by the faculty or staff member for reasons such as vacation or termination of employment, the student shall contact the faculty or staff member's supervisor for advice on how to proceed with the process. If the student feels that s/he cannot communicate directly with the faculty or staff member, s/he may contact the faculty or staff member's supervisor directly. The faculty or staff member's supervisor may act as a mediator to resolve the conflict in a prompt and fair manner.

### **Formal Conflict Resolution Procedure:**

1. In the event resolution is not achieved through the informal procedure, the student may initiate the formal procedure by writing a letter to the appropriate administrator or designee of the faculty or staff member. The letter must be submitted within ten (10) days of the conclusion of the unresolved informal process. The letter must include the following:

- a) A detailed description of the issue, including dates and time
- b) A summary of the actions taken by the student to resolve the issue

- c) A proposed solution
2. The appropriate administrator designee shall determine if the issue has merit. An issue without merit will be dismissed without further review, and the student will be notified in writing of this determination.
3. If the issue is found to have merit, the administrator or designee shall attempt to resolve the issue by the following:
  - a) Serving as an intermediary between the student and the faculty or staff member
  - b) Considering all facts of the situation and talking with all parties involved
  - c) Determining how to resolve the issue promptly and fairly
  - d) The administrator or designee handling the case will notify all parties in writing of the decision.
  - e) The student may appeal the decision to the Director.
  - f) The decision of the Director shall be final

In the event a student has proceeded through the formal complaint process at WOLI and is unable to reach a resolution with the Institution, the student may file a complaint with the department of education or designated agency in the state in which the student resides. The list of web addresses may be found on the WOLI website under Consumer Information or in the State Agency listing in this catalog. If the complaint is not resolved following the state resolution process, the student may contact Middle States Association at [www.msa-cess.org](http://www.msa-cess.org) or by calling MSA at 267-284-5000.

### **REASONABLE ACCOMMODATIONS POLICY – INDIVIDUALS WITH DISABILITIES**

WOLI does not discriminate against individuals on the basis of physical or mental disability and is fully committed to providing reasonable accommodations to qualified individuals with a disability unless providing such accommodations would result in an undue burden on the institution or fundamentally alter the nature of the relevant program, benefit, or service provided by WOLI. Students may request an accommodation by contacting the school. Individuals requesting an accommodation will need to complete a Request for Accommodation at least three weeks before the first day of classes, or as soon as feasible. Disagreements regarding appropriate accommodation or alleged violations of this policy may be addressed pursuant to WOLI's grievance procedures.

### **NOTIFICATION OF RIGHTS UNDER FERPA WITH RESPECT TO STUDENT RECORDS**

The Family Educational Rights and Privacy Act (FERPA) afford eligible students certain rights with respect to their education records. An "eligible student" under FERPA is a student who is 18 years of age or older or one who attends a postsecondary institution. These rights include:

1. The right to inspect and review the student's education records within 45 days after the day WOLI receives a request for access. A student should obtain a Request to Inspect and Review Education Records form from the portal and submit to the Director, a written request that identifies the record(s) the student wishes to inspect. The school official will make arrangements for access and notify the student of the time and place where the records may be inspected. Students are not entitled to inspect and review financial records of their parents. If the records are not maintained by the school official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

2. The right to request an amendment of the student's education records that the student believes is inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA.

A student who wishes to ask the school to amend a record should write to the Director, clearly identify the part of the record the student wants changed and specify why it should be changed.

If the school decides not to amend the record as requested, the school will notify the student in writing of the decision and the student's right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

3. The right to provide written consent before WOLI discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent.

The school discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by the institution in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel and health staff); a person serving on the board of directors; or a student serving on an official committee, such as a disciplinary or grievance committee. A school official also may include a volunteer or contractor outside of WOLI who performs an institutional service or function for which the school would otherwise use its own employees and who is under the direct control of the school with respect to the use and maintenance of the education records, such as an attorney, auditor, collection agent, or a student volunteering to assist another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the institution

Parental access to a student's record will be allowed by WOLI without prior consent if: (a) the student has violated a law or the institution's rules or policies governing alcohol or substance abuse, if the student is under 21 years old; or (b) the information is needed to protect the health or safety of the student or other individuals in an emergency.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by WOLI to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:  
Family Policy Compliance Office U.S. Department of Education 400 Maryland Avenue, SW  
Washington, DC 20202

Below is a listing of the disclosures that postsecondary institutions may make without consent:

FERPA permits the disclosure of education records, without consent of the student, if the disclosure meets certain conditions found in the FERPA regulations. Except for disclosures to school officials, disclosures related to some judicial orders or lawfully issued subpoenas, disclosures of directory information, and disclosures to the student, FERPA regulations requires the institution to record the disclosure. Eligible students have a right to inspect and review the record of disclosures. A postsecondary institution may disclose education records without obtaining prior written consent of the student in the following instances:

- To other school officials, including teachers, within WOLI whom the school has determined to have legitimate educational interests. This includes contractors, consultants, volunteers, or other parties to whom the school has outsourced institutional services or functions.
- To officials of another school where the student seeks or intends to enroll, or where the

student is already enrolled if the disclosure is for purposes related to the student's enrollment or transfer.

- To authorized representatives of the U. S. Comptroller General, the U. S. Attorney General, the U.S. Secretary of Education, or State and local educational authorities, such as a State postsecondary authority that is responsible for supervising the institution's State-supported education programs. Disclosures under this provision may be made, in connection with an audit or evaluation of Federal- or State-supported education programs, or for the enforcement of or compliance with Federal legal requirements that relate to those programs. These entities may make further disclosures to outside entities that are designated by them as their authorized representatives to conduct any audit, evaluation, or enforcement or compliance activity on their behalf. In connection with financial aid for which the student has applied or which the student has received, if the information is necessary to determine eligibility for the aid, determine the amount of the aid, determine the conditions of the aid, or enforce the terms and conditions of the aid.

- To organizations conducting studies for, or on behalf of, the school, in order to: (a) develop, validate, or administer predictive tests; (b) administer student aid programs; or (c) improve instruction.

- To accrediting organizations to carry out their accrediting functions.

- To comply with a judicial order or lawfully issued subpoena.

- To appropriate officials in connection with a health or safety emergency.

