

2011 STUDENT CATALOG

July 1, 2011 – June 30, 2012



Changing Futures. Changing Lives.

National Career Education
11080 White Rock Road Ste 100
Rancho Cordova, CA 95670
916-969-4900
800-441-4623
www.nceschool.com

Main Campus

Institute for Business & Technology
2400 Walsh Avenue
Santa Clara, CA 95051-1303
408-727-1060
800-548-8545
www.ibttech.com

Affiliated Campus

Lamson Institute
5819 N.W. Loop 410, Suite 160
San Antonio, TX 78238
210-520-1800
www.lamsoninstitute.com

**You are invited to visit the campus nearest you.
Campus tours are conducted daily.**

**Version Date:
November 30, 2011**

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Publication Date:
November 30, 2011

2011 Holiday & Break Schedule:

January 1, 2011Holiday (New Year's)
 April 22, 2011.....Holiday (Good Friday)
 May 31, 2011..... Holiday (Memorial Day)
 July 4, 2011 Holiday (Independence Day)
 September 5, 2011.....Holiday (Labor Day)
 November 24 & 25, 2011Holiday (Thanksgiving)
 December 22, 2011 - January 6, 2012Holiday (Winter Break)

Module Schedule:

| Notes | Module Start | GS101 Start | Module End |
|---|--------------|-------------|------------|
| 12/23/2010 - 1/7/2011 - Holiday | 1/10/2011 | 1/24/2011 | 2/3/2011 |
| | 2/7/2011 | 2/21/2011 | 3/3/2011 |
| | 3/7/2011 | 3/21/2011 | 3/31/2011 |
| | 4/4/2011 | 4/18/2011 | 4/28/2011 |
| | 5/2/2011 | 5/16/2011 | 5/26/2011 |
| 5/30/2011 - Holiday 6/3/2011 - Friday Class | 5/31/2011 | 6/13/2011 | 6/23/2011 |
| 7/4/2011 - Holiday 7/8/2011 - Friday Class | 6/27/2011 | 7/11/2011 | 7/21/2011 |
| | 7/25/2011 | 8/8/2011 | 8/18/2011 |
| 9/5/2011 - Holiday 9/9/2011 - Friday Class | 8/22/2011 | 9/6/2011 | 9/15/2011 |
| | 9/19/2011 | 10/3/2011 | 10/13/2011 |
| | 10/17/2011 | 10/31/2011 | 11/10/2011 |
| 11/18/2011 - Friday Class 11/24-25/2011 - Holiday | 11/14/2011 | 11/28/2011 | 12/8/2011 |
| 12/22/2011 - 1/6/2012 - Holiday | 12/12/2011 | 1/9/2012 | 1/19/2012 |

1. ABOUT THE SCHOOL

History

In 1965, the California Academy of Drafting opened to provide vocational training in drafting and design technology. Today, with a new name denoting our commitment to high-tech training, the Institute for Business & Technology is also recognized as a leader in vocational training. Over 20,000 graduates are now working, providing a base from which our Career Services Department is constantly receiving calls for new workers. National Career Education also contracts with various local, county, state and federal agencies to train their personnel.

In 1981, the Institute for Business & Technology expanded its training program to include computer programming. State-of-the-industry equipment was purchased to introduce students to the most modern equipment available. In 1982, the first Secretarial Science program was added emphasizing the "Office-of-the-Future."

In 1988, the Institute for Business & Technology expanded further by adding new programs, which included Travel & Airlines, Optical Technician and Commercial Refrigeration, Heating, and Air Conditioning. Included in the new programs is state-of-the-industry equipment in each of these areas to give the students the best possible introduction to these fields.

In 1989 the Institute moved to a new, larger location in Santa Clara, at 2550 Scott Blvd. New programs were introduced to include Electronics Technology. National Career Education, Inc. opened as an affiliated campus of the Institute in 1989 located in Citrus Heights, California, 6060 Sunrise Vista Drive. In 1989, National Career Education, Inc. met the need for quality education in the medical field by adding programs in healthcare at the campus in Citrus Heights as well as at the main campus in Santa Clara over the next few years.

In February 2004 the main campus moved to new, larger location in Santa Clara at 2400 Walsh Avenue. In 2007 another affiliated campus, Lamson Institute was opened at 5819 N.W. Loop Suite 160, San Antonio, Texas. Lamson Institute opened in April 2007 and began its first classes in August 2007.

Location and Facilities

National Career Education, a branch of the Institute of Business & Technology is located at 11080 White Rock Road Ste 100 Rancho Cordova, Ca 95670. The campus has a facility of approximately 29,850 square feet with a projected occupancy of approximately 971 at any one time. The facility includes classroom and laboratory space to accommodate the needs of the specialized programs offered at the school. National Career Education moved to this location in November 2009. It was previously located at 6060 Sunrise Vista Drive Suite 2500 Citrus Heights, CA 95610.

The Institute for Business & Technology is located at 2400 Walsh Avenue, Santa Clara, California, in a facility of approximately 60,000 square feet.

Lamson Institute, a branch of the Institute of Business & Technology is located at 5819 NW Loop 410, Suite 160, San Antonio, Texas. The San Antonio Campus occupies a facility of approximate 30,000 square feet.

Prospective enrollees are encouraged to visit the physical facilities of the school and to discuss personal educational and occupational plans with school personnel prior to enrolling or signing enrollment agreements.

Class Size

Classrooms are furnished with student chairs, tables and white boards. Traditional class size is 15 to 30, depending on which classroom is being referenced. Some classes may be smaller than 15 or larger than 30. NCE has classrooms to accommodate up to 45 students for classroom instruction. Computer labs are equipped to accommodate 24 to 35 students with one-to-one equipment to student ratio.

Each campus is fully air-conditioned and fully compliant with the Americans with Disabilities Act. Each campus contains classrooms, lecture rooms, a learning resource center, computer labs, medical labs, and other specialized instructional areas based on the programs that are offered at that location. The campuses are conveniently located and provide a quiet environment for study. Ample parking is provided at each campus

MISSION STATEMENT

Our mission is to train and educate students who desire to improve their career and quality of life in an environment of respect and professionalism.

To this end, our total resources are directed toward assisting students in developing high-level professional and technical skills; offering a broad range of practical training to facilitate employment in entry-level positions; providing

curricula of varying degrees of complexity and intensity which coordinate a student's prior education and skills with current industry needs; and assisting students in their motivation toward on-going personal development which will increase potential and mobility in employment.

PHILOSOPHY

"Students Come First!" From the moment a student enters the admissions process, during classroom training and throughout the graduate's professional career, the phrase that best characterizes the educational and operating philosophy of National Career Education is.....

"Students Come First!"

What gives these words meaning is our staff, which use their extensive vocational experience and educational credentials to administer to the student's total career preparation. Included in this preparation are a well-rounded, up-to-date curriculum and an opportunity for the student to develop his/her own human potential.

Accreditation, Approvals, & Memberships

ACCREDITATION

National Career Education and its main and affiliated campuses are accredited by the Accrediting Commission of Career Schools and Colleges. Accreditation and licensing materials are on display in the schools' lobbies.

APPROVALS

National Career Education and The Institute for Business & Technology and its affiliated campuses are eligible institutions for students who qualify to receive United States Department of Education Title IV Aid (Pell & SEOG) and for participation in the Federal Family Education Loan Program and Federal Direct Loan Program.

These schools are also eligible to provide training services under the Comprehensive Vocational Rehabilitation Act. National Career Education has been approved to operate as a non-degree granting private institution by the Bureau for Private Postsecondary Education (BPPE) and to offer the courses described in this Catalog pursuant to California Education Code known as the Private Postsecondary Education Act of 2009. **This approval to operate means compliance with state standards as set forth in the Ed. Code §94897(l), and does not imply that the Institution is endorsed or recommended by the Bureau, nor does this approval indicate that the institution exceeds minimum state standards as set forth in this chapter.** The Bureau's previous authorization to operate means that the institutions and their operation are in compliance with the minimum state standards as required by the Private Postsecondary Education Act of 2009, as amended effective January 1, 2010. This institutional authorization to operate must be reapproved every three years and is subject to continuing review.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on bureau's Internet Web site <http://www.bppe.ca.gov>.

A student or any member of the public may also file a complaint about this institution with the Accrediting Commission of Career Schools and Colleges (ACCSC) by calling (703) 247-4212, or by completing a complaint form, which can be obtained on the Commission's website at <http://accsc.org/Content/StudentCorner/Complaints/>.

CATALOG UPDATES

When NCE needs to make a change to the catalog, the Director of Education or the Campus Director will contact the Educational Compliance Department at Delta Career Education Corporation. The Educational Compliance Department will review the submission, make any necessary edits, and return the drafted language to the school. The school will make the approved updates and promulgate the catalog. If a catalog change originates with the corporate office, the Educational Compliance staff will draft a catalog update memo and send it to the school. The school will make the directed changes immediately and transmit an electronic copy of the catalog to the Educational Compliance Staff. Upon final approval, the updated catalogs will be distributed to students and prospective students.

MEMBERSHIPS

The school or its staff and faculty members hold memberships in the following educational and professional

organizations:

- California Association of Student Financial Aid Administrators
- California Department of Vocational Rehabilitation
- California Employment Development Department
- Workforce Investment Act
- Member, Better Business Bureau
- Member, Rancho Cordova Chamber of Commerce
- National Center for Competency Testing

Documents describing the school's accreditation, approvals, and memberships are available for review by any interested party by contacting the office of the Campus Director.

2. Admissions Information

National Career Education offers programs on a semester basis with monthly class starts and admissions are conducted throughout the year.

ADMISSION REQUIREMENTS

The admission procedure requires an exchange of information between the applicant and the school, which maintains a staff of representatives for this purpose. These representatives conduct a personal interview with each prospective applicant before any decision is made to submit an application for admission. During the interview, the representative will discuss the school's educational programs in relation to the applicant's career preferences, training needs, and individual motivations.

To be considered for admission, the applicant must be a graduate of an accredited high school, possess a General Equivalency Diploma (GED), or obtain a passing score on the Ability to Benefit (ATB) test administered by an independent tester. A passing score is determined by U.S. Department of Education guidelines for current minimum scores on an approved test. Current test standards are kept in the office of the Registrar. To demonstrate evidence of high school graduation or equivalency, the school must be provided with appropriate documentation, such as a copy of an original diploma, an original GED certificate, a copy of an original GED certificate, an official high school or GED transcript or a copy of an official high school or GED transcript.

NCE does not provide VISA services nor will it vouch for student status.

All material submitted to the School becomes the property of the School.

The School provides career training matched to its students' interests and abilities, and welcomes all students regardless of sex, race, religion, marital status, age, national origin or handicap.

Admission Requirements

To qualify for admission to National Career Education, each applicant must meet the following general requirements:

- Be above the age of compulsory high school attendance;
- An applicant must:
 - Be a high school graduate possessing a high school diploma or,
 - Possess a recognized equivalent such as a GED, or
 - Meet the requirements stated above for ATB students (ATB students are not eligible for admission into the Lab Assistant/EKG Technician/Phlebotomy program)
- Be interviewed by an Admissions Representative;
- Complete an enrollment agreement and other required enrollment paperwork.
- Attend a financial aid interview and complete required financial aid paperwork;
- Pay a Registration fee of \$40.
- Take the Wonderlic Scholastic Level Exam (SLE) and achieve the minimum acceptable score of 13 for Medical Assistant and Optical/Optomeric Assistant programs (unless qualified to enter Three Weeks to Success Program* see below).

A minimum score of 15 is required to be accepted in the Laboratory Assistant/ EKG Technician/ Phlebotomy program (unless qualified to enter Three Weeks to Success Program* see below).

If a minimum score is not achieved, one re-test may be given using an alternate test form. Applicants with high school diplomas or equivalent are tested under the supervision of a school staff member. ATB students are tested by an independent tester.

*Admission to the Three Weeks to Success Program

If an applicant meets all admissions requirements with the exception of the Wonderlic SLE score, but scores within four points of the required threshold for admission into a program (or scores at least an 11), the applicant may be eligible for acceptance into the Three Weeks to Success Program. An applicant who scores less than an 11 of the Wonderlic SLE, or do not have a High School Diploma or GED will not be eligible for admission or to participate in the Three Weeks to Success Program. This program provides skills remediation and an introduction to postsecondary education designed to prepare the student for entry into a program of study. Applicants accepted into this program must complete all assignments, including a final group project, and must maintain a 90% attendance rate. The program is provided at no cost to the student and no credit is earned toward any other program.

Additional information regarding State licensure/certification

For a person with no on-the-job experience in phlebotomy to be eligible for certification as a Certified Phlebotomy Technician I, he or she shall:

- (A) Be a high school graduate, or have achieved a passing score on the general educational development (GED) test or documentation of equivalent education pursuant to Section 1031.4(c)(6)(B); and
- (B) Have completed a minimum of 40 hours didactic instruction pursuant to Section 1035.1(e) from a phlebotomy training program approved by the department; and
- (C) Have completed a minimum of 40 hours practical instruction from a phlebotomy training program approved by the department pursuant to Section 1035.1(f), which instruction shall include completion of a minimum of 10 skin punctures performed pursuant to the Business and Professions Code Section 1220(d)(1) or (d)(2)(A) that fulfill all sampling requirements of all clinical laboratory tests or examinations and 50 venipunctures performed pursuant to the Business and Professions Code Section 1220(d)(1) or (d)(2)(A) that fulfill all sampling requirements of all clinical laboratory tests or examinations; and
- (D) Have passed a written examination in phlebotomy administered by a certifying organization approved by the department pursuant to Section 1031.7; and
- (E) Apply to the department for certification as a Certified Phlebotomy Technician I pursuant to Section 1031.4(c).

Background Check

Students applying for admission will be required to have a background check. The background check process is an automated process that identifies any enrolling and re-enrolling students that, per policy, may not be eligible for enrollment due to that student's criminal record. Eligibility will vary by program, based on standard hiring practices in specific career fields; however, violent criminal convictions bar enrollment in any program. The background check is completed by a third party. This third-party organization may contact a student or prospective student in the event that further information is required to determine eligibility. If a prospective student is found to be ineligible for enrollment based on a history of criminal activity, the third-party will contact the prospective student. Any questions regarding specific findings should be addressed to the third-party. National Career Education will not have specific information about the prospective student's history, but will be informed by the third party that the prospective student is or is not eligible for enrollment in the specific program the student has selected.

All students are required to disclose to National Career Education any criminal convictions they receive while enrolled in any National Career Education program. Depending on the nature of that conviction, students may be dismissed from the program.

Ability to Benefit

An applicant that does not possess a high school diploma or GED can still apply and be admitted if the ability to benefit (ATB*) is demonstrated by achieving the minimum score on each section of the Wonderlic Basic Skills Test (WBST)

*All applicants seeking admissions on the basis of ability to benefit are required to achieve the following minimum scores for each section of the Wonderlic Basic Skills Test (WBST):

| | Minimum Score |
|---------------------|----------------------|
| Verbal | 200 |
| Quantitative | 210 |

INTERVIEW & TOUR

It is essential that the applicant visit the School for a personal interview to tour the facility and to discuss the selection of a program most suited to the applicant's needs and objectives. Admissions representatives are available for day and evening appointments. High school applicants should be accompanied by a parent or legal guardian.

NOTIFICATION OF ADMISSIONS DECISION

Upon completion of the necessary steps, each applicant will receive written notification of the action taken for admission within seven business days. Administration will schedule a date for orientation and will notify the applicant.

RE-ADMISSION

Students who have withdrawn from the School in good academic standing and who wish to be readmitted should contact the Student Success Office to update their applications. If the application for re-admission is for a different

curriculum, the standard requirements for a change of program will apply. A re-admission fee is required, and the student is not required to resubmit copies of documents already on file.

