



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:** Tests are “open-book” meaning the participant may use provided orientation materials and authorized resources when taking the tests. Only the participant may take the test or any part of the test. Participants are not allowed to consult anyone else about the test or testing questions. 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.
- **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 for the orientation at ATS.

Devices

Participants should use a laptop or desktop computer; phones of any brand or capacity are not recommended. Negative consequences resulting from failure to follow this recommendation will not be a valid reason for a refund or any retakes of any session(s).

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 must be logged in to the online meeting for the entirety of all sessions, engage in all polls, and participate in all breakout rooms, or they will be considered absent for that session.
- Participants may only miss **5 minutes** per session; participants who are absent for more than 5 minutes in any session will be considered absent for that session, will be removed from the meeting, cannot receive credit for the session, and cannot test for that session.
- If a participant logs off the Teams meeting at any point, the participant will be recorded as absent at the point of logging off.
- Each session has scheduled break periods that will be offered without affecting attendance; returning late from these breaks counts toward the 5-minute absence limit. Full-day classes that contain more than one session per day will have a scheduled lunch break offered without affecting attendance; returning late from that lunch counts toward



the 5-minute absence limit. Expected return times will be clearly stated prior to both breaks and lunches. Logging off during the exact times of scheduled breaks and lunches will not be counted toward the 5-minute absence limit.

- Participants are encouraged to stay logged in to the Teams meeting until class for the day is over to avoid any technical issues.

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 for MAO through ATS.

Determination of what behavior or speech is hostile, threatening, or violent is at the sole discretion of the facilitator and will be addressed only to preserve the learning environment for the other participants and to preserve the facilitator's ability to present the material effectively. ATS holds the right to refuse service to anyone who takes part in hostile, threatening, or violent speech or behavior.

Distracting or interrupting behavior that is visible on camera and distracting or interrupting speech whether verbal or typed, are not allowed. Overuse of "reaction" buttons, or chat features, resulting in distraction of other participants or facilitators, will not be permitted. If a facilitator determines that behavior, speech, or use of class features are distracting or interrupting, the facilitator will alert the student through a private chat requesting a specific correction to be made. If the correction is not applied by the participant in a way that the facilitator sees is adequate to remedy the interruption or distraction, the facilitator retains the right to remove the participant from the session by ending the session for them. If the facilitator removes a participant from the session, the participant's attendance will be marked as absent for that session, resulting in a failure of that session.

Determination of what behavior, speech or use of features rise to the level of distracting or interrupting is at the sole discretion of the facilitator and will be addressed only to preserve the learning environment for the other participants and to preserve the facilitator's ability to present the material effectively. For example, persistent off-topic conversation, sleeping, repeated non-question interjections intended to share participant stories or experiences, and repeatedly asking questions that have already been asked and answered are all examples of distracting or interrupting behavior, speech or conduct.



Rescheduling Due to Session or Class Failure

Single Session Failure:

- Retake the failed session by paying any retake fees that may be assigned and attending an available upcoming offering of that session and joining that class for the remainder.
- 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.

Class Failure:

- Failing a single session posttest after a retake or failing more than one session posttest will result in whole 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

Class Sizes & Rescheduling Due to Class Sizes

ATS holds the right to combine, divide, or cancel any class that does not meet the class size requirement. Classes require at least 3 participants. Classes that have less than 3 participants enrolled for the full class may be cancelled, combined, or otherwise rescheduled- participants retaking sessions and joining midway do not count toward this number. Classes may not have more than 30 participants- participants retaking sessions and joining midway do not count toward this number.

Participants moved by ATS for class size reasons will not be charged extra if they are moved into a class that has a higher cost. Participants will not be given a refund based on class-size-related changes that ATS makes.

Participants will be allowed to choose from class options that are offered in the current or upcoming quarter if they are rescheduled by ATS due to class sizes.



The waitlist will be utilized for participants who cannot fit in a full class and when no other classes are available.

Post-Testing Scores:

- Participants must score **80% or higher** on each post-test to move to the next session.
- Participants 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.
- Sessions are sequential and cannot be moved, skipped, or postponed independently. Progression through the sessions requires the participant to pass each previous session's test.

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Post-Testing Restrictions:

- Sharing testing spaces with other participants or any other person is prohibited.
- Sharing testing devices with other participants 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.
- Testing windows.
 - For full day classes (two sessions in one day)-
After the final Session of the day closes, you will have until 5pm the following day to complete all tests 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 by 5pm. If you attend Sessions 3 & 4 on a Friday, both tests will be due Saturday by 5pm. Tests are sequential, you must pass the first session's test before you can progress to the next session's test.
 - For half day classes (one session in one day)-
After the Session closes, you will have until 8am the following day to complete the test for that session. This means that if you attend Sessions 3 on a Wednesday, test



3 will be due Thursday by 8am. If you attend Session 3 on a Friday, test 3 will be due Saturday by 8am.

- At the testing deadline 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. You will be unable to finish or begin any test attempt after the test deadline passes.
- There is no provision for testing time extensions outside qualifying technical issues involving the testing platform or application.
- If a technical issue involving the testing platform or application occurs within the testing window, the participant must immediately notify ATS by emailing mao@abilityts.com stating the technical issue has occurred and relating the issue as best as possible. The timestamp on the email will be used to determine the start of the technical issue. The timestamp on a response email from ATS stating the issue has been resolved will determine the end of the technical issue. The duration of time between the start and end of the technical issue will be added to the end of the testing window. ATS will be available until 10pm the night of class for triaging technical issues. Technical issues occurring after 10pm will be addressed the next day after 7am.
- 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 mao@abilityts.com stating your concerns. If your concerns cannot be addressed by ATS they will be escalated to ODDS to handle.

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:** Training from Workday required prior for MAO.
- **Absence:** When an individual does not attend, participate in, or stay on camera for the entire class.



ABILITY TRAINING SERVICES

Medicaid Agency Orientation (MAO) Academic Administration Policy

- **Refund:** Amount returned based on class policies.
- **OAR:** Oregon Administrative Rule(s).

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