

# Triton Institute



## **CATALOG 2011**

**This Catalog Covers the Time Period:**

**09/01/2011 - 12/31/2011**

**1107 North Fair Oaks Avenue, Suite B, Sunnyvale, CA 94089**

Tel: (408) 400-9099

Website: [www.tritoninstitute.org](http://www.tritoninstitute.org); Email: [info@tritoninstitute.org](mailto:info@tritoninstitute.org)

**Bureau for Private Postsecondary Education Approval**

This institution is a private institution and is approved to operate by the Bureau for Private Postsecondary Education (BPPE), school code: 1942501.

For more information, call the Bureau for Private Postsecondary Education at (916) 574-7720, or toll-free at (888) 370-7589, or visit its website at [www.bppe.ca.gov](http://www.bppe.ca.gov)

**Questions about this catalog:** Any questions a student may have regarding this catalog that have not been satisfactorily answered by the Triton Institute may be directed to the Bureau for Private Postsecondary Education at:

2535 Capitol Oaks Drive, Suite 400

Sacramento, CA 95833

Mailing address:

P. O. Box 980818

W. Sacramento, CA 95798-0818

Website: [www.bppe.ca.gov](http://www.bppe.ca.gov)

**Toll Free Number:**

**1 (888) 370-7589**

**Telephone Number:**

**(916) 431-6959**

**Fax Number:**

**(916) 263-1897**

This publication is an announcement of the current certificate programs and course offerings provided by Triton Institute.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

This catalog is for information only and is subject to change without notice. Courses, faculty assignments, prerequisites, graduation or completion requirements, standards, tuition and fees, and programs may change from time to time.

Triton Institute reserves the rights to change requirements regarding admission, the courses and their contents, the organization of curriculum, retention, awarding of degrees, and other necessary rules and regulations. Such regulations shall be effective whenever determined by the appropriate faculty and administrative bodies; they may govern both old and new students.

Every effort, however, has been made to assure that all regulations and curriculum information contained in this *Catalog* are correctly updated as of Sept 1<sup>st</sup>, 2011

## INSTITUTE LOCATION & DIRECTION

Triton Institute is located in the heart of Silicon Valley, just 30 miles south of San Francisco and is in the center of one of the world's greatest concentration of medical facilities, high-tech industries, and scientific activity - Silicon Valley. There are many firms within a few miles radius of Triton Institute - such as Palo Alto Medical Foundation, Stanford Medical Center, and US Berkeley - that represent the cutting edge medical research and development. The area is also a hub of large local and regional hospitals and medical groups such as the Kaiser Permanente, Santa Clara Valley Medical Center, El Camino Hospital, and the Good Samaritan Hospital. San Francisco, Marin County, Berkeley, Oakland, and the famous California beaches are all within half an hour drive away. Triton Institute is easily reachable via public transport with the bus stop just outside our front entrance and the BART station within easy walking distance. The Monterey Peninsula, Carmel and the famous Napa Valley wine country are all less than two hours drive away. San Jose International Airport is about ten minutes drive away from the campus.

**Address: 1107 North Fair Oaks Avenue, Suite B, Sunnyvale, CA 94089**

**Tel: (408) 400-9099 (Admission)**

Our campus is within walk distance close to Light Rail at Fair Oak Station, and is reachable by several buses. Also, we are conveniently approachable by car via Highway 101, 280, and 237. Please refer to the map below for detailed location.



(Map by Google Inc.)

# 2011 Calendar

Institute observes the following national holiday schedule listed below:

<b>Date</b>	<b>Holiday</b>
Monday, January 17 2011	Birthday of Martin Luther king, Jr.
Monday, February 21 2011	Washington's Birthday
Monday, May 30 2011	Memorial Day
Monday, July 4 2011	Independence Day
Monday, September 5 2011	Labor Day
Monday, October 10 2011	Columbus day
Friday, November 11 2011	Veterans Day
Thursday, November 24 2011	Thanksgiving Day
Monday, December 26 2011	Christmas Day

(Student will be notified if there are any changes.)

# Contents

A MESSAGE FROM THE PRESIDENT .....	8
GENERAL INFORMATION .....	9
History .....	9
Approval Disclosure Statement .....	9
Missions.....	9
Objectives.....	9
Bankruptcy .....	9
Facilities.....	10
Faculties and Executives.....	10
ADMINISTRATIVE POLICIES .....	13
Class Start Dates .....	13
Class Size.....	13
Clock Hours.....	13
Student Tuition Recovery Fund .....	13
Non-Discrimination Clause.....	13
Admission Requirement .....	14
Procedure for Enrollment.....	14
Transferability of Credits and Credentials Earned at Our Institution.....	14
Credit for Prior Education or Training .....	14
ACADEMIC POLICIES .....	16
Conduct Policy.....	16
Drug Abuse Policy.....	16
Statement of Satisfactory Academic Progress .....	16
Housing.....	16
Tuition and Fees .....	16
Method for Collecting Delinquent Tuition .....	16
Grade Average Required to Remain in School .....	16
Satisfactory Progress & Maximum Time Period .....	17
Grades .....	17
Practice and Make-up Time.....	17
Early Completion .....	17
Withdrawal and Reinstatement .....	17
Conditions for Termination for Unsatisfactory Progress.....	18
Condition for Re-entrance After Dismissal.....	18
Description of Probationary Period.....	18
Academic Review and Appeal Process .....	18
Attendance Policy.....	18
Tardiness/ Early Departure.....	19
Make-Up Work .....	19
Leave of Absence.....	19
Student Records/ Right of Privacy.....	19
Graduation Requirements .....	19
Placement.....	20
Complaints.....	20
STUDENT SERVICES .....	21

