

# **STUDENT CATALOG**

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#### **Statement of Control**

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Licensed by the Commission for Independent Education, Florida Department of Education. Additional information regarding this institution may be obtained by contacting the Commission at 325 West Gaines Street, Suite 1414, Tallahassee, FL 323099-0400, toll-free telephone number (888)224-6684.

Neurodiagnostic Technology Institute is approved to offer Electroneurodiagnostic Technology certificate program which will be delivered in an online environment.

# GREETINGS FROM DR. AHMED SADEK



As President of Neurodiagnostic Technology Institute it is my great pleasure to welcome you to the next phase in your education. It is my personal goal to create a flexible and affordable alternative to a traditional four-year degree. Whether you are new to the medical field or are returning to the workforce, Neurodiagnostic Technology Institute can provide you with the education and skills needed to become an Electroneurodiagnostic (END) Technician in only twelve months.

Unlike similar programs, Neurodiagnostic Technology Institute is much more than an online correspondence course. Our instructors are

experts in their fields and committed to your success. They bring with them years of experience and a passion to teach. Each week you will have the opportunity to engage with your instructors and other students to begin building valuable relationships that will last throughout your career.

I am honored that you have chosen Neurodiagnostic Technology Institute to help you transition to the next stage of your career. It is a very exciting time and I am glad to be sharing the experience with you.

Sincerely,

Dr. Ahmed Sadek

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### **ABOUT US**

Neurodiagnostic Technology Institute ("the Institute") was founded by Dr. Ahmed Sadek, M.D. for the purpose of providing a quality educational experience for students interested in a career in neurodiagnostic technology. Passionate about neurology, Dr. Sadek and his team seek to share their knowledge and experience with students via the modern, online classroom. Our unique method of instruction will equip students with the knowledge and skills necessary to be hired as an Electroencephalography (EEG) Technician and to confidently take the Electroencephalography (EEG) Board Exam to become Registered EEG Technologists (R. EEG T.) Our goal is to develop the most professional and capable neurodiagnostic technologists in the industry.

### MISSION STATEMENT

The Institute is dedicated to providing a *quality* neurodiagnostic education. Through our *reach*, we are making neurodiagnostic technology education more easily accessible to a greater number of people. We *teach* using a custom blend of online and hands-on education to create an engaging and interactive learning environment. Students will be *tested* regularly to confirm their understanding and application of key neurodiagnostic principles and practices which will allow them to confidently join the workforce in their new career. The Institute seeks to *raise the current levels* of knowledge and professionalism expected from neurodiagnostic technologists to make them the most sought after in the industry. It is our mission to *lead* the industry as the preferred neurodiagnostic technology school.

### **STATEMENT OF PURPOSE**

At Neurodiagnostic Technology Institute, we have a passion for what we do and want to encourage others to join and enjoy the many benefits offered by a career in neurodiagnostic technology. We will accomplish our goals through the following:

#### Our Reach...

- By expanding access to neurodiagnostic training to make it more convenient for individuals limited by location or time
- By creating a unique blended-learning environment that harnesses the interactivity of the Internet and blends it with experiential learning achieved in a hands-on clinical setting
- By developing a network of local and national neurodiagnostic professionals to support new students and alumni

#### How We Teach...

- By leveraging technology to create an interactive and collaborative atmosphere purposefully designed to develop students' critical thinking skills and technological savvy
- By sharing real-life experiences of seasoned neurodiagnostic physicians and practitioners in a hands-on learning environment

#### Frequent Testing...

- To obtain confirmation of student knowledge, understanding, and mastery of skills through frequent written and procedural testing
- To prepare students to confidently pass the Electroencephalography (EEG) Board Exam

#### Raising the Standard...

- By challenging students to reach their highest potential in their knowledge, understanding, skills, and professionalism in the practice of neurodiagnostic technology
- By promoting the pillars of exceptional patient care
- By developing medical professionals who are productive employees and members of their communities

**Leading the industry** as the preferred neurodiagnostic technology school for students and as an employer.

### **ADMINISTRATION**

### Dr. Ahmed Sadek, M.D.

Dr. Sadek, the President of Neurodiagnostic Technology Institute, is an Ivy League educated neurologist with extensive training in the field of epilepsy management. He spent two years at the University of Pennsylvania in Philadelphia, one of the principal institutions and major epilepsy centers in the country, and conducted his residency training at Baylor College of Medicine in Houston. In addition to his epilepsy fellowship, Dr. Sadek also completed a two-year neuroimaging research fellowship at the University of Pennsylvania and has authored numerous publications and several book chapters.

Dr. Sadek serves as the Director of the Orlando Epilepsy Center, Co-Director of the Epilepsy Monitoring Unit at Orlando Health, and the Director of the Clinical Neurodiagnostic Department at Orlando Health. He has taken the position of Assistant Professor of Neurology at the University of Central Florida – School of Medicine and is also the Clinical Assistant Professor of Neurology at the University of Florida Health, Shands Hospital.

Dr. Sadek is a member of the Board of Directors of the Epilepsy Association of Central Florida (EACF).

Credentials: Certified in Neurology by the American Board of Psychiatry and Neurology in 2002

Certified in Clinical Neurophysiology by the American Board of Psychiatry and Neurology in 2003

Certified in Epilepsy by the American Board of Psychiatry and Neurology in 2013

### Tanya Maier, MBA

Tanya Maier is the Director of Administration at the Neurodiagnostic Technology Institute. She received a Master of Business Administration degree in Global Management from the University of Phoenix and a Bachelor of Science degree in Political Science from the University of North Florida. Prior to joining the Institute, Tanya spent thirteen years working for one of the world's largest hotel companies where she played a key role in developing and delivering some of the most popular online training. Her vision of how to best use technology to teach is a driving force within the Institute.

Education: Master of Business Administration degree from the University of Phoenix Bachelor of Science degree from the University of North Florida

### **FACULTY**

### Suanne Maier, R. EEG T., R. NCS.T.

Suanne Maier is the Director of Academics at the Neurodiagnostic Technology Institute. With over twelve years of clinical experience in EEG and Evoked Potentials, and five years of providing clinical training to students and new employees, her contribution to the Institute is invaluable. Suanne's passion lies in teaching others how to obtain the best and most accurate neurodiagnostic recordings to aid physicians in making correct diagnoses. Her mission is to provide students with the knowledge, skills, and confidence to begin a career in neurodiagnostic technology and flourish.