Students who have withdrawn while on academic probation or who have been suspended or dismissed for lack of academic progress, non-attendance, or misconduct must reapply through the Director of Education's office and submit the required application for re-admission. Prior tuition balances and student loan statuses must be clear before re-admission application forms will be processed.

Students granted re-admission may have course load restrictions, specific grade and attendance requirements, and/or required advising sessions in order to remain enrolled.

Students applying for re-entry agree that they may fall under any new changes that have been implemented since they last attended the School. This includes, but is not limited to, tuition increases, changes in services formerly included in tuition that are no longer included, and curriculum changes.

APPLICATION FOR INDIVIDUAL SUBJECTS

An application may be made for an individual subject by meeting with an Admissions Representative who will provide the class hours and the days or evenings on which the class meets as well as any prerequisites necessary for particular subjects.

PHYSICALLY CHALLENGED APPLICANTS

Physically challenged applicants should discuss individual needs with the Admissions Office prior to enrollment so that special arrangements can be made, where appropriate.

FACTS FOR VETERANS

Programs at NCE are approved for the training of veterans, children of veterans, widows and wives of disabled veterans, and war orphans in accordance with the rules and regulations of the United States Veterans Administration. Applicants should check with the Veterans Administration regarding their eligibility and entitlement for Veterans Educational Benefits. The forms required to apply for benefits should be obtained from your Veterans Administration officer and should be completed and submitted to the school as far in advance of enrollment as possible.

ADVANCED STANDING

Previous educational experiences are recognized through examinations of skill and subject matter and/or evaluation of transcripts. This may result in a change of program completion times. No more than 50 percent of the total semester hours of credit, including 50 percent of the total required hours in the major study area, may be credited by advanced standing. All transfer, standardized testing, and proficiency testing must be completed prior to the end of the first term of attendance.

Advanced Standing by Transfer Credit

Credits earned at another accredited postsecondary institution will be assessed to determine which credits, if any, are applicable to the program in which the student is enrolling. The student must have earned a grade of "C" or better and an official transcript must be received from the previously attended institution. The course(s) must be comparable in level and content to subjects in the student's program at National Career Education. Credits earned seven or more years prior to enrollment will be evaluated on a course by course basis. Skills classes in which technology may have changed significantly in a short period of time may require additional testing as part of the credit evaluation. All transfers must be completed by the end of the first term of attendance at NCE.

Advanced Standing by Proficiency Testing

NCE does not offer proficiency testing for advanced standing.

Credit for Nationally-Recognized Testing Programs:

National Career Education does not award credit for nationally-recognized testing program such as College-Level Examination Program (CLEP) General and Subject Examinations, DANTES Subject Standardized Tests (DSST), and Excelsior College Examinations (ECE). NCE's programs are vocational in nature and do not fit the standard design of these examination.

In all cases of transfer of credit, National Career Education will attempt to avoid excessive loss of previously earned credit and avoid course work duplication.

MILITARY/VETERANS PREVIOUS TRAINING

Previous education and training will be evaluated and appropriate credit awarded based on an evaluation of AARTS Transcripts, the Community College of the Air Force Transcripts, or DD FORM 2586. All criteria for advanced standing stated above will be applied where appropriate. It is the student's responsibility to ensure that all official

transcripts and records are received by the school. In the event the school is unable to obtain an official academic transcript, it is the student's responsibility to contact the VA or military agency of sponsorship to determine whether or not the missing document constitutes a reduction or cessation of military/veteran benefits.

Credit for Military Training and Experience: National Career Education recognizes and uses ACE Guide to the Evaluation of Educational Experiences in the Armed Services in evaluating and awarding academic credit for military training and experience:

a. Army/ACE Registry Transcript System (AARTS). The AARTS is a computerized transcript system that produces transcripts for eligible Soldiers and Veterans upon request by combining a Soldier's/Veteran's military education, training and experience with descriptions and credit recommendations developed by the American Council on Education (ACE).

b. Sailor/Marine/ACE Registry Transcript (SMART). Marine Corps and Navy Personnel have an official document certifying military training and education for recommended college credit called the Sailor/Marine American Council on Education Registry Transcript (SMART). SMART is an official transcript endorsing and recommending college credit for military education and training and recognized by the American Council on Education (ACE). The Marine Corps and the Navy have developed SMART jointly.

c. Community College of the Air Force (CCAF). CCAF is a federally-chartered degree-granting institution that serves the United States Air Force's enlisted total force. All enlisted personnel are automatically enrolled in CCAF and credits earned through the military and through civilian education are added to their degree plan.

TRANSFERABILITY OF CREDITS

"The transferability of credits you earn at National Career Education is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or certificate) you earn in Laboratory Assistant/EKG Technician/Phlebotomy, Medical Assistant or Optical/Optometric Assistant Program is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, diploma, or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending National Career Education to determine if your (credits or degree, diploma or certificate) will transfer."

ARTICULATION AGREEMENTS

National Career Education is not currently party to any Articulation Agreements with any other institution, college, or university.

BANKRUPTCY

National Career Education, and its main campus the Institute for Business and Technology, does not have, is not, has not, nor has it a pending petition in bankruptcy, is operating as a debtor in possession, has filed a petition within the preceding five years, nor has it had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

3 - FINANCIAL INFORMATION

TUITION

A student's total tuition for a given term is determined by multiplying the number of credit hours for which the student is registered at the end of the drop/add period by the tuition rate in effect at the time the student enrolled in school. Tuition is due in full at Registration. All payment arrangements must be discussed with the Business Office prior to Registration.

All Books and Supplies are estimated between \$500 and \$2000, dependent on the program.

Program tuition cost based on 760 contact hours:

| | |
|--|----------|
| Laboratory Assistant/ EKG Technician/ Phlebotomist | \$11,995 |
| Medical Assistant | \$11,734 |
| Optical/ Optometric Assistant | \$12,174 |

Total Book Charges:

| | |
|--|---------|
| Laboratory Assistant/ EKG Technician/ Phlebotomist | \$804 |
| Medical Assistant | \$1,065 |
| Optical/ Optometric Assistant | \$625 |

GUARANTEED TUITION PLAN

Students in continuous enrollment will be guaranteed the Tuition rate and Program Fee rate in effect at the time of their initial class start date for the remainder of their programs. Students who leave school for any reason and later return will re-enter at the then current Tuition rate and Program Fee rate and catalog. This guarantee does not apply to school fees or to books and supplies.

Student Tuition Recovery Fund: (non-refundable)

| | |
|--|------|
| Laboratory Assistant/ EKG Technician/ Phlebotomist | \$30 |
| Medical Assistant | \$30 |
| Optical/ Optometric Assistant | \$30 |

OTHER FEES

| | |
|--|------------------------------|
| Registration Fee | \$40 |
| Program Change Fee | \$100 |
| Returned Check Fee | \$25 per item |
| Late Payment Fee | \$25 per occurrence |
| Background Check Fee (if applicable) | \$23 |
| Licensure Fee (CPT1) | \$190 |
| Graduation Administrative Fee | \$100 charged in last module |
| Transcript Fee (issued only upon written request and if all financial obligations have been fulfilled) | \$10 |
| Manual Payment Processing | \$10 |

PAYMENT PLANS

Tuition, fees, and book/supply charges are due and payable in full at registration. All payment arrangements must be discussed with the Business Office prior to Registration.

Arrangements may be made for students to pay the portion of charges not met by financial aid, scholarships, or other sources on an installment basis. No interest is charged if payments are made as agreed. Late payment fees will apply. Students who apply and are approved for installment payment plans must be enrolled on at least a half-time basis and remain in good academic standing.

Students who qualify for state or federal financial assistance programs are able to use certain loan and grant funds to meet their financial obligation to the school even though the aid may not yet have been disbursed to them or credited to their accounts. Students expecting to use loan and grant funds must realize that it is their responsibility to provide all information and documentation necessary to obtain all forms of financial aid by the deadlines imposed by the school and the funding sources. Failure to do so may result in the student being required to provide immediate payment of all applicable charges.

Working students who are eligible for company-sponsored tuition reimbursement should advise the Business Office.

PAST DUE ACCOUNTS

Any student who is delinquent in payments due to the school is subject to exclusion from school privileges including, but not limited to, continuing enrollment, receiving grade reports, awarding of course credit, issuing of transcripts, being graduated, and using career placement services. Student's accounts that are over ninety (90) days old may be referred to collection at the discretion of the school.

BOOKS & SUPPLIES

Books and supplies are available for purchase at the campus Bookstore and are in addition to tuition and fees. Costs will vary by program and are represented in the tuition and fees chart in this catalog. Textbooks and supplies purchased by the student become the property of the student. The Bookstore is offered as a convenient service to students. Students are not required to purchase their books or supplies at the Bookstore or from the school.

SCHOLARSHIPS AND AWARDS

Students may apply for scholarships and/or awards that they have obtained from other sources to help meet the tuition and fee requirements of the school. National Career Education does not offer merit awards, leadership awards, or scholarships.

Withdrawal From Modules for Return to Title IV Purposes

Except as noted below, effective July 1, 2011, in a standard term program made up of modules, a student is considered a withdrawal for Return to Title IV purposes if they withdraw in any module in the term.

For a payment period or period of enrollment in which courses in the program are offered in modules, a student is not considered to have withdrawn if –

- (1) The institution obtains written confirmation from the student, at the time that they would have been a withdrawal, of the date that he or she will attend a module that begins later in the same payment period or period of enrollment; and
- (2) For non-term and nonstandard term programs, that module begins no later than 45 calendar days after the end of the module the student ceased attending.

Return to Title IV and Recording Attendance

For purposes of calculating Return to Title IV, because this institution voluntarily records attendance in all programs and classes, the school is determined to be a school that is required to take attendance, and as such, uses the student's last recorded day of attendance in determining the percentage of Title IV aid earned for the payment period or period of enrollment.

Book Provision for Federal Pell Grant Eligible Students

Effective July 1, 2011, Section 668.164(i) of the regulations under Title IV of the Higher Education Act of 1965, as amended, requires that a school provide a way for a Federal Pell Grant eligible student to obtain or purchase required books and supplies by the seventh day of a payment period under certain conditions if the student were to have a Title IV credit balance. To satisfy that requirement, this institution provides required books and supplies to students through its bookstore.

A student may choose to opt out of this method and obtain books and supplies on their own. To do so you will need to notify the Business Office prior to the start of the term.

Cancellation and Refund Policy

National Career Education has adopted the following as its institutional cancellation and refund policy, which meets the minimum standards set forth in the California Education Code Section 94870.

Canceling your Course during the First Seven Days of Class

1. A student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.
2. Cancellation shall occur when the student gives written notice of cancellation delivered to the address of the school shown on the top of the front page of the enrollment agreement. The student can do this by mail, hand delivery, or fax. The written notice of cancellation, if sent by mail, is effective when deposited in

the mail properly addressed with postage prepaid.

3. The written notice of cancellation need not take any particular form and, however expressed; it is effective if it shows that the student no longer wishes to be bound by the agreement. The student will be given notice of cancellation form to use during orientation or first day of class, but a student can use any written notice that the student wishes.
4. If the school has given a student any equipment, such as tools or a massage table, the student shall return it to the school within 45 days following the date of the student's notice of cancellation. If the student fails to return this equipment in good condition within the 45-day period, the school may deduct its documented cost for the equipment from any refund that may be due to the student. Once a student pays for the equipment, it is the student's to keep without further obligation. Books may be returned if they have not been written in, highlighted, or damaged in any way. Clothing is returnable if it has not been worn or washed.
5. If a student cancels the enrollment agreement, the school will refund any money that was paid, less any deduction for equipment not timely returned in good condition, within 45 days after the notice of cancellation is received.
6. Students who have not visited the school facility prior to enrollment will have the opportunity to withdraw without penalty within three days, following either the regularly scheduled orientation procedures or following a tour of the school facilities and inspection of equipment.
7. For the purpose of determining the refund or the amount a student owes for the time attended, a student shall be deemed to have withdrawn from a course when any of the following occurs: (a) the student notifies the school of the student's withdrawal or the actual date of withdrawal; (b) the school terminates the student's enrollment as provided in the enrollment agreement. The institution may withdraw the student if the student fails to attend classes for ten consecutive class days. In these cases, the date of withdrawal will be assumed to be the last date of recorded attendance.

STATE OF CALIFORNIA REFUND CALCULATION

For non-term based programs the school calculates a refund based on the hourly charge by program and the total number of hours remaining to completion.

Example: Assume that a student, upon enrollment in a 720-hour (32 week) program that costs \$6,400 for tuition, and \$325 for books and supplies, as specified in the enrollment agreement, withdraws after completing 240 hours and without returning the books and supplies the student obtained. The State *pro rata* refund to the student would be \$4,320 based on the calculation set forth below. If the student returns the books and supplies in good condition within 30 days following withdrawal, the school shall refund the charge for the books and supplies paid by the student.

$$\begin{array}{r} \$6,400 \\ \text{amount paid for instruction} \end{array} \quad \div \quad 720 \text{ Total Hours} \quad \times \quad 480 \text{ Remaining Hours} \quad = \quad \begin{array}{r} \$4,266 \\ \text{Actual} \\ \text{Refund} \\ \text{Amount} \end{array}$$

*The student will be given credit for the books and supplies only if they are returned in 'like new' condition.

For term based programs the school calculates a refund based on the number of days in the term and the total number of calendar days remaining to complete the term.

Example: Assume that a student, upon enrollment in a 78 day (12 week) term with the following costs \$4980 for tuition, \$288 Program Fee, \$100 Technology Fee, and \$325 for books and supplies, as specified in the enrollment agreement, withdraws after completing 25 days and without returning the books and supplies the student obtained. The State *pro rata* refund to the student would be \$3,336 based on the calculation set forth below. If the student returns the books and supplies in good condition within 30 days following withdrawal, the school shall refund the charge for the books and supplies paid by the student.

$$\begin{array}{r} \$5,368 \\ \text{amount paid for Tuition,} \\ \text{Program Fee, and} \\ \text{Technology Fee} \end{array} \quad \div \quad 78 \text{ Days} \quad \times \quad 53 \text{ Days Remaining} \quad = \quad \begin{array}{r} \$3,647 \\ \text{Actual} \\ \text{Refund} \\ \text{Amount} \end{array}$$

*The student will be given credit for the books and supplies only if they are returned in 'like new' condition.

Return of Federal Title IV Funds Policy

The Financial Aid Office is required by federal statute to recalculate federal financial aid eligibility for students who withdraw, drop out, or are dismissed, prior to completing 60% of a payment period or term. The federal Title IV financial aid programs must be recalculated in these situations.

If a student leaves the institution prior to completing 60% of a payment period or term, the financial aid office recalculates eligibility for Title IV funds. Recalculation is based on the percentage of earned aid using the following Federal Return of Title IV funds formula:

Percentage of payment period or term completed = the number of days completed up to the withdrawal date divided by the total days in the payment period or term. (Any break of five days or more is not counted as part of the days in the term.) This percentage is also the percentage of earned aid.

Funds are returned to the appropriate federal program based on the percentage of unearned aid using the following formula:

Aid to be returned = (100% minus the percentage of earned aid) multiplied by the total amount of aid received plus the total amount of aid that could have been disbursed during the payment period or term.

If a student earned less aid than was disbursed, the institution would be required to return a portion of the funds and the student would be required to return a portion of the funds. Keep in mind that when Title IV funds are returned, the student borrower may owe a debit balance to the institution.

If a student earned more aid than was disbursed to him/her, the institution would owe the student a post-withdrawal disbursement which must be paid within 120 days of the student's withdrawal. The institution must return the amount of Title IV funds for which it is responsible no later than 45 days after the date of the determination of the date of the student's withdrawal. Refunds are allocated in the following order:

- Unsubsidized Federal Stafford Loans
- Subsidized Federal Stafford Loans
- Unsubsidized Direct Stafford Loans (other than PLUS loans)
- Subsidized Direct Stafford Loans
- Federal Perkins Loans
- Federal Parent (PLUS) Loans
- Direct PLUS Loans
- Federal Pell Grants for which a Return of funds is required
- National Smart Grant
- Federal Supplemental Educational Opportunity Grants for which a Return of funds is required
- Other Title IV assistance for which a Return of funds is required (e.g., LEAP)

The return of Federal Funds and a student's tuition obligation to the school are in no way related. Tuition obligations are determined by using the Institutional Refund Policy stated above. Students are responsible for all amounts owed the school.