Advising / Counseling .....	21
Transportation.....	21
Record Retention.....	21
Library and Reference Materials .....	21
Job Placement Assistance Service .....	21
Academic Grievance Procedures.....	21
TUITION POLICIES .....	22
Tuition Payment Policy .....	22
Financial Assistance.....	22
Student Protection Policy.....	23
Cancellation Policy .....	23
Refund Policy.....	24
Full Refund .....	24
Revision of Programs and Tuition.....	25
CURRICULUM.....	26
Computer Office Assistant (160 hours) .....	26
Computer Programming (104 hours) .....	26
Coping With New Employment (60 hours).....	26
Database Management (112 hours).....	26
Medical Assistant I (100 hours) .....	26
Medical Assistant II (720 hours) .....	27
Medical Billing & Coding I (100 hours) .....	28
Medical Billing and Coding II (760 hours).....	28
Networking (96 hours) .....	30
Website Development (80 hours) .....	30
DIRECTION TO TRITON INSTITUTE CAMPUS .....	31

## **A MESSAGE FROM THE PRESIDENT**

Thank you for your interest in Triton Institute. If you are looking for state-of-the-art education in some of the most in-demand professions, than you have come to the right place. With Triton Institute, you are assured of learning up-to-date career skills that will prepare you for the jobs of today and tomorrow in some of the most advanced laboratories in the area. Our staff is continually monitoring advances in the field and updating our programs to reflect the most modern methods used in today's workplace.

Triton Institute opened its doors in 2001 in California by Mr. Henry Feltenberg, a gentleman who had dedicated his whole life to education. Triton Institute embraces students from all over the world and students are our focus. Triton is set up to change and adapt based on training needs of the community and dedicated to fit our students' career objectives. Our programs are designed especially for people who know what they want out of life and are mentally ready to embark on extensive training leading to their chosen careers. Triton Institute's faculty, staff, alumni, and students are dedicated to providing you with a rich and dynamic learning experience.

Whether you want to start a new career or want to train for an advance level in your current profession, Triton Institute is not only affordable but our staff will do our best to assure your success. Triton Institute is proud of its highly qualified faculty, staff and administrators whose passion and dedication is to focus on providing you with a positive learning environment to meet your educational needs.

You are encouraged to speak with one of our educational counselors to find out how easy and affordable it is to become a "Tritonian"!

Best Wishes,

President

# GENERAL INFORMATION

## **History**

The history of Triton Institute can be dated back to the establishment of Triton Institute in 2001. Triton Institute was set for providing students vocational training in different industries. The Institute offers several high quality certificate programs in the fields of professions, followed by which graduates would be a good fit in their career pursuit and development.

Over the years, hundreds of students graduated from our school and achieved their career training certificates. The training granted them the opportunities to work in the professional fields, and the competitive work skills to live well in today's diversified economy. Our alumni have been built since 2001, and established efficient networks among various industries and professions. They have worked in their chosen careers and gained skillful experience in their desirable jobs, e.g., our students are serving in large medical groups, top companies, governments, and even some of them opened their own business and successfully act as entrepreneurs.

Since Triton Institute's education encompasses academic and professional training, you can be sure that your learning experience at Triton Institute would be rich, solid, and thorough, and your training with our faculty will be followed by a stunning and prospective career.

## **Approval Disclosure Statement**

Triton Institute is a private institution and was granted an institutional approval from the Bureau for Private Postsecondary Education, pursuant to California Education Code. The Bureau's approval means that the institution and its operation comply with the standards established laws and regulations for occupation instruction by postsecondary educational instruction. Currently, our approved school code by BPPE is numbered in 1942501 starting from April 29, 2002. ([www.bppe.ca.gov](http://www.bppe.ca.gov) )

## **Missions**

Triton Institute's mission is to provide quality and affordable education in order to meet the individual needs in acquiring and upgrading required skills for daily operation and for work. It also meets the industry's current needs in offering career placement assistance to students at no additional cost. Instructional materials and software are up-to-date to ensure students' competency in the constantly changing job market. We seek to attract residents of the community who are interested in pursuing a career in medical fields.

## **Objectives**

The objective of the institute is to provide intensive and comprehensive education and training in the medical fields. The institute's programs are designed to provide the education and training required for a student to secure entry level employment as an medical assistant, and a medical coder or biller.

## **Bankruptcy**

CSBU has never filed a petition for bankruptcy.

## **Facilities**

The institute is situated in the well facilitated campus inside the urban league education building at 1107 N. Fair Oaks Avenue, Suite B, in the city of Sunnyvale in California. All classes will be held in this campus location. Classrooms are equipped with medical labs and testing center, computers, internet access, and easily approachable with required study tooling materials. The classes will be instructed according to the syllabus by using up-to-date medical related software, in-class instruction, and hands-on practice. Campus offers great and spacious activity rooms for student use of hands-on practice, and bio-tests, examinations. The institute greets students upfront in a warmly reception area, and provides students a handful library with more than twenty thousand books and periodicals. Students can enjoy their casual meetings in the meeting rooms, study rooms, cafeterias for after class networking.

The institute's facilities and equipment are monitored by Chief Operating Officer/ Vice President and is ensured to comply with all local, state and federal safety and health rules and regulations.

## **Faculties and Executives**

### ***Institute Executives***

**Dr. Azim Khan**  
*President*

**Dr. Mike M. Mao**  
*Vice President*

**Dr. Cynthia Wan**  
*Director of Academic Affairs*

**Ms. Kimula M Dowell**  
*Admission Advisor*

### ***Faculty***

Faculty members are selected according to their individual skills and academic background. They are also experienced teachers who are skilled at stimulating and developing a professional attitude with their students.