Education: Electroencephalography Certificate from Erwin Technical in 2001

Bachelor of Social Work degree from Florida State University in 1998 Associate in Arts degree from St. Petersburg Junior College in 1985

Credentials: Registered EEG Technologist with The American Board of Registration Of Electroencephalographic and

Evoked Potential Technologists (ABRET) since 2001

Registered Nerve Conduction Technologist with the American Association of Electrodiagnostic

Technologists (AAET) since 2002

#### Kim Kortbein, R. EEG T.

Kim Kortbein is an Instructor who brings 24 years of neurodiagnostic experience to share with students. She has functioned in both the clinical and managerial roles in a multi-modal neurodiagnostic lab at a Level I trauma-center hospital. Her educational achievements include an Associate of Arts Degree in Neurodiagnostics from Western

Wisconsin Technical College and a Bachelor of Science Degree in Molecular and Microbiology from the University of Central Florida. She is currently attending the University of St. Francis to obtain a Master of Business Administration degree in Healthcare Administration.

Education: Bachelor of Science degree from the University of Central Florida in 2006 Associate of Science degree from Valencia Community College in 1997 Associate of Arts degree from Western Wisconsin Technical College in 1990

Credentials: Registered EEG Technologist with The American Board of Registration Of Electroencephalographic and

Evoked Potential Technologists (ABRET) since 1990

#### Laura Krudo, R. EEG T.

Laura Krudo is an Instructor who began her medical career with the Respiratory department in 2004, but by 2006 she was working as an EEG technician in Central Florida hospitals. Laura is experienced in working with adult and pediatric neurological patients, but her passion lies in working with infants and children. As the Sr. Neurodiagnostic Technologist at an Orlando children's hospital, Laura has exclusively specialized in pediatric neurology for the past six years.

Education: Associate of Arts degree from Seminole State College in 2013

Credentials: Registered EEG Technologist with The American Board of Registration Of Electroencephalographic and

Evoked Potential Technologists (ABRET) since 2011

### **FACILITIES**



The Institute's administrative office is located in sunny Orlando, Florida and is within walking distance of Central Florida's largest hospital campus which includes University of Florida Health Cancer Center, Winnie Palmer Hospital for Women and Babies, Arnold Palmer Hospital for Children, the Orlando Heart Center, and Orlando Regional Medical Center.

Because courses are taught via the Internet, the Neurodiagnostic Technology Institute office offers sufficient space to conduct administrative tasks, standard office operations, and securely house student and employee records.

Our office is 98 square feet and contains standard office equipment including a computer, copier, scanner, telephone, and fax machine. There is an area to review student records, meet with the Administration or an Instructor, and access the office's library of neurodiagnostic books and journals. Office hours are 9:30 am – 5:30 pm Monday through Friday.

## **ADMISSIONS**

### **ADMISSION REQUIREMENTS**

Formal application and admission to Neurodiagnostic Technology Institute is required. Admission is open to any qualified applicant. No qualified person will be excluded from enrollment based on age, race, gender, disability or national origin. Applicants must meet the following requirements to be considered for admission:

#### **Phase One Requirements:**

- 1. Must be at least eighteen (18) years old; or, if under the age of 18, a parent or guardian must sign the enrollment application. All applicants must be at least 18 years old prior to beginning the first course.
- 2. Provide proof of high school diploma, high school certification, or GED.
- 3. Academic transcripts for the highest level of formal education achieved.
- 4. Provide valid government issued photo identification.
- 5. Complete and submit the Application and fee.
- 6. Complete and achieve a score of at least 75% on a TABE basic skills test which assesses math, English comprehension, and computer abilities.

#### **Phase Two Requirements:**

- 1. Provide a Certificate of Health form signed by a physician which verifies you are/have the following:
  - a. the ability to walk and stand for long periods of time
  - b. possession of above-average manual dexterity and hand/eye coordination
  - c. good vision and hearing (or correctable to good)
  - d. the ability to lift 40 lbs.
  - e. physically capable of working within a hospital environment

In addition to the above, pregnant students must obtain a separate health declaration letter signed by an obstetrician.

- 2. Provide proof of health insurance.
- 3. Provide proof of certification in Basic Life Support for Healthcare Providers. Information about courses in your area can be found on the American Heart Association website (www.heart.org/bls) or by contacting your local hospital.
- 4. Provide proof of current vaccinations for Hepatitis B; Influenza; Measles, Mumps and Rubella (MMR), Varicella; Tetanus, Diptheria, Pertusis (Tdap); Meningococcal; and any additional immunizations required by the clinical site. Your personal physician, local hospital, or county health department will be able to provide you with more information about how to obtain these important vaccinations.
- 5. Provide a negative drug screening.
- 6. Pass a background check.

### **ADMISSION PROCEDURE**

The Institute uses a two-phase approval system specifically designed to minimize costs for applicants. Applicants must complete the admission process in a timely manner. Admission is contingent upon the applicant providing complete, accurate, and current admissions information. Acceptance of the applicant into the neurodiagnostic technology program requires the successful completion and submission of all required materials, the availability of an approved clinical site, and the recommendation of the admission committee.

Records and transcripts should be mailed to the address listed below:

Admissions
Neurodiagnostic Technology Institute
1200 Kuhl Avenue, Suite D
Orlando, Florida 32806

Applicants will be advised of their status via email. Records and transcripts received by the Institute become the property of the Institute.

### **ADMISSION STATUS**

Upon receipt of a complete application package, the applicant's qualifications will be reviewed and assigned one of the following academic standings:

- Approved: Approved status will be granted to applicants who submit a complete Admissions packet in a timely manner and meet the Admission Requirements stated above.
- Denied: Denied status will be assigned to applicants who fail to submit a complete Admissions packet or does not meet the Admission Requirements stated above

Appeals on the decision regarding admission should be made in writing and addressed to the Director of Administration. Appeals will be heard by an administrative committee and may include a personal interview and additional documentation. Once the appeal is reviewed, the committee will render a final decision.

### **ENROLLMENT AGREEMENT**

Approved applicants are required to complete the Institute's Enrollment Agreement. The Enrollment Agreement is a binding contract between the applicant and Neurodiagnostic Technology Institute. It defines the obligations of both parties. A signed Enrollment Agreement is valid for one year from the date signed. Students who have not started the program within this timeframe are required to reapply.

