



### Technology & Academic Integrity

- **Recording Policy:** No video or audio recording, nor screen capturing of the orientation is allowed by the Participant or any other party or application. Screen captures, video or audio recording of test questions and answers are also prohibited. Breach of these rules will result in the Participant being dropped from the entire MAO class without possibility of a refund and reported to ODDS.
- **Test Resources:** Use provided orientation materials and authorized resources only. Do not consult others. No one may take the test for you or with you.
- **Violations:** Attempts to manipulate testing software or violate academic policies may result in being dropped from the class without possibility of a refund and up to a two year ban from reapplying.

### Device Requirement

Participants must use a laptop or desktop computer; tablets and phones of any brand are not permitted.

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### Attendance and Absence

- Technological issues stemming from the use of a non-computer device (computer devices are either a laptop or desktop) will not be grounds for excused absences.
- Participants away from the computer or off camera for more than **15 minutes** per session (including being late) will be considered absent, cannot receive credit for the session, and cannot test for that session.
- Participants must be on camera the entire session (for all sessions), engage in all polls, and participate in some form in all breakout rooms, or they will be considered absent for that session.
- Participants should not log off the Teams meeting until class for the day is over. If a participant logs off of the Teams meeting at any point (for example at lunch) it will record the participant as absent at the point of logging off. This will be counted as an absence which does not qualify for a refund.

### Conduct Expectations

ATS will ensure a professional environment is maintained for the class, free from hostility, threats, or violence. Inappropriate behavior or speech may result in removal from the class. Harassment is prohibited in class and harassing behavior or speech will result in being dropped from the class without the possibility of a refund and result in being prohibited from reapplying.

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## Rescheduling Process

### Single Session Failure:

- Retake the failed session by paying the retake fee and attending an available upcoming offering of that session.

**NOTE! Single Session Retakes are only available for participants who failed the original Session with ATS.**

- If the same session is failed a second time, you must re-register, re-enroll, and retake the entire MAO class (all sessions) as well as pay all respective fees as a new registrant.

### Class Failure:

- Failing a single session posttest twice or failing more than one session posttest will result in class failure.
- Participant must re-register, re-enroll, and retake the entire class as well as pay all respective fees to be allowed to retake the MAO class.

Retesting or Restarting  
MAO?

You may retest a single session of MAO during a class and pay the retesting fee only if:

You have **not** failed the session once prior during that class

You have **not** retested on any other single session during that class

You will need to restart the entire MAO class if:

You fail one single session twice

You fail two different single sessions once

### Post-Testing Scores:

- Participants must score **80% or higher** on each post-test.
- You will be given two attempts to pass each post-test. If the first attempt fails, a second chance will be given, with the highest score recorded.

### Post-Testing Restrictions:

- Sharing spaces or devices with others is prohibited.
- Tests must be completed outside of session times. If tests are taken during class, the test will be marked failed. Participants who fail one session for this reason may retake that one session at the single session retake rate.
- After the final Session of the day closes, you will have until 5pm the following day to complete all exams for all of the day's Sessions. This means that if you attend Sessions 3 & 4 on a Wednesday, both tests 3 & 4 will be due Thursday at 5pm. If you attend Sessions 3 & 4 on a Friday, both tests will be due Saturday at 5pm.



- At 5pm the following day, all in-progress attempts will be revoked due to missing the deadline and all unused attempts will be revoked as well due to the deadline being passed. This means, in the first example above, Thursday at 5pm all attempts for tests 3 & 4 will be revoked and you will be unable to finish or begin any test 3 or 4 attempts.
- There is no provision for testing time extensions.
- ATS will not respond to requests for information about the post-test question structure or post-test question contents. If you feel there was an error in your test scoring, email [danya@abilityts.com](mailto:danya@abilityts.com) stating your concerns. If your concerns cannot be addressed by ATS they will be escalated to ODDS to handle.

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## Definitions

- **MAO:** Medicaid Agency Orientation program including its presentation and testing.
- **ATS:** Ability Training Services, the company presenting the MAO program belonging to ODDS.
- **Session:** One of seven MAO segments and associated tests.
- **Class:** The full MAO program comprising seven sessions.
- **Participant:** An individual enrolled for a class.
- **Registrant:** An individual requesting registry prior to enrollment.
- **MAO Registration Processing Fee:** Fee to check pre-qualifications and proofs required prior to enrollment in a class.
- **Pre-class assignments:** Required training documents for MAO through Workday.
- **Absence:** When an individual does not attend, participate in, or stay on camera for the entire class.
- **Refund:** Amount returned based on class policies.
- **OAR:** Oregon Administrative Rule(s).

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For questions, please contact ATS at **MAO@abilityts.com** or call **503-560-9980**.