AHIMA Virtual Lab
2014-15 <u>New Subscription</u> Enrollment Form

Virtual Lab All-Inclusive Pricing *(includes instructor and student accounts)*.

VLAB_INST: All-inclusive Pricing, by School Size	Full Year
☐ Rate Code: 1-40 Students	$4,150.00
☐ Rate Code: 41-80 Students	$8,100.00
☐ Rate Code: 81-120 Students	$11,850.00
☐ Rate Code: >120 (Attach or fax AHIMA price quote with this form and enter the figure here) ⟶	

Please check or fill in only one box.

Virtual Lab Enrollment-School/Student Pricing (*includes instructor accounts only. Student accounts require individual user purchase of CD with access code).*

Rates will automatically total themselves in the Virtual Lab Total field in the Payment section of this form.

VLAB_INST_SS: School/Student Pricing, by School Size	Full Year
☐ 1-40 Students	$1,650.00
☐ 41-80 Students	$2,450.00
☐ 81-120 Students	$3,300.00
☐ Rate Code: >120 (Attach or fax AHIMA price quote with this form and enter the figure here) ⟶	

If you are setting up access for more than 120 students, please remember to attach or fax your AHIMA price quote to us along with this form.

School Term Information: Preferred annual start date: ☐ August 1st ☐ September 1st *Other Month:*
(enter 2-digit month, 2-digit day)

School Name:_____ Organization: _____

Billing Contact:_____

Ship To:		**Bill To: (if different from shipping address)**

Street 1: _____ Street 1: _____

Street 2:_____ Street 2: _____

City: _____ City: _____

State: _____ State: _____

ZIP: _____ ZIP: _____

Phone: _____ Fax:_____ Email: _____

**Method of Payment
By Mail:**

☐ Check is enclosed

Make check payable to AHIMA

**Mail to:
AHIMA
Department 77-2735
Chicago, IL 60678-2735**

By Fax: 312-233-1500

Virtual Lab Total: _____

Payment (purchase order, check, or charge) *must* **accompany enrollment form.**

☐ Purchase order attached, P.O. Number: _____

Charge Type: ☐ Visa ☐ MasterCard ☐ American Express

Credit Card Number _____ Exp. Date _____

Printed Name as it Appears on Card: _____

Cardholder Signature: _____

School Information

School Name: _____

Academic Year: _____

Indicate the type(s) of CAHIIM-Accredited/AHIMA-Approved HIM program(s) at your institution:
HIT ☐ HIA ☐ MA ☐ Coding Cert. ☐ Other ☐ (Please specify) _____

_____

Estimated number of students that will use the V-Lab: _____

Number of campuses in your institution that will use the V-Lab: _____

Program Contact Information: Each school is required to provide the name of one person as academic program contact. That person is responsible for maintaining user registrations and account information, and will be designated as the primary registrar for the subscription.   Additional registrars may be designated by the school. Registrars can access the school's web registration page, which includes all Virtual Lab user account information (student and instructor accounts).AHIMA recommends that any instructors that will use the Virtual Lab be designated as registrars

Academic Program Contact/Primary Registrar (Required)

Name	Phone	E-mail	Campus

Additional Registrars (Optional)

Name	Phone	E-mail	Campus

Please Note: Once enrollment fees have been received, academic program contacts will be provided link to begin user registration process.

VIRTUAL LAB ENROLLMENT AGREEMENT

I understand that by enrolling in the AHIMA Virtual Lab Academic Subscription Program, I agree to the following:

As authorized representative of _____, the "subscribing program(s)", I accept enrollment in the American Health Information Management Association (AHIMA) Virtual Lab Academic Subscription Program, beginning on _____ (effective date of the subscription) and extending through _____. The academic subscription grants my school's HIM program access (eligible users are all HIM faculty and HIM students) to selected health information management (HIM) applications and supporting lesson material provided and maintained by the American Health Information Management Association (AHIMA) throughout the subscription period. The Virtual Lab is intended for educational use only, and is only open to schools, their enrolled students and instructors. Individual users will be required to sign an acceptance agreement in order to complete their individual enrollment; for schools selecting the school/student pricing option, students will be required to pay annual individual user fees before gaining access to the Virtual Lab.

Virtual Lab Description

The AHIMA Virtual Lab includes:

- Health information management applications and patient databases
- A repository of learning resources to use with the lab applications
- A web portal providing access to the Lab applications for both traditional classrooms and self-paced learning

Lab instructors receive access to the repository of course materials which are linked to specific lab applications. Student access to lessons and linked lab applications is granted by authorized instructors or administrators from the students' respective schools, and may also require payment of individual user fees (depending on pricing plan selected by the school).

Service Level Commitment

AHIMA will provide availability to all Virtual Lab applications and educational management tools as described in the Virtual Lab Services Offering description below. Availability refers to a user's ability to access and run the Virtual Lab applications. AHIMA reserves the right to interrupt service for maintenance for which Customer has been provided reasonable advance notice.