STUDENT TUITION RECOVERY FUND

The Student Tuition Recovery Fund (STRF) was established by the Legislature to protect any California resident who attends a private postsecondary institution from losing money if the student prepaid tuition and suffered a financial loss as a result of the school closing, failing to live up to its enrollment agreement, or refusing to pay a court judgment.

To be eligible for STRF, the student must be a "California resident" and reside in California at the time the enrollment is signed or when the student receives lessons at a California mailing address from an approved institution offering correspondence instruction. Students who are temporarily residing in California for the sole purpose of pursuing an education, specifically those who hold student visas, are not considered a "California resident."

To qualify for STRF reimbursement you must file a STRF application within one year of receiving notice from the Bureau that the school is closed. If you do receive notice from the Bureau, you have four years from the date of closure to file a STRF application. If a judgment is obtained, you must file a STRF application within two years of the final judgment.

It is important that students keep copies of the enrollment agreement, financial aid papers, receipts or any other information that documents the monies paid to the school. Questions regarding the STRF may be directed to the

Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site <http://www.bppe.ca.gov>.

FINANCIAL ASSISTANCE

All students are encouraged to meet with a Financial Aid Officer in order to determine financial aid qualifications. The Financial Aid Office administers federal financial aid and assists students receiving benefits such as those offered through Vocational Rehabilitation, the Workforce Investment Act, and other agencies. The office assists those students with calculated financial need, as determined by the U. S. Department of Education. The operation of the office is based upon the Department of Education's concept of "needs analysis," which expects a student and his/her family to meet educational expenses as completely as possible. All students applying for financial aid are asked (and may be required) to submit copies of appropriate federal income tax returns to help ensure the accuracy of the information provided. Students classified by the Department of Education as "dependent" may also be required to submit copies of their parents' federal income tax returns.

ELIGIBILITY REQUIREMENTS

Student financial aid applicants must satisfy certain eligibility requirements in order to be able to receive and continue to use financial aid. These requirements include, but are not limited to:

- Fulfillment of all admission requirements;
- Submission of all documentation requested by the school or lender(s) or both;
- Be registered with the Selective Service (if required).
- Not have borrowed in excess of the aggregate loan limits.
- Have a high school diploma or the equivalent or demonstrate the ability to benefit.
- Not have had eligibility for Federal benefits suspended or terminated due to a drug-related conviction.
- Meet any program-specific eligibility criteria, including demonstration of need.
- Maintain satisfactory academic progress in accordance with school policy;
- Complete "aid specific" requirements, such as entrance and exit loan counseling

In addition, graduating students who received student loans must attend exit loan counseling sessions and meet all other graduation requirements before they will be considered a graduate and awarded a credential. Withdrawing students who used any loans must also attend exit counseling.

How to Apply

Students should obtain a copy of The Student Guide, a helpful publication provided by the U.S. Department of Education. The Student Guide is available in the financial aid office.

Students applying for financial aid need to do the following:

- Complete a Free Application for Federal Student Aid (FAFSA) online through the school or via "FAFSA on the WEB". Students must complete the FAFSA in addition to other required financial aid forms.
- Complete the FAFSA and gather any financial information needed to establish eligibility (normally, a tax return) before meeting with the financial planner.
- Then schedule an appointment and meet with the financial planner to have all forms reviewed and to have eligibility for financial aid electronically processed.

Note that if students have previously attended another postsecondary institution, their financial aid does not automatically transfer from one institution to another. The student must take the action necessary to continue receiving financial aid at the new school.

Financial Assistance Guidelines

Each individual financial assistance program has specific criteria that the institution must follow. Eligibility for financial assistance may be reduced or eliminated due to an incomplete file, lack of satisfactory progress, change in schedule, and other factors beyond the control of the school.

Each student's need is assessed each year by utilizing the information provided by the Free Application for Federal Student Aid (FAFSA). This form serves as the basis for determining need. Please see the financial aid office for assistance.

The student's need is determined as follows:

(Student's Cost of Education) - (Expected Family Contribution) = Financial Aid Need

RIGHTS AND RESPONSIBILITIES OF FINANCIAL ASSISTANCE RECIPIENTS

As a recipient of federal assistance, each student has certain rights and responsibilities. A full understanding of these will place the student in a better position to make decisions about his/her educational goals and how such goals may best be achieved. If at any time a student has questions about financial assistance, he/she should go to the Financial Aid Office for more information.

The student has a right to know:

- The total "cost of attendance" for an academic year, including tuition, fees, and estimated costs of personal expenses and books.
- The due dates for mandatory fees and the payment procedures for those receiving financial assistance.
- The deadline for submitting applications.
- How financial need is determined.
- How much of his/her estimated financial need has been met.
- The types and terms of financial assistance offered by the school.
- The method the school uses to determine satisfactory academic progress.
- The school refund policy for students who withdraw.

The student is responsible:

- To submit honest and accurate information concerning enrollment and family financial circumstances.
- To adhere to all agreements signed in the course of applying for and receiving financial assistance.
- To report changes to less than full-time enrollment during the award period.
- To promptly report to the school any receipts of scholarships, grants, or loans awarded by organizations or agencies other than the school, as well as the reporting of any employment off-campus.
- To become familiar with the deadlines for application, the terms of financial assistance received and refund policies for students who withdraw.

STUDENT GRANT PROGRAMS

Grants are money awards that do not have to be repaid and are given to students based specifically on financial need. There are several grant programs:

Federal Pell Grant: The Federal Pell Grant program provides federal grants to students who show calculated financial need. A student's Federal Pell Grant will vary depending upon his/her enrollment status (i.e., full-time, half-time, etc.). This grant is considered to be the "floor" of the financial aid package and may be combined with other forms of financial aid. To qualify, a student must be a United States citizen or eligible non-citizen; must not have previously earned a Bachelor's Degree from any institution; and must be enrolled in a certificate or diploma program at NCE.

Federal Supplemental Educational Opportunity Grant (FSEOG): This is a grant that is given to students demonstrating exceptional financial need. Priority is generally given first to Pell-eligible students with the lowest calculated family contribution that may be made toward the student's education.

STUDENT LOAN PROGRAMS

There are several loan programs available. Loans must be repaid.

William D. Ford Federal Direct Loan (Direct Loan) Program

Loans made through this program are referred to as Direct Loans because eligible students and parents borrow directly from the U. S. Department of Education at participating schools. A student must be enrolled as at least a half-time student to be eligible for a loan. Direct Loans include the following:

Direct Subsidized Stafford Loans

The student must have financial need to receive a subsidized loan. The U. S. Department of Education will pay (subsidize) the interest that accrues on your Direct Subsidized Loan during certain periods. If the first disbursement of the subsidized loan is between July 1, 2010 and June 30, 2011, the interest rate on the loan is fixed at 4.5%. The interest rate on subsidized loans first disbursed to undergraduate students between July 1, 2011 and June 30, 2012 will be fixed at 3.4%. This rate may change each year on July 1. First-year dependent undergraduate students may borrow up to \$3500; second-year dependent undergraduate students may borrow up to \$4500 and third-year dependent undergraduate students may borrow up to \$5500.

Direct Unsubsidized Stafford Loans

Financial need is not a requirement to obtain an unsubsidized loan. The student is responsible for paying the interest that accrues on the Direct Unsubsidized Loan. Interest is currently fixed at 6.8%. This rate may change each year on July 1. Independent students (and dependent students whose parents are unable to obtain PLUS loans) may borrow up to an additional \$4000 for first and second year loans and an additional \$5000 for third year loans. Also, all dependent undergraduate students may borrow up to an additional \$2000 of Direct Unsubsidized loans.

Direct PLUS Loan

This loan allows parents to borrow to assist their dependent undergraduate children in paying educational expenses. Interest is currently fixed at 7.9%. This rate may change each year on July 1. Payments on both principal and interest begin when the loan is disbursed. Parents may borrow up to the cost of the student's attendance, less any other financial aid received. Federal PLUS loans are subject to credit check.

MAINTAINING ELIGIBILITY

Students must reapply annually for both grants and loans. In addition, students must maintain satisfactory academic progress.

REPAYMENT

If a student obtains a loan to pay for an educational program, the student will have the responsibility of repaying the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the monies not paid from federal student financial aid program funds.

Satisfactory Progress for Continuation of Financial Aid

Federal regulations require that students receiving financial aid must satisfactorily progress toward graduation. In addition, institutions must establish a maximum time frame within which the student must complete his/her educational objective. The progress of financial aid recipients is evaluated according to the Standards of Satisfactory Progress found elsewhere in this catalog.

VERIFICATION POLICY

If selected for verification, a signed copy of both the student and parents' federal income tax returns, including schedules and W-2 forms, must be sent to the financial aid office along with required verification worksheets within thirty (30) days. If the required documentation is not submitted, the student will not be considered for any Title IV student aid. The financial aid office will notify the student in writing if an award has changed due to verification.

TRADE ACT BENEFITS

These benefits will be governed by the latest policies pertaining to trade act regulations.

VOCATIONAL REHABILITATION

A student with a physical or mental disability that may be a handicap to employment may be eligible for training services provided through the state government agency for vocational rehabilitation. Students desiring additional information should contact the Admissions Office or call Vocational Rehabilitation directly.

VETERAN EDUCATIONAL BENEFITS

Veterans, widows and wives of disabled veterans, and war orphans are eligible for educational benefits. The required application forms should be obtained, completed and submitted to the school as far in advance of enrollment as possible and may be obtained from your Veterans Administration office.

Veteran benefits will be governed by the latest policies pertaining to Veterans Administration regulations. Any refund due to students will be given within 14 days after financial aid is returned to the appropriate agency.

Veteran Students

Veterans and eligible persons using veterans' benefits are measured academically based on the satisfactory progress thresholds defined in Standards of Satisfactory Progress (SAP) policy as are all students attending the school. Students receiving these benefits who do not meet the Standards of Satisfactory Academic Progress requirements will be placed on Financial Aid Warning or Financial Aid Probation or academically suspended.

Veterans' benefits will be suspended for any students who are academically suspended from the school. Refer to the SAP policy section for details of this policy.

4. STUDENT SERVICES AND REGULATIONS

STUDENT DEVELOPMENT

Student development is an ongoing focus at the school. Academic, occupational, and personal development is encouraged for all students. This emphasis is supported during the student's entire program of study by both academic and student services personnel.

CAREER DEVELOPMENT

The primary purpose of the Career Services Department is to help graduates obtain employment in their areas of specialization. Satisfactory completion of program course work by the student is the first step in the employment process. The Career Services Office provides specific training in various job-seeking skills through required coursework and optional training sessions, graduate seminars, and individual advising. The Career Services staff works with each student prior to graduation to determine areas of employment interest and to explore placement options.

Candidates for graduation are required to complete a placement information form designed to assist the Career Services staff in matching graduates with appropriate career opportunities. Students are notified of employment opportunities as they arise, and placement assistance is available to all eligible graduates. Although it is impossible to guarantee each graduate a job, the Career Services Office works to provide job leads and to assist the students in scheduling appropriate interviews.

Experience indicates that NCE graduates are welcomed by local businesses and industries.

CONTINUOUS CAREER SERVICES

The school is committed to helping graduates develop their career beyond that first job. The Career Services department is available to provide a review of the techniques of resume preparation, cover letter development, job applications, and interviews. Graduates are welcome to scan recent job announcements and job postings by visiting the Career Services department.

ADVISING SERVICES

Advising services are available to assist students in resolving educational, career, and vocational issues. The Director of Education can help students plan their educational program as well as adjust to the demands of college-level studies. The Director of Career Services can assist students with vocational and career issues. The Campus Director and the Director of Education, as well as the Student Success Coordinator, maintain a list of referral agencies for use in the event that a student requires other types of advising/counseling.

GRADUATION PREPARATION

The School provides a student orientation program each term for all new students, called Graduation Preparation. The program acquaints new students with the faculty, administrators, and academic life at the School. An agenda is prepared that provides the opportunity for counseling on academic matters, registering for classes, purchasing textbooks and materials, receiving student identification cards, and having any questions addressed. All new students are required to participate in the Graduation Preparation program.

TUTORIAL ASSISTANCE

The school provides assistance for students experiencing academic difficulties. Faculty will make every effort to identify students in need of assistance. Students are urged to take the initiative in seeking out-of-class help and to discuss their difficulties with their instructors. Tutors are available to work with students on an "as needed" basis at no charge to the student.

HOURS OF OPERATION

The school is open from 8:00 a.m. to 10:30 p.m. on Monday through Thursday, from 8:00 a.m. to 5:00 p.m. on Fridays, and from 9:00 a.m. to 1:00 p.m. on Saturdays. School facilities and equipment are available for student use at posted times.

ID CARDS

All students, staff, and faculty are issued an ID Badge. This badge must be visibly worn when inside the school. The first badge is issued at no charge. However, if lost or stolen, there is a replacement fee of \$5.00 per card.

PUBLICATIONS AND ANNOUNCEMENTS

Announcements and updates are posted on the bulletin boards throughout the corridors, classrooms, and student lounge.

LEARNING RESOURCE CENTER

The Library Resource Center offers reference sources and a collection of books and materials related to curricula. The primary function is to provide students with the materials and individual attention needed for study. Any registered student in regular attendance may utilize the library and its resources. The Library Resource Center hours are posted.

The Library Resource Center (LRC) at National Career Education is housed in approximately a 1,064 square foot area. The number of holdings is updated as needed to accommodate curriculum changes. These materials provide the students with additional resources above and beyond that which is assigned to the respective classes. In the LRC the students have access to the Internet and the Jones e-Global Library resources. Access to Jones e-Global Library is not limited to the Library Resource Center, but is available in both computer laboratories as well. Students with internet access can login and access the Jones e-Global Library. The librarian is on duty during class hours to assist students with access to electronic databases.

BOOKSTORE

The Bookstore stocks selected supplies and course materials. The hours of operation of the Bookstore are posted and announced at Registration. The Bookstore is open at other times as needed. The Bookstore is offered as a convenient service to students, and students are not required to purchase items at the Bookstore or from the school.

HOUSING

As most students reside within commuting distance, NCE does not maintain dormitory facilities. However, students desiring information on local housing accommodations should contact the Admissions Department.

CHILDREN ON CAMPUS

Children are not allowed to accompany a student to class or to be left unattended on campus. If a student brings a child to class, the instructor should inform the student of the school policy and ask him/her to remove the child from the classroom. If a child is left unattended, the Campus Director or other administrator should be notified. The parent should then be located and requested to comply with the policy. NCE assumes no liability for injuries incurred by minors while on campus.

CARE OF FACILITIES

Smoking, eating, and drinking are prohibited in the classrooms and hallways of the school. NCE provides a student lounge for eating and drinking and an outside area for smoking. The campus maintains a smoke-free environment.

HEALTH SERVICES

NCE has no health services located at the school. However, hospitals, clinics, and physicians are located nearby. Students with communicable diseases may be prohibited from registering for classes when health records indicate that his/her attendance would be detrimental to the health and safety of the student or other persons with whom the student may come in contact. Students who have significant health problems or limitations are encouraged to inform their instructors at the beginning of each term. The school seeks to assist students who have special health problems or limitations in the attainment of their educational goals. Services are provided in accordance with Section 504 of the Rehabilitation Act of 1973.

