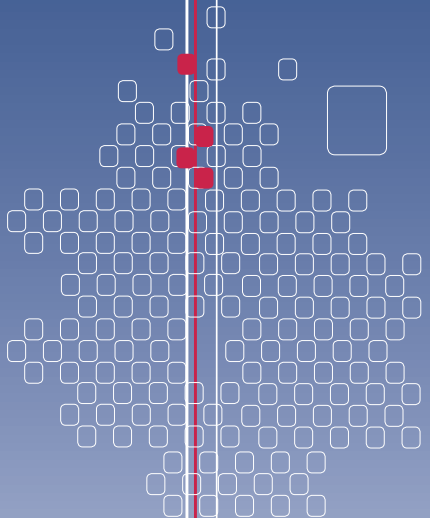




STUDENT HANDBOOK



CALIFORNIA
COLLEGE
SAN DIEGO



We are dedicated to helping our students graduate and get a much better job sooner.

This is our mission.

Dear Future Graduate,

Our Credo above says it best. We want this to be a learning experience you'll enjoy from the beginning to graduation when we assist you to start a new career. At our college, you are not just a student, but a valued customer.

Our students come first. We are smaller, so my staff and instructors can give you more personalized attention than you might get at other colleges. The faculty and staff are friendly and helpful, and will do anything they can to help you graduate.

But education is a two-way street. For your part, you must do everything you can to learn and graduate. To get the most from your education, participate actively, commit to attending regularly, and dedicate yourself to becoming a graduate with a degree.

We'd like to acknowledge your decision and your commitment to furthering your education. People like you, who are taking charge of their personal lives and future, are the people who are achieving success.

Thank you for your trust and congratulations on this first, most important step.

Sincerely,

A handwritten signature in black ink that reads "Carl B. Barney". The signature is written in a cursive style with a large, sweeping initial "C" and "B".

Carl B. Barney
Chairman

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Information contained in this handbook is subject to change at the discretion of the College without prior notification.

This Student Handbook includes and in some cases summarizes information that is contained in the Student Catalog. In the event any discrepancy exists between the two publications, the Catalog shall take precedence.

Campuses



Denver, Colorado Campus – Main
1385 S Colorado Boulevard 5th Floor
Denver, CO 80222
Phone: 303-300-8740



Cheyenne, Wyoming Campus – Branch
6101 Yellowstone Road, Suite 101
Cheyenne, WY 82009
Phone: 307-637-2044



Colorado Springs Campus – Branch
3645 Citadel Drive South
Colorado Springs, CO 80909
Phone: 719-622-3600



Fort Collins Campus – Branch
4601 South Mason Street
Fort Collins, CO 80525
Phone: 970-225-4860



Flagstaff, Arizona Campus – Main
3012 East Route 66
Flagstaff, AZ 86004
Phone: 928-213-6060



Phoenix, Arizona Campus – Branch
9801 North Metro Center Parkway E
Phoenix, AZ 85051
Phone: 602-589-9860

Campuses



Ogden, Utah Campus – Main
1890 South 1350 West
West Haven, UT 84401
Phone: 801-622-1567



Provo Campus – Branch
1476 Sandhill Road
Orem, UT 84058
Phone: 801-418-1450



Logan Campus – Branch
755 South Main Street (Highway 89-91)
Logan, UT 84321
Phone: 435-792-6970



Salt Lake City Campus – Branch
383 West Vine Street
Murray, UT 84123
Phone: 801-281-7620



Boise, Idaho Campus - Branch
1444 South Entertainment Avenue
Boise, ID 83709
Phone: 208-383-4540



Idaho Falls – Branch
Idaho Falls is a branch campus of CollegeAmerica, Flagstaff, AZ.
3200 Channing Way, Suite A305
Idaho Falls, ID 83404
Phone: 208-528-7692

Campus



St. George – Branch
720 South River Road, Suite C-130
St. George, UT 84790
Phone: 435-628-9902



Layton – Satellite to Ogden
1660 West Antelope Drive, Ste. 115
Layton, UT 84041
Phone: 801-825-5759



Lehi – Satellite to Provo
1250 East 200 South, Ste.1G
Lehi, UT 84043
Phone: 801-653-2367



Nampa – Satellite to Boise
16819 North Marketplace Blvd.
Nampa, ID 83687
Phone: 208-467-0500



CALIFORNIA
COLLEGE
SAN DIEGO



San Diego Mission Valley Campus - Main
2820 Camino Del Rio South, Suite 300
San Diego, CA 92108
Phone: 619-680-4430

Campus



Independence University – Branch

4021 South 700 East, Suite 400

Salt Lake City, UT 84107

Phone: 801-262-7660



The College Credo

We are dedicated to helping our students graduate and get a much better job sooner.