- Information the school has designated as "directory information" may be released at the school's discretion. WOLI have defined directory information as the student's name, address (es), telephone number(s), e-mail address, birth date, and place, program undertaken, dates of attendance, honors and awards, photographs and credential awarded. If a student does not want his or her directory information to be released to third parties without the student's consent, the student must present such a request in writing to the Director within 45 days of the student's enrollment or by such later date as the institution may specify. Under no circumstance may the student use the right to opt out to prevent the institution from disclosing that student's name, electronic identifier, or institutional e-mail address in a class in which the student is enrolled.

- To a victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense. The disclosure may only include the final results of the disciplinary proceeding with respect to that alleged crime or offense, regardless of the finding.

- To the general public, the final results of a disciplinary proceeding if the school determines the student is an alleged perpetrator of a crime of violence or non-forcible sex offense and the student has committed a violation of the school's rules or policies with respect to the allegation made against him or her. To parents of a student regarding the student's violation of any Federal, State, or local law, or of any rule or policy of the school, governing the use or possession of alcohol or a controlled substance if the school determines the student committed a disciplinary violation and the student is under the age of twenty-one.

### **Unlawful Harassment Policy**

WOLI is committed to the policy that all members of the school's community, including its faculty, students, and staff, have the right to be free from sexual harassment by any other member of the school's community. Should a student feel that he/she has been sexually harassed, the student should immediately inform the President.

Sexual harassment refers to, among other things, sexual conduct that is unwelcome, offensive, or undesirable to the recipient, including unwanted sexual advances.

## PROGRAMS OF STUDY

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### MASTER PARALEGAL CERTIFICATE PROGRAM

The Master Paralegal Certificate program is a comprehensive paralegal curriculum, designed to be completed in 15 months/60 weeks, that includes both basic and specialized paralegal courses. The program is designed for the student who wants a comprehensive paralegal education and is designed to prepare graduates for work in a variety of legal fields as a paralegal or legal assistant.

**Duration: (1260 Clock Hours)**

**Credits: 28 Credits**

#### Program Courses

**WOL-101: Introduction to the World of Law**

**WOL-201: Legal Research and Writing**

**WOL-P02: Investigation and Legal Reasoning**

**WOL-P05: Law Office Administration; Using Computers in the Law Office**

**WOL-120: Legal Terminology**

**WOL-122: Contracts**

**WOL-301: Bankruptcy**

**WOL-401: Criminal Law**

**WOL-501: Ethics**

**WOL-601: The Law of Real Estate**

**WOL-701: Civil Litigation**

**WOL-801: Personal Injury Law (Torts)**

**WOL-901: Business Organizations Law**

**WOL-902: Family Law**

**WOL-903: Wills, Trusts, and Estates**

### SENIOR PARALEGAL CERTIFICATE PROGRAM

The Senior Paralegal Certificate Program is a fully accredited, 10-month series of paralegal courses. The curriculum is designed to prepare the future paralegal professional with both a theoretical understanding of the world of law and the practical skills necessary to succeed. The eleven courses in this curriculum are taught by practicing attorneys who fully understand what paralegals need to know on the job. Each course takes four weeks to complete in Washington Online's interactive online classroom. At Washington Online, our goal is to fully prepare you to enter the paralegal workforce with confidence in your abilities and knowledge of the law.

**Duration: (924 Clock Hours)**

**Credits: 21 Credits**

#### Program Courses

**WOL-101: Introduction to the World of Law**

**WOL-201: Legal Research and Writing**

**WOL-301: Bankruptcy**

WOL-401: Criminal Law  
WOL-501: Ethics  
WOL-601: The Law of Real Estate  
WOL-701: Civil Litigation  
WOL-801: Personal Injury Law (Torts)  
WOL-901: Business Organizations Law  
WOL-902: Family Law  
WOL-903: Wills, Trusts, and Estates

### **NATIONAL PARALEGAL CERTIFICATE PROGRAM**

The National Paralegal Certificate Program (NPC) is a fully accredited five-month (5 month) program leading to Certification in Paralegal Studies. Though the shortest in duration of WOLI's three major paralegal certification programs, it is a very high-quality program taught by experienced attorneys. The National Paralegal Certificate Program is the perfect Paralegal Certification program for aspiring legal professionals who want to enter the job market quickly and gain the most education and paralegal training in the shortest reasonable amount of time. The five courses of the program have been carefully chosen to prepare the modern Paralegal to succeed in the competitive and rewarding world of the legal profession. The five courses total 15 credits (420 clock hours) and may be transferred to institutions for up to 15-semester credits. The National Paralegal Certificate Program is designed to provide the law student with the theory of the law and practical experience.

**Duration: (420 Clock Hours)**

**Credits: 10 Credits**

#### **Program Courses**

WOL-101: Introduction to the World of Law  
WOL-201: Legal Research and Writing  
WOL-501: Ethics  
WOL-701: Civil Litigation  
WOL-901: Business Organizations Law

### **PARALEGAL PATHWAY CERTIFICATE PROGRAM**

The Paralegal Pathway Certificate Program is a 6-week series of paralegal courses. The curriculum is designed for those who wish to earn a Certification in Paralegal Skills as quickly as possible. This is a fast-paced program consisting of intensive concentration in legal research using Caselaw® (and other techniques), legal interviewing, legal investigation and litigation assistantship. The course also explores the use of computers in a law office and basic law office administration. At Washington Online, our goal is to fully prepare you to enter the paralegal workforce with confidence in your abilities and knowledge of the law.

**Duration: 6 Weeks**

**Credits: 3 Credits (126 Clock Hours)**

Week One: Legal Research Part 1 - Introduction

Week Two: Legal Research Part 2 - Legal Analysis

Week Three: Legal Research Part 3 - Litigation Assistantship

Week Four: Legal Research Part 4 - Legal Writing

Week Five: Special Research Project

Week Six: Introduction to the Use of Computers in the Law Office

### **IMMIGRATION LAW SPECIALIST CERTIFICATE**

**Duration: (168 Clock Hours)**

**Credits: 4 Credits**

#### **Program Courses**

WOL-124: Law Office Management - Systems, Procedures & Ethics

WOL-123: Immigration Law

In this introductory-level course, you will gain both a theoretical and practical understanding of the basic elements of immigration law. We will begin with a review of immigration law and policy. Since most immigration law is policy driven, the course will present an overview of the history and evolution of this area of the Federal law. We will then delve into the sources of both the Federal government's and the States' authority to establish immigration statutes.

