MEDICAL DESK AI INSTITUTE

STUDENT GUIDE

Effective August 25, 2026 – August 25, 2027

Companion to the Medical Desk AI Institute School Catalog, Volume 2

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This guide sets out the Institute's attendance policy, financial and refund policies, student complaint and grievance procedures, Student Code of Conduct, and the services offered to students other than classes. The complete institutional catalog, including programs of study, tuition and fee schedules, and academic standards, is published separately and available from the school and at www.medicaldeskai.com.

1. Attendance Policy and Requirements

Attendance Policy

Medical Desk AI Institute expects all students to attend classes regularly and consistently. Students in online programs are required to submit all academic activities by the program's end date. There is no make-up work and there are no incomplete grades for online programs.

- Full-time students: complete 20 hours of coursework per week.
- Part-time students: complete 10 hours of coursework per week.
- All students must complete a minimum of 10 hours of coursework per week.

Attendance Monitoring

Student attendance is regularly monitored. At the end of each week, a report detailing the student's cumulative logins is automatically generated and sent via email.

Leave of Absence (LOA)

In emergencies (for example, a family tragedy, medical condition, or military obligation) that necessitate an interruption in training, the school may, at its discretion, permit a student to request a Leave of Absence. LOA criteria:

1. Written Request: Students must submit a signed and dated written request before the expected LOA, stating the reason. Student Services will provide an eSignature link via email for the LOA request form.
2. Approval: The applicable Medical Desk AI Institute Director must approve and sign the LOA request before its start date.

3. Reasonable Assurance of Return: The reason for the request must provide reasonable assurance that the student will return at the end of the LOA.
4. Documentation: The school may request documentation to confirm the reason for the LOA.
5. Acceptable Reasons: These include, but are not limited to, medical treatment, death in the immediate family, and military obligations. LOAs will not be granted for reasons related to academic performance.
6. LOA Duration: Total LOA time cannot exceed five months or 150 days. Students receiving WIOA funding may request an extension, but their total LOA time cannot exceed 90 calendar days within 12 months.
7. Failure to Return: Students who do not return on their scheduled LOA return date, or fail to obtain an approved extension in advance, will be dropped from the program.
8. Institutional Charges: No additional institutional charges are assessed to students during an approved LOA.
9. WIOA Funds: Students receiving Workforce Innovation and Opportunity Act (WIOA) funds must receive approval from both the school and their assigned Workforce case manager. The maximum LOA for WIOA recipients is 90 days.

2. Financial and Refund Policies

Payment Methods

Tuition and fees can be paid using cash, credit card, ACH, or money order. A $35.00 NSF fee will be charged to a student's account if a check is returned due to insufficient funds. Program tuition and a comprehensive list of all associated fees are detailed in the Tuition and Fee Schedule section of the school catalog.

Cancellation Policy

A full refund will be made to any student who cancels the enrollment agreement within 72 hours (until midnight of the third day, excluding Saturdays, Sundays, and legal holidays) after the enrollment agreement is signed.

Refund Policy for Asynchronous Distance Education Programs

1. Refund computations are based on the number of lessons in the program. The Medical Front Desk Specialist Program consists of seven (7) lessons.
2. The effective date of termination for refund purposes is the earliest of the following: (a) the date of notification to the student, if the student is terminated by the school; (b) the date the school receives written notice from the student; or (c) the end of the third calendar month following the month in which the student's last lesson assignment was received, unless the school has received notification from the student that he or she wishes to remain enrolled.
3. If tuition and fees are collected before any lessons have been completed, and if, after expiration of the 72-hour cancellation privilege, the student fails to begin the program, the school shall retain no more than $50.
4. If a student who enters an asynchronous distance education program terminates or withdraws after expiration of the 72-hour cancellation privilege, the school may retain $50 of the tuition and fees, and the student will be refunded the pro rata portion of the remaining tuition, fees, and other charges that the number of lessons completed and serviced by the school bears to the total number of lessons in the program.
5. A full refund of all tuition and fees is due in each of the following cases: (a) an enrollee is not accepted by the school; (b) the program of instruction is discontinued by the school, preventing the student from completing the program; or (c) the student's enrollment was procured as a result of any misrepresentation in advertising or promotional materials of the school, or misrepresentation by the owner or representatives of the school.
6. A student who withdraws from the school as a result of being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled: (a) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal; (b) a grade of incomplete with the designation "withdrawn-military" for the

courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or (c) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has satisfactorily completed at least 90 percent of the required coursework for the program and has demonstrated sufficient mastery of the program material to receive credit for completing the program.

7. Refunds will be totally consummated within 60 days after the effective date of termination.

3. Student Complaints and Grievance Procedure

Student Complaints

A complaint is defined as any student concern regarding school programs, services, or staff. Students are encouraged to schedule a conference with the school director to resolve school-related issues. If a student is not satisfied with the outcome of the conference, or if they prefer, they can file a formal written complaint with the School Director. The Director will formally investigate the complaint, take appropriate action, and provide a written response to the student within 10 business days of receiving the complaint from any school faculty or staff member. Students are not required to meet with the director before submitting a formal written complaint.