# **ACADEMIC CALENDAR**

IMPORTANT DATES		
Application Deadline	Sixty (60) days prior to the beginning of the first term	
Clinical Site Approval Deadline	Fourteen (14) days prior to the beginning of the first term	
Vaccinations Deadline	Five (5) days prior to the beginning of the first term	
Background Check Deadline	Five (5) days prior to the beginning of the first term	
Payment Deadline	Five (5) days prior to the beginning of the first term	
Spring Session Begins	April 5, 2015	
Memorial Day	May 25, 2015	
Spring Session Ends	June 27, 2015	
Independence Day	July 4, 2015	
Summer Session Begins	July 5, 2015	
Labor Day	September 7, 2015	
Summer Session Ends	September 26, 2015	
Fall Session Begins	October 4, 2015	
Thanksgiving Day	September 7, 2015	
Christmas Day	December 25, 2015	
Fall Session Ends	December 26, 2015	
New Year's Day	January 1, 2016	
Winter Session Begins	January 3, 2016	
Martin Luther King Day	January 18, 2016	
Winter Session Ends	March 26, 2016	
Graduation	April 15, 2016	

### **ORIENTATION**

#### **New Student Orientation**

Students are required to attend the New Student Orientation scheduled one week before the first term begins. The goal of orientation is to ensure that students are able to access the Institute's Student Portal and provide them with a guided tour of the resources available within. Students are encouraged to begin networking and building alliances which will be beneficial to them throughout their career. New Student Orientation will include an overview of how to access and work within the Student Portal, including the following:

- how and where to log in to the Student Portal,
- how to complete and update the Student Profile,
- where to access the course syllabus and weekly materials,
- how and where to download course materials and upload assignments,
- how to take and submit guizzes and tests,
- how to interact online with other students and their instructors,
- where to find their grades, and
- how to get help for course materials and/or technical support.

Additionally, students will learn to identify educational resources, key administrative staff and faculty, academic standards, and how to engage with each other and their instructors throughout the upcoming year.

#### **Clinical Site Orientation**

Before beginning the program, students are required to complete a one-day job shadow at the clinical site where they will be performing their externship. During this visit, students will be exposed to a typical day in the life of a neurodiagnostic technologist and receive valuable information about dress code, parking, and hours of operation necessary to perform successfully at their clinical site.

### **Faculty Orientation**

Neurodiagnostic Technology Institute provides Faculty Orientation to equip new instructors with the knowledge and skills necessary to succeed. Instructors will learn about the following topics:

- the Institute's mission, vision, and culture
- introduction to the Institute's administrators and support staff
- how to navigate and work within the Instructor Portal
- policies and procedures for instructor and student performance
- employee benefits, resources, and support
- how to create, deliver, and assess the learning outcomes of a course.

New instructors are required to attend the Faculty Orientation program within two weeks of being hired.

### **C**URRICULUM

### **PROGRAM DESCRIPTION**

The profession of neurodiagnostic technology is focused on the specific area of biomedical electronics used to study and record electrical activity within the brain and nervous system. The Institute's neurodiagnostic technology program is a twelve-month (1,128 clock hours) course designed to provide students with the knowledge and skills required to record human brain activity via an electroencephalograph (EEG) and confidently communicate with physicians and medical staff in a variety of settings including hospitals, medical research, and other healthcare facilities.

The curriculum focuses on anatomy, neuroanatomy, patient and personal safety guidelines, electroencephalograph instrumentation and recording methods, and clinical neurodiagnostic correlations. Externships at clinical sites provide

students with a hands-on learning environment in approved neurological facilities, including hospitals, clinics, and private practices. Successful completion of the Neurodiagnostic Technology program prepares students to seek employment as Neurodiagnostic Technicians and to confidently take the American Board of Registered Electroneurodiagnostic Technologists (ABRET) examination to become a Registered Electroneurodiagnostic Technologists (R. EEG T.).

### **OBJECTIVE**

The Institute seeks to raise the level of knowledge, skills, and professionalism expected from Neurodiagnostic Technicians and Technologists. Graduates will possess the confidence and competence of more experienced technologists making them the most sought after in the industry.

### **UNIT OF CREDIT**

Neurodiagnostic Technology Institute units of credit are based on Clock Hours. The Neurodiagnostic Technology program requires 1,128 clock hours to complete.

### **COURSE NAMING SYSTEM**

Each course is first assigned a specific, 3-character name and then a specific three-digit course number which reflects the student's progression throughout their academic path. All neurodiagnostic technology courses begin with "END".

### **COURSE NUMBERING SYSTEM**

Courses are numbered sequentially in accordance with the student's progression through the program. The first digit represents the term the course is offered. The second and third digits designate the type of course offered.

### **COURSE DESCRIPTIONS**

The Neurodiagnostic Technology program is comprised of 408 clock hours of theory and 720 clock hours of externship instruction. Students must complete 1,128 clock hours to be eligible to graduate.

#### First Term

The first term is the primary stepping stone to help students develop foundational knowledge necessary for a career in Healthcare. Course subjects consist of Introduction to Healthcare, Basic Anatomy & Medical Terminology, Emergency Preparedness, and Clinical Experience I - Introduction. These courses establish the foundation for understanding and communication for a career in the medical field.

Course Number	Course Name	Course Description	Clock Hours
END101	Introduction to Healthcare	An introductory course which provides a comprehensive overview of basic knowledge for entrance into any healthcare occupation including important topics such as patient care, HIPAA, and infection control protocols.	48
END102	Basic Anatomy & Medical Terminology	A foundational course which provides instruction in basic human anatomy and medical terms which will serve as the basis for communication in a medical environment.	48
END103	Clinical Experience I - Introduction	Students will learn how to measure a head using the International 10-20 System, assist with electrode application and removal, and observe the technical steps to obtain a good EEG recording.	180
END104	Emergency Preparedness	Explores various types of emergency and disaster scenarios and help students recognize their role as an individual, a member of a community, and as a medical service provider.	12

#### **Second Term**

The second term provides the essentials to understanding neurodiagnostic equipment, procedures, and protocols within the healthcare setting. It introduces students to the neurodiagnostic technology concepts, theories and techniques, and expands the hands-on learning in Clinical Experience II. Student responsibilities increase as they begin to work on patients.