This is our mission.

WELCOME TO YOUR COLLEGE

CollegeAmerica, Stevens-Henager College (including Independence University), and California College San Diego are part of a collegiate group of campuses that have a rich heritage in preparing ambitious individuals for their degrees and the careers they have selected. The purpose of this Handbook is to provide you, the student, with policies and procedures to ensure that you receive the maximum benefit from your experience with us.

A Brief History

CollegeAmerica has been in existence since the mid-1960s with campuses now in Cheyenne, Wyoming; Denver, Colorado Springs, Fort Collins, Colorado; and Flagstaff and Phoenix, Arizona.

California College San Diego was established in 1971, originally serving only the field of Respiratory Therapy. Since 2003, the College has expanded its offerings to include degree programs in business, technology, and medical specialties while maintaining its strong program in Respiratory Therapy.

Stevens-Henager College was founded in Ogden, Utah, in September 1891 and has continuously served students and employers for more than 100 years. Campuses are now located in Boise, Idaho Falls (branch of CollegeAmerica, Flagstaff - Main), Nampa, Idaho and Logan, Ogden, Salt Lake City, Provo, St. George, Lehi, Layton, Utah.

You are now part of a community of Colleges devoted to programs that are in demand by employers, and to providing dedicated professionals the educational knowledge and skills that result in a degree and gainful employment.

Your campus and your community may have special needs and policies. These will be addressed in the back section of the handbook. The policies on the following pages apply to all colleges.

GENERAL INFORMATION

Class Schedules

All campus classes run Monday – Thursday.

Day Schedule

8:30 A.M. – 2:30 P.M.

Night Schedule

6:00 P.M. – 10:00 P.M.

Classes are offered in a classroom format and certain courses are available through online instruction or a combination of classroom and online instruction.

Friday or Saturday class meetings may be scheduled as needed for enrichment, tutoring, advising, and externship or lab activities.

Course Load: Students will routinely be scheduled in courses totaling approximately 18 quarter credits every sixteen weeks. However, course loads may vary from module to module depending upon the student's program, academic performance, and other variables.

Courses are scheduled so that students should be able to complete all program requirements on time unless the student fails courses, fails to achieve core requirements, or withdraws and re-enters. Students with transfer credits may experience disruptions in their schedule. If any of these circumstances occur, the College will make every effort to schedule the student with a full schedule each module; however, courses will not be scheduled simply to facilitate the student who has interrupted his/her schedule. Students are urged to do everything possible not to interrupt their schedule.

Administrative Office Hours

Monday - Thurs.	8:00 A.M. – 10:00 P.M.
Friday	8:00 A.M. – 5:00 P.M.
Saturday	9:00 A.M. – 2:00 P.M.

Information

800-97-SKILLS

College Holidays

Martin Luther King Jr. Day
President's Day
Memorial Day
Independence Day
Pioneer Day (Utah campuses only)
Labor Day
Thanksgiving
Winter Break

Attendance

To make satisfactory progress in your program, *attendance is critical*. **Attendance is mandatory.** You will be dismissed if arrangements have not been made with instructors. Circumstances may cause you to be absent or tardy. However, excessive absences will hinder your progress and alter your anticipated graduation date. You should communicate absences with your instructor prior to missing class.

In the event that it is necessary for you to withdraw you must contact the Student Services and the Finance Department for an exit appointment.

Solutions are available for those whose work or family obligations prohibit consistent attendance. Please discuss these options with the Dean/Associate Dean at your campus. The solutions include online delivery of some courses or a hybrid method in which the student takes a portion of a course online and the remainder at the campus.

Communication is mandatory. From orientation forward, you must communicate absences prior to missing classes. Call your campus's main telephone number and leave a message with your instructors.