In the event of accident or illness on campus, the Campus Director should be notified immediately. First Aid will be provided by school personnel in accordance with their capabilities. A first aid kit is located at the Reception Desk. Students who become ill, are injured, or develop health problems requiring professional attention are referred to the emergency room of the hospital or to a local physician in accordance with instructions given by the student or the student's family. In an emergency situation that requires immediate attention, a student may be taken directly to the hospital or an appropriate emergency medical resource may be called.

Environmental health and safety on the campus are the responsibility of the School. It is the policy of the school to have all facilities comply with the requirements of state and local building codes, the board of health, and fire department regulations.

EMERGENCY INFORMATION

In the event of a fire or other disaster that requires evacuation of the school, students should vacate classrooms and other areas of the building in an orderly fashion and gather at the designated locations so that instructors may take attendance. Re-entry into the building is allowed only when the all-clear signal has been given. Students will find evacuation routes posted in each classroom.

SCHOOL CLOSINGS

When inclement weather causes the possible delay or closing of the school, this information will be announced on local radio and TV stations after 6:00 a.m. for day classes, and after 3:00 p.m. for evening classes. Closings for day and evening classes will be announced separately. When school closings are excessive, make-up classes may be required.

ADDRESS/PHONE NUMBER CHANGES

Students should report any change in home address, phone number or email address promptly to the school office.

LOSS OF PERSONAL PROPERTY

The school does not assume responsibility for the loss of books or other personal property. However, all instructors and students are requested to give the receptionist any articles found so that the owner may claim them.

INTERNET POLICY

Because the Internet contains an unregulated collection of resources, the school cannot guarantee the accuracy of the information or the appropriateness of any material that a student may encounter. Therefore, usage of the school's on-line resources constitutes an agreement between the user and the school. This agreement shall indemnify the school for any damages. Students shall agree to not hold the school responsible for materials acquired by the student on the system, for violations of copyright, users' mistakes, or negligence, or any costs incurred by users.

ADMINISTRATIVE PEROGATIVES

The school reserves the right at any time to make changes as it deems necessary or desirable in its policies and operating procedures, to modify its tuition rates, to add to or to withdraw members from its faculty and staff, to rearrange its courses and programs as teaching policies render it desirable and consistent with appropriate approvals or notification of its accrediting and approving agencies, and to withdraw or re-sequence subjects, courses, and programs based on enrollment.

THE FAMILY EDUCATION RIGHTS AND PRIVACY ACT (FERPA)

All students shall have the right to inspect and review their educational records, to request corrections or deletions, and to limit disclosure of the records in accordance with the Family Educational Rights and Privacy Act of 1974 (also referred to as the Buckley Amendment).

The Registrar oversees the disposition of educational records. Students may request a review of their records by writing to the Registrar or his/her designee and identifying the record(s) they wish to review. Such review will be allowed during regular school office hours under appropriate supervision and within 45 days of the date the request is received by the school. A copy of the records may be obtained for \$1.00 per page. When grades are included, the transcript charge applies.

A student may request the school to amend his/her educational records on the grounds that they are inaccurate, misleading, or in violation of his/her right to privacy. However, grades and course evaluations can be challenged only on the grounds that they are improperly recorded. The student should write to the Registrar and identify the part of the record he/she wants changed and specify why it is inaccurate. The Registrar, together with other involved school personnel, will review the written request and confer with the student to make a determination. If the student is not satisfied with the result of the conference, the school will notify the student of his or her right to a formal grievance hearing. Within 45 days of the hearing, the student will be provided with a written decision, which will be considered final. Written documentation of the hearing and of the decision will be included as part of the student's permanent record.

The following are exemptions to FERPA:

- Financial records submitted by a student's parent(s);
- Grades and access to student education records to parents who certify that the student is financially dependent;
- A school official who has a legitimate educational interest and needs to review an educational record in order to fulfill his or her professional responsibility. A school official is a person employed by the school in an administrative, supervisory, academic, research, or support staff position, or a person or company with whom the school has contracted, such as an attorney, auditor, collection agent, employment agency, or loan management agency, or a person serving on the Board of Governors, or a student serving on an official committee or assisting another school official in performing his/her tasks;
- Confidential letters of recommendation received by the school prior to January 1, 1975. For such letters received after December 31, 1974, the Act permits students to waive their right to access if the letters are related to admissions, employment, or honors;

- School security records;
- Employment records for school employees who are not current students;
- Records compiled or maintained by physicians, psychiatrists, psychologists, or other recognized professionals or paraprofessionals acting or assisting in such capacities for treatment purposes, and which are available only to persons providing the treatment;
- Authorized representatives of the U.S. Government, state and local authorities where required, and accrediting agencies;
- Appropriate persons or agencies in the event of a health or safety emergency, when a release without consent is necessary under the circumstances; and
- Records requested through court order or subpoena.

The school will generally release certain student directory information without the consent of the student unless the student has specifically requested that the information not be released. The student should inform the school in writing within ten (10) days after the first date of attendance if he/she does not wish to have any or all of such information released by the school. Such directory information includes some or all of the following data: student's name, address(es), telephone number, e-mail address, program, dates of attendance, photograph, credential awarded, post-graduation employers and job titles, participation in activities and recognition received, previous secondary and postsecondary educational institutions attended by the student, and date and place of birth.

The school also reserves the right to release to police agencies and/or crime victims any records or information pertinent to a crime which has occurred on campus, including the details of any disciplinary action taken against the alleged perpetrator of the crime.

The student has the right to file a complaint concerning alleged failures by the school to comply with the requirements of FERPA at the following U.S. Department of Education office:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-5901

Additional information on FERPA is available from the Registrar's office.

EQUAL EDUCATIONAL OPPORTUNITY

The school declares and affirms a policy of equal employment opportunity, equal educational opportunity and nondiscrimination, where applicable, in the provision of educational services to the public. The school will make all decisions regarding recruitment, hiring, promotion and all other terms and conditions of employment without discrimination on grounds of race, color, creed or religion, sex, national origin, age, physical or mental handicap, or other factors which cannot lawfully be the basis for an employment decision.

The school reaffirms its policy of administering all its educational programs and related supporting services and benefits in a manner which does not discriminate because of a student's or prospective student's race, color, creed or religion, sex, national origin, age, physical or mental handicap, or other factors which cannot lawfully be the basis for provision of such services. Further, the school commits itself to a program of Affirmative Action/Equal Opportunity.

The school recognizes its responsibilities under Section 504 of the Rehabilitation Act of 1973 to provide equal access to students with disabilities. Students with disabilities are encouraged to participate in school-related activities. When requested, special resources may be provided for the functions. Regular school procedures for application and admission apply to students with disabilities. For further information, contact the Director of Education.

The school is obligated by and adheres to the provisions of: Section 493 A, Title IV, Higher Education Act of 1965, United States Code, Veterans' Benefits Title IX, Educational Amendments of 1972 Section 504, Rehabilitation Act of 1973, Family Educational Rights and Privacy act of 1974 as amended.

Inquiries concerning the application of these laws and their implementing regulations may be referred to the Campus Director of the institution.

STUDENT CONDUCT

HONOR CODE

Classes and activities at the school are conducted under the assumption that, as responsible individuals, students will adhere to the accepted educational and social standards including, but not limited to: forbidding plagiarism, cheating, dishonesty, theft, defacement of property, and drug or alcohol abuse. Individuals found to be in violation of these standards are subject to disciplinary actions, which may include immediate suspension or dismissal from the School.

PROFESSIONAL CONDUCT AND DRESS CODE

Students are expected to conduct themselves within the limits of acceptable behavior and appearance that will enable the school to recommend the graduate to prospective employers as a courteous, considerate, and well-mannered individual. Students are expected to be neat, clean, and dressed consistently with the type of apparel that would be required in order to promote professionalism. Some courses or programs have additional specific dress and grooming requirements and students enrolled in them are expected to comply with those requirements.

Students who do not adhere to these practices in the judgment of the School administration may be subject to disciplinary actions including suspension or dismissal from school.

DISCIPLINARY POLICIES AND PROCEDURES

Instructors are not expected to jeopardize the progress of a class by permitting the continued presence of any student whose behavior in any way could adversely affect the class. While the responsibility for the administration of classroom discipline rests with the instructor, the School will handle any disciplinary problems, which are referred. This includes cheating, disruptive behavior, and any other actions, which are not considered proper conduct for a student. It also includes the observing of inappropriate actions of students on campus while not in the classroom. Penalties administered for such actions may include severe reprimand, disciplinary probation, or suspension, which may or may not be recorded in the student's permanent record. Alleged violation of student regulations or other student misconduct shall be referred to the Director of Education.

In all cases in which disciplinary suspension or dismissal could result, the student will be notified by mail of the nature of the charges and grounds against him/her and the time and date of the hearing. The notice shall also inform the student of his/her right to appear at the hearings, to face the accuser(s), and to present applicable evidence on his/her behalf.

The Director of Education, following a thorough hearing on the case, shall make a final determination in accordance with one of the following actions:

- Dismissal from the school;
- Disciplinary suspension for a specific period of time;
- Disciplinary probation;
- Administrative reprimand; and
- Removal of the charges against the student.

Decisions of the Director of Education may be appealed to the Campus Director. In all cases in which disciplinary suspension or dismissal from the School has been determined, a copy of the proceedings of the hearing shall be sent to the Campus Director.

CLASSROOM POLICIES ON THE ISSUES OF HONOR, TRUTH AND CREDIBILITY

Students are expected to conduct themselves while in school in an appropriate manner, as would be expected in a professional setting. The School reserves the right to suspend or dismiss a student for any academic or disciplinary reasons, failure to meet financial obligations, or conduct which brings discredit to the reputation of the school or its students.

The following may result in disciplinary action, which will vary depending on the degree of the severity of the offense:

- Academic dishonesty to include (but not limited to) cheating and plagiarism.
- Physical or violent abuse or verbal abuse to any person on campus or at a campus-sponsored function.
- Language that is intended to insult an individual on the basis of sex, sexual orientation, race, color, handicap, or ethnic origin.
- Theft or intentional damage to any School property or the property of any individual on campus.
- Unauthorized entrance to School property or facilities.
- Unauthorized use or misuse of school property to include (but not limited to) taking library resource materials that have not been properly checked out, unauthorized use of computer equipment, or misuse of School telephones.

- Smoking in campus buildings.
- Use of cellular phones during classroom instruction.
- Failure to report any criminal activity to the Campus Director in a timely fashion.
- Violation of School policies or regulations.
- Inappropriate conduct on School property to include (but not limited to) drunken or disorderly behavior, use, possession, sale, or distribution of marijuana, alcohol, narcotics, or dangerous drugs on School property.
- Unauthorized possession or use of firearms, explosives, fireworks, or other dangerous weapons.
- Unauthorized installation of software onto the computer hard drives.
- Unauthorized downloading of website material onto the hard drive or desktop.

Failure to comply with any of the above policies can lead to further disciplinary action up to and including termination from school.

ACADEMIC MISCONDUCT POLICY

Students may be disciplined for acts of academic misconduct. These include, but are not limited to: **cheating and plagiarism.**

Cheating is defined as obtaining or attempting to obtain a better assessment or grade by any dishonest or deceptive means. It also includes aiding another to obtain credit for work or a better assessment or grade by any dishonest or deceptive means. Cheating includes, but is not limited to: lying, copying from another's test or examination; allowing another to copy from one's test or examination; use of an assignment submitted in another class without the knowledge/permission of the current class instructor; discussion of answers or questions on an examination or test, unless such discussion is specifically authorized by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets," or other information devices without the consent of the instructor; allowing someone other than the officially enrolled student to provide work or answers on any assignment.

Plagiarism is a form of cheating and is defined as presenting someone else's work, including the work of other students, as one's own. Any ideas or materials taken from another source for either written or oral use must be fully acknowledged, unless the information is common knowledge. What is considered "common knowledge" may differ from course to course. A student must not adopt or reproduce ideas, opinions, words, theories, formulas, graphics, or pictures of another person without acknowledgment. A student must give credit to the originality of others and acknowledge whenever:

- Directly quoting another person's actual words, whether oral or written;
- Using another person's ideas, opinions, or theories;
- Paraphrasing the words, ideas, opinions, or theories of others, whether oral or written;
- Borrowing facts, statistics, or illustrative material; or
- Offering materials assembled or collected by others in the form of projects or collections.

Students who are accused of academic dishonesty have the right to due process. The full policy and procedure is available in the Student Handbook; or the office of the Director of Education.

STUDENT CODE OF CONDUCT

National Career Education seeks to provide the best educational environment for its students, faculty, and staff. The School requires each student to obey the rules and regulations established by the School, and all local, state, and federal laws. The School will not tolerate deliberate disruptive words, actions, violence, or physical interference with the rights of any member of the School community or with any of the facilities of the School, or with any authorized functions being carried out on the School campus or at any School sponsored event.

Therefore, in furthering the educational aims of the School, rules and regulations are established concerning conduct on the campus or at any School sponsored event, the use of School property, the means of enforcement, and penalties for any violations.

The Student Code of Conduct applies specifically to student behavior. Student rights are basic to the freedom to learn and must be based on mutual respect and responsibility. In addition, when a student enrolls at National Career Education, s/he agrees to abide by all School regulations. Therefore, violations of any section of the Code of Conduct will result in appropriate disciplinary action.

The Student Code of Conduct and the due process associated with infractions of the code of conduct are available in the Student Handbook; or from the office of the Director of Education.

LEARNING RESOURCE CENTER (LRC) CODE OF ETHICS

- Use the electronic resources available in the LRC to search for jobs, research information for classes, and to supplement the education you receive at NCE.
- Use the information you acquire responsibly by correctly citing any resource from which you receive information. Using copyrighted information without permission and/or without citing the source is plagiarism--and is against the law.
- Use the Internet to send or receive e-mail when it is related to employment or class work. Internet access may not be used for access to or participating in chat rooms. Game playing on the LRC computers is not permitted.
- Use the electronic resources in a way which supports and respects the rights of others, including fellow students, alumni, and staff members. Accessing material of a sexist, pornographic, or racist nature will result in disciplinary action.

WEAPONS

Weapons of any kind are prohibited anywhere on the campus premises and at all campus-sponsored activities. Weapons are considered to be items determined by the administration that could cause permanent and/or temporary harm to the individual or to other students and include, but are not limited to, firearms, stun guns, knives, etc., as well as any item deemed by the administration to be detrimental (whether physically or emotionally) to the individual, other students, the community, or the school. Any student, staff, or faculty member possessing a weapon will be subject to expulsion from the school and/or termination of employment.

SEXUAL HARRASSMENT POLICY

As a student at NCE, if you feel you have been sexually harassed by means of inappropriate language, touch, or behavior on the part of another student or member of the NCE staff, you are encouraged to submit a written and dated complaint to the administration. An interview will be scheduled at the earliest date possible to explore the complaint and counseling will be made available. The alleged offender will be contacted and an interview scheduled.

DRUG-FREE WORKPLACE POLICY

It is a policy of this school that the unlawful manufacture, distribution, possession, or use of a controlled substance in the School's workplace is prohibited. Attending classes or school functions while under the influence of drugs or alcohol is also prohibited. Any student violating this policy will be subject to disciplinary action, which may include dismissal. The specifics of this policy are contained in the Drug and Alcohol Abuse Prevention Program provided to all students on an annual basis.

STUDENT GRIEVANCE POLICY AND PROCEDURE

The school's student grievance procedures are designed to handle complaints and grievances concerning the actions, decisions, or inactions of faculty or staff members. The student should first attempt to resolve the situation with the person whose action is being questioned. Any questions or concerns regarding the school's enrollment agreement or the meaning, interpretation, and application of any of the provisions set forth in this catalog for any other reason, may be brought forth for resolution.

When a grievance occurs, the student should first attempt to resolve the situation with the person whose action is being questioned. If the student does not believe the matter has been resolved, he or she may proceed through the following steps:

Step 1: The student may file in writing, within three working days of the incident, the following information:

1. A statement of the specifics involving the grievance.
2. The dates of the occurrence.
3. A listing of policies and procedures involved.
4. The names of the individuals affected.
5. The interpretation or remedy sought.

