



POCKET REFERENCE GUIDE





Ultimate Medical Academy is a nonprofit healthcare educational institution with a national presence. We are committed to equipping and empowering students to excel in healthcare careers.

WELCOME TO ULTIMATE MEDICAL ACADEMY

On behalf of the Faculty and Staff at Ultimate Medical Academy, I'm honored to personally welcome you to our community of learning. We're glad you're here, and we can't wait to offer support and assistance as you begin your career training.

I encourage you to keep this guide handy for quick reference; it contains much of the contact information you will need as an online UMA student, along with other important information to help you get started.

UMA's interactive online coursework presents an opportunity to further your education and join a professional network of more than 55,000 UMA students and graduates. To help you excel personally and academically, we offer extensive student services throughout all facets of your UMA journey. If you need help at any point, don't hesitate to contact our support teams who are dedicated to helping you succeed.

As you begin your studies, remember the reasons that you decided to improve your life through education. You've taken the first steps toward a better future, and we'll be here to help as you continue to move confidently forward.

Warmest regards,



Thomas Rametta

Interim President and Chief Financial Officer

WHO DO YOU CALL?



Student Finance | 888-212-5421
onlinestudentfinance@ultimatemedical.edu

Student Finance advisors are here to simplify the financial aid process. They help determine whether you qualify for financial assistance and are available to answer questions as you proceed through the financial aid application. You have probably already spoken to our New Student Finance team, and will have continuing support throughout your program from this dedicated team of advisors.

Learner Services | 888-216-1667
learnerservices@ultimatemedical.edu

It's normal to have questions when you begin an online program. That's why our New Student Advising team is 100% dedicated to helping you adjust to life as an online learner. Your new student advisor is here to introduce the resources UMA offers to help you succeed. The team is also available to answer any questions about grades, the online courseroom, student expectations, and more. Your Learner Services advisor will be assigned to you after you've progressed through the beginning portion of your classes and will work with you for the majority of your program—ready to support you at each step along the way and help get you career ready.

Instructors

The instructor teaching your course will monitor your academic progress, offer encouragement, and be available to provide academic assistance during weekly office hours. Instructors post their contact information, including office hours, in the Faculty Availability section of each courseroom. You may seek one-on-one academic support from your assigned courseroom instructor or call Academic Services directly for real-time support to address specific academic needs from an instructor who is a content expert in your subject area.

Academic Services | 888-215-8215
instructors@ultimatemedical.edu

Need help with your discussions, assignments, or other academic assistance? Call or email Academic

Services to reach an instructor for one-on-one help, Mondays through Thursdays from 9 a.m. to 9 p.m. ET. If you find yourself needing more support, check out our calendar for an up-to-date schedule of Live Q&A sessions, hosted by instructors to answer questions about course content via Skype:
UltimateMedical.edu/UMA-learning-Calendar/.

Career Services | 888-315-8211

careerhelp@ultimatemedical.edu

UMA's Career Services advisors support you every step of the way through the job search and once you embark upon a new career. Our dedicated team is passionate about understanding your needs and connecting you with employers that are actively hiring. Our advisors assist with resumes, job search strategies, application processes, interview preparation, reference building, and more.

Certification Services | 888-208-1849

certificationservices@ultimatemedical.edu

When applicable, UMA programs help prepare you to sit for certification exams. In addition to completing your program, these credentials can help you stand out as a job candidate (must meet eligibility requirements).

Disability Services | 888-333-1454

disabilityservices@ultimatemedical.edu

UMA will provide reasonable and individualized academic accommodations for students who have demonstrated a need for such accommodations due to their disabilities and have requested reasonable and appropriate accommodations. The Office of Disability Services is the primary office responsible for the coordination of services for students with disabilities. If you are seeking reasonable and appropriate accommodations, please contact the Office of Disability Services.

Military Services | 877-247-6852

militaryaffairs@ultimatemedical.edu

UMA's Department of Military and Veteran Affairs has staff trained in understanding the unique needs of current and former servicemembers and their families. Our team can assist you with navigating benefits programs such as tuition assistance, the GI Bill, civilian transition, and program holds for deployment.

Registrar | 877-241-8786
onlineregistration@ultimatemedical.edu

If you have questions about transfer credits, transcripts, or your diploma, the Registrar's Office is here to assist. Diplomas are typically mailed six to eight weeks after your graduation date. To request your official transcripts at no additional charge, visit UltimateMedical.edu/transcript.

Proof of Graduation Team | 877-208-5023
POG@ultimatemedical.edu

If you have questions or need help submitting your proof of high school diploma, GED, or equivalent, please contact the Proof of Graduation Team.

Guidance Resources | 866-797-1622
UltimateMedical.edu/help

The UMA Student Guidance Center is available 24/7 and provides confidential counseling at no additional cost to students, graduates, and/or members of their household and can be conducted face-to-face or in a web meeting. The UMA Student Guidance Center works with you to provide work-life solutions, assessments, and referrals as well as assistance with resources addressing your personal, financial, legal, or life concerns. You can learn more about the UMA Student Guidance Center by visiting UltimateMedical.edu/help, clicking on the "Register" tab, and entering UMASAP as the Organization Web ID to create an account.