To request withdrawal:

1. Meet with Student Services
2. Meet with the Finance Department for an exit appointment

Do not just stop coming to college. There are steps required to complete the withdrawal process or grades will turn to failing and financial aid will not be re-instituted when you need it.

College Closure Due to Inclement Weather

The College will issue announcements to local radio and television stations when classes are canceled and the College closes due to inclement weather. The call letters of such stations will be posted on the student bulletin board. It is the student's responsibility to utilize these sources to ascertain any closing. If in doubt, call the College.

Should the College reschedule a canceled class meeting, all students are expected to attend the rescheduled meeting and are responsible for material covered during the rescheduled meeting. Students unable to attend the rescheduled class meeting must arrange to make up the assigned work with the instructor prior to the rescheduled class meeting.

Contact Information

It is important that you keep your contact information current with the College. There are many varying situations when the College may need to get in touch with you (e.g., to obtain signatures for loan disbursements, to notify you of any schedule changes, to report any College closures or delays due to inclement weather).

Any time that you have a change to your name, address, telephone number(s) or email, please report it immediately to the front desk. In the case of a legal name change, documentation is required to photocopy for your student file. If you do not already have an email address, you will receive assistance setting one up at orientation.

Emergencies

The College and administration should be notified immediately of any illness, accident, or hospitalization affecting any student.

Dress Code

This dress code applies to **all** students. The College's Dress Code is specific by program and resulted from surveys of employers' dress standards in the field you will be entering.

To succeed in your field and at the College, it is important to follow the policies that are set forth herein. If a student does not comply with the dress code, it is his/her individual decision; however, the student's choice of employment opportunities after graduation may be limited by his/her decision not to comply with the standards of our graduates. Students who have not demonstrated those standards in their attire selection while at the College may limit the variety and number of employment leads for which they qualify. Medical programs have specific requirements as noted below.

Dress Code for Women

The minimum dress standard is for *women* to look professional upon graduation. Professional attire will be required in most accounting firms and other businesses. Earrings and necklaces can be worn as long as they are conservative. Conservatively pierced ears are considered appropriate. Hairstyles should be conservative but attractive. Hats are unprofessional and not be worn. Moderate makeup (not too much) can be worn. Tight or revealing clothes are not considered professional. No tank tops, short shorts, or torn jeans. Tattoos should be covered.

Dress Code for Men

The minimum standard dress for *men* is casual dress slacks (such as "Dockers,") and appropriate dress shirts. Usually, wearing a tie is a work standard in many jobs, so it is recommended, but not required for classes. Upon graduation, professional attire will be required in most accounting firms and other businesses. Pierced earrings for men are viewed by many employers as unprofessional and therefore unsuitable for the work place. Facial hair, other than a well-trimmed moustache or a well-trimmed beard, could limit employment opportunities for graduates. Hats, athletic shoes, boots, and T-shirts are not considered professional attire. Shoes should be professional in type such as loafers or laced dress shoes. Tattoos should be covered.

Medical Uniform Policy

Medical student uniforms consist of medical

scrubs, white leather closed toed shoes or sneakers, and a watch with a second hand. The full uniform is to be worn during lab classes while on campus. Students will be directed when the wearing of uniforms will begin in their programs. At all times the student uniform must be neat, clean, hemmed, and in good repair. Uniforms must fit appropriately. Uniforms that are too small constrict movement. Uniforms that are too large are unprofessional in appearance and may become a safety hazard by falling into specimens or equipment and are not acceptable clothing. Tattoos should be kept covered, if possible. No visible body piercing and only one set of earrings are allowed. Fingernails must be kept relatively short and clean.

Textbook Policy

Textbooks are loaned to you at no additional cost (except for the Nursing Administration and Master's programs). Textbooks are distributed on a loan basis through the College library. Students may elect to purchase the textbooks if desired. Although there is no additional cost for the textbooks, students are responsible for the cost of the book if the book is lost, damaged, stolen, or unavailable for return at the end of each module.

Laptop Policy

Laptop computers are the property of the College. The laptop is issued to you to assist you with your coursework and remains the property of the College while you are enrolled and are current with all of your financial obligations to the College.

Upon graduation you will meet with the campus business officer to determine if your account is paid in full. At that point, *the laptop will be yours to keep*. You are free to use the laptop away from the campus as long as you are enrolled and attending a course. The moment that you are not attending courses, you are to return the laptop to the business officer.