**Dr. Frank Bautista**

- Doctor of Medicine, Francisco Q. Duque Medical Foundation, Phils
- Bachelor of Science in Biology, Saint Louis University, Phils

**Ms. Margarita Perez**

- College of the Sequoias, Visalia, CA
- Certified Medical Assistant Instructor/ Certified CPR Instructor

**Dr. Ming (Mike) Mao**

- Postdoctoral of Biotechnology, Stanford University, CA, USA

- Ph.D of Biotechnology, Tong-Ji Medical University, Microbiology and Immunology, China
- Master of Microbiology and Immunology, Tong-Ji Medical University, China
- Medical Doctor of Medicine, Tong-Ji Medical University, China

**Ms. Kimula M. Dowell**

- Master of Clinical Psychology, San Francisco State University, CA, USA

**Mr. Frank Gong**

- Master of English Language and Literature, Heilongjiang University, China
- Bachelor of English Education, Harbin Normal University, China

**Mr. Jonathan Lee**

- Master of Accounting, University of Scranton, Pennsylvania, USA
- Bachelor of International Business, Fu-Jen Catholic University, Taiwan

**Ms. Lu Wang**

- Academic on Excellence Reward of International Study (in Linguistics), University of San Francisco, USA
- Master of Art, in Organization & Leadership, University of San Francisco, USA
- Bachelor of Art, in English, South-Central University for Nationalities, China
- Bachelor of Management, in Electronic Commerce, South-Central University for Nationalities, China

**Dr. Michael C Sugarman**

- Ph.D of Neuroscience, Molecular Biology, University of California, Irvine, CA, USA
- Master of Neuroscience, Molecular Biology, University of California, Irvine, CA, USA
- Bachelor of Biology/Psychology, Union College, Schenectady, New York, USA

**Dr. Mary H. Mao**

- M.D. of Huhan University, China
- Master of Medicine, Hunan University

**Ms. Alice Ye**

- B.S. in Business Administration, San Francisco University, San Francisco, CA
- Bookkeeping Certificate, Straford Career Institute, School of Bookkeeping, Washington DC
- Registered Tax Preparer, Liberty Tax Service, San Francisco, CA

**Dr. Cynthia Wan**

- Ph.D. in Journalism & Mass Communication, University of Wisconsin-Madison, USA
- M.A. in Journalism, University of Texas at Austin, USA
- B.A. in Journalism, Chinese Culture University, Taiwan

**Dr. Philip Yang**

- Doctor of Oriental Medicine , South Baylo University, California
- Master of Traditional Chinese Medicine, Academy of Chinese Culture & Health Sciences, California

**Dr. Kimyo Hsieh**

- Doctor of Chiropractic, Palmer College of Chiropractic West, California
- Bachelor of Biology, University of California Davis, California

**Ms. Dawn Shepard**

- 500 hours of certified massage and bodywork practitioner
- Certified Qigong practitioner
- Certified Yoga instructor
- Bachelor of Liberal Studies, California State University Sacramento, CA

**Dr. Naibo Yang**

- Ph.D of Ion Channel Physiology / Neurobiology, Thomas Jefferson University, USA
- Master of Biomedical Engineering & Instrument, Tianjin University, China
- Bachelor of Biomedical Engineering & Instrument, Tianjin University, China

# **ADMINISTRATIVE POLICIES**

## **Class Start Dates**

Classes are scheduled on the basis of enrollment. For more details, please check our schedule for class start dates. All scheduling information, including class schedules or any revisions, will be announced to current students in advance. Classes are in session through a calendar year and start approximately every month depending on the program chosen.

## **Class Size**

A maximum of 15 students per class ensure an efficient teacher/student ratio. Students who wish to enroll in a course that has already reached maximum enrollment are placed on a waiting list.

## **Clock Hours**

One clock hour is defined as 50 minutes of theoretical or practical instruction.

## **Student Tuition Recovery Fund**

The Student Tuition Recovery Fund (STRF) was established by the Legislature to protect any California resident who attends a private postsecondary institution and suffered a financial loss as a result of the school closing, failing to live up to its enrollment agreement, or refusing to pay a court judgment.

To be eligible for STRF, you must be a “California resident” and reside in California at the time the enrollment agreement is signed or when you receive lessons at a California mailing address from an approved institution offering correspondence instruction. Student who are temporarily residing in California for the sole purpose of pursuing an education, specifically those who hold student visas, are not considered a “California resident”.

To qualify for STRF reimbursement you must file a STRF application within one year of receiving notice from the bureau that the school is closed. If you do not receive notice from Bureau, you have four years from the date of closure to file a STRF application. If a judgment is obtained you must file a STRF application within two years of the final judgment.

It is important that you keep copies of the enrollment agreement, financial aid papers, receipts or any other information that documents the monies paid to the school. Questions regarding the STRF may be directed to the State of California Bureau for Private Postsecondary Education (BPPE), 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833.

## **Non-Discrimination Clause**

Triton Institute will not tolerate any sort of discrimination. Students are admitted, trained and referred for employment without regards to race, color, creed, handicap, national origin, sex, political affiliation, or belief. No special services are provided for handicapped students. However, doors, hallways, payphones, and restroom facilities are in compliance with standards for access to handicapped persons existing at the time of construction or installation. Please feel free to visit the campus to determine its adequacy to your special needs. Please express any additional assistance you might require to the Vice President who will attempt to assist you in every way possible.

## **Admission Requirement**

The courses offered by the institute are open to both men and women who possess a high school diploma or equivalent. The prospective students must be 18 years or older of age. Prospective students are invited to visit the institute and discuss their needs, goals, and objectives with faculty and staff members. Each applicant will be required to show a high school diploma or equivalence before being accepted to the program. Student can also be admitted by passing the school's administered entrance exam. The minimum score for passing the entrance exam is 18 points; excluding some programs students will be otherwise notified prior to taking the exam. The final explanation right is reserved by **the Triton Institute**.

Foreign students unable to obtain documentation of their education must also meet the above requirements and also have satisfactory English comprehension. Potential students will contact Triton Institute to make an appointment with an admission's representative to get information on our courses and tour the facility.

## **Procedure for Enrollment**

An applicant makes an appointment for an interview with the admissions staff. The applicant will complete an application covering his/her personal, education, and employment history, and area of occupational interest. The applicant will then be taken to a tour of the facilities. This tour includes an explanation of what goes on in each classroom and a review of course equipment and materials. Following the tour, based on the courses applied for, a computer aptitude test is administered. The test is evaluated and graded; and results are then discussed in detail with the applicant. A document certifying prior education is requested, or a request for transcript form is completed and signed for each secondary and post- secondary institute he/she has attended. If no high school education document or its equivalent is presented, an ATB test is scheduled.