The course then turns to the issues of immigration itself. We will look at the various categories of immigrants and non-immigrants, their statuses and the priority with which the law treats their applications for entry. We will review the elements of Lawful Permanent Resident (LPR) status, as well as issues that have arisen as result of the 9/11 terror attacks. Finally, we will explore the procedure required for admission into the United States and the procedures for deportation.

**WE WILL BE MAKING FREQUENT REFERENCE TO IMMIGRATION FORMS THROUGHOUT THE COURSE. YOU WILL LEARN TO COMPLETE THIS FORMS AND TO READ AND UNDERSTAND THE INSTRUCTIONS THAT ACCOMPANY THE FORMS AND SUPPLEMENTS. AT A MINIMUM, WE WILL SPEND TIME LEARNING ABOUT THE FOLLOWING FORMS:**

G-28 "Notice of Entry of Appearance as Attorney or Representative"

AR-11 "Alien's Change of Address Card"

I-129 "Petition for a Nonimmigrant Worker"

I-129F "Petition for Alien Fiance"

I-539 "Application to Extend/Change Nonimmigrant Status"  
I-130 "Petition for Alien Relative"  
ETA-750 "Application for Alien Employment Certification"  
I-140 "Immigration Petition for Alien Worker"  
G-325 "Biographic Information"  
I-485 "Application to Register Permanent Residence or Adjust Status"  
I-765 "Application for Employment Authorization"  
I-864 "Affidavit of Support under Section 213A of the Act"  
I-134 "Affidavit of Support"  
N-400 "Application for Naturalization"  
N-600 "Application for Certificate of Citizenship"

### **ADVANCED IMMIGRATION LAW CERTIFICATE**

This advanced level course provides comprehensive coverage of immigration law and practice. Students of this course can expect to gain sufficient knowledge to work in any immigration law practice in the country. This course is taught by an experienced immigration lawyer. This course includes weekly quizzes to assess your progress through the course materials.

**Duration: (210 Clock Hours)**

**Credits: 5 Credits**

[Click here for course syllabus](#)

### **MEDICAL BILLING & CODING CERTIFICATE PROGRAM (WITH FOUNDATION COURSES)**

The Medical Billing and Coding with Foundation Courses certificate program is designed for individuals who wish to rapidly enter the fast-growing and rewarding field of medical billing and coding. If you have little or no prior experience working in a medical office, this program is for you. The curriculum includes Anatomy and Physiology, Medical Terminology, Medical Insurance, and Reimbursement. and an extensive 16-week module on Medical Billing and Coding (ICD-9-CM, HPCPS, and CPT coding systems).

**Duration: (672 Clock Hours)**

**Credits: 15 Credits**

#### **Program Courses**

MED-C201: Anatomy & Physiology

MED-C202: Medical Terminology

MED-B601: Health Insurance & Reimbursement

MED-BCC: Medical Billing & Coding

## **MEDICAL BILLING & CODING CERTIFICATE PROGRAM (MED-BCC)**

**Duration: (336 Clock Hours)**

**Credits: 8 Credits**

### **Program Courses**

MED-B601: Health Insurance & Reimbursement

MED-BCC: Medical Billing & Coding

The Medical Billing and Coding with Foundation Courses certificate program is designed for individuals who wish to rapidly enter the fast-growing and rewarding field of medical billing and coding.

If you have little or no prior experience working in a medical office, this program is for you. The curriculum includes Anatomy and Physiology, Medical Terminology, Medical Insurance, and Reimbursement and an extensive 16-week module on Medical Billing and Coding (ICD-9-CM, ICD-10-CM, HCPCS, and CPT coding systems).

Accurate coding is crucial to the successful operation of any health care facility or provider's office because reported codes determine the amount of reimbursement received. The annual revision of coding guidelines and payer requirements serve to challenge coders. Those responsible for assigning and reporting codes in any health care setting require thorough instruction in the use of the ICD-9-CM, ICD-10-CM, CPT, and HCPCS Level II coding systems.

This program will benefit students interested in pursuing a career in the rapidly growing field of medical insurance, billing, and coding and experienced coders who are already employed in the health care field who would like to enhance their skills or learn additional clinical areas.

Upon successful completion of this course (and required prerequisites), the student will be able to properly assign the correct ICD-9-CM, ICD-10, HCPCS, and/or CPT coding assignment based on the medical services performed.

In addition, the student will be well prepared for any of the following American Health Information Management Association (AHIMA) certification exams:

Certified Coding Associate (CCA)

Certified Coding Specialist - Hospital Based (CCS)

Certified Coding Specialist - Physician Based (CCS-P)

We recommend that students have a basic understanding of anatomy and physiology, medical terminology and health insurance and reimbursement techniques. Individuals who require instruction in these foundation subjects should enroll in MED-BCF Medical Billing and Coding with Foundation Courses (6-8 months).

### **HEALTH INSURANCE AND REIMBURSEMENT CERTIFICATE**

**Duration: (168 Clock Hours)**

**Credits: 4 Credits**

[Click here for syllabus](#)

This course is designed to teach students about major insurance programs, federal health care legislation and programs, and claims and the process of completing claims forms efficiently, effectively, and in compliance with payor guidelines and regulations.

Using your previous knowledge of Medical Terminology and Anatomy & Physiology, this course will review, facilitate, and reinforce medical terminology skills while introducing the student to health insurance, managed care, the life cycle of an insurance claim, legal and regulatory guidelines, CMS reimbursement issues, CMS claim forms, commercial claims, Medicare, Medicaid, Tricare, and workers compensation. Upon completion of this course, the student will be able to accurately and efficiently complete claim forms in conjunction with the required payor guidelines. The student will also have all fundamental knowledge necessary to take additional courses in Medical Billing and Coding (ICD-9-CM, ICD-10, HCPCS, and CPT) and to pursue a career in that field

### **SENIOR LEGAL NURSE CONSULTING CERTIFICATE PROGRAM**

Legal Nurse Consulting is a unique field that combines both nursing and legal skills and knowledge. To begin practicing as a Legal Nurse Consultant (LNC), you must be a Registered Nurse (RN) or a Physician's Assistant.