Course Number	Course Name	Course Description	Clock Hours
END201	Instrumentation	Focuses on the electrical concepts and equipment required to obtain an electroencephalographic recording.	48
END202	EEG Recording Theories & Techniques	Explores core electroencephalograph concepts including pattern recognition, electrode recording arrays, and artifacts.	48
END203	Clinical Experience II - Intermediate	Students begin conducting supervised adult EEG recordings.	180

#### **Third Term**

The third term begins with an in-depth exploration of the human nervous system and the injuries and illnesses that result in neurological problems. Students will learn about infections, epilepsy, tumors, and many other neurological related abnormalities that make neurodiagnostic testing an essential diagnostic tool in healthcare today.

Course Number	Course Name	Course Description	Clock Hours
END301	Clinical Sciences	Focus is on how diseases, seizures, and other neurological disorders affect the brain and the EEG recording.	48
END302	Neuroanatomy	Explores the anatomy and physiology of the human nervous system and cerebral blood flow.	48
END303	Clinical Experience III - Advanced	Students continue to harness their skills for adult EEG recordings and will be able to complete a study with minimal supervision.	180

#### **Fourth Term**

The final term includes in depth study of Pediatric EEGs and how they differ from adult EEGs, an introduction to additional neurodiagnostic technology modalities: including long-term monitoring (LTM), evoked potentials (EP), intraoperative monitoring (IOM), polysomnography (PSG), and nerve conduction studies (NCS); preparation for the American Board of Registration of Electroencephalographic and Evoked Potential Technologists (ABRET) EEG Board Exam, and the development of skills to aid in career placement.

Course Number	Course Name	Course Description	Clock Hours
END401	Pediatric Neurodiagnostics	Explores pediatric neurological disorders and EEG recordings.	48
END402	Neurodiagnostic Modalities	Provides an overview of various neurodiagnostic modalities including long term monitoring, evoked potentials, nerve conduction studies, intraoperative monitoring, and polysomnography.	48
END403	Clinical Experience IV - Professional	Provides students with opportunities to continue to hone their recording techniques, observe additional neurodiagnostic modalities, and the tools needed to begin their job search.	180
END404	Board Exam Preparation	Prepares students to take the American Board of Registration of Electroencephalographic and Evoked Potential Technologists (ABRET) Registered EEG Licensing Exam.	12

### **METHOD OF INSTRUCTION**

Neurodiagnostic Technology Institute recognizes that education is not a one-size-fits-all undertaking. Students learn in a variety of ways. To address this, we have created a hybrid learning environment which blends online education with offline, hands-on experiences to create a learning environment beneficial to all students. Students will meet online with instructors and fellow students to participate in individual and group activities. The topics introduced online will be reinforced offline at the clinical site. At the clinical site, students are under the tutelage of credentialed neurodiagnostic professionals and have the opportunity to engage directly with physicians and other medical staff.

### **ONLINE LEARNING ENVIRONMENT**

Neurodiagnostic Technology Institute's Student Portal is where all student activities take place. The Institute's online learning environment utilizes Saba's award-winning cloud-based learning platform which provides a synchronous and asynchronous learning environment that promotes traditional and social learning to create an engaging virtual classroom. Students from many locations and backgrounds are able to come together online to and interact with instructors and each other.

Within the Student Portal, students will complete and update their profiles; retrieve course materials; submit assignments, quizzes, and tests; attend live record reviews and discussions; receive instructor feedback; and retrieve their grades. Students will be asked to respond to real-life scenarios posed by instructors and to comments made by their classmates. They will have the opportunity to share their thoughts and personal experiences on important topics concerning the medical profession. Open discussions are encouraged. Students may agree, disagree, or provide alternative viewpoints for consideration. Students will be assigned individual and group projects which will require them to work as a team with other students in planning, developing, and presenting the project results.

### **EXTERNSHIP**

Neurodiagnostic Technology Institute works with neurodiagnostic facilities around the country to provide clinical site experience to its students. Our externship program allows students to experience hands-on learning and work experience in neurodiagnostic labs and clinics that cannot be acquired in a classroom. Students will participate in the daily activities that are typical of the work environment. As knowledge and skills improve, students will perform tasks efficiently and effectively with minimum supervision.

### **CLINICAL SITE**

The Institute assists approved applicants with the identification of approved clinical sites where they can complete their externship. An approved clinical site is a neurological facility that has accepted the student for externship. Approved clinical sites provide students with the opportunity to learn from credentialed EEG Technologists and neurologists. Clinical sites aid in the hands-on learning, supervision, testing, and evaluation of students in the clinical aspects of neurodiagnostic technology. Students will spend fifteen (15) hours each week at the clinical site.

### **DISTRIBUTION OF MATERIALS**

The Institute is sensitive to the economic and time challenges involved in the pursuit of education. We strive to help make the process of going back to school easier by providing students with the supplies they need to begin the program. Students are able to minimize the cost of some of their textbooks by renting them via an online service or by purchasing previously owned books. Current and relevant articles and materials will be shared electronically via the Student Portal. Students will be able to download and/or link to online resources with a convenient click of the mouse.

### **REQUIRED EQUIPMENT**

Required equipment and supplies needed to be successful in the online learning environment include:

- Hardware:
  - o A 2 GHz or faster processor with a minimum of 4 GB RAM
  - o 80 GB hard drive or larger
  - o Monitor and video card with minimum resolution of 1024 x 768
  - o CD-ROM Drive
  - Audio/speaker capability
  - o Access to a laser or inkjet printer
  - Access to an image scanner or fax machine
- Software:
  - o Microsoft® Window s® 7 or later / Mac OS 10.6 or later
  - o Personal email account
  - Current Internet Browser
  - o Microsoft® Office 2010 or later (specifically Word and Powerpoint)
  - o Adobe® Reader 9.0 or later
  - o Adobe® Flash plug-in 10.0 or later
  - System is enabled to allow installation of browser plug-ins as required
  - o Local administrative privileges to operating system may be required
  - o Current antivirus software
- Connectivity:
  - Cable or DSL Internet service connection or better
  - o Personal email account
  - o The ability to upload and download files
- Medical scrubs as prescribed by your chosen clinical site
- Reliable Transportation

### **REQUIRED SUPPLIES**

The following supplies are sent to all students and are required to complete assignments, take quizzes and tests, and to perform the tasks at the clinical site:

- 150 cm Tape Measure
- Frequency Ruler
- Calipers
- Berrol China Markers in black and red
- Washable markers
- SHANY Cosmetics Female Styrofoam Head
- "Samuel" wig head + C Clamp
- Computer Headset with Microphone

#### **TEXTBOOKS**

Textbooks should be purchased prior to attending the first class from the provider of your choice. Students should budget approximately \$710 for the required textbooks listed below. Except where noted below, all books are available on Amazon.com.