## **Transferability of Credits and Credentials Earned at Our Institution**

"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION"

"The transferability of credits you earn at Triton Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Triton Institute to determine if your credits or certificate) will transfer."

## **Credit for Prior Education or Training**

Credit for previous education may be granted to students who can provide official transcripts from an accredited college or private college approved by the State of California along with a course outline prior to starting the program not to exceed **20% of the total program and/or credit hours**. The student should have passed the course with a grade of 80% or better. The Vice President of **Academic Affairs** will review the transcripts and outline to determine if the program content is comparable to the class being

challenged. If it is determined to be acceptable credit then the student will not have to take that **class** and the tuition along with the books and supplies for that **class** will be deducted from the total cost of the program. Credit for previous experience will be granted provided that the student can pass the final exam for that **course** with a grade of 75% or better. The right to examine and determine the point of entry and the amount of credit to be awarded is reserved by the school. There are no fees for credit transfer. Students who are not awarded any credit may appeal this decision by writing a letter to the President of the school. The President will review the case with the appeals committee and respond with an answer to the student within five business days.

Triton Institute has not entered into any formal transfer credit agreements with other institutions at this time.

# **ACADEMIC POLICIES**

## **Conduct Policy**

At the discretion of the director, a student may be dismissed from the institute for serious incident of an intoxicated or drugged state of behavior, possession of drugs or alcohol upon institute premises, possession of weapons upon institute premises, behavior creating a safety hazard to other persons at the institute, disobedient or disrespectful behavior to another student, an administrator, or faculty member, or any other stated or determined infraction of conduct. Students are expected to treat the institute premises with consideration, keep the student lounge neat and clean no graffiti on walls, computer equipment or furniture.

## **Drug Abuse Policy**

The institute fully supports drug-free schools and communities act of the United States' congress.

## **Statement of Satisfactory Academic Progress**

The progress of each student is monitored and graded periodically. Grades are based on a combination of objective and subjective evaluations of written and verbal tests/quizzes and practical application. Each course is divided into classroom instruction, written work, and lab/practice time. To maintain satisfactory academic progress or a pass, a student must achieve a cumulative grade average of 70% during the course to obtain a certificate or a diploma.

## **Housing**

Triton Institute does not provide or list housing facilities because the school is located in an area where adequate housing is readily available.

## **Tuition and Fees**

Tuition, fees and supplies will be found on the current addendum which is located on the back page of the catalog.

## **Method for Collecting Delinquent Tuition**

Students are counseled before their graduation, if an amount is due, a payment schedule is arranged. If the student does not follow payment guidelines, after 90 days his or her account is turned over to the corporation's collections agency.

## **Grade Average Required to Remain in School**

An average grade of 70% or better (**C or better**) in each **course** must be obtained to be eligible for a diploma or certificate.

### **Satisfactory Progress & Maximum Time Period**

For continued enrollment, students must maintain a cumulative Grade Point Average (GPA) of 2.0 or better and maintain 75% of attendance or better to maintain satisfactory progress and eligibility for Title IV and/or any discretionary **financial aid** funds. If the GPA falls below 2.0, the student is placed on academic probation, and has to repeat the module. The student has 30 days to complete the course work or receive an F (Failed), which will be added to their GPA and may result in termination. The maximum time frame may not exceed 150% of the published length of all the programs offered by Triton Institute.

### **Grades**

Averages are calculated on the basis of 40% written tests and 60% practical application. The institute's grading system is as follows:

Letter Grade	Value	Description	Score
A	4.0	Excellent	90-100
B	3.0	Above Average	80-89
C	2.0	Average	75-79
D	1.0	Below Average	70-74
F	0	Unsatisfactory	Below 69
I	N/A	Incomplete	N/A

### **Practice and Make-up Time**

Practice/Make-up/Refresher time is available between 3:00 pm and 5:00 pm, Monday- Friday. Every hour of make-up time is equal to one hour of missed time. Make-up time must be completed within 30 days of time missed. The instructor has to approve and sign the make-up time slip. During make-up time students have the opportunity to make up any work missed.

### **Early Completion**

Students may, on occasion (by challenging a module), complete requirements for a program in less time than is indicated in the catalog. No refund is made for early completion. Electives must be substituted for courses from which a student had been exempt, with approval of the President.

### **Withdrawal and Reinstatement**

A student not maintaining satisfactory academic progress, during the first 25% of the stated course period, will be placed on academic probation for the next 24% of the course. If, at the end of the probationary period, the student has not corrected the progress deficiencies, the student is subject to expulsion at the discretion of the institute director. The student will have the option to continue classes and improve their overall progress, with the concurrence of the director and instructor. If the grade point average falls below 2.0 during the remainder of the course, the student will have an opportunity to repeat the course or portions of the course in order to improve their overall grade. Additional time to achieve satisfactory

progress may not, however, extend beyond 150% of the stated course length. In any event, the student will not be permitted to graduate until the progress deficiencies are corrected.

### **Conditions for Termination for Unsatisfactory Progress**

When the grade average of a student is unsatisfactory for a current module, the student will be placed on probation. If during the next two modules, the student's grade average is still unsatisfactory, the student will be terminated.

### **Condition for Re-entrance After Dismissal**

Re-entrance will be approved only after evidence is shown to the President and education committee that conditions which caused the termination for unsatisfactory progress have been rectified. The student will then be placed on probation for 30 days.

### **Description of Probationary Period**

Any student who is placed on academic/ attendance probation has 30 days to bring themselves to satisfactory progress. If the student fails to attain satisfactory progress and grades during this period, he/she will be terminated from school and will not be eligible for re-admission.

### **Academic Review and Appeal Process**

A student placed on academic probation or who is not making satisfactory academic progress may review the determination and may appeal the determination through the institute director whose judgment in this matter shall be final, conclusive, and binding.

1. Challenging the record for purposes of changing any of its contents must be requested in writing, stating fully the reason for challenge.
2. The director will review all requests in consultation with the instructor; and make a determination to either retain the records intact or change them.
3. The student may meet with the director and anyone he/she may designate to review the conclusions.
4. Should the student request further review, a disinterested third party with competence in the program will be asked to review the student's records and findings, and make a recommendation to the director for final action.