Legal Nurse Consultants most often advise law firms, insurance companies, and corporations on matters involving personal injury and medical malpractice, a segment that comprises fully 25% of all legal cases in the United States. A well-qualified Legal Nurse Consultant will have, in addition to her medical background, a grounding in personal injury and medical malpractice law, as well as familiarity with case law and the processes of civil litigation. WOLI's comprehensive Senior Legal Nurse Consulting program is designed to prepare RN's for exciting and lucrative careers as Legal Nurse Consultants.

**Duration: (588 Clock Hours)**

**Credits: 14 Credits**

#### **Program Courses**

LNC-101: Legal Nurse Consulting Foundation

LNC-201: Legal Research for Legal Nurse Consultants

WOL-701: Civil Litigation for Legal Nurse Consultants

## WOL-801: Personal Injury & Medical Malpractice

The Legal Nurse Consultant who finishes this course will understand the role of statutes, regulations, case law, primary authority, and secondary authority. She will also possess fundamental skills in legal research which will come in very handy throughout her career. A Legal Nurse Consultant who can conduct basic legal research is a prized asset in any personal injury or medical malpractice law firm.

This course is a comprehensive hands-on module in which you will receive personal step-by-step instruction on how to conduct legal research in a traditional law library and on Westlaw®, the premier online legal research database, used by the majority of law firms. Every WOLI Legal Nurse Consultant student receives a personal password and unlimited usage of Westlaw®.

You will learn where to find law libraries, and how to utilize legal authority in support of your client's case. You will have extensive experience researching primary authority, such as statutes and cases, and secondary authority, such as legal periodicals and encyclopedias. You will learn the difference between mandatory authority, which a court must accept, and persuasive authority, for which a court has discretion to accept or not. Other topics include how to cite cases, cite-checking, Shepard's®, and Key-citing®

You will have writing assignments, in which you will organize the results of your research and give your opinion about the case. During this course, you will develop a basic legal vocabulary and knowledge of the major principles of the law of the cases studied. Other topics covered include statutes, legislative histories, constitutions, administrative law, local law, rules of court, international law, card and computer catalogs, case digests, annotations, loose-leaf services, legal periodical literature, legal encyclopedias, legal treatises and phone and mail research. Legal writing is an extremely valued skill, and critical in many law department applications. Legal Nurse Consultants should be prepared to draft basic documents involving both legal and medical information. At a minimum, the Legal Nurse Consultant should be familiar with basic legal research and writing theory and skills.

Therefore, a major part of this course is devoted to developing knowledge and skills about drafting the basic forms of legal writing: Demand Letters, Status Letters, and Opinion letters, and Memoranda of Law. You will learn about drafting trial and appellate briefs. Your professor will critique your legal writing and offer valuable pointers as needed.

### **LEGAL NURSE CONSULTANT CERTIFICATE PROGRAM**

Legal Nurse Consulting is a unique field that combines both nursing and legal skills and knowledge. To begin practicing as a Legal Nurse Consultant (LNC), you must be a Registered Nurse (RN). Legal Nurse Consultants most often advise law firms, insurance companies, and corporations on matters involving personal injury and medical malpractice, a segment that comprises fully 25% of all legal cases in the United States.

A well-qualified Legal Nurse Consultant will have, in addition to her medical background, a grounding in personal injury and medical malpractice law, as well as familiarity with case law and the processes of civil litigation. WOLI's comprehensive Senior Legal Nurse Consulting program is designed to prepare RN's for

exciting and lucrative careers as Legal Nurse Consultants.

**Duration: (336 Clock Hours)**

**Credits: 9 Credits**

**Program Courses**

LNC-101: Legal Nurse Consulting Foundation

## **UNDERGRADUATE CRIMINAL JUSTICE CERTIFICATE PROGRAM**

**Duration: (882 Clock Hours)**

**Credits: 22 Credits**

**Courses**

CJ-100: The American Criminal Justice System

CJ-200: Terrorism and Homeland Security

CJ-300: Criminology

CJ-400: Effective Communication for Criminal Justice  
Professionals

CJ-500: Ethical Dilemmas and Decisions in Criminal Justice

CJ-600: Substantive and Procedural Criminal Law

Whether you are new to the field of criminal justice or are currently employed as a professional in the field, you can distinguish yourself with a Certificate of Criminal Justice Studies from Washington Online Learning Institute, a national leader in accredited higher education. WOLI's Criminal Justice Certificate Program emphasizes both the theoretical and practical aspects of the criminal justice profession. WOLI's program provides the criminal justice student with a solid background in the fundamentals of criminal justice theory and develops the skills necessary for success in this rapidly growing and very important profession.

This program will help prepare you to work in many fields: law enforcement, anti-terrorism, private security, public safety, the courts, police administration, and corrections, among others. It also emphasizes working with crime-related populations, such as drug and sex offenders, and security-conscious corporate clientele. The program also emphasizes communication skills, and vital areas for the 21st century Criminal Justice professional. And, as a bonus, four weeks of the program are devoted to a study of substantive and procedural aspects of the criminal law. This program will provide you with the opportunity to gain skills and credentials necessary to excel in the field and prepares you for advanced-level study.

\*\* Requirements for criminal justice careers vary from state to state. [Click Here](#) to learn about the requirements in your state.

## UNDERGRADUATE CERTIFICATE BUSINESS ADMINISTRATION

**Duration: (864 Clock Hours)**

**Credits: 20 Credits**

### **Program Courses**

BUS-101: Business Principles and Management

BUS-102: Marketing

BUS-103: Economics

BUS-104: Business Law

The Business Certificate Program at Washington Online Learning Institute is a comprehensive 40-week program leading to the award of the Business Certification. The Business Certificate program is designed for students who are interested in gaining a background in basic business principles, marketing, economics and business law.

**The Business Certification is divided into four separate courses of ten weeks each. Students may begin the program in any of the four modules and complete them sequentially.**

**All courses may be taken individually as single subjects that do not lead to a program certificate.**

### COURSE DESCRIPTIONS

#### **WOL-101: Introduction to the World of Law (4 weeks)**

***Hours: 84/Semester Credits 2***

This introductory paralegal course is designed to acquaint the new student with the basic realities of law practice. Areas explored include: different types of paralegal employment, regulation of paralegals, basic ethics, introduction to the legal system, legal analysis, interviewing, investigation, use of computers in a law office, and law office management.