The laptop is not for personal use (personal information). Please do not download games

or any other programs that are not approved by the college. Any inappropriate material deemed offensive by the college is also prohibited. Computers found with games or offensive material will be confiscated, and you may be expelled from the College.

Learning Resources System (Library)

Each campus has a Learning Resources System that includes an on-campus library, bookroom, electronic library, and computer lab with Internet access available for all current students to use. A librarian is available to help with local and electronic resources. Please check with your individual campus for hours of operation.

Electronic textbooks may also be distributed with course materials. Please observe all licensing requirements and the copyright policy.

Policy on Academic Dishonesty Cheating, Plagiarism, and Paraphrasing

Cheating is defined as “the giving or receiving of aid, whether written, oral or otherwise, in order for a student to receive undeserved credit on class work, homework, tests or any other assignment that is his or her own responsibility.”

Plagiarism violates the central core of the College's educational philosophy. It involves stealing another person's work and claiming it as your own. It occurs whenever one directly copies another person's intellectual effort and integrates it into his/her class work without giving proper credit to the author.

Paraphrasing is defined as “a restatement of a text or passage giving the meaning in another form” (Webster's New Universal Unabridged Dictionary, 1996). When one paraphrases but intentionally omits authorship of the work, this, too, is a violation of academic honesty.

As a student, you have an individual responsibility to understand what cheating, plagiarism, and improper paraphrasing are. You must also be aware that the consequences

for doing any of these activities are severe. Whenever you have doubt about what constitutes cheating, plagiarism or paraphrasing, contact your instructor. With the advent of the Internet, the potential for cheating by simply cutting and pasting information into your paper is tempting. Be aware that these dishonest activities will not be tolerated and instructors have access to increasingly sophisticated search engines to “test” the validity of your work. Plagiarism, in particular, is easily traced. Don't do it.

Consequences and Punishment

Upon finding that a student has violated the policies on Academic Honesty, the consequences will be:

1. For the first offense the student will receive a **failing grade**. The student will be required to **repeat the entire course** if completion of the course is needed to graduate.
2. Upon a second offense the student will immediately and permanently be **expelled**.

Student Advising

Students should direct academic, personal questions, or concerns to their Dean or Associate Dean. Questions related to financing should be directed to the Financial Planner or to the Business Officer. Job-related questions should be discussed with the Director of Career Services.

Tutoring

The College provides private tutoring to students at no charge. Students who feel they are in need of tutoring should see their instructor or the Associate Dean of their program for assistance. Don't hesitate; ask for a tutor.

Student IDs

All students will receive a student ID card after completing a sign off sheet. Once each department has signed off on the sheet, please return the sheet to the front desk and the ID will be issued. For security purposes and to check out books, it is important to keep

your student ID with you whenever you are on campus.

Cell Phones

Students may not use cell phones in the classroom to make or receive calls or send or receive text messages. If a student is found to be using his/her cell phone during class, the student will be dismissed from that particular class, and/or the cell phone will be confiscated for the remainder of the day.

Student Messages

The front desk will take messages for students on an emergency basis only. In the case of a verifiable emergency, the front desk personnel will make every attempt to locate the student and deliver the message.

Student Lounge

The student lounge/break area is provided for the students' convenience and enjoyment before and after class and during break periods. It is the student's responsibility to keep this area as neat as possible. Please use the trash receptacles to dispose of candy wrappers, drink containers, and other refuse. This facility is a non-smoking environment.

Smoking is allowed in designated smoking areas outside of the building away from entrances as constituted by law unless the campus has a non-smoking policy. Smoking materials should be deposited in approved receptacles, and not on the sidewalk, parking lot, or grassy areas. Your help in keeping the campus neat and clean is expected and appreciated.

Computer Lab Rules

- **No food or drinks near computers.** Food and drinks should not be consumed at or near any computer work station/CPU.
- **No loud music.** No music or sound may be played in the labs unless the sound is to be used during class or is used for a physical disability. In this case, ear phones are required.