### **Attendance Policy**

Students are expected to attend class regularly, arriving to the class on time and remaining in class until dismissed. Since attendance and punctuality are integral parts of the work environment, our objective is to prepare graduates for that environment. Class attendance will be reported and recorded each day. To remain in good standing, the student must be in attendance at least 75% of each module. Any student who accumulates absences of over 25% (or 5 days in a module) of their schedule classes is subject to suspension from their classes and placed on probation. To be removed from probation, the student must prove their ability to maintain their attendance and stay current with class.

## **Tardiness/ Early Departure**

Students are expected to be in class on time and remain in class until class is over. Twenty minutes after the scheduled start of class is tardy and leaving twenty minutes or more before class is over is an early departure. Four tardiness/early departures equal on absence and will be reported to the attendance office.

## **Make-Up Work**

Students must arrange make- up work for classes missed with the instructor. However, absences will remain on record.

## **Leave of Absence**

Regular attendance and continuity of information are essential for successful completion. A leave of absence is a temporary interruption of a student's program. Student's may be granted a leave of absence for unforeseen circumstances which include: family, medical, death, jury duty, military, employment.

1. A student must request the leave of absence in writing in advance of the beginning date of the leave and specify a reason for the leave unless unforeseen circumstances prevent the student from doing so.
2. The leave of absence is limited to 90 calendar days in one enrollment period.
3. The student must understand the procedure and implementation for returning from leave of absence to complete the program that he or she began prior to the leave of absence.
4. The institution must approve and document the approval of the leave of absence request.
5. There are no additional charges to the student as a result of leave of absence.
6. Students' participating in Title IV funds (Financial Aid) must understand that a leave of absence might affect eligibility and a student's failure to return from a leave of absence may change the student's loan repayment term, including expiration on scheduled grace period.
7. An approved leave of absence may be extended for an additional period of time provided that the extension request meets all of the above requirement, and the total length of leave does not exceed the maximum time limit and/ or reentry into the program aligns with the sequence and scheduling of class work for the student's program aligns with the sequence and scheduling of class work for the student's program required to continue their studies.

## **Student Records/ Right of Privacy**

The federal right of privacy Act of 1964 allows all students to review their academic records, including grades, attendance, and counseling reports. Student records are confidential and only such agencies or individuals authorized by law are allowed access without written permission of the student. State law requires the institute to maintain these records for no more than a fifty-year period. Students may request a review of their records by writing to the director of the institute. All such reviews will be scheduled during regular institute hours under appropriate supervision.

## **Graduation Requirements**

Upon completion of the all classroom, laboratory, and/ or externship education with a grade point average of no less than 70%, the student will be issued a diploma or certificate attesting to his/ her successful completion of the course 30 days after the course is over.

## **Placement**

Upon successful completion of training, students are eligible for placement assistance. Triton institute cannot, by law, guarantee employment. The Student Service Office will assist students in job searching by maintaining contact with employers and participation in related professional organizations.

## **Complaints**

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling: (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site: [www.bppe.ca.gov](http://www.bppe.ca.gov).

# **STUDENT SERVICES**

## **Advising / Counseling**

The instructors will periodically review the students' progress. Students experiencing problems that may affect their progress will be advised as needed by an instructor and/ or director to help overcome whatever difficulty is being experienced.

## **Transportation**

Public bus transportation is available with stops located close to the campus.

## **Record Retention**

Enrollees are advised and cautioned that state law requires this educational institution to maintain institute and student records for only a period of fifty (50) years. However, student transcripts are maintained permanently.

## **Library and Reference Materials**

The institute maintains thousands of reference books, magazines and other pertinent publications for use by faculty and students. Reference materials are kept for use on the institute's premises. The public library located at 665 W Olive Ave Sunnyvale, CA 94086 is available to the public.

## **Job Placement Assistance Service**

While the institute will provide placement assistance, no guarantee for employment or income level can be made. Some companies contact the institute for likely candidates for employment; known vacancies in the field will be made known to our graduates seeking employment.

## **Academic Grievance Procedures**

Students are encouraged, at all times, to verbally communicate their concerns to members of the faculty and administration for amicable solutions. A written grievance, addressed to the institute director, must be received from the student within 48 hours after the incident occurs. The director will verify that the student has made a verbal attempt to resolve the concern with instructor or other staff member. If the student has followed the above steps, the institute director will call a grievance committee hearing within 24 hours of receipt of the report. Such committee will include the director, instructor, and/or appropriate staff member. In addition, all persons involved with the incident must be present at the time of the hearing. The committee will immediately meet in the absence of those involved to review the evidence and vote on a decision, the decision of the committee will be communicated immediately. If the decision is unacceptable to the student, the student must, within 24 hours of the hearing, send copies of all documents and a cover letter explaining why the decision is unacceptable. All complaints will be resolved within 30 days from the receipt date of the incident report. Unresolved complaints may be directed to the: Bureau for Private Postsecondary Education by calling: (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site: [www.bppe.ca.gov](http://www.bppe.ca.gov).

## TUITION POLICIES

### **Tuition Payment Policy**

All tuition and fees are payable in advance unless other arrangements are made with the institute prior to commencing classes

<b>Program</b>	<b>Tuition</b>	<b>Reg. &amp; Enrollment Fee</b>	<b>Books &amp; Materials</b>	<b>Total</b>
Computer Office Assistant (160hrs)	\$995	\$50	N/A	\$1045
Computer Programming (104 hrs)	\$1250	\$50	N/A	\$1300
Coping with New Employment (60hrs)	\$200	\$50	N/A	\$250
Database Management (112hrs)	\$1000	\$50	N/A	\$1050
Medical Assistant I (100 hrs)	\$1100	\$50	N/A	\$1150
Medical Assistant II (720 hrs)	\$8000	\$50	N/A	\$8050
Medical Biller & Coder I (100 hrs)	\$1100	\$50	N/A	\$1150
Medical Biller & Coder II (720 hrs)	\$8000	\$50	N/A	\$8050
Networking (96 hrs)	\$1250	\$50	N/A	\$1300
Website Development (80 hrs)	\$850	\$50	N/A	\$900
Massage Therapy I (250 hrs)	\$1450	\$50	N/A	\$1500

### **Financial Assistance**

For those students requiring financial assistance to enroll in a program, a tuition loan may be available from a financial institution. Some private or public agencies may be willing to provide tuition assistance for those individuals who meet the particular agency's requirements. For further information, inquire at the admissions office.