#### **WOL-201: Legal Research and Writing (4 weeks)**

***Hours: 84/Semester Credits 2***

This workshop-style course is designed to hone the student's writing and thinking skills by concentrating on basic principles of legal writing and analysis. Students learn to use powerful research tools, including online facilities from Westlaw® and traditional book-based methods. Students learn how to research and brief a legal issue.

#### **WOL-P02: Investigation and Legal Reasoning (4 weeks)**

***Hours: 84/Semester Credits 2***

This course is dedicated to developing the skills a paralegal needs in order to work with clients in an office setting. It includes how to professionally investigate and analyze their situations.

**WOL-P05: Law Office Administration; Using Computers in the Law Office (4 weeks)**

*Hours: 84/Semester Credits 2*

This course provides a basic background in law office administration. Students learn how law is practiced in the private sector, the role of the legal administrator and legal assistant manager, how a law office manages its expenses, timekeeping, and how a lawyer sets and collects fees. Topics include: billing, client trust accounts, administrative reports, client file management, and the use of computers in a law office.

**WOL-120: Legal Terminology (4 weeks)**

*Hours: 84/Semester Credits 2*

The legal profession uses a vocabulary that is specific to the profession. This course is designed to help the student become familiar with the basic terminology of the legal profession. The course is divided into courses, each of which is dedicated to a specific area of the law.

**WOL-122: Contracts (4 weeks)**

*Hours: 84/Semester Credits 2*

This course presents a comprehensive, well-organized, functional approach to the law of contracts. The students learns to analyze agreements and how to determine whether or not a contract has been formed, what law applies, whether the contract is enforceable, whether or not a party has breached, and, if so, what remedies are available to the aggrieved party.

**WOL-301: Bankruptcy (4 weeks)**

*Hours: 84/Semester Credits 2*

This course acquaints the student with the three most common forms of bankruptcy: Chapters 7, 11, and 13. The student learns the law of bankruptcy and develops practical experience becoming familiar with documents commonly used in bankruptcy practice. Students also learn about the valuable role of paralegal professionals in a successful bankruptcy practice.

**WOL-401: Criminal Law (4 weeks)**

*Hours: 84/Semester Credits 2*

The student is introduced to the basic concepts of criminal law, and is presented with some thought-provoking examples from the annals of the criminal justice system. Crimes against the person, crimes against property, legal defenses (such as the insanity defense), as well as the theory and history of criminal justice are presented together with a practical skills exploration of the criminal justice process.

**WOL-501: Ethics (4 weeks)**

*Hours: 84/Semester Credits 2*

This course covers the basic principles governing the ethical practice of law for both lawyers and paralegals. Subjects explored include the unauthorized practice of law, conflicts of interest, confidentiality, paralegal-client relations, disciplinary procedures, fee splitting, billing, advertising, and misconduct in the law office.

**WOL-601: The Law of Real Estate (4 weeks)**

*Hours: 84/Semester Credits 2*

This course explores the theory and history of real estate transactions. Students gain a working knowledge of contracts, deeds, mortgages and title reports. The student has the opportunity to handle a theoretical real estate transaction from beginning to end. This course is also valuable for brokers, agents, managers, and other real estate professionals.

**WOL-701: Civil Litigation (4 weeks)**

*Hours: 84/Semester Credits 2*

The student gains a thorough understanding of the major aspects of civil litigation, managing a case from beginning to end; from client interview, through the drafting of a summons and complaint, motions, briefs, and trial preparation. The instructor takes the role of judge. Students also learn about the history and structure of the major court systems.

**WOL-801: Personal Injury Law (Torts) (4 weeks)**

*Hours: 84/Semester Credits 2*

In this course, the law of torts and negligence is examined in detail. The student is educated to understand the basic theory of tort law and the process by which negligence cases are developed in preparation for settlement or trial. Subjects covered include evaluating liability, injuries, and damages.

**WOL-901: Business Organizations Law (4 weeks)**

*Hours: 84/Semester Credits 2*

This course provides the student with a basic understanding of business organizations. Corporations, partnerships, sole proprietorships, as well as LLP's and LLC's, are compared and contrasted. Students form a theoretical corporation, and prepare a number of documents including Articles of Incorporation, Partnership Agreement, By-laws, Minutes, and Shareholder's Agreements.

**WOL-902: Family Law (4 weeks)**

*Hours: 84/Semester Credits 2*

This course acquaints the student with the basic areas of a family law practice: marriage, divorce, property rights, custody of children, separation agreements, and maintenance. A hands-on approach is used to provide students with practical application of concepts.

**WOL-903: Wills, Trusts, and Estates (4 weeks)**

*Hours: 84/Semester Credits 2*

This course provides a theoretical and practical understanding of the laws of inheritance and estate planning. Students prepare a will and trust, and learn the procedure for probate. Estate planning, the role of the probate courts, and basic inheritance issues are explored and discussed.

**WOL-123: Immigration Law (4 weeks)**

*Hours: 84/Semester Credits 2*

In this introductory-level course, you will gain both a theoretical and practical understanding of the basic elements of immigration law. We will begin with a review of immigration law and policy. Since most immigration law is policy driven, the course will present an overview of the history and evolution of this area of the Federal law. We will then delve into the sources of both the Federal government's and the States' authority to establish immigration statutes.

**WOL-124: Law Office Management - Systems, Procedures & Ethics (4 weeks)**

*Hours: 84/Semester Credits 2*

This course is designed for persons who will work in a law office management position, either as an employee of a law firm, or as an entrepreneur operating his or her own law/paralegal office. This course may be studied as a "stand-alone" course but is especially effective when studied in conjunction with a substantive area of the law. For instance, this course and the Immigration course comprise the Immigration Law Certificate Program, as the acquisition of knowledge of immigration law and law office management is a crucial first step for any paralegal

hoping to earn a living helping immigration clients as an entrepreneurial immigration paralegal.

**MED-C201: Anatomy & Physiology (4 weeks)**

*Hours: 84/Semester Credits 2*

The Anatomy and Physiology section of this course will provide students with a general overview of the human body, including its structure, the functions of its different parts and systems, and an introduction to diseases. Students will learn how to apply this information while performing insurance billing and coding functions.