### **Required Textbooks**

#### Neuroanatomy through Clinical Cases, 2<sup>nd</sup> Edition

Hal Blumenfeld, M.D., Ph.D. Sinauer Associates, 2011. Print.

ISBN: 0878936130

• This book can be purchased at directly from Sinauer Associates, Inc. at http://www.sinauer.com.

#### The Human Brain Coloring Book

Marian C. Diamond, Arnold B. Scheibel Collins Reference, 1985. ISBN: 0064603065

#### Medical Terminology for Health Professions, 7<sup>th</sup> Edition

Ann Ehrlich and Carol L. Schroeder Cengage Learning, March 5, 2012 ISBN: 1111543273

#### Workbook to Accompany Medical Terminology for Health Professions, 7<sup>th</sup> Edition

Ann Ehrlich and Carol L. Schroeder Cengage Learning, March 5, 2012 ISBN: 1111543283

### Introduction to Health Care, 3<sup>rd</sup> Edition

Dakota Mitchell and Lee Haroun Cengage Learning, 2013 ISBN: 1435487550

#### Workbook to Accompany Introduction to Health Care, 3<sup>rd</sup> Edition

Dakota Mitchell and Lee Haroun Cengage Learning, 2011 ISBN: 1435487536

#### **Practical Guide for Clinical Neurophysiologic Testing: EEG**

Thoru Yamada, M.D., and Elizabeth Meng B.A., R.EEG T., R.EP T. Lippincott Williams & Wilkins, 2009 ISBN: 0781778619

#### Practical Guide for Clinical Neurophysiologic Testing: EP, LTM, IOM, PSG, and NCS

Thoru Yamada, M.D., and Elizabeth Meng B.A., R.EEG T., R.EP T. Lippincott Williams & Wilkins, 2009

ISBN: 1609137144

### **Optional Textbooks**

#### Fisch and Spehlmann's EEG Primer: Basic Principles of Digital and Analog EEG, 3<sup>rd</sup> Edition

Bruce Fisch Elsevier, 1999 ISBN: 0444821485

#### Fundamentals of EEG Technology: Vol. 1: Basic Concepts and Methods

Fay S. Tyner and John R. Knott Lippincott Williams & Wilkins, 1983

ISBN: 0890043851

#### Fundamentals of EEG Technology: Vol. 2 Clinical Correlates

Fay S. Tyner and John R. Knott Lippincott Williams & Wilkins, 1989

ISBN: 0890049099

All required books should be purchased from the provider of your choice as soon as possible in order to avoid an interruption to your studies.

## **PROGRAM COMPETENCIES**

Upon completion of the program, the student will be competent in the following theoretical and clinical areas:

- Basic understanding of the history of the electroencephalograph and analog EEG technology.
- Creating a safe recording environment by verifying patient identity, respecting patient confidentiality, following
  universal safety measures and precautions for infection control, recognizing and responding to life-threatening
  situations, and understanding and complying with Lab protocols.
- Educating the patient about the EEG recording including: electrode application, activation procedures, the length of the test, and answering patient questions about the recording process.
- Evaluation of the patient's level of consciousness and physical condition to determine electrode placement and application, appropriate activation procedures, the need for additional physiological monitors, and circumstances when restraints or emergency intervention is required.
- Thorough understanding and documentation of patient identity, history, and condition including reason for the test, medications, individual and family medical histories, skull defects and alternate electrode placement, time of the last meal, level of consciousness, behavior, and response to activations.
- Accurate and efficient measurement, application, and removal of scalp electrodes including: compliance with the 10/20 measurement system, effective cleansing of patient's scalp, and electrode application that complies with ACNS guidelines.
- Ensure proper working condition of the digital EEG recording instrument including amplifier and biological calibrations; verification of standard filter settings and sensitivity; and correcting or reporting any deviations.
- Obtain a standard EEG recording which complies with ACNS guidelines including proper setup and recording parameters, activations, montage and filter changes, and appropriate documentation.
- Observation of technical criteria for electrocerebral inactivity, neonates, pediatrics, and intensive care and cardiac care units.
- Identification, elimination, and documentation of artifact waveforms.
- Functional neuroanatomy and neurophysiology including signs, symptoms and EEG correlates for neurological and related psychiatric and psychological disorders.

### **TUITION & FEES**

### **TUITION**

Tuition is payable in full no later than five days prior to the beginning of the next semester via credit card or Paypal through the Neurodiagnostic Technology Institute web site ( www.neurodiagnostictechnologyinstitute.com). Checks and money orders should be made payable to Neurodiagnostic Technology Institute for the exact amount of the tuition and fees due and sent to the address listed below:

Neurodiagnostic Technology Institute 1200 Kuhl Avenue, Suite D Orlando, Florida 32806

A student is not considered officially registered and may not attend classes until all fees and tuition are paid in full or other payment arrangements have been made. Neurodiagnostic Technology Institute will charge the student \$50 fee for each check returned unpaid. Additionally, the student will be required to pay all future fees by money order, certified check, credit card, or Paypal.

In the event that a student's account is sent to collections, Neurodiagnostic Technology Institute shall be entitled to collection, attorney fees and cost on the account thereof.

### **TUITION TIERS**

Neurodiagnostic Technology Institute is pleased to offer students the following tuition payment plans:

- **Tier One Payment Plan:** One-time payment of \$9,050 due no later than five (5) days prior to the first class of the first term. This payment option includes the Required Textbooks, Required Supplies, and ASET membership.
- Tier Two Payment Plan: Two equal payments of \$4,775 for a total payment of \$9,550 due no later than five (5) days prior to the first class of the first and third terms. This payment option includes the Required Textbooks, Required Supplies, and ASET membership.
- **Tier Three Payment Plan:** Multiple payments equaling \$10,855 paid in whole prior to graduation in accordance with the agreed upon schedule listed in the Enrollment Agreement. This payment option includes the Required Textbooks, Required Supplies, and ASET membership.
- Tier Four Payment Plan: Multiple payments equaling \$10,000 paid in whole prior to graduation in accordance with the agreed upon schedule listed in the Enrollment Agreement. This payment option includes the Required Supplies. The student is responsible for purchasing the Required Textbooks and ASET membership separately.