### **Federal and State Financial Aid Programs**

At this time Triton Institute does not participate in state and/or federal student financial aid programs

### **Student Loan Obligations**

If you obtain a loan to pay for an educational program, you will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

We encourage all students to discuss the most suitable financing option for their particular needs with one of our Financial Specialists.

## **Student Protection Policy**

### **State of California student tuition recovery fund**

The state of California created the student tuition recovery fund (STRF) to relieve or mitigate economic losses suffered by California residents who were attending schools approved by or registered to offer short-term career training with the bureau for private postsecondary and education. You may be eligible for STRF if you are a California resident, prepaid tuition, paid the STRF fee, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. The school's breach or anticipatory of the agreement for the course of instruction.
5. There was a decline in the quality of the course of instruction within 30 days before the school closed, or if the decline began earlier than 30 days prior to closure, a time period of decline determined by the bureau.
6. The school committed fraud during the recruitment or enrollment or program participation of the student.

You may also be eligible for STRF if you were a student tuition recovery fund (STRF) if all of the following applies to you:

1. You are a student, who is a California resident and prepays all or part of your tuition either by cash, guaranteed student loans, or personal loans.
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF fee if either of the following applies:

1. You are not a California resident.
2. Your total charges are paid by a third party, such as an employer, government.

## **Cancellation Policy**

If Triton Institutes does not accept your application for admission or cancels your enrollment agreement prior to the first class session, all funds paid, including the registration fee, will be fully refunded. The student has a right to cancel the enrollment agreement and obtain a refund of charges paid, through attendance at the first class session, or the seventh day after enrollment, whichever comes later. You may cancel this enrollment agreement and receive a refund by providing a written notice to: Director of Admissions, TRITON INSTITUTE, 1107 N Fair Oaks Ave., Suite B, Sunnyvale, CA 94089. Triton Institute must receive a written cancellation notice with your signature on it. Do not telephone a cancellation.

## **Refund Policy**

The refund shall be the amount the student paid for instruction multiplied by a fraction, the numerator of which is the number of hours of instruction which the student has not received but for which the student has paid, and the denominator of which is the total number of hours of instruction for which the student had paid.

All amounts that the student has paid, however denominated, shall be deemed to have been paid for instruction, unless the student has paid a specific charge for equipment as set forth in the agreement for the course of instruction. The last date of the student's attendance is used for all refund calculations.

## **Full Refund**

A student who cancels his/her enrollment agreement after the attendance of the first class session or the seventh day after enrollment, whichever is later, shall be entitled to receive a full refund. Cancellation shall occur when the student gives a written notice to the Director of Admission. If sent by mail, the written notice of cancellation is effective when postmarked, and properly addressed with postage paid.

Pro-rated refund

A student may withdraw from a course of instruction at any time. If the student withdraws from a course once the course is started, the student is entitled to receive a pro-rated refund, based on the last day of attendance, for the unused portion of the tuition, in accordance with the following pro-rated refund policy. The pro-rated refund shall be the total amount paid for the course multiplied by the number of hours remaining in the course, divided by the total number of course hours. There will not be a refund of the registration fee or applicable STRF fee.

Once purchased, books and supplies become the property of the student and no refund will be made, unless the books and supplies are like new and can be re-sold.

Exceptions to the pro-rated refund policy: There is no refund for courses that have a course-length of 8 hours or less.

## **Hypothetical Refund Example**

Assume that a student, upon enrollment in a 720 clock-hour training program, pays \$6516.25 for total, including \$6000 tuition, \$200 for enrollment and registration fee, \$250 for books and materials expense, and \$16.25 for STRF fees as specified in the enrollment agreement. He or she then withdraws after completing 600 clock-hours. The statutory pro-rata refund to the student would be as follows:

1.  $\$6516.25$  (total paid) -  $\$250$  (registration/enrollment and application fee) -  $\$250$  (book fee) -  $\$16.25$  (STRF) =  $\$6000$  (tuition)
2.  $\$6000$  (tuition) / 720 (clock hours) =  $\$8.33$  (per clock hour)
3. 720 clock hours which you have paid =  $\$6000$
4. 600 clock hours which you have received =  $600 \times \$8.33 = \$4998$
5. Total due to school =  $\$4998 + \$250$  (registration/enrollment and application fee) +  $\$250$  (book fee) +  $\$16.25$  (STRF) =  $\$5514.25$
6. Total refund =  $\$6516.25$  (total paid) -  $\$5514.25$  (total due) =  $\$1002$

Under the statutory pro rate calculation a refund of \$ 1002 is due.

### **Revision of Programs and Tuition**

The institute reserves the right to change or modify, without notification, the program content, equipment, staff, or materials as necessary, with approval of the council for private. Such changes may be required to keep pace with technological advances and to improve teaching methods. In no event will any changes diminish the competency of any program or result in tuition changes for current attending students.

# CURRICULUM

## **Computer Office Assistant (160 hours)**

Computer Office Assistant allows you to gain skills you need to make effective use of today's most popular and powerful business applications while you prepare for professional certifications. Starting with windows basics, you progress through the individual applications, and conclude with advanced level applications that will prepare you for a corresponding certified Microsoft Office user specialist exam; these applications include Word, Excel, Outlook, PowerPoint and Access.