**MED-C202: Medical Terminology (4 weeks)**

*Hours: 84/Semester Credits 2*

The Medical Terminology section of this course is designed to familiarize students with medical words, phrases, and medical abbreviations related to the systems of the human body and disease processes. Students will learn definitions and pronunciation of the different words and phrases. Students will gain experience with "real-life" examples from medical charts.

**MED-B601: Health Insurance & Reimbursement (8 weeks)**

*Hours: 168/Semester Credits 4*

This module is designed to teach students about major insurance programs, federal health care legislation and programs, and claims. In addition, you will learn the process of completing claims forms efficiently, effectively, and in compliance with payor guidelines and regulations.

**MED-BCC: Medical Billing & Coding (16 weeks)**

*Hours: 336/Semester Credits 8*

Accurate coding is crucial to the successful operation of any health care facility or provider's office because reported codes determine the amount of reimbursement received. The annual revision of coding guidelines and payer requirements serve to challenge coders. Those responsible for assigning and reporting codes in any health care setting require thorough instruction in the use of the ICD-9-CM, ICD-10, CPT, and HCPCS Level II coding systems. This course will benefit students interested in pursuing a career in the rapidly growing field of medical insurance, billing, and coding and experienced coders who are already employed in the health care field who would like to enhance their skills or learn additional clinical areas.

**LNC-101: Legal Nurse Consulting Foundation (16 weeks)**

*Hours: 336/Semester Credits 9*

This curriculum is designed for nurses who are engaged in, or who are considering the challenging new career of Legal Nurse Consulting. This first course in the series prepares the student to make the transition from a purely medical career to a new career as part of a legal team resolving medical-legal claims. Some of the subjects covered in this comprehensive course include: The American Legal System, Crossing the Bridge to Employment, Legal Reasoning, and Legal Writing, Sources of Law, and practice tips with special emphases on Personal Injury Law, Medical-Legal Writing, and Ethics. This course is designed to equip the aspiring medical-legal professional with the necessary tools to succeed in the challenging and contemporary field of Legal Nurse Consulting.

**LNC-201: Legal Research for Legal Nurse Consultants (4 weeks)**

*Hours: 84/Semester Credits 2*

One of the most exclusive paralegal skills, highly valued by law firms, is the ability to conduct legal research. Legal Nurse Consultants should, therefore, have a background in this legal skill. Legal Nurse Consultants also should possess an understanding of the formal structure of the law and legal authorities. This course provides a solid foundation in these areas, while focusing on cases involving personal injury and medical malpractice.

**WOL-701: Civil Litigation for Legal Nurse Consultants (4 weeks)**

*Hours: 84/Semester Credits 2*

Legal Nurse Consultants work primarily in the area of personal injury law and medical malpractice law. These two fields comprise 25% of all the civil court cases filed in the United States.

It is essential that the professional Legal Nurse Consultant understand the major processes of civil litigation. This course provides the Legal Nurse Consultant student with a thorough understanding of the major aspects of civil litigation, managing a case from beginning to end, from client interview, through the drafting of a summons and complaint, motions, briefs, and trial preparation. Actual personal injury and medical malpractice cases are reviewed in the context of the litigation process. Students also learn about the history and structure of the major court systems.

**WOL-801: Personal Injury & Medical Malpractice (4 weeks)**

*Hours: 84/Semester Credits 2*

Legal Nurse Consultants work primarily in the areas of personal injury and medical malpractice law. These two fields of legal practice comprise no less than 25% of all the legal work being performed in the United States and is easily the single largest area of practice. This course is designed to educate the Legal Nurse Consultant in the general laws of torts, and specifically the areas of personal injury and medical malpractice. The LNC student is educated to understand the basic theory of tort law, and the process by which negligence cases are developed in preparation for settlement or trial. Subjects covered include evaluating liability, injuries, and damages. This is an essential course for the Legal Nurse Practitioner.

**CJ-100: The American Criminal Justice System (10 weeks)**

*Hours: 210/Semester Credits 5*

This basic course covers the complex subject of criminal justice in America. The student is exposed to an analysis of such varied subjects as societal problems, determinants of individuals' behavior, government processes, and conceptions of morality and justice. This course draws from an interdisciplinary foundation of research, with contributions from criminology, law, history, sociology, psychology, and political science. This approach provided analytical tools to evaluate the varied institutions, processes, and social phenomena of criminal justice. Examples of subjects covered include: Victimization and Criminal Behavior, Criminal Justice System, the Rule of Law, Police and Law Enforcement Operations, Courts and Pretrial Processes, Prosecution and Defense, Incarceration, Corrections, Juvenile Justice and other vital contemporary issues that define Criminal Justice in 21st Century America.

**CJ-200: Terrorism and Homeland Security (8 weeks)*****Hours: 168/Semester Credits 4***

This essential course is a clear and comprehensive introduction to the complex issues surrounding terrorism and homeland security, perhaps the most pressing major issue facing criminal justice professionals in the 21st century. Students will learn to think critically about the causes of terrorism, both domestic and international. No subject is off limits. Students are encouraged to contemplate and understand the various religious, ideological, nationalistic and ethnic terrorist movements taking place around the world, their origins, their outlook, their aims. Subjects examined in this exciting and fast-paced course include: suicide bombings, the specter of nuclear, biological and chemical terrorism, cyber-terrorism, Jihadism, the new economy of terrorism, and the organization, function, and bureaucracy of homeland security which is continuously evolving to counter the increasing threat of terrorism. The student is challenged to come to grips with the reality of terrorism and to be prepared to confront it as a criminal justice professional.

**CJ-300: Criminology (10 weeks)*****Hours: 210/Semester Credits 5***

The first part of this course provides a framework for studying criminology, including crime and crime theory, and various forms of criminal behavior. The course then moves from such basic, yet ever controversial subjects and ranges into exciting topics including eco-terrorism, globalization, the international sex trade, cyber-crime, cultural diversity issues, and inmate re-entry into society. This course is perhaps the most comprehensive and penetrating course in the WOLI Criminal Justice curriculum. This course covers a spectrum of literally hundreds of intriguing topics. No single point of view is advocated. Rather, many diverse views that are contained within criminology and characterize its interdisciplinary nature are presented. Very contemporary cases are studied. Examples: accusations of rape against basketball star Kobe Bryant, and the conviction of Dr. Sam Waksal in the Imclone insider trading case in 2003, among many other cases. Students are challenged on every front to confront the gripping issues facing criminal justice professionals in the 21st century.