UMA Cares | 800-509-5474
UMAcares@ultimatemedical.edu

If it's important to you, it's important to us. UMA Cares works with all appropriate UMA departments to answer questions and help to resolve issues that may need to be addressed with special attention. UMA Cares takes all inquiries seriously and will respond in a timely manner. *No issue is too big or small.*



UMA IS SOCIAL, ARE YOU?

UMA students and alumni are so inspiring!

The challenges, the determination, and the celebration—we *can't get enough of it*. See for yourself what our students and alumni are saying to support each other in their journey toward a new healthcare career. You can also connect directly with your New Student advisor and Learner Services advisor on Facebook!

- ▶ [Facebook.com/UMAonline](https://www.facebook.com/UMAonline)
- ▶ [Instagram.com/UltimateMedicalAcademy](https://www.instagram.com/UltimateMedicalAcademy)
- ▶ [Youtube.com/UltimateMedical](https://www.youtube.com/UltimateMedical)
- ▶ [Twitter.com/UltimateMedical](https://twitter.com/UltimateMedical)
- ▶ [UltimateMedical.edu/linkedin](https://www.linkedin.com/company/ultimate-medical-academy)
- ▶ [Pinterest.com/UltimateMedical](https://www.pinterest.com/UltimateMedical)
- ▶ [UltimateMedical.edu/blog](https://www.ultimate-medical.edu/blog)



WHERE TO LOOK ONLINE FOR SUPPORT



Puma Den

The Puma Den, UMA's Student Portal, is your single-access point for the online courseroom, financial aid, your documents, and much more. You can access the Puma Den by visiting UMALearning.com.

Info Center

You can find the Info Center by logging onto the Puma Den and clicking the "Info Center" menu option. Here you will find tools you may need to be successful—including laptop and technical support resources, on-demand webinars, tutorial videos, career preparation information, and more.

Wellness Center

Wellness is incredibly important to your studies and overall health. UMA is committed to providing you and your household with access to wellness resources. You and your household can use these resources to work toward your health and well-being! You can learn more about the Wellness Center by visiting UltimateMedical.edu/students/wellness-center.

Progress Reports

During Weeks 3 and 5, you will receive progress reports from your instructor via email. These reports will help you understand how you are progressing in your course(s) and include helpful tips, suggestions, and resources for success.

Report Card

Report cards are sent via email on the Friday following course completion. Report cards include your course letter grade, cumulative GPA, and total credits earned.

Virtual Library | 877-295-5078

UltimateMedical.edu/library/

UMA is committed to providing quality resources for your class assignments and course projects. As part of this commitment, we offer the UMA Virtual Library. This platform connects you to comprehensive, full-text coverage on topics related to your current coursework.



WHERE DO I START?

- 1** Locate the email with your username and password to access the Puma Den. Bookmark UMALearning.com for quick access to the courseroom in the Puma Den. If you can't find your password, call [888-216-1667](tel:888-216-1667) or email learnerservices@ultimatemedical.edu
- 2** Complete your online orientation module by following the link on your Puma Den homepage. The orientation video is designed to help you learn about UMA, your role as a student, and important courseroom information. If you didn't receive an email about how to complete orientation, then please contact your New Student advisor at [888-216-1667](tel:888-216-1667) or learnerservices@ultimatemedical.edu.
- 3** Explore all the resources available to you as a student within the online courseroom. If you are in two courses at the same time, do the following for each of your courses.
 - Click on the “**Getting Started**” link in the left-hand menu of each courseroom and check out the tutorial videos and syllabus to help you prepare for academic success.
 - Click on the “**Roadmap**” tab at the top of each weekly folder in each courseroom to review your to-do list and due dates.

STUDENT LIFE



Ambassador Program

The UMA Online Ambassadors are a group of students that exemplify the qualities of leadership, scholarship, and commitment to our mission. The purpose of the program is to recognize outstanding students for their success and dedication to education and support of our community of learners. Ambassadors are already exceptional advocates for UMA—passionately spreading the word about UMA in their professional and social networks. Ambassadors are committed to the success of UMA above and beyond others and UMA recognizes this spirit and dedication accordingly.

Ambassadors help spread the word about UMA and their UMA story, encourage positive interactions online, participate in online campaigns, and serve as informal mentors to prospective and new students via our social media channels.

Active students who have completed 30 UMA credit hours, have no Code of Conduct or Scholastic Honesty violations, and hold a 4.0 GPA are eligible to apply.

For more information or to apply, please visit ultimatemedical.edu/students/ambassadors

Alpha Beta Kappa Honor Society

Are you interested in applying for UMA's Honor Society?



Alpha Beta Kappa (ABK) is a national honor society for America's private postsecondary schools, institutes, colleges, universities, and distance learning institutions. ABK places chapters in institutions which have demonstrated high standards over a period of many years in the education and training of students in numerous fields, trades, and occupations. To find out how to apply, view the "ABK Honor Society" PDF file under the "Info Center" in the Puma Den (student portal).