### **FEES**

Fees are non-refundable and payable in full on or before the date noted in the Terms and Payment section listed below. Fees may be paid via credit card or Paypal through the Neurodiagnostic Technology Institute web site (www.neurodiagnostictechnologyinstitute.com). Checks and money orders for the exact amount of the tuition and fees due should be made payable and sent to the address listed below:

Neurodiagnostic Technology Institute 1200 Kuhl Avenue, Suite D Orlando, Florida 32806

### **TERMS OF PAYMENT**

Tuition and fees are payable in advance, in full, on or before the dates noted below:

Admission Fees	Due By	Total Amount
Application Fee	Sixty (60) days prior to the first class of the first term	\$45
Tuition Tiers		
Tier One Tuition Plan	Five (5) days prior to the first class of the first term	\$9,050
Tier Two Tuition Plan	Five (5) days prior to the first class of the first and third terms	\$9,550
Tier Three Tuition Plan	Five (5) days prior to the first class of each term or by the first day of each month	\$10,855
Tier Four Tuition Plan	Five (5) days prior to the first class of each term	\$10,000
Other Fees		
Late Payment		\$50
Student Membership to ASET – The Neurodiagnostic Society	Ten (10) days after the first class of the first term begins	\$50
Graduation	Thirty (30) days prior to the first class of each term	\$50
Unpaid Check		\$50
Request for Transcripts		\$10
Duplicate Diploma Request		\$10

The total cost does not include the Board Examination fees or any other regulating agency fees. Textbooks are approximately \$710. Students who have selected the Tier Four Tuition Plan are encouraged to seek the best prices and purchase textbooks at their preferred location. Additionally, payment for the background check, drug screening, and immunization tracking required by clinical sites are the responsibility of the student.

Acceptable forms of payment include credit card, Paypal, checks, and money orders. Checks should be made payable for the exact amount of the tuition and fees due and sent to the address listed below:

Neurodiagnostic Technology Institute 1200 Kuhl Avenue, Suite D Orlando, Florida 32806

### **TOTAL ESTIMATED EXPENSES**

Refund	dable Fees	Fee
Т	uition	\$10,000
Non-Re	efundable Fees	
А	Application Fee	\$45
Т	extbooks	\$710
R	Required Supplies	\$113
S	tudent Membership to ASET – The Neurodiagnostic Society	\$50
G	Graduation Fee	\$50

Note: The total cost does not include the Board Examination fees or any other regulating agency fees, books and supplies. Payment for ASET - The Neurodiagnostic Society membership, physical examinations, background check, and drug screening are the responsibility of the student.

### **FINANCIAL ASSISTANCE**

Payment of tuition is the responsibility of the student and is due no later than five (5) days prior to the beginning of each term. Tuition statements are communicated via email to each student. Failure to provide payment in a timely manner will result in late payment assessments. Failure to provide payment in a timely manner will result in an interruption to or cancellation of the program.

#### **REFUND POLICY**

Should a student's enrollment be terminated or cancelled for any reason, all refunds will be made according to the following refund schedule:

- Cancellation can be made in person, by electronic mail, by Certified Mail or by termination.
- All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.
- Cancellation after the third (3rd) Business Day, but before the first class, results in a refund of all monies paid, with the exception of the application fee (not to exceed \$150.00).
- Cancellation after attendance has begun, but prior to 60% completion of the program, will result in a Pro Rata refund computed on the number of hours completed to the total program hours.
- Cancellation after completing 60% of the program will result in no refund.
- Termination Date: In calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice is received.
- Refunds will be made within 30 days of termination of students' enrollment or receipt of Cancellation Notice from student.
- All fees, cost of supplies and textbooks when provided by Neurodiagnostic Technology Institute, and shipping charges are nonrefundable under any circumstance after the first class.

### **TRANSFER OF CREDITS**

Neurodiagnostic Technology Institute reserves the right to accept or deny the transfer of clock hours received from another school. The granting of credit for prior learning or exams cannot exceed twenty-five percent (25%) of any program. Programs and tuition will be adjusted according to the number of hours accepted.

Students who transfer out of Neurodiagnostic Technology Institute to another educational facility may receive their transcript reflecting their hours and grades, providing that all financial obligations to the Institute have been met by the student. The acceptance of the transferability of credits is the decision of the receiving institution.

### **ACADEMIC CHALLENGE CREDIT**

A student may challenge the requirement to complete specific courses in the curriculum by requesting credit for the course based on prior work or educational experience. Academic challenges must be completed prior to a student's start date of the term. To be eligible for Academic Challenge credit, the student must provide the Institute with official documentation (as determined by the Institute) to validate the prior experience. Courses conducted at the clinical site are not eligible for the Academic Challenge credit.

A student who wishes to challenge a specific course may request the Director of Academics administer an appropriate course examination to determine the student's retained knowledge. The student will have one opportunity to receive academic credit for a course if the Director of Academics determines that the student has passed the examination with a minimum grade of 85%. The course will be presented on the student's transcript with a letter grade of 'PR'. If a student receives credit for previous training, the 'PR' credits are included in the maximum time in which to complete and the rate

of progress calculations but are not counted in the GPA calculation. Students receiving academic challenge credit will be granted a tuition credit for that particular course. No more than twenty-five percent (25%) of total program credits may be awarded as transfer credits, academic challenge credits, or any combination thereof.

### **ACADEMIC POLICIES**

### **ACADEMIC PROGRESS**

The overall objective of the Standards of Academic Progress is to improve performance by students who are experiencing academic difficulty. Struggling students are identified and contacted by instructors to prepare a plan of improvement and discuss the possible consequences that may occur if progress is not made. The Institute is committed to provide students with as much assistance as possible to ensure their success.

The Institute measures academic progress weekly. Students advancing in the program must maintain a grade point average of 2.0 ("C") or higher in order to make satisfactory progress. Students falling below this threshold will be placed on academic probation. Students on academic probation longer than six weeks are at risk for termination. Students who have been academically terminated have the option to reapply to repeat the program.

### **ADMINISTRATIVE DISCRETION**

Neurodiagnostic Technology Institute reserves the right to disqualify, discontinue, exclude, or involuntarily withdraw any student from the school at the discretion of the Administration.