**CJ-400: Effective Communication for Criminal Justice Professionals (4 weeks)*****Hours: 84/Semester Credits 2***

Perhaps the most important skill for any professional is the skill of communication. This course is designed to impart communication skills specifically geared toward the criminal justice professional. This course provides both a theoretical and practical study of the role of communication as it relates to law enforcement. Subjects include: thinking before speaking, oral and written communications, purposes of speech, public speaking including extemporaneous style speaking, non-verbal communication, grammar, making reports on the job, departmental records and record keeping, proper communication in the courtroom, interviewing and interrogating witnesses and suspects, communication technology, communicating with ethnic groups, and much more.

**CJ-500: Ethical Dilemmas and Decisions in Criminal Justice (8 weeks)**

*Hours: 168/Semester Credits 4*

This course examines the major ethical dilemmas that confront criminal justice professionals throughout their careers. Students are exposed to the philosophical principles of ethical decision-making. Students also examine issues-based, practical approaches to ethical issues found in all three branches of the criminal justice system-police, courts, and corrections. Policy issues are reviewed, and students are encouraged to engage in discussions of key topics in professional ethics and the delicate balance between law and justice. Students enrolled in this course will begin to think about the impact and importance of ethical decision making as they explore such topics as: medical marijuana, police response to Hurricane Katrina, police subculture, systematic discrimination, racial profiling, terrorism and homeland security, the question of immoral laws and other issues which are both exciting and relevant to the Criminal Justice professional.

**CJ-600: Substantive and Procedural Criminal Law (4 weeks)**

*Hours: 84/Semester Credits 2*

Every Criminal Justice professional should possess a fundamental understanding of the classic theories of the American criminal law. This overview course reviews the basic concepts of both substantive and procedural criminal law. The course is based on leading criminal law courses taught at major law schools but condensed into a lively four-week session designed for the criminal justice professional. In addition to an overview of the critical concepts, the student is presented with thought-provoking examples from the annals of the criminal justice system. Crimes against the person, crimes against property, legal defenses (such as the insanity defense), as well as the theory and history of criminal justice are presented together with a practical skills exploration of the criminal justice process.

**BUS-101: Business Principles and Management (10 weeks)**

*Hours: 210/Semester Credits 5*

Business Principles and Management focuses on the basics of finance, marketing, operations, and management. The theme of career planning permeates the subject matter. The student will explore many career fields and will be encouraged to think about and plan success as a business professional in one of the many career opportunities presented in the course. The course examines business in real life situations. The student is encouraged to think about the ethics of business practice, including the goal of improving society through business, and the global impact of business operations, as well as the fundamentals of earning a profit and managing a successful enterprise. Marketing, financial management, business and technology, consumer credit, banking, savings and investment strategies, production and risk management are just some of the topics covered in this basic course.

**BUS-102: Marketing (10 weeks)**

*Hours: 210/Semester Credits 5*

Marketing is critical to any business venture. Marketing is an exciting and dynamic subject. This module approaches marketing as an integrated set of tasks and functions, built on a solid set of foundations. Marketing skills are not presented as independent functions, but as a set of proficiencies and knowledge combined with economics, finance, and career planning. Students learn how to create strategic plans and how the different skill sets of marketing interface with each other. This is marketing in the real world: integrated, strategic and always changing.

Specific topics covered include: marketing basics, e-marketing, the impact of marketing on society, marketing economics, marketing research, product development, advertising, price-setting, communication, risk-management, customer relations and competition among many others. An essential course for an aspiring business professional.

### **BUS-103: Economics (10 weeks)**

***Hours: 210/Semester Credits 5***

This ten-week course explores basic economic principles and their relation to the world around us. The student explores in depth the principles of supply and demand, capital and labor, and the relationship of government and business. Other subjects include basic economic theory, the private and public sectors, the demand curve, market forces, market structure, market institutions, business organization, and the financial markets. Students also review the role of public policy, the national economy, fiscal policy, money and the banking system. There are many opportunities for assessment of facts learned and many interesting and thought-provoking questions presented which shed light on the day-to-day impact of economics on business operations and career planning.

### **BUS-104: Business Law (10 weeks)**

***Hours: 210/Semester Credits 5***

Business law is a fascinating course which students will appreciate the many practical insights it provides into the world of business law and its impact on business and the individual. The major areas of business law are examined from a practical viewpoint: laws and their ethical foundations, constitutional rights, criminal law and procedure, the court system, contracts, including sales contracts, agency and employment law, the law of business organization, property law, money borrowing and much more. This class is taught by experienced attorneys who know how to make the subject matter exciting and relevant. This class provides critical and valuable information for any businessperson.

### **Pharmacy Technician**

This 240-hour course prepares students for the national Certified Pharmacy Technician (CPhT) exam. Through direct instruction, interactive skills demonstrations, and practice assignments, students learn the basics of pharmacy assisting, including various pharmacy calculations and measurements, pharmacy law, pharmacology, medical terminology and abbreviations, medicinal drugs, sterile techniques, USP 795 and 797 standards, maintenance of inventory, patient record systems, data processing automation in the pharmacy, and employability skills. Successful completion of this course prepares the student to sit for the Certified Pharmacy Technician (CPhT) exam. Washington Online Learning Institute offers the [PTCB-Recognized Education/Training Program](#) for the Certified Pharmacy Technician (CPhT) credential.

### **Microsoft® Office® Specialist Preparation (MOS)**

This 240-hour course prepares students for Microsoft® Office® Specialist Certification. Demonstrate advanced software application skills. Analyze and solve business problems using software applications. Use the software applications in an ethical and secure manner. Prepare for the Microsoft Office Specialist Certificate (MOS) Exams. \* The Microsoft Office Specialist (MOS) certification exam is taken in person at an authorized testing center.