ACADEMIC ACHIEVEMENT

UMA recognizes students who have achieved a minimum 3.5 CGPA. Visit UMA's Facebook page to view past photos of our academic honors achievers.

Dean's List 4.0 CGPA

Honor Roll 3.5 – 3.99 CGPA



ALUMNI SUPPORT

When you graduate, you automatically become a member of the UMA Alumni Association—a group of 50,000 graduates across the country. UMA also has a variety of services to assist you throughout your pursuit of a new career, including job search assistance, interview preparation, professional development, and more.

Once you graduate, you'll be able to join UMA's exclusive alumni networking platform, *ConnectUMA* at ConnectUMA.com. This platform gives you access to a directory of alumni, a jobs board, mentorship opportunities, relevant tips, and more. You'll also have continued access to UMA's online learning courseroom for up to five years after graduation.

BUILD YOUR TEAM



While completing your program at UMA, you will receive support from many different departments. Use the space below to build your “UMA Team.”

Admissions Representative

Phone

Email

@ultimatemedical.edu

Registrar

Phone

Email

@ultimatemedical.edu

New Student Advisor

Phone

Email

@ultimatemedical.edu

Leamer Services Advisor

Phone

Email

@ultimatemedical.edu

Interview Specialist

Phone

Email

@ultimatemedical.edu

Career Services Advisor

Phone

Email

@ultimatemedical.edu

Post Graduation

Interview Prep Specialist

Phone

Email

@ultimatemedical.edu

Graduate Success Coordinator

Phone

Email

@ultimatemedical.edu



FREQUENTLY ASKED QUESTIONS (FAQS)

I am having trouble finding information in Blackboard (the online courseroom).

If you need help navigating your courseroom, call Learner Services at [888-216-1667](tel:888-216-1667). Help is also available in the tutorial videos.

What's the attendance policy?

Regular attendance is expected in order for you to develop the knowledge, skills, and abilities required for the workplace. Attendance for our online students is based on completion of academically related activities such as discussion boards, submission of assignments, and taking tests. Students who are absent for 14 consecutive calendar days (excluding scheduled breaks) are withdrawn from school.

When will my next class start?

Your next course begins immediately after your current course ends. Most courses are five weeks in length.

When do I receive my next set of books?

If you are scheduled to receive books, your next shipment should arrive toward the end of the previous course. There is nothing you need to do other than ensure you complete your work on time and remain in good standing. For courses that utilize digital readings, textbooks are sent in loose leaf format.

Traditional textbooks are sent when you are enrolled in courses that do not utilize digital readings. Readings for Weeks 1 and 2 in courses with traditional textbooks are also available in a PDF format in the courseroom to help you get started.

May I use my books during my online assessments?

We encourage you to use your book to study for assessments and answer assignment questions. Tests are timed so it is important for you to read and study your material prior to taking the assessment. Instructors are available in Live Q&A sessions to help you study. Check out the UMA Learning Calendar for an up-to-date schedule of Live Q&A sessions at UltimateMedical.edu/UMA-learning-Calendar/.

What should I do if I accidentally start a test?

If you have any issues with your tests, you should contact your assigned instructor in your courseroom. Only your assigned instructor may reset tests and/or allow additional test retakes.

When is my coursework due?

Coursework (discussions, assignments, interactives/modules, and tests) are typically due on a weekly basis during the regularly scheduled course. Every week when you participate in discussions, specifically, you will post a minimum of three (3) times on three (3) different days. Your first response requires that you post a direct response to the three parts of the initial discussion prompt; whereas, other posts are responses to your classmates' or your instructor's posts using the reply prompts provided. It is expected that students will complete weekly initial discussion posts by 11:59 p.m. ET every Wednesday. Your weekly discussion reply prompts, assignments, interactives/modules, and tests are due by 11:59 p.m. ET every Sunday. Please refer to your course syllabus for more details.

How do I complete assignments?

Assignments are completed by uploading a document unless the assignment is in another format. It is important to always follow the direction for each assignment. Examples of supported document types include Word (.doc, .docx), PowerPoint (.ppt, .pptx), Excel (.xls, .xlsx). Assignments should not be submitted via email.

How do I reach my instructor?

Information about how to reach your assigned courseroom instructor by email and/or phone can be found in the Faculty Availability section of each courseroom. Instructors are expected to respond to your message within 24 hours of receipt. You may also call Academic Services to reach an instructor who is a content expert in your subject area for academic help Monday through Thursday from 9 a.m. to 9 p.m. ET or attend Live Q&A sessions to ask questions about discussions, assignments, assessments, or other course content. Check out the UMA Learning Calendar for an up-to-date schedule of Live Q&A sessions at UltimateMedical.edu/UMA-learning-Calendar/.

Your one-stop shop
for **UMA** gear.

UMAFanShop.com

Step into the **UMA Spotlight**.
Share your tips and advice.

UMAspotlight.com



Access the **Sandbox** by
logging into the Student
Portal, the Puma Den at

UMALearning.com



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