- **Hardware/software maintenance of college-owned computers and equipment is the College's responsibility.** Do not attempt to change any toner, paper, etc., in the lab printers. All hardware and software maintenance is the responsibility of the course instructor and the lab staff. Do not disconnect any wires from any computer or peripheral.
- **Homework has priority over email.** Educational use of computers is given priority over game use, Internet, and personal use. If others are waiting to use a computer, you may be directed by a member of the computer lab staff to log off.
- **Teaching Assistants (TA) and tutors are here to help you.** Lab staff, Teaching Assistants, and tutors may be available to assist you.
- **Report any problems.** Any malfunctioning hardware or software must be reported to your instructor or to the TA on duty.
- **Watch for scheduled classes.** The schedule for Open Lab Hours will be posted. Do not attempt to use the computers if a class is scheduled in that room.
- **Each user must completely log off the workstation when finished.** For security reasons the option to log off the computer must be used before another user sits down at the computer. Users leaving the lab with their account logged on to any of the computers may have their accounts immediately terminated.
- **Under no circumstances may an authorized user allow someone else to log into the College networks with his/her username and password.** Such actions may result in the immediate loss of all computer network privileges.
- **You must terminate your account when you leave the College.** When you graduate or withdraw, the Network Administrator must be notified immediately so that the account may be terminated.
- **You may not use your own software.** No personally owned software may be run on a College computer. This includes running software from thumb drives or CDs. Instructors may confiscate any disk that is running personally owned software, and the user may be required to forfeit his/her computer privileges.
- **Don't break the law!** Any persons suspected of breaking any state or federal law will be asked to step away from the workstation and will immediately forfeit his/her computer privileges. Furthermore, the violator will be reported to the appropriate authorities and expelled from the College.
- **Store your data on disks.** No user-generated data may be kept permanently on the College networks or hard drives. Every user of the networks should keep a disk or thumb drive with his/her work on it. The network and hard drives will be purged on a regular basis without notice to the users.
- **Inappropriate material.** Any inappropriate material (as determined by an instructor) found on a student's computer will be deemed as misuse of College equipment. This will be subject to disciplinary action, up to and including possible expulsion from the College.
- **Externship and clinical rotations should be construed as "on the campus".** No inappropriate materials or behavior will be allowed. Those who do not behave in a professional manner will be expelled from the college.

ONLINE

Online Orientation

All students can expect to take courses or portions of courses via distance. All students will be required to complete an online readiness exam and participate in an on-campus orientation session to ensure proper understanding of the distance learning methods.

The **Online Student Handbook** has a complete and detailed explanation of all facets of the online delivery method and is available at all campuses or online. Students will receive and review this handbook as part of their online orientation.

CERTIFICATIONS

Policies for Certifications

Medical, business, and computer certifications are not required for graduation; however, to assist in your career growth and development, we encourage all students to have at least one, preferably two certifications when they graduate.

The College will reimburse the student up to a total of \$200 for successfully completed certifications. Please check with your individual campus for details, test dates, and locations.

CAREER SERVICES

Your Career Services

The Career Services Office is available to all students at the end of their programs, unless other arrangements have been made.

Graduates of the College are entitled to use the services of the Career Services Department at no additional charge throughout their careers. The College does not guarantee employment, but can provide contacts, interviews, and guidance during the career services process.

GRADUATE SERVICES

Accessing Graduate Services

During the last module of your program, you are responsible for meeting with the Registrar to obtain the graduation petition form. This form must be completed and returned to your Dean or Program Director. In addition, you must schedule an appointment with the Career Services Office and have a mandatory exit interview with the Financial Aid Office and the Education Office.

STUDENT RIGHT TO PRIVACY

FERPA

Who is covered under the Family Educational Rights Privacy Act (FERPA)?

All public or private institutions providing educational services and/or instruction to students and that receive funds under an applicable government program are subject to the requirements of the act. For the purposes of our organization, FERPA applies to the Stevens-Henager, CollegeAmerica, and California College San Diego campuses (“Colleges”).

Under FERPA, the College may release student information without student consent to school officials. This includes the College officials and those officials of other institutions who have a legitimate educational interest and need the information in order to fulfill their professional responsibilities. The College is also authorized to release student information to various federal and state agencies, accreditation agencies and to appropriate parties when so ordered by a federal or state court. Additionally, in the event of an emergency, the College will release student information to protect the health and safety of students, staff and faculty.