The Director of Education will investigate the complaint, and may conduct a conference with all involved parties in an attempt to resolve the grievance. The student will receive a written response from the Director of Education within ten (10) working days of receipt of the student's grievance.

Step 2: If the grievance remains unresolved, it may be appealed within five working days of the decision to the Campus Director. The Campus Director may take whatever steps are deemed necessary to resolve the matter. The Campus Director or his/her representative will render a decision, which is final and binding upon all parties.

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247 4212
www.accsc.org

A copy of the ACCSC Complaint Form is available at the school and may be obtained from the Campus Director or online at www.accsc.org.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capital Oaks Drive, Suite 400, Sacramento, Ca 95833, <http://www.bppe.ca.gov>, 916-431-6959, toll-free telephone number (888) 370-7589, or by fax (916) 263-1897 .

The exclusive remedy for any dispute, controversy or claim arising out of or relating to this agreement, or breach thereof, no matter how pleaded or styled, will be submitted to arbitration in accordance with the commercial rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction.

ARBITRATION

Statement About Binding Arbitration and Waiver of Jury Trial

Students sign an enrollment agreement upon enrolling at National Career Education and its affiliated campus, National Career Education. There are various terms and conditions in that enrollment agreement. One of those terms and conditions is an agreement between student and the school that any disputes between the student and the school shall be resolved by binding arbitration under the Federal Arbitration Act conducted by the American Arbitration Association ("AAA") under its Commercial Arbitration rules. All arbitration is to be conducted at Santa Clara, California.

Terms of Arbitration

1. Both student and school irrevocably agree that any dispute between them shall be submitted to Arbitration
2. Neither the student nor the school shall file or maintain any lawsuit in any court against the other.
3. The costs of the arbitration filing fee, arbitrator's compensation and facilities fees will be paid by the school, to the extent these fees are greater than a Superior Court filing fee.
4. The arbitrator's decision shall be set forth in writing and shall set forth the essential findings and conclusions upon which the decision is based.
5. Any remedy available from a court under the law shall be available in arbitration.
6. Nothing in the enrollment agreement prohibits the student from filing a complaint with the Bureau for Private Postsecondary and Vocational Education.

Procedure for Filing Arbitration

1. Students are strongly encouraged, but not required, to utilize the Student Complaint/Grievance Resolution Procedure described in this catalog prior to filing arbitration.
2. A student desiring to file arbitration should first contact the School Director, who will provide the student with a copy of the AAA Commercial Rules. A student desiring to file arbitration should then contact the American

Arbitration Association at any one of its three offices in California (San Francisco, Los Angeles, and San Diego) which will provide the appropriate forms and detailed instructions. The student should bring his or her enrollment agreement to the AAA.

Acknowledgement of Waiver of Jury Trial and Availability of AAA Rules

1. The student in signing the enrollment agreement agrees that the student and the school will be irrevocably waving all rights to a trial by jury.
2. Both the student and the school agree that the award of the arbitrator will be binding and not merely advisory.
3. The student understands that at any time before or after admission to the school that the student may obtain a copy of the Commercial Rules of the American Arbitration Association, at no cost, from the School Director.

CAMPUS SECURITY

NCE provides a safe and secure academic environment for all students, staff, and faculty. Any criminal activity within campus grounds is reported directly to the Campus Director. The Campus Director will then notify the proper authorities as necessary. Since campuses are located within city boundaries, the local police department is responsible for patrolling on a regular basis. Campus buildings are secured nightly following completion of classes. Parking is available in lighted areas.

STUDENT RIGHT TO KNOW

Student Consumer Information requirements, including the Student Right to Know and Campus Security Act, specify that institutions produce statistics and/or information on the following subjects: 1) retention and graduation rates; 2) financial assistance available to students and requirements and restrictions imposed on Title IV aid; 3) campus crime statistics; 4) athletic program participation rates and financial support (not applicable at this institution) and 5) other institutional information including: the cost of attendance, accreditation and academic program data, facilities and services available to disabled students, and withdrawal and refund policies.

Data on retention and graduation rates are available in the office of the Director of Education. Information on financial assistance, including descriptions of application procedures and forms, may be obtained from the Financial Services office. Other institutional information, such as that listed above, may be obtained from the Admissions or Academic offices.

The Annual Security Report includes statistics for the previous three years concerning reported crimes that occurred on campus. You can obtain a copy of this report by contacting the Campus Director. The Academic Catalog includes institutional policies concerning alcohol and drug use, crime prevention, the reporting of crimes, sexual assault, and other matters and is available upon request in the Admissions office.

STUDENT CONSUMER INFORMATION

Students should contact the following staff members for the information listed below:

- **Director of Admissions** – Admission requirements and procedures, cost of attendance, including tuition, fees, transportation, housing, and refund policy.
- **Director of Education** – Description of academic programs, facilities, and faculty: data on student retention; numbers and percentages of students completing programs; academic standards of progress; transfer credits from other institutions; and students with disabilities.
- **Career Services Staff** – Assistance with securing employment upon graduation including preparation of resumes, completion of application materials, and preparation for interviews; assistance with locating part-time employment while in school; information on graduate placement, and employment demographics of the region.
- **Financial Aid Staff** – Description of financial assistance programs, rights and responsibilities of financial aid recipients, means and frequency of payments, financial aid awards, terms and schedules of student loan repayment, and general terms and conditions of employment provided as financial aid.
- **Business Office Staff** – Payments for tuition and other school costs. Payment plans.
- **Campus Director** – Information regarding the overall operation of the campus. The Campus Director is the Chief Operating Officer and principal administrator for the school.

5. ACADEMIC RESOURCES, POLICIES, AND PROCEDURES

This catalog is an official publication of National Career Education (NCE) and is subject to revision at any time. NCE reserves the right to change, withdraw, or supplement this catalog as it deems necessary or appropriate in its policies and operating procedures, curricula, class schedules, course content, training equipment, tuition and fees, faculty, and staff without notice at any time. Students are individually responsible for being aware of information contained in the school catalog and any amendments thereto. Failure to read and comply with school regulations will not exempt students from penalties that they may incur. Students are advised to read and fully understand the rules, regulations, and policies stated herein and to retain this catalog for use as a reference.

ADVISORY COMMITTEES

The institution recognizes the need to have working professionals give input in designing programs of study that best reflect current employers' needs. One way that helps the school accomplish this goal is the Advisory Committee.

Advisory Committees are comprised of professional leaders who lend their expertise to the development of curriculum, review of course content, and informing the school of the changing needs of employers. Advisory groups represent a means of communication between the school and the business and technical community that ensures quality training in all career fields.

CLASS SCHEDULE

The class schedule is based on two semesters of approximately eighteen week of instruction each or the equivalent thereof including holidays but excluding vacation periods. Classes begin on a monthly basis. Students should contact the campus for details. There is usually a summer break and a winter break scheduled each calendar year. The school is closed on most legal holidays as well as Thanksgiving and Christmas. Refer to the Academic Calendar in this catalog for specific calendar information.

The school offers its programs through both day and evening classes. Program lengths may vary for students enrolled in some programs and in evening classes. Students must complete all courses as required in their programs of study. Students who fail courses or interrupt their studies will complete required courses as they become available.

Day classes are conducted Monday through Friday from 8:00 a.m. to 3:00 p.m. Some majors may require classes to be scheduled on Fridays or evenings. Individual schedules may vary by program.

Evening classes are generally scheduled four evenings per week, Monday through Thursday, between 5:30 p.m. and 10:30 p.m. This schedule allows the evening student to pursue a full-time schedule, if desired. Some classes may also meet on Saturday mornings. Individual schedules may vary by program

Laboratory hours for some courses may be required in addition to regularly scheduled classes. Weekend classes may be offered at the school's option for students who wish to accelerate programs or who find this time more convenient.

Externships are usually scheduled during morning and/or afternoon hours Monday through Friday. Some externship sites may schedule evening and weekend hours depending on the nature of their business. Students entering externships must make arrangements to be available at the times required by the sites. All externships are performed without remuneration, and if travel is required, it is the responsibility of the student to secure transportation. Externship hours are required to provide the student with actual experience in the field. Students are expected to treat the externship as if they were reporting for work. It is expected that the student will attend all required hours. Excessive absences may result in failure of the course and the inability to graduate at the planned time.

STUDENT CLASSIFICATIONS

Full-time Student – a full-time student is a student scheduled for 12 or more credit hours.

Three-quarter time Student – a three-quarter time student is a student scheduled for at least 9 credit hours but less than 12 credit hours.

Half-time Student – a half-time student is a student scheduled for at least 6 but less than 9 credit hours.

Regular Student – a regular student is an admitted student who is enrolled in a diploma or certificate program in good academic standing.

Extended Enrollment Student – An extended enrollment student is a student authorized to continue in a program to improve his/her academic standing. Extended enrollment students are not eligible for federal or state student aid.

Special Students – Special students are those who seek admission for course credit in order to meet special educational needs but do not wish to take the entire required curriculum leading to an academic credential. The special student is required to submit an application as a special student and is not eligible for federal or state student aid.

Provisional Students – In instances where a student's admission record is incomplete, certain provisions may allow an applicant to be granted tentative acceptance for admission and permission to register for classes for one semester. This tentative acceptance status is valid for one month only, during which all required admission documents must be received. The student must complete all steps for full acceptance in order to continue in the program of study and become eligible for federal or state student aid.

RESIDENCY REQUIREMENT

The total credits not earned in residency, including credit by transfer, and credit from all other non-traditional sources may not exceed fifty percent (50%) of the total credits required for the completion of the student's program of study including 50% of the total required hours in the major study area. A student's final 15 credit hours must be completed in residency. See the admissions section of this catalog for information on Advanced Standing.

REGISTRATION

All students are expected to register during the time scheduled for that purpose. Semester registration dates will be posted and announced. Course schedules and course loads should be carefully planned so that graduation requirements will be met. Students wishing to register for additional courses above the normal credit load may do so only with permission of the Director of Education and pending course availability.

SCHEDULE CHANGES

The drop/add period is the time frame in which students may make adjustments to their schedules without being penalized academically. The drop/add period is generally the first five days in which classes are held.

PROGRAM CHANGES

Permission must be obtained from the Director of Education for a change in program of study or schedule. When circumstances warrant, the administration may waive or alter specific course requirements within any program. In each instance, the administration will consider previous experience, developed skills, and special aptitudes as well as instructor evaluation. When such changes are approved, a written record of these changes, dated and signed, will be placed in the student's file.

WITHDRAWAL PROCEDURE

To withdraw from an individual course or all courses, students are requested to contact the Director of Education to obtain the necessary forms and procedures for official withdrawal.

Students who leave the school either by withdrawal or graduation from a program must schedule an exit interview with the Financial Aid Office.

A student has the right to withdraw from a course of instruction at any time. If a student withdraws from a course of instruction after the period allowed for cancellation of the enrollment agreement, which is until midnight of the seventh business day following the first class attended, the school will remit a refund less a registration fee, if applicable, not to exceed \$75.00 within 30 days following the student's withdrawal. The amount of the student's tuition refund to the student shall be calculated on a pro rata basis. To calculate the student's tuition refund, the school will calculate the cost per hour of instruction in a student's program of study and multiply this number by the number of hours remaining in the program.

If the student obtains equipment, as specified in the enrollment agreement, and returns it in good condition within 30 days following the date of withdrawal, the school shall refund the charge for the equipment. If the student fails to return the equipment in good condition, allowing for reasonable wear and tear, within this 30-day period, the school may offset against the refund the documented cost to the school of that equipment. The student shall be liable for the amount, if any, by which the documented cost for equipment exceeds the prorated refund amount. The documented cost of the equipment may be less than the amount charged, and the amount the school has charged in the contract.

For the purpose of determining the refund or the amount a student owes for the time attended, a student shall be deemed to have withdrawn from a course when any of the following occurs: (a) the student notifies the school of the student's withdrawal or the actual date of withdrawal; (b) the school terminates the student's enrollment as provided in the enrollment agreement. The institution may withdraw the student if the student fails to attend classes for ten consecutive class days. In these cases, the date of withdrawal will be assumed to be the last date of recorded attendance.

Students who are unable to finish a term due to deployment for active duty military service, whether enlisted, reserve, or National Guard, are entitled to a refund of all tuition and fees for the unfinished term. Credit will not be granted for unfinished courses, and the unfinished courses will not impact the student's Satisfactory Academic Progress. If the military student is deployed at the end of a term and completes his or her courses prior to deployment, then the tuition will not be refunded, the credits will be earned, and the student's Satisfactory Academic Progress will reflect the inclusion of those credits. Such a student will be released from his or her financial obligations for future terms. Deployed students who choose to return to school following completion of the deployment can re-apply as returning students.

If the military student is enrolled in a non-term program that will allow him or her to withdraw and re-enter at the same point.

In all cases, the military student must provide evidence, such as a copy of official orders, and/or a letter from a superior, to document the activation and/or deployment. Military students are also encouraged to consider taking courses on-line whenever possible during deployments, so that they can continue to progress toward completion of their programs.

ATTENDANCE POLICY

National Career Education is committed to the principle that class attendance is an essential part of its educational programs and in its goal to prepare all students for the responsibilities of their chosen career fields. Regular class attendance is mandatory in all classes and attendance is recorded for every regularly scheduled class.

All absences, late arrivals, and early departures are recorded and become a part of the student's permanent record. No distinction is made between excused and unexcused absences. Failure to comply with the attendance policy can result in reduction of the final grade, course failure, suspension, or dismissal. Externship and clinic courses and programs which are considered clock hour programs for Title IV purposes, have their own specific attendance criteria and may require make-up of all hours missed as detailed below.

When a student has reached 20 percent absenteeism in any class, his/her course instructors will evaluate that student's potential for academic success. If it is determined that the student is unable to pass the class, and does not have extenuating circumstances, he/she may be dropped from the class. If the student is currently passing the class, the student will be counseled on his/her absenteeism and academic and attendance guidelines will be set for the student to continue in class.

The student is responsible for all material covered daily in each class for which he/she is registered. In no instance does absence from class relieve the student from the responsibility for the performance of any part of the class work. The student is responsible for initiating any request to make up work missed because of class absence. The decision as to the specific type of assistance to give the student with makeup work will be announced at the beginning of the term by the instructor. Makeup of missed classes does not erase an absence from a student's record. There are no leaves of absence.

If a student is absent from all classes for 11 or more calendar days, the student will be withdrawn from school. If the student has been absent between eleven (11) and sixteen (16) days, the student may meet with the Director of Education and request reinstatement if there are extreme mitigating circumstances that warrant the reinstatement. Students who have missed in excess of sixteen (16) calendar days will not be reinstated.

Attendance Policy for Provisional Enrollment: If a student is enrolled in a provisional status, the student may not miss more than 20% of any class or the student will be withdrawn from the class. If the class withdrawal results in the student falling below a half-time status, the student will not be allowed to continue in school and will be withdrawn from all remaining classes.

LEAVE OF ABSENCE POLICY

NCE does not offer a leave of absence.

Clock hour programs: Programs that are considered clock hour programs for Title IV purposes and are identified as such in this catalog may have specific attendance requirements. Students are expected to attend all classes and to be in class at the appropriate times. The licensing boards that govern some of these programs may require that all missed class time be made up and may impose limits on the number of hours that may be missed and subsequently made up. Make up work is scheduled by the instructor and attendance is monitored and recorded. Any make up work that is allowed must be completed prior to the end of the term in which the class is taken. The instructor of each class will notify students of the specific attendance policy at the beginning of the course. Students who miss classes may delay the disbursement of their aid whose disbursements are based on the students' attendance.