Notification of planned maintenance windows or downtime (with service interruptions of 4 hours or less) will be sent at least 24 hours in advance. Planned maintenance is generally completed in one day (24 hours) or less, and performed on weekends or evenings, if possible. Notification of maintenance windows that are expected to last longer than 4 hours will be provided at least seven days prior. Notification of planned maintenance is provided electronically via the VLab Instructors' CoP, VLab twitter site, and to the school's primary registrar, via email distribution.

Notification of unplanned maintenance, service interruptions and system downtime will be made as soon as the problem is discovered by VLab staff during standard operating hours (Monday thru Sunday, 8:00 am CT to 9:00 pm), via the Instructors' Engage Community, VLab twitter site and the Hatsize Help page. When unplanned interruption continues more than four (4) hours, updates will be provided via those same mechanisms at least daily, during standard operating hours.

Virtual Lab Services

Lab Access – Lab applications are available via the internet, 24x7.

Concurrent User Limits: Access to Virtual Lab applications is subject to concurrent user license restrictions for specific lab applications. Some lab applications may be scheduled or reserved for specific student use; others are on a first-come, first-served basis, until concurrent user capacity is reached.

Virtual Lab Technical Support – Mon - Sun (8:00 am to 9 pm CT). AHIMA staff provide user support services via email (VLABsupport@ahima.org) or phone (312-233-1523) Monday thru Sunday. AHIMA staff can provide limited application or user support (password reset, login assistance, registration assistance, etc.), and other general user assistance with the lab applications and/or lab infrastructure tools.   Depending on the nature of the problem, AHIMA staff may need to contact vendor support for assistance. In those cases, AHIMA staff will provide updates to the user regarding the status of the problem until the problem has been resolved.

Downtime recovery – varies by vendor application and nature of problem, and may require 1-2 business days to restore service.

School and/or Individual User PC Requirements

Virtual Lab system requirements for individual users' PCs (subject to change).

Software (no additional software purchases are required; all required installations are free):

- Only Microsoft Windows 2000, XP, Vista, Windows 7, and Windows 8 Operating Systems are supported. Mac OSX is not supported.

- Broadband High Speed Internet Access: Cable or DSL

- Internet Explorer version 8 or higher (some software requires "compatibility mode" for IE versions higher than 8)
- ActiveX enabled
- JavaScript enabled (typically enabled by default)
- Able to accept browser cookies (typically enabled by default)
- Adobe Acrobat Reader version 7.0 or higher (a free plug-in for viewing .PDF files)
- Macromedia Flash Player (a free plug-in for viewing Macromedia Flash movies)
- Java Runtime (a free plug-in for viewing downloaded applets)
- Citrix Receiver (available from receiver.citrix.com)

Hardware:

- 1Ghz Intel or AMD processor (minimum)
- 1 GB of RAM (minimum)
- The Lab is best viewed at a screen resolution of 1024 x 768. Otherwise you may experience clipping or pixilated content.
- Firewall (Connecting to the lab requires that you have port 443 open. Please see your network administrator for assistance) .

Accessibility

Section 508 requires that US Federal agencies' electronic and information technology is accessible to people with disabilities. The requirements for web-based applications are covered in detail in Section 508, Subpart B, Subsection 1194.22, available for reference at www.section508.gov. AHIMA will, wherever possible, ensure that Virtual Lab applications meet section 508 levels of compliance.

Payment of Subscription Fee

Payment of subscription fee may be made by check, credit card or purchase order. (Refer to current pricing sheet to calculate fee, based on school size and pricing plan.)   Payment information must be included on the enrollment form in order for enrollment to be processed. Payment is due in full 30 days from invoice. Note: Prices may be adjusted for subsequent enrollment periods.

Billing Contact

Each subscribing program must provide the name, phone, and email information of one staff person designated as billing contact. The billing contact is responsible for submitting timely payment for academic subscription.

Academic Program Contacts or Registrars

Each subscribing program must provide the name and email information of a staff person designated as primary academic program contact. Schools may designate additional program contacts, if desired. Primary and other program contacts have access to the web registration sheet, and have the ability to add, update, and/or delete individual user registrations. The primary program contact is responsible for submitting instructor and student rosters (which may be limited by the program to student ID numbers or "directory information") for their school or campus to AHIMA as a prerequisite to granting access to specific users; maintaining copies of individual user non-disclosure agreements (if required for specific lab applications); and providing user registration updates to AHIMA as requested.

Registration of Instructors and Students

Registration of individual instructors and students from each program is initiated by the primary program contact and/or school contact. Individual user account registrations are not complete until the individual user completes his/her registration (via a web page – students and instructors are provided directions via email notice). For renewing subscriptions, all existing accounts will be terminated at the end of the previous subscription period. Registrars/program contacts must provide user information for each student and instructor to be included in the new school subscription (lastname, firstname, email and Virtual Lab instructor or student role). New user accounts, updates to existing accounts and/or terminations of existing accounts can be submitted at any time throughout the subscription period. Links to school roster forms are provided to program contacts upon payment of enrollment fees.