### **ATTENDANCE**

#### **Online Attendance**

Class attendance is critical to the learning process. Students are expected to arrive on-time and fully participate in weekly meetings, group projects, and record reviews. Each course syllabus defines specific grading and attendance policies. Students may request an excused absence from the Faculty prior to any future dates where absence is expected. The student is responsible for ensuring that all assignments, quizzes, and tests are submitted in accordance with the instructor's directions. Excessive absences negatively affect the learning environment, the student's final grade, and may result in disciplinary action.

Students are required to complete at least 95% of the program to graduate. Students exceeding two (2) unexcused absences in a term will be placed on probation. Students exceeding four (4) consecutive days of absences will be required to repeat the term. Absences exceeding five (5) days for the year will result in termination from the program.

#### **Clinical Site Attendance**

Students should arrive on time and fully participate in learning activities at the Clinical Site. Each course syllabus defines specific levels of participation expected from the student, grading, and attendance policies. Students may request an excused absence from the clinical site instructor prior to any future dates where absence is expected. Students may be absent from their clinical site no more than two (2) times in a term. All clinical hours must be made up within the term. Excessive absences will negatively affect the student's final grade and may result in disciplinary action.

### **GRADING**

Neurodiagnostic Technology Institute is committed to helping students learn and understand the intricacies of the neurodiagnostic technology profession. Grading practices have been created to provide students with timely feedback designed to improve their performance. Grades will be calculated on the student's performance in homework, quizzes, tests, individual projects; level of participation in group discussions, assignments, and record reviews; attendance; and feedback from clinical site instructors. Grading rubrics for each course can be found in the course syllabus.

Grade	Percentage	GPA
А	90% - 100%	4.0
В	80% - 89%	3.0
С	70% - 79%	2.0
D	60% - 69%	1.0
F	59% and below	0.0
PR	Prior Experience	
W	Withdrawn	

### **DISCIPLINARY MEASURES**

#### **Academic Probation**

Satisfactory academic progress is measured and monitored weekly. Students advancing in the program must maintain a grade point average of 2.0 ("C") or higher in order to be considered as making satisfactory progress. Students who fall below this standard will be placed on academic probation. Students on academic probation exceeding six weeks are at risk for academic termination.

#### **Academic Termination**

Academic Termination represents a separation of students from the Institute. Academic Termination occurs after a student fails to meet the minimum requirements during academic probation. A student may be dismissed, at the discretion of the Administration, for insufficient progress, non-payment of tuition or fees, or failure to comply with rules of conduct and policies of the institution. A student may be dismissed if the student:

- Fails to maintain academic performance of 2.0 grade point average during any one academic year;
- Fails six (6) or more weeks;
- Cheats or demonstrates a legal, moral, behavioral, ethical or academic instability that impairs judgment;
- Violates local, state, or federal laws;
- Has factors that would interfere with or prevent him or her from practicing the highest quality of neurodiagnostic technology, as determined by the Administration;
- Fails to satisfy the conditions for removal from Academic Probation;
- Deliberately falsifies admissions information or other official records.

Students are eligible to re-apply for enrollment after termination. This request will be on a petition basis. In order for reenrollment to be approved, the petition must present evidence of some change in the student's circumstances.

### **Request to Appeal Termination**

Requests to appeal must be submitted in writing to the Director of Administration within five (5) business days upon receipt of notification of termination. The written appeal must include an explanation for reconsideration of the

decision. The appeal must include as much supporting information as possible, including substantiating documentation. Information may not be solicited from another student or staff. Appeals must be dated and signed by the student.

The Administration will review and carefully consider all requests. The Administration has the power to make a decision in support of or against termination after consideration of all facts. A letter containing the Administration's decision will be sent to the student within ten (10) business days after receipt of the request.

The decision of the Administration is final. Documentation of the appeal and the decision will be retained as part of the student's permanent file.

#### **Re-admission**

Students terminated from the Institute may reapply through the standard Admissions process. A student must submit a new application, including fees to the Admissions Office. If the dismissal was based on a failure to pay tuition, the amount owed must be paid prior to reinstatement. A committee will review all requests for re-admission. The Admissions Office will inform the student of the decision with an official letter of re-admission or denial. Students admitted will be re-evaluated and may be required to repeat all courses completed more than two years prior unless the student demonstrates current competencies deemed acceptable by the Director of Academics.

### **STUDENT COMPLAINTS & GRIEVANCES**

Neurodiagnostic Technology Institute has established an escalating process to assist in the resolution of student complaints and grievances.

#### Level One: Direct discussion for resolution

The student initiates a conversation to raise awareness of the issue and seek resolution with the person against whom the grievance is lodged. Its purpose is to provide an opportunity for quick resolution at the local level.

### **Level Two: Administrative investigation**

Students not satisfied with the outcome resulting from Level One conversations have five (5) business days to escalate their complaint by sending a formal written complaint by certified mail or email to the Director of Academics which contains the following items:

- a clear statement of the issue
- all the relevant facts surrounding the issue
- the preferred resolution the student is seeking.

The Director of Academics will initiate an investigation within ten business days of receipt of the student's complaint. This investigation will include interviews with the student, the individual against whom the complaint has been made, and others.

The Director of Academics will make a decision and share the results in writing via certified mail and/or email with the student and the individual against whom the complaint has been made within three business days upon concluding the investigation.

### **Level Three: Request for appeal**

Students dissatisfied with the resolution to their grievance offered at Level Two have the option to request an appeal by sending a formal written complaint by certified mail or email to the Director of Administration within five (5) business days after receiving the resolution offered for Level Two. If the appeal application is accepted, the complaint will be reviewed and reconsidered by a committee of no fewer than three members of the Faculty and Administration. Decisions pertaining to the request for appeal will be communicated within fifteen (15) business days by certified mail and/or email.

If the student is dissatisfied with the outcome, the only avenue for review or appeal is external. No further internal review or appeal is available.

### Level 4: External review

Students have the right to seek external assistance to resolve their issue by filing a complaint against with The Commission for Independent Education at the address listed below:

The Commission for Independent Education 325 West Gaines Street, Suite 1414 Tallahassee, Florida 32399 Telephone: 1-888-224-6684

If the Institute receives notification of formal external inquiry, the application of the resolution process stated above will be suspended until the external inquiry is complete.