MAKE-UP WORK

Students are expected to attend all classes and to be in class at the appropriate time. When there are extenuating circumstances that result in a student missing class(es), the student may be allowed, at the instructor's discretion, to make up missed assignments, class time, assessments, or other work. Assignments that are made up may not receive full credit depending on the nature of the assignment. Make-up work does not erase the student's absence, but provides the opportunity for the student to achieve the skills required in the course. All make-up work must be completed within the time assigned by the instructor.

Grading System: Grades measure the degree to which students master the competencies in their coursework and are one measure of a student's ability to meet employment standards in the fields for which he/she is preparing. Upon the completion of each term, the student is given a letter grade in each class based upon written examinations, practical exercises, projects and other submitted work, as defined in the course syllabus. Reports showing the final grade in each course, the term summary and CGPAs are furnished to each student at the end of each term. Every course for which a student officially registers will appear on the student's official transcript unless the student cancels his/her enrollment prior to the commencement of classes or prior to the end of the drop/add period. All courses entered on a student's official transcript are assigned a letter-grade evaluation.

The following grades are used on grade reports and count as credits attempted for both CGPA and pace calculations of academic progress:

| LETTER GRADE | DEFINITION | QUALITY POINTS per Semester Credit Hour |
|--------------|---------------------|---|
| A | 90-100 Excellent | 4 |
| B | 80-89 Above Average | 3 |
| C | 70-79 Average | 2 |
| F | 0-69 Failing | 0 |
| WF | Withdrawal Failing | 0 |
| I | Incomplete | 0 |

The following grades are used on grade reports and are calculated in a student's maximum timeframe for course completion requirements and also count as credits attempted for pace calculations, but they are not used in the determination of a student's grade-point average:

| LETTER GRADE | DEFINITION | QUALITY POINTS per Semester Credit Hour |
|--------------|-------------------------------------|---|
| R | Repeated Course | Not applicable |
| W | Withdrawal before Mid-term | Not applicable |
| WP | Withdrawal Passing after Mid-term | Not applicable |
| S | Satisfactory (A , B or C level) | Not applicable |
| U | Unsatisfactory (F level) | Not applicable |
| P | Passed by Examination | Not applicable |
| T1 | Transferred grade from other school | Not applicable |

The following grades will be used when a student transfers between campuses that have a main campus with additional locations. These grades are used on grade reports and count as credits attempted for both pace and (potentially) CGPA.

| LETTER GRADE | DEFINITION | QUALITY POINTS per Semester Credit Hour |
|--------------|----------------------------|---|
| A1 | Grade of A transferred in | 4 |
| B1 | Grade of B transferred in | 3 |
| C1 | Grade of C transferred in | 2 |
| F1 | Grade of F transferred in | 0 |
| W1 | Grade of W transferred in | Not applicable |
| WP1 | Grade of WP transferred in | Not applicable |
| WF1 | Grade of WF transferred in | 0 |
| S1 | Grade of S transferred in | Not applicable |
| U1 | Grade of U transferred in | Not applicable |

Incomplete Grades: The grade of Incomplete (I) is given only when the student is making satisfactory progress in a class, but for valid reason is unable to complete all the work in the class by the time the class ends. The student must have successfully completed a minimum of 75 percent of the class work assigned at the time the Incomplete is requested. Students must initiate arrangements with instructors and receive approval of the Director of Education to make up the required work before the end of the first week of the succeeding term. At that time the grade will be calculated based on the work submitted and will replace the Incomplete. Incomplete grades count as credits/hours attempted but not completed. When the Incomplete is converted to a letter grade, it will be computed as credits/hours completed or failed, depending on the grade assigned.

Withdrawals: The W grade is assigned to class withdrawals after the drop/add period and before the mid-term date. Withdrawals during the drop/add period of the term will not appear on the student's transcript. After the mid-term, course withdrawals are recorded as WP (Withdrawal Passing) or WF (Withdrawal Failing). If extenuating circumstances warrant other consideration, an appeal may be made through the Academic Review Committee, as described elsewhere in this catalog. W, WP, and WF grades count as credits attempted but not earned for the purposes of calculating the pace in academic progress. WF grades count as credits attempted but not earned for the purposes of calculating CGPA until they are repeated. Grades of W and WP are not used in calculating CGPA.

Pass/Fail courses: Grades of S and U are assigned to classes that do not fulfill graduation requirements such as foundations courses that are graded on a pass/fail basis. Foundations courses may not be repeated more than one time.

Repeated courses: F, U, W, WP, and WF grades require repeating and are retained on the transcript. Repeated courses will appear on the transcript with the new letter grade earned and the previous attempts of the course will be assigned a grade of R to indicate Repeated. The new grade will replace the original grade for the purposes of calculating the CGPA. Courses which have been repeated (grades of R) will count as credits attempted for the purposes of calculating pace. Students in non-term credit hour programs or clock hour programs may not receive financial aid for repeated courses. Students in term-based credit hour programs may receive financial aid to repeat failed courses. Other than Foundations courses, which can only be repeated a single time, there is no fixed limit to the number of times a particular course may be repeated as long as a student is making satisfactory academic progress. As of July 1, 2011, a student's enrollment status in a term-based, credit hour program for Title IV purposes may include coursework being repeated that was previously taken in the program, but may not include more than one repetition of a specific, previously passed course. The original grade will be replaced with an R and the repeated grade will be used in calculating the CGPA. All attempts count in the pace of the program.

Audited courses: Audited courses are assigned a grade of AU. Audited courses do not count as credits attempted or credits earned for any purposes and do not have any effect on calculations of pace or GPA.

The following table summarizes the effect of specific grades on the calculations of pace and CGPA:

| Grade | Count as Credits Attempted for Pace? | Count as Credits Attempted for Cumulative GPA? | Count as Credits Earned? | Quality Points per credit |
|-------|--------------------------------------|--|--------------------------|---------------------------|
| A | Yes | Yes | Yes | 4 |

| Grade | Count as Credits Attempted for Pace? | Count as Credits Attempted for Cumulative GPA? | Count as Credits Earned? | Quality Points per credit |
|-------|--------------------------------------|--|--------------------------|---------------------------|
| B | Yes | Yes | Yes | 3 |
| C | Yes | Yes | Yes | 2 |
| F | Yes | Yes* | No | 0 |
| S | Yes | No | Yes | N/A |
| U | Yes | No | No | N/A |
| W | Yes | No | No | N/A |
| WP | Yes | No | No | N/A |
| WF | Yes | Yes* | No | 0 |
| T1 | Yes | No | Yes | N/A |
| A1 | Yes | Yes | Yes | 4 |
| B1 | Yes | Yes | Yes | 3 |
| C1 | Yes | Yes | Yes | 2 |
| F1 | Yes | Yes* | No | 0 |
| W1 | Yes | No | No | N/A |
| WP1 | Yes | No | No | N/A |
| WF1 | Yes | Yes* | No | 0 |
| S1 | Yes | No | Yes | N/A |
| U1 | Yes | No | No | N/A |
| I | Yes | Yes | No | 0 |
| P | Yes | No | Yes | N/A |
| R | Yes | No | No | N/A |
| AU | No | No | No | N/A |

* Until course is retaken to successful completion, at which point, these credits no longer count as credits attempted for the purposes of calculating CGPA.

Clock Hour to Credit Hour Conversion

The following programs (Lab Technician/EKG Technician/Phlebotomist, OPTICAL/OPTOMETRIC ASSISTANT, Medical Assistant) are identified as Clock Hour programs by the Department of Education. In identification of hours used to calculate the credit hours awarded in completion of the courses within this program, the standard Carnegie scale (15 lecture hours = 1 semester credit hour, 20 lab hours = 1 semester credit hour, and 30 externship/clinic/practicum hour = 1 semester credit hour) shall be used in determination of the "Instructional Clock Hours: within the program. For Title IV purposes, the school will use the "Total Clock Hours" identified as the Instructional Clock Hours + required supplemental/outside (Study/Prep/Review) hours identified in the class(es). A clock hour is defined as 50 minutes of instruction within a 60 minute period.

GRADE-POINT AVERAGE

The grade-point average (GPA) is computed by multiplying the quality point equivalent for each grade by the semester credit hours given for that course, adding the products, and then dividing the sum by the credit hours attempted during the term. Note the following example of determining a grade-point average:

| Course | Credit Hours Attempted | Grade | Quality Points | Product |
|-----------------------|------------------------|-------|----------------|--------------|
| Course 1 | 3 | A | 4.00 | = 12.00 |
| Course 2 | 3 | B | 3.00 | = 9.00 |
| Course 3 | 3 | F | 0.00 | = 0.00 |
| Course 4 | 3 | C | 2.00 | = 6.00 |
| SUM OF PRODUCT | 12 | | | 27.00 |

$$\text{Grade Point Average (GPA)} = \frac{27.00}{12} = 2.25 \text{ GPA}$$

GRADE CHALLENGES

Grades posted to transcripts must be challenged before the end of the first week of the module immediately following the module for which the grade was received.

Students have the right to contest grades assigned to them. Students who desire to contest a grade must follow this procedure:

1. Schedule an appointment with the instructor who has assigned the grade. Discuss the matter with him/her asking him/her to review the basis for assigning the grade. If the disagreement about the grade is resolved in this discussion, the instructor should initiate any needed change in the grade.
2. If not resolved in Step 1 above, schedule an appointment with the Director of Education to review the basis for assigning the grade. The Director of Education may wish to consult individually with the student and instructor. If the disagreement about the grade is resolved in this discussion, grade change action (when needed) should originate through the instructor and be approved by the Director of Education.

EXCEPTION: In a situation where the grade in question involves a dispute between a student and the Director of Education, the appeal may move directly to Step 3.

3. If the matter is not resolved, the student must inform the instructor and the Director of Education that the case is being presented to the Campus Director for review.
4. A final review will be made by the Campus Director who will consult with all individuals involved. The grade in question may be upheld, or it may be declared invalid by the Campus Director. If declared invalid, the Campus Director may take the following action:
 - a. Ask that the student be given a comprehensive examination by the Program Director to establish a grade of record.
 - b. Assign an "Incomplete" or other grade (each with the Campus Director's signature rather than the Instructor's).

The right to contest a grade expires at the end of the first week of the module immediately following the module for which the grade was received. After that time, no changes will be made in recorded grades. The Campus Director may waive this time limit only in unusual circumstances. When a student contests a grade assigned by an instructor no longer employed by the institution, Step 1 above does not apply.

GRADE REPORTS

Grades are one measure of a student's ability to meet employment standards in the fields for which s/he is preparing. Reports showing the final grade earned in each course and grade point averages are issued to students upon completion of each module.

Students demonstrating unsatisfactory work at the mid-point of a module are notified by instructors through mid-term reports. Students are encouraged to discuss their progress with their instructors throughout each course. Students with questions about grades should contact their instructor immediately upon receiving the grade.

GRADUATION REQUIREMENTS

Candidates for graduation must:

- Complete successfully all courses and credits required for the diploma or certificate program
- Earn a cumulative overall grade point average of at least 2.0
- Complete all competency and skill performance testing required for the program
- Earn the final 50 percent of the total hours of credit, including 50 percent of the total required hours in the major area of study, as matriculated students at NCE
- Complete and submit an Application for Graduation
- Attend any required graduation meeting(s) and seminars
- Attend exit interview(s) conducted by the Financial Aid Director if the student has utilized student loans
- Attend exit interview with the Career Services office and submit an approved resume, cover letter, and three references together with career portfolio
- Be free of all indebtedness to the School

TRANSCRIPTS

A full and complete record of every course for which a student registers is maintained on a secure, computerized student records system that is backed up systematically. The record of all credits attempted and earned is posted to this record concurrent with the issuance of grade reports to students.

Student financial aid and academic files are maintained for a minimum of 5 years. Student transcripts are retained indefinitely.

One unofficial transcript will be provided to the student at no charge, upon request. Official transcripts provided to any institution or agency designated by the student will incur a charge of \$10.00 each. Students who have not satisfied their financial obligations to the school are not eligible to receive or request transcripts. A written authorization by the student is required for the school to release an Official Transcript.

HONORS

Dean's List: Full-time students (12 or more credits) are recognized for Dean's List honors when they have earned a semester grade point average of 3.5 or higher, and an attendance rate of over 80%.

Honor's List: Part-time students (11 or less credits) are recognized for Honor's List honors when they have earned a semester grade point average of 3.5 or higher, and an attendance rate of over 80%.

Diploma graduates whose cumulative grade point averages meet the following criteria are graduated with the honors indicated:

| | |
|------|------------------|
| 3.25 | With Distinction |
|------|------------------|

Attendance Honors: Students who attend every class every day during a module will receive a perfect attendance award certificate.

STANDARDS OF SATISFACTORY ACADEMIC PROGRESS (SAP) (For term-based, non-term credit hour, and clock hour programs)

A student must meet the following standards of academic achievement and successful course completion while enrolled at National Career Education. SAP applies to **all** students, full or part time status, and periods of enrollment regardless of whether or not the student receives financial aid. Student enrollment status is determined at the end of the drop/add period. All courses in a program must be successfully completed with a minimum cumulative grade point average of 2.0 in order for a student to graduate from the program. Permanent records are maintained for every student indicating courses completed and grades earned. A student is in good standing at the institution when allowed to enroll for the next term as a regular student during any given enrollment period.

Evaluation Points: All academic SAP reviews begin on the date the student enters the school and are cumulative in nature. SAP is determined by measuring the student's cumulative grade point average (CGPA) and the student's rate of progress toward completion of course credits or clock hours attempted in the academic program (pace). The calculated CGPA and pace are compared against thresholds to determine whether or not the student meets SAP (at or above threshold). For **credit hour** programs, credits attempted are those credits for which the student is enrolled at the end of the drop/add period of an academic period. For **clock hour** programs, the clock hours attempted are the clock hours attended for courses that the student is enrolled in after the drop/add period. The student's progress will be evaluated at the end of each payment period.

- For programs measured in **credit hours** (for financial aid purposes), a payment period corresponds with a quarter or semester for term programs; or half of the academic year, or remaining portion thereof, for non-term credit hour programs.
- For programs measured in **clock hours** (for financial aid purposes), a payment period is one half of the length of the academic year or remaining portion thereof, as measured in hours completed. Hours completed are hours of posted attendance, not hours scheduled. Missing scheduled classes can extend a student's payment period and can delay the SAP evaluation.

SAP is also specifically evaluated following the completion of the each academic year or at 50% of the normal program length if the program is one academic year or less

- For programs measured in **credit hours** (for financial aid purposes), this evaluation point will occur at the end of the payment period corresponding to the period during which the academic year is reached.
- For programs measured in **clock hours** (for financial aid purposes), this evaluation point will occur at the point where a student has actually attended scheduled classes for an hourly total

corresponding to an academic year. This point may or may not coincide with a term boundary. Missing scheduled classes may delay the evaluation point beyond the original projection.

The required performance thresholds for academic year evaluation points are identical to the thresholds applied for the end of any other payment period. If a student is currently on an academic plan designed to reestablish SAP and reaches an academic year evaluation point, the academic plan is reviewed to ensure that the student is continuing to meet the plan. The plan may be restructured at that time.

Satisfactory Progress Thresholds: Students must meet the following qualitative and quantitative standards:

Cumulative grade point average (CGPA) (qualitative standard) = 2.0 or above

Pace (quantitative standard) = $66\frac{2}{3}\%$ or above

At the end of any measurement period, if a student's CGPA is below 2.0 or a student's pace is below $66\frac{2}{3}\%$, the student's academic progress is considered to be unsatisfactory.

Maximum Timeframe/Maximum Program Length: A student must complete an academic program in no more than one and one-half (1.5) times the published normal program length. A student cannot exceed the Maximum Timeframe and still receive his or her original credential, unless an appeal is made and upheld as described elsewhere in this section.