Multi-Campus Registration Information

Schools with multiple campuses may list each campus separately, allowing them to manage student and instructor registrations by campus, if desired. If designating multiple campuses for a single school, students and instructors must be assigned only to one campus. Campus designation does not restrict class registration – students and/or instructors may be registered in classes from more than one campus within a school.

Ownership & Confidentiality

AHIMA owns and retains all right, title and interest in and to the AHIMA Programs and all intellectual property rights therein, other than any rights expressly granted to the subscribing program in this Agreement. The program acknowledges that AHIMA Programs belong to AHIMA, and that AHIMA has the right to enforce this Agreement. Except as expressly provided herein, nothing in this Agreement shall be interpreted as granting to the subscribing program or any other entity, any right, title or interest in or to the AHIMA Programs. The subscribing program owns and retains all right, title and interest in and to all user identity and performance information whether supplied by the subscribing program or its users.

AHIMA acknowledges that all program user identity and performance information including usage data and scores ("User Data"), whether provided by the program or created by AHIMA pursuant to this Agreement, are the confidential and proprietary information of the program governed by the Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. & 12328, and agrees not to use such information for any purpose other than the performance of its responsibilities herein.

Cancellations and Refunds

Subscriptions to the Lab may be cancelled within 30 days of enrollment date, in order to be eligible for full refunds, less an administrative fee of $100. From 31-90 days after start of the enrollment or subscription period, cancellations shall be eligible for a 50% refund. After 90 days of the subscription period has elapsed, AHIMA shall retain 100% of the subscription fee (no refund is given). The refund will be calculated from the date the written refund request arrives at AHIMA. Once notification of the cancellation is confirmed by AHIMA (email), all users from that program will be denied access to the Virtual Lab.

Termination of Enrollment Agreement

AHIMA reserves the right to terminate program access to the virtual lab for any of the following reasons (upon written notice and school's opportunity to cure said breach):

- Nonpayment—Failure to make subscription payment, provided AHIMA provides written notice of the failure and ten (10) business days to cure.
- Expired enrollment period—If AHIMA provides ninety (90) days prior written notice and program fails to renew the subscription at least 15 days prior to the next enrollment period, program access may be terminated at the start of the new period.
- Failure to comply with registration requirements – If a program fails to provide updated user account information per registration procedures (provided AHIMA provides at least ten (10) days advance written notice), provides access to unauthorized individuals, or otherwise misuses administrative or faculty user accounts, school user accounts may be terminated by AHIMA. Alleged misuse of student user accounts will be evaluated and agreed by both parties before the suspension or termination of such accounts.
- Failure to follow the AHIMA Code of Ethics provided AHIMA provides at least thirty (30) days advance written notice.

The terms and conditions of this agreement are not subject to amendment or modification by oral agreement. Any changes in the agreement shall not be binding on either the academic program (purchaser) or AHIMA unless such changes have been approved in writing by the authorized AHIMA representative and by an authorized academic program representative.

Warranty & Disclaimer

To the extent permitted by applicable state law, AHIMA warrants and represents that it has the right to grant any rights that are purported to be granted by AHIMA pursuant to this Agreement and does not infringe on any third party intellectual property rights. AHIMA is not responsible for, and expressly disclaims all liability for, damages of any kind arising out of use, reference to, or reliance on any information contained within the site. Although AHIMA's Virtual Lab site may include links providing direct access to other Internet resources, including web sites, AHIMA has not participated in the development of those other sites and does not exert any editorial or other control over those sites. AHIMA is not responsible for the accuracy or content of information contained in these sites.

Links from AHIMA Virtual Lab to third party sites do not constitute an endorsement by AHIMA of the parties or their products and services. The appearance on the web site of advertisements and product or service information does not constitute an endorsement by AHIMA, and AHIMA has not investigated the claims made by any advertiser.

Reservation of Rights

AHIMA expressly reserves the right, upon written notice, to modify, even after applications have been filed and accepted, its lesson materials, and application policies or requirements, including administrative fees, specific forms, or procedures.

Contacting AHIMA Virtual Lab

If you have any questions about this enrollment agreement, the practices of this site, or your dealings with this web site, you may contact:

AHIMA Virtual Lab
233 N. Michigan Ave., Suite 21st Floor
Chicago, IL 60601
Call: (312) 233-1523; E-mail: VLabsupport@ahima.org

SIGNED BY:

_____   _____
Print Name   School

_____   _____
Signature   Phone

_____   _____
Title   Email

_____
Date

AHIMA:

_____
Print Name

_____
Signature

_____
Title

_____
Date