## STATE AGENCY LISTING INFORMATION

- Alabama Commission on Higher Education - <http://www.ache.state.al.us/>
- Alaska Commission on Postsecondary Education –  
[http://acpe.alaska.gov/ABOUT\\_US/Consumer\\_Protection](http://acpe.alaska.gov/ABOUT_US/Consumer_Protection)
- Arizona State Board for Private Postsecondary Education - <https://ppse.az.gov/complaint>
- Arkansas Department of Higher Education - <http://www.adhe.edu/>
- California Bureau for Private Postsecondary Education –  
<http://www.bppe.ca.gov/enforcement/complaint.shtml>
- Colorado Department of Higher Education, Commission on Higher Education –  
<http://highered.colorado.gov/academics/complaints/>
- Connecticut Office of Higher Education - <https://www.ctohe.org/StudentComplaints.shtml>
- Delaware Department of Education - <https://delaware.gov/topics/complaintsreports>
- Government of the District of Columbia, Education Licensure Commission –  
<https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints>
- Florida Commission for Independent Education - <http://www.fldoe.org/policy/cie/file-a-complaint.shtml>
- Georgia Nonpublic Postsecondary Education Commission –  
<https://gnpec.org/gnpec-authorized-school-complainant-form/>
- State of Hawaii, Department of Commerce & Consumer Affairs –  
<http://cca.hawaii.gov/consumer-complaints/>
- Idaho State Board of Education - <https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/>
- Illinois Board of Higher Education - <http://complaints.ibhe.org/>
- Indiana Board for Proprietary Education - <https://www.in.gov/che/2744.htm>
- Iowa College Student Aid Commission - <https://www.iowacollegeaid.gov/sdrf-start>
- Kansas Board of Regents –  
[https://www.kansasregents.org/students/university\\_student\\_complaints](https://www.kansasregents.org/students/university_student_complaints)
- Kentucky Council on Postsecondary Education –  
[http://cpe.ky.gov/campuses/consumer\\_complaint.html](http://cpe.ky.gov/campuses/consumer_complaint.html)
- State of Louisiana Board of Regents - <http://www.regents.la.gov/page/StudentComplaints>
- Maine Department of Education –  
<http://www.maine.gov/doe/specialed/support/dispute/procedures/complaintinvestigation.html>
- Maryland Higher Education Commission –  
[http://mhec.maryland.gov/institutions\\_training/Pages/career/pacs/complaint.aspx](http://mhec.maryland.gov/institutions_training/Pages/career/pacs/complaint.aspx)
- Commonwealth of Massachusetts Board of Higher Education –  
<http://www.mass.edu/forstufam/complaints/complaints.asp>
- State of Michigan Department of Education, Postsecondary Services
- Minnesota Office of Higher Education –  
<https://www.ohe.state.mn.us/mPg.cfm?pageID=1078>
- Mississippi Commission on College Accreditation –  
<http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf>
- State of Missouri Coordinating Board of Higher Education –  
<https://dhe.mo.gov/contactus.php>
- Montana Board of Regents - <https://mus.edu/MUS-Statement-of-Complaint-Process.asp>
- Nebraska Coordinating Commission for Postsecondary Education –

- <https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>
- Nevada State Commission on Postsecondary Education –  
[http://www.doe.nv.gov/home/FAQs/Higher\\_Education\\_FAQ/](http://www.doe.nv.gov/home/FAQs/Higher_Education_FAQ/)
  - New Hampshire Department of Education –  
<https://www.education.nh.gov/highered/compliance-allegation.htm>
  - New Jersey Secretary of Higher Education –  
<http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>
  - New Mexico Higher Education Department –  
<http://www.hed.state.nm.us/institutions/complaints.aspx>
  - New York Bureau of Proprietary School Supervision –  
<http://www.acces.nysed.gov/common/acces/files/bpss/ComplaintForm.pdf>
  - North Carolina Community College System –  
<http://www.nccommunitycolleges.edu/complaint-procedures-and-forms>
  - North Dakota Department of Career and Technical Education –  
<https://www.nd.gov/cte/private-post-inst/>
  - Ohio Board of Regents - <https://www.ohiohighered.org/students/complaints>
  - Oklahoma State Regents for Higher Education –  
[www.okhighered.org/current-college-students/complaints.shtml](http://www.okhighered.org/current-college-students/complaints.shtml)
  - Oregon Office of Degree Authorization –  
<http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx>
  - Pennsylvania Department of Education - <http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx>
  - Consejo de Educación de Puerto Rico/Puerto Rico Education Council - <http://www.ce.pr.gov>
  - Rhode Island Office of the Postsecondary Commission –  
<https://www.riopc.edu/form/ri-student-complaint/>
  - South Carolina Commission on Higher Education –  
[http://www.che.sc.gov/CHE\\_Docs/AcademicAffairs/License/Complaint\\_procedures\\_and\\_form.pdf](http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf)
  - South Dakota Department of Education - <http://doe.sd.gov/octe/postsecondary.aspx>
  - Tennessee Higher Education Commission –  
<https://www.tn.gov/thec/topic/transcript-requests-and-institution-complaints>
  - Texas Workforce Commission –  
<http://www.twc.state.tx.us/files/jobseekers/csc-401a-student-complaint-form-twc.pdf>
  - Utah Division of Consumer Protection –  
<https://consumerprotection.utah.gov/complaints/index.html>
  - Vermont Agency of Education –  
<http://education.vermont.gov/sites/aoe/files/documents/edu-postsecondary-program-complaint-resolution.pdf>
  - The State Council of Higher Education for Virginia –  
<http://www.schev.edu/index/students-and-parents/resources/student-complaints/student-complaint-form>
  - State of Washington Higher Education Coordinating Board –  
<http://www.wsac.wa.gov/student-complaints>
  - West Virginia Higher Education Policy Commission –  
<http://www.wvhepc.edu/wp-content/uploads/2014/06/Student-Complaint-Process-revised-3.pdf>

- State of Wisconsin Educational Approval Board –  
<http://eab.state.wi.us/resources/complaint.asp>
- Wyoming Department of Education –  
<https://edu.wyoming.gov/downloads/schools/student-complaint-process.pdf>

(Continued on next page)

## CONTENTS OF CATALOG

All information in this institutional catalog is current and correct. Washington Online Learning Institute reserves the right to make changes in the course content, materials, organization, policy, or curriculum, as circumstances dictate, subsequent to publication. The School expects students to have knowledge of information presented in this catalog and in other school publications. Please note that policy changes and catalog updates are made periodically.

Washington Online Learning Institute certifies that this catalog is true in content, school policy, and requirements for graduation.

On behalf of the Washington Online Learning Institute, we would like to thank you for allowing us to be part of your educational pursuit.

**Dr. Mark Ulven, Ed.D., President**

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