To determine the maximum timeframe for programs measured in credit hours (for financial aid purposes), take the published number of credit hours necessary to graduate and multiply by 1.5. Example:

96 Published Program Credits
x 1.5 Maximum Timeframe
144 Maximum Attempted Credits Permitted to Complete Program

The maximum timeframe for programs measured in **clock hours** (for financial aid purposes) will vary, depending on a student's status as a full-time or part-time student. The maximum timeframe will have both a clock hour limit and a calendar time limit. For all programs and all enrollment statuses the clock hour limit is 1.5 times the published length of the program in clock hours. For calendar time limits, the program listing in the catalog will list separate program lengths in weeks for full-time students and for part-time students. In a clock hour program, a full-time student is a student scheduled for at least 24 clock hours per week. To determine the maximum timeframe for programs measured in clock hours (for financial aid purposes), take the appropriate (full-time or part-time) published length of the program in weeks and multiply by 1.5. Fractions of a week should be rounded up to the next whole week.

Example:

48 Published Program Length
x 1.5 Maximum Timeframe
72 Maximum Weeks permitted to Complete Program Clock Hours

Or,

1200 Published Clock Hours
X 1.5 Maximum Timeframe
1800 Maximum Clock Hours Attempted Permitted to Complete the Program

If, at any time, a student cannot complete his or her program of study within the Maximum Timeframe, he or she is immediately considered mathematically unable to continue and will be dismissed from his or her program of study. This action may be appealed by following the appeal procedure outlined elsewhere in this section.

Unsatisfactory Academic Progress: Students not meeting SAP are subject to dismissal from their program of study and are ineligible to receive financial aid, except under special circumstances. When a student's progress is evaluated as prescribed and his or her academic performance is below either of the thresholds required to maintain SAP, the student's academic progress will be projected to determine if and when it would be possible for the student to reestablish SAP.

Financial Aid Warning: If a student's progress, measured at the end of a payment period, is determined to be unsatisfactory AND a projection indicates that it is possible to reestablish SAP by the end of the subsequent payment period, the school may place the student on Financial Aid Warning status for one payment period. The student will be advised of the performance necessary to reestablish SAP. A student on Financial Aid Warning is still

eligible to receive financial aid. If, at the end of the payment period during which the student was placed on Financial Aid Warning status, the student's academic progress is above both thresholds for SAP the student is removed from Financial Aid Warning status. If, at the end of the payment period during which the student was placed on Financial Aid Warning status, the student's academic progress is not above both SAP thresholds for pace and CGPA, the student is no longer eligible to receive financial aid and no longer eligible to remain in school. This decision is subject to appeal by the student as defined below.

Appeals of adverse determinations: Students who are ineligible to receive financial aid and are academically ineligible to continue due to unsatisfactory academic progress are advised immediately following the determination. Students may submit a written appeal to the Academic Review Committee.

This appeal must be filed within five (5) business days of notification of the decision and must, at a minimum, explain in writing the circumstances that led to their unsatisfactory academic performance and also explain why they feel that these circumstances will not be a factor going forward. The Academic Review Committee will consider all information including potential mitigating circumstances provided by the student such as illness or other personal medical issues, family situations, financial obligations or other circumstances presented by the student. The Academic Review Committee will uphold or deny the appeal within five (5) business days following receipt of the appeal from the student. A student who has been dismissed due to unsatisfactory academic progress must have an appeal upheld prior to the drop/add date in any term in order to attend classes in that particular term.

If an appeal is denied, the student will remain dismissed and ineligible to receive financial aid. There is no limit to the number of appeals that a student may make.

If the appeal is upheld, the student will be placed on **Financial Aid Probation** status for one payment period, an academic plan will be created for the student, and the student will be considered eligible to receive financial aid. The academic plan must be structured so that a student reestablishes SAP prior to exceeding the Maximum Timeframe. The student's performance against the academic plan will be analyzed at the end of each payment period. If, at the end of a payment period, the student's performance is consistent with the terms of the academic plan, the student remains eligible to receive financial aid and may continue in school for the subsequent payment period. If, at the end of a payment period, the student's performance is unsatisfactory, the student will be dismissed from his or her program of study. Students on academic plans will be advised at the end of each payment period to ensure that they understand their performance during this time and how it compares against the plan. A student may reestablish satisfactory academic progress at any time if s/he successfully completes a payment period with a CGPA at or above 2.0 **and** a pace at or above 66 ²/₃%. Students who reestablish satisfactory academic progress are advised that they no longer need to be on an academic plan and remain eligible to receive financial aid.

The table below summarizes financial aid eligibility and eligibility for an appeal based on a student's status at the beginning and end of any given payment period.

| Status at beginning of payment period | Status at end of payment period | Financial aid eligible? | Eligible for appeal? |
|--|--|--------------------------------|-----------------------------|
| Satisfactory SAP | Satisfactory SAP | Yes | N/A |
| Satisfactory SAP | Unsatisfactory SAP | No* | Yes* |
| Financial Aid Warning | Satisfactory SAP | Yes | N/A |
| Financial Aid Warning | Unsatisfactory SAP | No | Yes |
| Financial Aid Probation | Satisfactory SAP | Yes | N/A |
| Financial Aid Probation | Unsatisfactory SAP Making academic plan | Yes | N/A |
| Financial Aid Probation | Unsatisfactory SAP Not making academic plan | No | No – program dismissal |
| On academic plan | Making academic plan | Yes | N/A |
| On academic plan | Not making academic plan | No | No – program dismissal |
| On academic plan | Satisfactory SAP | Yes | N/A |

**In some cases, a student may automatically be placed on Financial Aid Warning in this situation. Students in Financial Aid Warning status are eligible for financial aid and appeals are not necessary for students in this status. See "Financial Aid Warning" above for more details.*

English as a Second Language: NCE does not currently offer ESL classes (English as a Second Language). All instruction is provided in English.

Change of Major/Educational Objective: When a student transfers to a new program, the total program length of the new program is used as a basis for determining normal program length and maximum program length/maximum timeframe. All previously attempted coursework that is applicable in the new program is carried forward into the new program, whether it was completed successfully or not (i.e., including grades of F, WF, WP or W), for the purposes of calculating both qualitative (CGPA) and quantitative (pace) academic progress. Coursework brought forward is applied to these progress calculations as described in the Standards of Academic Progress policy. Existing academic year boundaries are preserved, based on the previously applicable coursework that is transferred into the new program. If satisfactory academic progress cannot be established at the outset of the program transfer, the transfer will not be approved.

Transfer Credits: Transfer credits are entered as grades of "T1" which are not computed in a student's qualitative grade point average. Transfer credits are counted as credits attempted and earned for the purposes of calculating a student's pace of progress in the program. See also Advanced Standing by Transfer Credit in this catalog.

Students who transfer between campuses of an institution that have a main campus with additional locations will have all applicable coursework transferred, both successful and unsuccessful. Grades will be entered as A1, B1, C1, F1, W1, WF1, WP1, S1 or U1, indicating such a transfer. These grades will be used in calculating **both** qualitative grade point average and pace of progress as defined in the Standards of Academic Progress policy.

Additional Degrees/Diplomas: Degree or diploma students who wish to remain continuously enrolled and pursue an additional program must complete all requirements of the first program before enrolling in a subsequent program. Any successfully completed courses that are contained in the subsequent program will be counted towards completion of that program.

STANDARDS OF SATISFACTORY ACADEMIC PROGRESS FOR VA STUDENTS

Veterans and eligible persons using veterans benefits who fail to achieve a C (2.0) cumulative grade point average for any term will be placed on probation for the next academic term. Such students must attain a C (2.0) cumulative grade point average by the end of the second term after being placed in a probationary status to remain eligible for VA benefits. Failure to do so will result in the veteran student being terminated from veteran's benefits and the VA so notified. A veteran student who is terminated for unsatisfactory academic progress may be re-certified by the VA to receive veteran's benefits after attaining the 2.0 cumulative grade point average required for satisfactory progress.

6. PROGRAMS OF STUDY

Diploma Programs

Lab Assistant/ EKG Technician/Phlebotomist

Medical Assistant

Optical/Optomeric Assistant

LAB ASSISTANT/ EKG TECHNICIAN/PHLEBOTOMIST
Diploma Program

Vocational Objective:

Upon completion of the Laboratory Assistant, EKG Technician/Phlebotomist course, the graduate will be able to obtain an entry level position as an EKG Technician/Lab Assistant or Phlebotomist, performing several laboratory procedures in hematology, bacteriology, urinalysis, electrocardiography, fecal and phlebotomy. In addition, the student will be able to take vital signs. The graduate will have appropriate communication skills and be CPR certified.

Job titles upon graduation will include EKG Technician, Laboratory Assistant and Phlebotomist.

DOT CODE: 078.687-010; 078.362-018; 079.364-022

| Course Requirements | | Semester Credit Hours | Clock Hours |
|--------------------------------------|--------------------|--------------------------|-------------|
| GS101 | Career Development | 2 | 40 |
| LA101 | Module A | 3.5 | 80 |
| LA201 | Module B | 3.5 | 80 |
| LA301 | Module C | 3.5 | 80 |
| LA401 | Module D | 3.5 | 80 |
| LA501 | Module E | 3.5 | 80 |
| LA601 | Module F | 3.5 | 80 |
| LA701 | Module G | 3.5 | 80 |
| EXT801 | Externship | 3.56 | 160 |
| Total Required for Graduation | | 30.06 | 760 |

Day and Evening Classes

34 weeks

1 module at 2 weeks/module

7 modules at 4 weeks/module

5 hours/day (Monday-Thursday)

Externship must be completed on a schedule set by the externship site, which is generally a day schedule.

Semester Credits/Classroom Hours Breakdown:

Classroom Hours (760 Hours)

215 Hrs. Lecture

385 Hrs. Clinical/Lab

160 Hrs. Externship

- Semester Credit based on Federal Regulation (FR) formula: 20.27 Semester Credits
- Semester Credit based on ACCSC formula: 30.06 Semester Credits

This program is considered a clock-hour program for financial aid purposes. The following information applies to all students who begin classes (or who re-enter school) after July 1, 2011.

Program Length information:

The program length in clock-hours for this program is 34 Weeks (926 Hours). The maximum timeframe for this program is 1,389 clock-hours. These clock hour figures apply to both full and part-time students.

The calendar limits are as follows:

Full-time students – normal program length is 34 weeks – maximum timeframe is 51 weeks.

Effective, July 1, 2011, all required program disclosure information regarding National Career Education programs is available on line at <http://disclosure.nceschool.edu>

MEDICAL ASSISTANT
Diploma Program

Vocational Objective:

Upon successful completion of the Medical Assistant course, the graduate will be able to obtain an entry level position as a Medical Assistant, assisting the physician in medical office examinations; perform basic laboratory skills and procedures; perform back office procedures, such as, to record, monitor, and mount electrocardiograms, complete physical examinations, tray set-ups, injections, positioning and draping, and charting a patient's medical history. In the front office, the Medical Assistant will perform the administrative duties of the office including bookkeeping, record management, appointment scheduling, insurance, and medical practice management.

Job titles upon graduation will include Medical Assistant and front office personnel.

DOT CODE: 079.362-010

| Course Requirements | | Semester Credit Hours | Clock Hours |
|--------------------------------------|--------------------|--------------------------|-------------|
| GS101 | Career Development | 2 | 40 |
| MA101 | Module A | 3.5 | 80 |
| MA201 | Module B | 3.5 | 80 |
| MA301 | Module C | 3.5 | 80 |
| MA401 | Module D | 3.5 | 80 |
| MA501 | Module E | 3.5 | 80 |
| MA601 | Module F | 3.5 | 80 |
| MA701 | Module G | 3.5 | 80 |
| EXT801 | Externship | 3.56 | 160 |
| Total Required for Graduation | | 30.06 | 760 |

Day and Evening Classes

34 weeks

1 module at 2 weeks/module

7 modules at 4 weeks/module

5 hours/day (Monday-Thursday)

Externship must be completed on a schedule set by the externship site, which is generally a day schedule.

Semester Credits/Classroom Hours Breakdown:

Classroom Hours (760 Hours)

215 Hrs. Lecture

385 Hrs. Clinical/Lab

160 Hrs. Externship

- Semester Credit based on Federal Regulation (FR) formula: 20.27 Semester Credits
- Semester Credit based on ACCSC formula: 30.06 Semester Credits

Program Length information:

The program length in clock-hours for this program is 34 Weeks (926 Hours). The maximum timeframe for this program is 1,389 clock-hours. These clock hour figures apply to both full and part-time students.

The calendar limits are as follows:

Full-time students – normal program length is 34 weeks – maximum timeframe is 51 weeks.

Effective, July 1, 2011, all required program disclosure information regarding National Career Education programs is available on line at <http://disclosure.nceschool.edu>

OPTICAL/OPTOMETRIC ASSISTANT
Diploma Program

Vocational Objective:

Upon successful completion of this program, the graduate will possess all the necessary skills to be an entry-level technician who can prepare eyeglasses to fill a doctor's prescription. Concepts of contact lenses will be introduced. This program provides the graduate with the knowledge and skills for a variety of entry-level positions assisting ophthalmologists, opticians, optometrists or other eye care professionals.

Job titles upon graduation will include Optical Assistant or Optometric Assistant.

DOT CODE: 716.382-018

| Course Requirements | | Semester Credit Hours | Clock Hours |
|--------------------------------------|--------------------|----------------------------------|--------------------|
| GS101 | Career Development | 2 | 40 |
| OP101A | Module A | 3.5 | 80 |
| OP201A | Module B | 3.5 | 80 |
| OP301A | Module C | 3.5 | 80 |
| OP401A | Module D | 3.5 | 80 |
| OP501A | Module E | 3.5 | 80 |
| OP601A | Module F | 3.5 | 80 |
| OP701A | Module G | 3.5 | 80 |
| EXT801 | Externship | 3.56 | 160 |
| Total Required for Graduation | | 30.06 | 760 |

Day and Evening Classes

34 weeks

1 module at 2 weeks/module

7 modules at 4 weeks/module

5 hours/day (Monday-Thursday)

Externship must be completed on a schedule set by the externship site, which is generally a day schedule.

Semester Credits/Classroom Hours Breakdown:

Classroom Hours (760 Hours)

215 Hrs. Lecture

385 Hrs. Clinical/Lab

160 Hrs. Externship

- Semester Credit based on Federal Regulation (FR) formula: 20.27 Semester Credits
- Semester Credit based on ACCSC formula: 30 Semester Credits

Program Length information:

The program length in clock-hours for this program is 34 Weeks (926 Hours). The maximum timeframe for this program is 1,389 clock-hours. These clock hour figures apply to both full and part-time students.

The calendar limits are as follows:

Full-time students – normal program length is 34 weeks – maximum timeframe is 51 weeks.

Effective, July 1, 2011, all required program disclosure information regarding National Career Education programs is available on line at <http://disclosure.nceschool.edu>

7. COURSE DESCRIPTIONS

Course Numbering System

Two or three letters followed by three numbers identify courses. The letters indicate the following subject areas:

| | |
|----|--|
| GS | General Studies |
| LA | Lab Assistant, EKG Technician/Phlebotomist |
| MA | Medical Assistant |
| OP | Optical/Optomeric Assistant |

Course hours are identified within the course description.

All courses are generally offered during each academic year; however, not every subject is offered every term.