#### **H**ARASSMENT

Harassment is the creation of a hostile or intimidating environment in which verbal or physical conduct, because of its severity and/or persistence, is likely to interfere significantly with an individual's work or education. Discriminatory harassment includes conduct directed against any person or group of people that has the purpose or effect of creating an offensive, demeaning, intimidating, or hostile environment for that person or group of people. Complaints of harassment should be reported immediately to the Administration and will be investigated.

### **LEAVE OF ABSENCE**

Neurodiagnostic Technology Institute requires students to provide a written, signed, and dated request for a leave of absence prior to the absence. However, if unforeseen circumstances prevent a student from providing a prior written request, the Administration may grant the student's request for a leave of absence and document its decision in the student's file. The Institute will collect the written request within thirty (30) days.

A student may be granted a leave of absence for up to 180 days in any twelve (12) month period. The number of days in a leave of absence commences the day after the student's last day of attendance. The twelve (12) month period begins on the first day of the student's initial leave of absence. Upon the student's return from the leave of absence, the student is permitted to complete the coursework begun prior to the leave of absence without any penalties. A student may take a subsequent leave of absence if it does not exceed thirty (30) days and the Institute determines that the subsequent leave of absence is necessary due to unforeseen circumstances.

Approved reasons for a subsequent leave of absence include jury duty, military reasons, or circumstances covered under the Family and Medical Leave Act of 1993.

If a student does not resume attendance at the Institute on or before the end of a leave of absence, the student will be considered to have withdrawn from the program.

### **MAKE-UP WORK**

Students who have been absent from class for any reason are required to make-up missed assignments, quizzes, and tests. The student is required to discuss make-up work opportunities with the Instructor. All externship hours that are missed must be made-up. Excessive absences from externship assignments without prior notice may result in termination.

### Non-Discrimination

Neurodiagnostic Technology Institute does not discriminate or tolerate harassment in its educational programs or activities for any reason, including race, religion, gender, color, age, national or ethnic origin, political beliefs, marital status, disability, sexual orientation, gender identity, socioeconomic status or family background. Complaints of discrimination will be treated and investigated with full regard for the Institute's due process requirements.

### **PROGRESS EVALUATIONS**

Grades will be distributed to students at the end of each term by the instructor and placed in the student's academic file. Grades will be emailed to the address contained in the student's academic file.

### SEXUAL HARASSMENT

Sexual harassment is prohibited. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission to unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature is made either explicitly or implicitly a term or condition of a student's status in a course, program, or activity. Complaints of sexual harassment should be immediately reported to the Administration and will be investigated.

# **GRADUATION REQUIREMENTS**

In order to be eligible for graduation and receive a diploma, students must fulfill the following requirements:

- Receive passing grades on all required coursework
- Achieve and maintain a minimum GPA of 2.0 or higher
- Maintain satisfactory academic progress standards
- Satisfy all financial obligations
- Complete 100% of clinical externship hours and pass all competency requirements.

# **STUDENT SERVICES**

Neurodiagnostic Technology Institute is committed to the education and success of its students by providing the following Student Services:

### **ACADEMIC ADVISEMENT**

Faculty closely monitor student performance and will perform academic advisement as needed.

### LIBRARY & LEARNING RESOURCES

Membership to ASET- The Neurodiagnostic Society provides students with access to the group's library of current and historical industry news, journal articles, and events. Student membership to ASET – The Neurodiagnostic Society is \$50 per year. Students will also utilize free, nationally-recognized medical web sites including the American Clinical Neurophysiology Society, National Institutes of Health, Center for Disease Control and Prevention, and Medscape. Students are encouraged to use free, online, reference tools such as The MacMillan Dictionary and thesaurus, and MediLexicon web sites.

### **EMPLOYMENT PLACEMENT SERVICES**

It is expected that the demand for Registered EEG Technologists will continue to increase over the next decade to meet the growing demands of an aging population and because of the increase in the number of people with access to health insurance and medical care. According to the U.S. Department of Labor, Occupational Outlook Handbook, 2014-15, the number of jobs for clinical laboratory technologists and technicians is projected to grow by twenty-two percent (22%) until 2022. This growth greatly outpaces the average growth for all occupations which is forecasted to grow at only half that rate of eleven percent (11%).

Graduates of the Institute will successfully achieve the knowledge and skills necessary to pass the American Board of Registration of Electroencephalographic and Evoked Potential Technologists (ABRET) EEG Board Exam and enter the neurodiagnostic technology field. According to the 2011 Neurodiagnostic Profession Salary and Benefits Report published by ASET – The Neurodiagnostic Society, Registered EEG Technologists have an annual starting salary ranging from \$28,000 - \$46,000 with a future earning potential that can exceed \$120,000 annually. On average Registered EEG Technologists earn a salary of \$55,000 per annum.

In addition to providing students with the knowledge and skills necessary to seek employment as neurodiagnostic technicians before testing to become Registered EEG Technologists, the Neurodiagnostic Technology Institute provides

students with guidance in basic résumé preparation, job search strategies, and interview skills. While we cannot guarantee a job for you, we can equip you with the tools needed to find one. Your success is our greatest achievement.

### **STUDENT EVALUATIONS**

Neurodiagnostic Technology Institute strives to hire instructors who inspire students and offer quality neurodiagnostic technology educational materials. Students are regularly given the opportunity to share their insights with the Administration about their experiences within each class. Constructive feedback ensures that we continue to deliver a quality educational experience to current and future students.

# **STUDENT QUESTIONS**

The flexibility of an online learning environment offers students a variety of ways to request assistance including phone, email, chat, and online forums. Students can expect to receive a response to their questions and comments in accordance with the following:

Type of Question	Contact	Response Time
Administrative	407-601-7832 Admin@MyNTIcareer.com	1 Business Day
Academic	Refer to course syllabus	24 Hours
Technical	407-601-7832	24 Hours

### **STUDENT RECORDS**

The Administrative Office is responsible for preserving all official student academic records. Copies can be made available to students upon individual request. The office maintains official student transcripts, processes final grades at the end of each term, and updates student records. It provides both official and unofficial copies of student academic records to students or other individuals, institutions or agencies upon request from students.

### **TECHNICAL SUPPORT**

Technical support is available when you need it. Please contact the Saba Technical Support Team if you experience a problem in accessing part of all of the Student Portal. A technical support agent is available online or by phone 24 hours per day, every day.

### **TUTORING**

Students who need the additional assistance of a tutor are encouraged to discuss the problem with the course instructor. The instructor and student will explore tutoring options available to the student.