## **Computer Programming (104 hours)**

In this program students learn the basic concepts of computer programming and gain fundamental programming skills required to work with initial declarations, input/output, branching, looping, and simple comparisons. Students also learn the most versatile and up-to-date computer languages such as HTML, C++, Visual Basic, and Java. This program also introduces students to the fundamentals of Object Oriented Programming (OOP). Student will learn how to define classes, write constructors and destructors, overload operators, and use essential OOP techniques such as inheritance and polymorphism. Finally students consolidate their knowledge by doing a simple real-life programming project under the supervision of the instructor.

## **Coping With New Employment (60 hours)**

You will learn the basic concepts of preparation for new employment in a holistic method with fundamental skills required to be successful at work. This program also introduces you to fundamentals of work behavior skills and how to maintain a job.

## **Database Management (112 hours)**

This program introduces you to the principles of relational database design by following the System Development Life Cycle. You will also learn to use the powerful language of SQL to query, create, and modify data and database objects. In the Application Developer track, you will learn to use the programming language PL/SQL to write procedures and functions in Oracle applications. You will also learn to create Oracle Forms and Reports in the Oracle 11i environment. In the DBA track, you will learn to create and set up an Oracle11i database and effectively allocate and manage the resources required to optimize database performance. Both tracks will prepare you for the OCDBA exam.

## **Medical Assistant I (100 hours)**

This is a complete course in modern medical terminology and is suitable for all health occupation students so they can effectively communicate with medical professional. The course includes basic anatomy, pathology, and diagnostic procedures as well as the language used in the medical profession. Last part of the class will be more focus on administrative skills needed for employment in the medical front office. These include appointment and surgical scheduling and medical records management.

## **Medical Assistant II (720 hours)**

This program is designed to prepare students for entry-level positions as medical assistants in a variety of health care settings. Students study the structure and function of the major body systems in conjunction with medical terminology, diagnostic and therapeutic procedures, computer skills, administrative processes, bookkeeping and accounting practices, and the processing of medical insurance forms and claims.

### **Program contents:**

Module A: Patient care and communication. Module A emphasizes patient care, including examinations and procedures related to the eyes and ears, the nervous system, and the integumentary system. Student will have an opportunity to work with and review patient charts and perform front office skills related to records management, appointment scheduling, and bookkeeping. Students study essential medical terminology, build on keyboarding and word processing skills, and become familiar with the self-directed job search process by learning how to cultivate the right on the job attitude.

Module B: Clinical assisting and pharmacology. Students will learn about basic bacteriology and its relationship to infection and disease control. Students identify the purpose and expectations of the OSHA and CLIA regarding disease transmission in the medical facility. Basic pharmacology, therapeutic drugs, their uses, inventory, and classification and effects on the body are included.

Module C: Medical insurance, bookkeeping and health sciences. This module will introduce students to the health care environment and office emergencies and first aid. Students study medical insurance, billing and coding, bookkeeping procedures, accounts payable and receivable, financial management, banking, and check writing procedures that are essential to the successful operation of the medical office.

Module D: Cardiopulmonary and electrocardiography. This module will explain the circulatory and respiratory systems, including the structure and function of the heart and lungs, and diseases, disorders, and diagnostic test associated with these systems. A CPR course is taught with enables students to respond to cardiac emergencies. Students check vital signs and differentiate between normal values for pediatric and adult patients. They obtain blood samples and prepare syringes and medications for administration.

Module E: Laboratory procedures. This module introduces microbiology and laboratory procedures commonly performed in a physician's office or medical clinic. Students learn specimen identification, collection, handling and transportation procedures, and practice venipuncture and routine diagnostic hematology. Students are taught to be familiar with various radiological examinations and the patient preparation for radiology and nuclear medicine examination.

Module F: Endocrinology and reproduction. This module covers general anatomy and physiology, including an overview of the study of biology and the various body structures and systems. This module also identifies and examines the basic structural components and functions of the skeletal, endocrine, and reproductive systems. Students learn about child growth and development, and how hereditary, cultural

Module G: Medical law, ethics, and psychology. This module covers the history and science of the medical field, as well as the medical assisting profession and how it fits into the big picture. Students gain an understanding of concepts related to patient reception in the medical office and preparing for the day. Students become familiar with that it takes to become an office manager and the responsibilities an officer manager has to the office, the staff, and the physician. Students are introduced to medical office safety, security, and emergency provisions, and how they can best be dealt with. Students learn how to maintain equipment and inventory. Computers in the medical office are discussed and how ergonomics plays an important role in the health of the staff and patients.

Basic principles of psychology are discussed, as well as psychological disorders and diseases and treatments available. Medical law and ethics and various physical therapy modalities are discussed.

Module X: Externship

### **Medical Billing & Coding I (100 hours)**

This is a complete course in modern medical terminology and is suitable for all health occupation students so they can effectively communicate with medical professional. The course includes basic anatomy, pathology, and diagnostic procedures as well as the language used in the medical profession. The second part of the class student will be taught administrative skills of medical records management, office financial management, basic instruction in medical billing and coding. Student expected to be able to assist Medical Billing & Coding specialist in medical office.

### **Medical Billing and Coding II (720 hours)**

Upon completion of this program, students will be eligible to work in the Medical Industry as medical insurance claimer for hospitals, medical groups, clinics, insurance companies, and medical consulting firms. Students will be helping medical providers claiming the insurances, bills, and dealing with insurance companies. Students will be able to: identify legal aspects and terms associated with medical records and billing; define general insurance terms and contracts; know the general standards and universal forms and procedures used in billing; know and explain the different forms of electronic and manual billing.

#### **Program Contents**

Module A: Introduction to medical terminology, keyboarding and word processing; introduction to concepts, definitions and general associations related to medical health insurance billing and coding, identifying different career avenues in the field. Student will learn their administrative duties and responsibilities including their education trainings and certifications. Introduction to the basic definitions, concepts, procedures and applications necessary to perform tasks involved in health insurance billing. Introduction to basic coding definitions and distinctions between International Classification of Diseases, Ninth Revision, Clinical Modification System (ICD9-CM); the Current Procedural Terminology, Fourth Edition (CPT4); Health Care Procedure Coding System (HCPCS); and the upcoming ICD10.