(AA-BB-CC-E, DD) at the ending of each course description where AA is Lecture hours, BB is Lab hours, CC is Externship Hours, DD is Outside Hours, and E is Total Semester Credit Hours

LABORATORY ASSISTANT/ EKG TECHNICIAN/PHLEBOTOMIST

GS 101 Career Development

40 Clock Hours/2 Semester Credit Hours

This course examines issues relevant to an individual's professional success. Topics include motivation, self-esteem, attitudes, goal setting, time management, health and stress, communication, family, employment, HIPAA and OSHA. Students begin the creation of their professional portfolios. *Prerequisites: NONE (40-0-0-2.5, 10)*

LA 101 Module A

80 Clock Hours/3.5 Semester Credit Hours

Course is designed as an introduction to phlebotomy. Related procedures, complications, and special considerations for draws are discussed. Blood collection and venipuncture are also covered. Human relations and human behavior is covered as well. Students will apply all information presented in a hands-on laboratory setting under instructor supervision. *Prerequisites: GS 101 (25-55-0-3.5, 20)*

LA 201 Module B

80 Clock Hours/3.5 Semester Credit Hours

Laboratory techniques are covered to include safety, isolation, hand washing, lab equipment and glassware, specimen handling, quality assurance, medical asepsis, and microscopic procedures are discussed. Additional work is provided in blood collection and venipuncture. Students will apply all information presented in a hands-on laboratory setting under instructor supervision.

Prerequisites: GS 101 (25-55-0-3.5, 20)

LA 301 Module C

80 Clock Hours/3.5 Semester Credit Hours

This module is a course in anatomy and physiology. Vital signs and CPR are also covered. Additional work is provided in blood collection and venipuncture. Students will apply all information presented in a hands-on laboratory setting under instructor supervision. *Prerequisites:*

GS 101 (25-55-0-3.5, 20)

LA 401 Module D

80 Clock Hours/3.5 Semester Credit Hours

This course also provides an overview of the urinary system, urinalysis and microscopic procedures. Course provides instruction in chemistry as well. Additional work is provided in blood collection and venipuncture. Students will apply all information presented in a hands-on laboratory setting under instructor supervision. *Prerequisites:*

GS 101 (25-55-0-3.5, 20)

LA 501 Module E

80 Clock Hours/3.5 Semester Credit Hours

Course is an introduction to blood cells and hematology, RBC & WBC hematology, and differential count of WBC. Coagulation Studies are also included in the course. Instruction is also provided in blood banking and medical law and ethics. Additional work is provided in blood collection and venipuncture. Students will apply all information presented in a hands-on laboratory setting under instructor supervision. *Prerequisites:*

GS 101 (25-55-0-3.5, 20)

LA 601 Module F**80 Clock Hours/3.5 Semester Credit Hours**

Course provides instruction in pharmacology, drug testing, microbiology and serology instruction. Additional work is provided in blood collection and venipuncture. Students will apply all information presented in a hands-on laboratory setting under instructor supervision. *Prerequisites: GS 101 (25-55-0-3.5, 20)*

LA 701 Module G**80 Clock Hours/3.5 Semester Credit Hours**

This course focuses on the cardiovascular system, electrocardiography, arrhythmia interpretation, and specialized cardiac procedures. Additional work is provided in blood collection and venipuncture. Students will apply all information presented in a hands-on laboratory setting under instructor supervision. *Prerequisites: GS 101 (25-55-0-3.5, 20)*

EXT 801 Externship*160 Clock Hours/3.5 Semester Credit Hours**

After completing the required coursework, students proceed to an externship at an approved site. The externship provides the student with a realistic work environment in which to apply the skills learned in the classroom. Externs performed their work under supervision of assigned personnel at site. Timesheets signed by the supervisor are submitted weekly to the school to document externship attendance. All externship hours must be completed to fulfill the requirements of the externship. *Prerequisites: LA 101, LA 201, LA 301, LA 401, LA 501, LA 601, LA 701. Prerequisites: Student must complete LA 101, LA 201, LA 301, LA 401, LA 501, LA 601, and LA 701 to be eligible for participation in the externship class EXT 801. (0-0-160-3.5, 16)*

MEDICAL ASSISTANT (MA)**GS101-Career Development****40 Clock Hours/2 Semester Credit Hours**

Course that examines issues relevant to an individual's professional success. Topics include motivation, self-esteem, attitudes, goal setting, time management, health and stress, communication, family, and employment. Students begin the creation of their professional portfolios. (40-0-0-2.5, 10)

MA101-Module A**80 Clock Hours/3.5 Semester Credit Hours**

Introductory course in medical law and ethics, pharmacology, administration of medication, and injection methods and techniques. Additional instruction is provided in anatomy and physiology; including cells, tissues, membrane and integumentary systems. Instruction in medical terminology and typing is included. Prerequisite: GS101. (25-55-0-3.5,20)

MA201-Module B**80 Clock Hours/3.5 Semester Credit Hours**

Course provides instruction on basic medical techniques and procedures in medical asepsis, surgical tray set-up, instrument identification, visual acuity testing, positioning and draping, physical exams, and anatomy and physiology. Instruction in medical terminology and typing is included. Prerequisite: GS101. (25-55-0-3.5,20)

MA301-Module C**80 Clock Hours/3.5 Semester Credit Hours**

Instruction is provided in medical office management; including appointment scheduling, telephone techniques, bookkeeping, accounting for payroll, petty cash, and disbursement journal. Additional instruction in anatomy and physiology is also provided. Instruction in medical terminology and typing is included. Prerequisite: GS101 (25-55-0-3.5,20)

MA401-Module D**80 Clock Hours/3.5 Semester Credit Hours**

Core instruction for this module focuses on the cardiac system: cardiac cycle, vital signs, and electrocardiograph. Course also provides introductory instruction in pediatrics, pregnancy, and the reproductive system. Additional work in anatomy and physiology is provided. Instruction in medical terminology and typing is included. Prerequisite: GS101 (25-55-0-3.5,20)

MA501-Module E**80 Clock Hours/3.5 Semester Credit Hours**

Course of instruction introduces the student to medical insurance and billing and coding. Additional instruction in anatomy and physiology is provided. Instruction in medical terminology and typing is included. Prerequisite: GS101 (25-55-0-3.5,20)

MA601-Module F**80 Clock Hours/3.5 Semester Credit Hours**

Laboratory safety, testing, inventory and supplies are covered in this course of instruction. Advanced instruction in venipuncture and capillary puncture is provided. Additional instruction in anatomy and physiology is also provided. Instruction in medical terminology and typing is included. Prerequisite: GS101 (25-55-0-3.5,20)

MA701-Module G**80 Clock Hours/3.5 Semester Credit Hours**

Course of instruction covers the urinary system, urinalysis, alicroscope, pulse oxymeter, CPR. Additional instruction in human relations and human behavior, along with additional work in medical terminology and typing is provided. Prerequisite: GS101 (25-55-0-3.5,20)

EXT801-EXTERNSHIP**160 Clock Hours/3.5 Semester Credit Hours**

After completing the required coursework, students proceed to an externship at an approved site. The externship provides the student with a realistic work environment in which to apply the skills learned in the classroom. Externs performed their work under supervision of assigned personnel at site. Timesheets signed by the supervisor are submitted weekly to the school to document externship attendance. All externship hours must be completed to fulfill the requirements of the externship. *Prerequisites:GS101, MA 101, MA 201, MA 301, MA 401, MA 501, MA 601, MA 701. (0-0-160-3.5,16)*

OPTICAL/OPTOMETRIC ASSISTANT**GS101-Career Development
Hours****40 Clock Hours/2 Semester Credit**

Course that examines issues relevant to an individual's professional success. Topics include motivation, self-esteem, attitudes, goal setting, time management, health and stress, communication, family, and employment. Students begin the creation of their professional portfolios. (40-0-0-2, 10)

OP 101 Module A**80 Clock Hours/3.5 Semester Credit Hours**

This course focuses on the primary part of the human eye and explains its function and common disorders. It also includes the theory of light, reflection and refraction as well as identifying various lens materials and their uses. Frame materials and their use are also discussed as well as making proper recommendations for lens styles according to people's lifestyle. (25-55-0-3.5, 20)

OP 201 Module B**80 Clock Hours/3.5 Semester Credit Hours**

This course describes prisms and their use in relation to optics. Terms relating to Optical centration & interpupillary measurements are also discussed. Also include are the uses of ophthalmic equipment as well as ANSI standards for spectacles. Mathematic calculations related to Optics are also discussed. Manufacturing processes for spectacles are discussed & practiced as well. (25-55-0-3.5, 20)

OP301 Module C**80 Clock Hours/3.5 Semester Credit Hours**

This courses focuses on low vision aids as well as terminology related to dispensing and problem solving. Proper use of ophthalmic hand tools are also discussed and practiced as well as frame repairs and adjustments. Laws pertaining to the field of Optics are also discussed in this course. Also, proper telephone techniques as well as handling difficult patients are discussed. (25-55-0-3.5, 20)

OP401 Module D**80 Clock Hours/3.5 Semester Credit Hours**

The physiology of the cornea is the focus of this course. The history and evolution of contact lenses are discussed. Also explained are the advantages and disadvantages of contact lenses. Terms relating to soft and hard contact lenses are discussed as well. Ophthalmic equipment used for contact lenses as well as proper care & cleaning of contact lenses are discussed and demonstrated. (25-55-0-3.5, 20)

OP501 Module E**80 Clock Hours/3.5 Semester Credit Hours**

The science of perimetry and tonometry is discussed in this course. Terminology related to eye diseases are discussed and explained. Bookkeeping rules as well as basic computer functions related to appointment scheduling are discussed as well. Basic insurance types and coverage are defined and explained as well. (25-55-0-3.5, 20)

OP 601 Module F**80 Clock Hours/3.5 Semester Credit Hours**

This course focuses on bookkeeping, payroll, appointment scheduling and payroll. Also explained are accounts payables and sales. Pharmacology law and low vision aids are discussed in this course as well. National Standards for the field of Optics are also discussed in this course. (25-55-0-3.5, 20)

OP701 Module G**80 Clock Hours/3.5 Semester Credit Hours**

The focus of this course includes knowledge of basic ophthalmic photography and iridology. Also covered in this course is basic knowledge of ocular pharmacology. Basic illuminations of the slit lamp and other prescreening devices for common eye diseases are discussed as well. An introduction to ocular medical procedures is also provided. In relation to this, knowledge on the use of ICD and CPT coding books for insurance billing is also covered. (25-55-0-3.5, 20)

EXT801-EXTERNSHIP**160 Clock Hours/3.5 Semester Credit Hours**

After completing the required coursework, students proceed to an externship at an approved site. The externship provides the student with a realistic work environment in which to apply the skills learned in the classroom. Externs performed their work under supervision of assigned personnel at site. Timesheets signed by the supervisor are submitted weekly to the school to document externship attendance. All externship hours must be completed to fulfill the requirements of the externship. Prerequisites: OPT 101, OPT 201, OPT 301, OPT 401, OPT 501, OPT 601, OPT 701. (0-0-160-3.5, 16)

8. ORGANIZATION AND STRUCTURE

ORGANIZATION

National Career Education is a wholly owned subsidiary of National Career Education, Inc. National Career Education, Inc. is a privately owned corporation, which owns and operates affiliated campuses in Rancho Cordova and Santa Clara, California and San Antonio Texas. National Career Education, Inc. is in turn owned by Delta Career Education Corporation a privately owned corporation.

The address of the principal corporate office is 5712 Cleveland Street, Suite 150, Virginia Beach, VA 23462, telephone number 757-497-2334, and fax 757-497-8331. The electronic contact information of the principal corporate office is found at www.deltaed.com. The email address is inquiries@deltaed.com.

The affairs of the Institution are managed by the governing board and the Campus Director.

GOVERNING BOARD and OFFICERS

The governing board of Delta Career Education Corporation is as follows:

R. David Andrews, Chairman
San Francisco, California

Joseph A. Kennedy, III, Vice Chairman
Virginia Beach, Virginia

William. E. Lynn
San Francisco, California

Nicholas A. Orum
San Francisco, California

John M. Rogers
San Francisco, California

Alan Sussna
Virginia Beach, Virginia

The corporate officers and governing board members of National Career Education are::

Alan Sussna, President and Chief Executive Officer, Board Member
Joseph A. Kennedy, III, Vice Chairman
Kevin A. Smith, Chief Financial Officer, Treasurer, and Secretary

9. FACULTY AND STAFF DIRECTORY

Staff

| | |
|--------------------|--|
| Anna Selga | Campus Director |
| Dinesh Payroda | Director of Education |
| Michael Collins | Director of Admissions |
| Lanaya Trejo | Director of Career Services |
| Carolyn West | Financial Services Manager |
| Sandy Neel | Human Resources/Payroll |
| Tommy Hartway | Tuition Planning/Financial Aid Officer |
| Adrianna Treadway | Tuition Planning/Financial Aid Officer |
| Pearl Iulio | Registrar/Student Services |
| Mary Trujillo | Student Success Coordinator |
| Steve Anderson | Director of Phlebotomy Program |
| Eve Ramirez | Career Services Specialist |
| Wesley Williams | Senior Admissions Representative |
| Marji English | Admissions Representative |
| Linda Walubengo | Admissions Representative |
| Christopher Wilson | Admissions Representative |
| Marie McJamerson | Admissions Representative |
| Aleesha Schiro | Admissions Representative |
| Danielle Stumpf | Admissions Representative |
| Camille Watts | Admissions Representative |
| Olga Mikelonis | Business Office Assistant |
| Crystal Roberts | Administrative Assistant |
| Susan Rickert | Administrative Assistant |

Faculty

| | |
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| Sarom Saelee | Certified Phlebotomy Technician. Medical Assistant and Medical Billing/Coding. Experienced in various phlebotomy settings (inpatient, outpatient, et al.) Instructor - Laboratory Assistant/EKG Technician/Phlebotomy Program |
| Rajendra Singh | Medical Laboratory Technology Diploma, Fiji School of Medicine; 20+ years experience in medical lab field; Department Head and Medical Laboratory Instructor, Fiji School of Medicine. Instructor - Laboratory Assistant/EKG Technician/Phlebotomy Program |
| Cheryl Coomes | Graduate National Career Education Laboratory Assistant/EKG Technician/Phlebotomy program. Certified Phlebotomy Technician. Kaiser Permanente Laboratory Assistant Instructor - Laboratory Assistant/EKG Technician/Phlebotomy Program |
| Samay Omary | Certified Phlebotomy Technician. Experienced in various phlebotomy settings (inpatient, outpatient, et al.) Instructor - Laboratory Assistant/EKG Technician/Phlebotomy Program Instructor - Laboratory Assistant/EKG Technician/Phlebotomy Program |
| Richie Klimowicz | Certified Phlebotomy Technician. Experienced in various phlebotomy settings (inpatient, outpatient, et al.) Instructor - Laboratory Assistant/EKG Technician/Phlebotomy Program |
| Dr. Hanna M. Guirguis | OBGYN Alexandria Medical School, Egypt. Bachelor Degree Internal Medicine and Surgery. Instructor - Medical Assistant Program |
| Dr. Hany Tawadrous | Internal Medicine, Alexandria Medical School, Egypt. Instructor - Medical Assistant Program |
| Kelly Campbell | Medical Assistant. Experienced in various phlebotomy settings and various medical facilities (inpatient, outpatient, et al.) |

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| Tyesha Jones | Medical Assistant. Experienced in various phlebotomy settings and various medical facilities (inpatient, outpatient, et al.) |
| Michael Jensen | ABO Certified, Over twenty years of experience in the field of Optics through various private practices as well as retail establishments Instructor – Optical/Optometric Assistant Program |
| Jessica Davis | ABO Certified, Over four years of experience in various facets of the optical industry (e.g. spectacles, contact lenses, et al) Instructor – Optical/Optometric Assistant Program |
| Nina Nguyen | Graduate UC Davis, current Doctor of Pharmacy student California Northstate School of Pharmacy, Intern Pharmacist – CVS Pharmacy, UC Davis Veterinary Hospital. PTCB Certified. Instructor – Career Development |
| Rebekah Wilson | Graduate UC Davis – Bachelor of Arts in Socio-Cultural Anthropology, Studio Arts Instructor – Career Development |
| Anne Conway | California Certified Medical Assistant, Vocational Instructor Program – UC Berkley, California Medical Assistants Association Member, CCBMA Board Member, Completed Idaho Commission for Libraries – Alternative Basic Library Education (ABLE Program) Librarian |

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