Grievance Procedure

Students with concerns about alleged violations are encouraged to first schedule a conference with the Director of Academics for resolution. If the issue remains unresolved to the student's satisfaction, a formal written complaint can be filed with the school's President and CEO. Upon receiving a formal written complaint, the President and CEO will conduct an investigation, take appropriate action, and provide a written response to the student within 10 business days. A conference with the Director is not a prerequisite for filing a formal written complaint.

Notification of Complaint to the Texas Workforce Commission

If a student is not satisfied with the school director's response, they can file a complaint with the Texas Workforce Commission (TWC):

Texas Workforce Commission — Career Schools and Colleges, Room 226T, 101 East 15th Street, Austin, Texas 78778-0001. Phone: (512) 936-3100. Further details on filing a complaint with the TWC are available at www.texasworkforce.org/careerschools.

4. Student Code of Conduct

At Medical Desk AI Institute, our goal is to foster an educational environment that supports your intellectual and professional growth. This environment thrives on mutual respect, academic integrity, and professionalism from both students and staff, ensuring a safe and successful experience for everyone. The Student Code of Conduct is designed to uphold these values.

Terminology

1. Academic Standing: Refers to a student's cumulative average. A grade of 70 is the minimum for passing or being considered in good academic standing. Good academic standing is maintained through weekly module completion.
2. Attendance: A student's presence in their program, indicated by logging into their account.
3. Communication: Any interaction between a student and Medical Desk AI Institute staff, including phone calls, texts, emails, discussion board posts, or messages.

4. Program Activity: Student engagement with or completion of required course content, including, but not limited to, readings, activities, labs, quizzes, and exams, unless otherwise specified by Medical Desk AI Institute administration.
5. Full Business Day: Any 24-hour period starting from the initial point of contact or communication, excluding Saturdays, Sundays, officially recognized employee holidays, or any days the school is closed.
6. Fabrication: The act of falsifying or creating false data or information.
7. Med Desk AI: Refers to Medical Desk AI Institute.
8. Participation: The act or state of taking part in student module work.
9. Plagiarism: The act of stealing another's words or ideas and presenting them as one's own.
10. Progress: The advancement toward or completion of modules (or lack thereof) by a student in their chosen program.
11. Staff: Any individual hired by or contracted by Medical Desk AI Institute to perform administrative or instructional duties.
12. Student: Any person enrolled in a program, including those who take a leave of absence and later return.

Prohibited Conduct

The following actions are considered violations of the Student Code of Conduct:

- Misuse of Documents and Equipment: Forgery, falsification, fabrication, unauthorized alteration, or misuse of campus documents, records, or identification. This extends to electronic software and equipment, student attendance sheets, and module work.
- Damage or Theft of Property: Misuse, theft, misappropriation, destruction, damage, or unauthorized use of Medical Desk AI Institute equipment or services, including, but not limited to, Institute-provided laptops, chargers, monitors, books, and specialized equipment. Students are responsible for repairing any damage to these materials (e.g., screen damage, water damage, viruses).
- Disrespectful Communication or Conduct: Any communication or conduct that is disrespectful, unprofessional, or unethical towards other students or staff. All communications are recorded and monitored by Medical Desk AI Institute staff.
- Non-Compliance with Staff Directives: Failure to follow staff instructions regarding coursework, participation, attendance, progress, academic standing, or communication.
- Excessive Communication: Engaging in an unreasonable amount of communication within a full business day that disrupts online instruction, administrative responsibilities, or the daily operations of staff.

Responses to Alleged Code Violations

Should a student be accused of violating the Student Code of Conduct, they may face one or more of the following disciplinary or administrative actions:

1. Administrative Intervention: A formal discussion between administrative staff and the student regarding the alleged violation, including developing a proactive plan to prevent future offenses.
2. Warning: A written statement informing the student that a violation has occurred and that further misconduct may lead to more severe disciplinary action.
3. Withdrawal: Permanent removal from Medical Desk AI Institute, loss of access to program materials, and the requirement to return all Institute materials (e.g., laptops, chargers, monitors, books, specialized equipment) at the student's own expense.

The adoption of this Student Code of Conduct does not prevent Medical Desk AI Institute from implementing or maintaining additional rules governing student conduct.

5. Student Services Other Than Classes

Learning Resources

Our online programs provide all necessary reference materials to complete assignments for each program's curriculum. These resources include a laptop computer, printed books, printed glossaries, read-aloud features, and interactive online activities.

Academic Advisement

Academic advising is provided to students based on individual needs throughout their program. Students who do not meet Satisfactory Academic Progress (SAP) requirements communicate weekly with their Success Coach until their academic progress improves.

Graduate Preparation Resources

Upon graduation or nearing completion of their studies, Medical Desk AI Institute equips students with comprehensive resources for certification exam preparation. While a Certificate of Completion is awarded after program fulfillment, students also have the opportunity to achieve official certification. To facilitate this, Medical Desk AI Institute provides practice tests, review guides, test vouchers, and ongoing access to program materials for 1.5 times the duration of their program.

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