Module B: Introduction to ICM9-CM manual, the basic organization and its components namely Volume1, 2 and 3. Student will demonstrate knowledge basic concepts and coding principles of ICD-9CM. Introduction to Medical Terminology of Cardiovascular and Lymphatic System. History of ICD9-CM, documenting medical necessary. Introduction to Documentation (Medical History) Medical Record Encounter Forms & SOAP Formatting; Origins s and revisions of ICD9-CM continuation of general outlines, V codes and its categories. Discuss the different pathophysiology of cardiovascular diseases and operative surgical procedures. Learn the different punctuation, symbols of ICD9-CM., instruction and notes. Student will learn to read medical documentation and learn the basic medical abbreviations used. Introduction to E codes and its categories.

Module C: ICD9-CM coding practice problems and summary. Medical terminology of Genitourinary System. Introduction to CPT coding including HCPCS manual including their purpose and importance proper coding. Introduction to basic rules and guidelines of CPT. Layout, organization and components of the manual; along with Critical CPT Coding Terms. Step-by-step guidelines and conventions are also discussed. CPT Medical Coding: History, structure CPT Codes, AMA's Stance on CPT Codes, CPT Codes Glossary of Frequently Used Terms. Anatomy and Physiology of

Genitourinary System. Discuss the different pathophysiology of genitourinary diseases, operative surgical procedures, laboratory test and related services. CPT Coding and Structure: Introduction, 3 Categories of CPT Codes CPT Codes: Category I, General Guidelines for Using the CPT Manual Coding Multi-Disciplinary. Seatwork ICD9-CM and CPT coding, Evaluation & Management (E/M) Coding.

Module D: Essential E/M Terminology; E/M Codes Used to Identify Five Presenting Problems Selection of an E/M Problem Service Level; Evaluation & Management (E/M) Coding; Evaluation and Management (E/M): Introduction Basic E/M Coding; Medical terminology of Integumentary and Endocrine System; Introduction to MEDISOFT; E/M Codes Used to Identify Five Presenting Problems

Selection of an E/M Problem Service Level; Six Steps to E/M Coding; CPT Modifiers and Guidelines; Anatomy and Physiology of Integumentary and Endocrine System; discuss the different pathology and physiology of genitourinary diseases, operative surgical procedures, laboratory test and related services; prolonged Services, Critical Care Services, Emergency Department Services, Cautionary CPT Coding Areas, Reasonable and Necessary, Documentation Changes/Revisions to CPT Codes; Anesthesia: Introduction; Anesthesia: Four Types, Anesthesia: CPT Coding of Anesthesia Services;

Module E: Medical terminology of Musculoskeletal System; Anesthesia: Physical Status Modifiers Qualifying Circumstances; Changes to CPT Anesthesia Codes; Monitored Anesthesia Care (MAC); Introduction to Surgery CPT Section; Surgical Coding, Global surgical packages, and complications' coding. Specialties such as OB/GYN and how the surgical packages affect them; Surgical definition, categories and problems encounter during surgical procedures, Coding Practice problems; Discuss the different pathology and physiology of musculoskeletal diseases, operative surgical procedures, laboratory test and related services; Surgery & Integumentary System Coding; Indexing of Surgeries; Surgery CPT Coding Guidelines; Separate Procedures; Subsections: Unlisted Procedures and Special Reports; Surgical Destruction; Surgeries: Integumentary System; Integumentary System Procedures; Introduction to HCFA 1500 AND UB 92, Basic Guidelines in filling up HCFA 1500, Introduction to ICD9-CM 1500 VOLUME 3; Introduction to HCPCS and Modifiers; Electronic and Paper Billing, Advantages and Disadvantages; Manage Care Organization and Private Insurance.

Module F: Medical terminology of Respiratory and Gastrointestinal System; Radiology; Increasing Reimbursement Rates for Radiological Services; Anatomy and Physiology of Respiratory and Gastrointestinal System; Reimbursement: Introduction, Reimbursement: Overview Healthcare Industry Billing/Reimbursement Climate; Top Ten Coding & Billing Errors; Step to Avoid Coding Billing Errors

Reimbursement: Introduction, More Efficient Billing Systems, Efficient Billing Systems; Receiving Payment and Insurance Problem Solving; Discuss the different pathology and physiology of respiratory and gastrointestinal diseases, operative surgical procedures, laboratory test and related services; Office and Insurance Collection Strategies; Worker's Compensation Program and Disability Insurance; Introduction to General Surgery and Different Organ System

Module G: Medical terminology of Sensory and Nervous System; Exploding Costs in Diagnostic Imagery Increasing Reimbursement Rates for Radiological Services; Pathology: Definition and Overview; Pathology: Categorical Listing of Subheading; New Pathology/Laboratory Codes; Pathology/Laboratory Subsection: General Guidelines; Pathology/Laboratory: Modifiers; Anatomy and Physiology of Sensory and Nervous System; Electronic Data Interchange; Receiving Payments and Insurance Problem Solving; Discuss the different pathology and physiology of sensory and nervous system, operative surgical procedures, laboratory test and related services; Hospital Billing; Pathology and Pathology Modifiers; Issues with Fraud and Abuse; Role of the Auditor; Solutions for Avoiding Medical Billing Fraud and Abuse; General Surgery and Organ System (CPT)

### **Networking (96 hours)**

This program introduces you to the technologies and tools commonly used to implement and manage enterprise-level networking solutions. You will gain in-depth knowledge of the OSI model and the configuration and administration of enterprise level networks such as Windows Vista and Windows 7. In addition, you will be able to backup and recovery procedures and optimize a network for maximum efficiency.

### **Website Development (80 hours)**

This program introduces you to a variety of different and rapidly changing languages and technologies in Website Development. You will be introduced to the markup language for Web documents (HTML) and tools and technologies such as FrontPage, Dreamweaver, and Java Script to create interactive web content and embed dynamic data into Web Pages. In addition, you will gain industry insight into the emerging and alternate Web technologies such as XML programming.

# DIRECTION TO TRITON INSTITUTE CAMPUS