The College’s responses to student requests for academic record amendments may be appealed in accordance with the Grievances and Appeals Policy. After exhausting all appeals, students who have a grievance regarding the release of their personally identifiable information may file a complaint with the U.S. Department of Education, Family Policy Compliance Office, 400 Maryland Avenue, S.W., Washington, D.C. 20202-4605.

FINANCIAL AID

Assistance in Obtaining Institutional or Financial Aid Information

Students and prospective students may obtain

information about institutional or financial aid from the Campus Director, Financial Planner, the Financial Aid Director, or by asking the receptionist to direct the request to the appropriate department.

The following information is available for all students and prospective students:

- All the need-based and non-need-based federal, state, local, private, and institutional student financial assistance programs available to students who enroll in the institution;
- Terms and conditions of Title IV, HEA loan;
- Criteria for selecting recipients and for determining amount of award;
- Methods and frequency of disbursements of aid;
- Rights and responsibilities of students receiving Title IV, HEA student loans; financial aid, including criteria for continued student eligibility and standards for satisfactory academic progress;
- Terms of any loan received as part of financial aid package, sample loan repayment schedule, and the necessity for repaying loans;
- General conditions and terms applicable to employment provided as part of financial aid package;
- The exit counseling information the institution provides and collects.

Federal Student Financial Aid Penalties for Drug Law Violations

A student with a conviction under any federal or state law for any drug offense during a period of enrollment for which the student is receiving Title IV, HEA program funds that involves the possession or sale of illegal drugs will result in the loss of eligibility for any Title IV, HEA grant, loan or work-study assistance.

Students wishing to regain eligibility must request in writing and provide documentation of the correction of the drug offense i.e. time served, successful completion of rehabilitation or counseling program. The appeal for re-

enrollment and reinstatement of eligibility for financial aid must meet the provision of HEA Sec. 484(r)(2); (20 U.S.C. 1091)(r)(2)).

Details of this provision may be obtained in the financial aid office.

Price of Attendance

Students should refer to the current published catalog for tuition and fees, books and supplies, and any additional costs for a program in which the student is enrolled or has expressed an interest. Room and board and transportation cost estimates may be requested from the Financial Planner at the campus.

Refund Policy for Withdrawal and Return of Title IV Financial Aid

The refund policy is stated in the current published catalog.

State Grant Assistance

All eligible borrowers enrolled in the institution will be notified of the availability of and their eligibility of any grant assistance from the state and sources of information will be provided.

Student Loan Information, National Student Loan Data System (NSLDS), and Entrance Counseling for Student Loan Borrowers

Details of student loan information are contained in the published catalog and or may be obtained in the Student Financial Aid Department. Disclosures about the NSLDS and entrance counseling are also available in the Student Financial Aid Department.

Private Education Loans

The following information is available to a prospective borrower in the Student Financial Aid Department.

- Information required under Sec.128 of the Truth in Lending Act (15 U.S.C. 1638);
- The prospective borrower's qualifications for loans or other assistance under Title IV,

- HEA programs; and
- The terms and conditions of Title IV, HEA program loans compared to the provisions of private education loans.

Preferred Lender Lists

No preferred lenders.

CODE OF CONDUCT REGARDING LENDER RELATIONSHIPS AND LOANS

This Code of Conduct governs all actions by any employee who has contact with guaranty agencies or lenders for federal or private loans.

Ethical Principles

All decisions made or actions taken by any of the College's financial aid employees, or any other officers or employees, who have contact with guaranty agencies or lenders (for federal or private loans) shall be consistent with the following:

- 1. Student Choice:** Students must be given a genuine, fair and equal opportunity to choose among and between all lenders and loans, federal and private, and shall not be limited to those lenders or loans made available or recommended by the College.
- 2. Student Interests:** The College must seek to establish relationships with those lenders who offer the best benefits for students – interest rates and fees, payment terms, and services.
- 3. Avoidance of Conflicts:** No director, officer, or employee of the College should have any relationship – as director or employee or representative – with any lender or guaranty agency nor accept anything of value from any lender, other than token marketing items and nominal conference refreshments. The College should not accept any service or thing of value other than:

- training for financial aid staff relevant to loan processing,
- loan processing materials and financial literacy materials,
- emergency staffing services,
- entrance and exit counseling services conducted under the supervision of a financial aid officer of the College, and
- reimbursement of reasonable costs for domestic travel to training conferences hosted by lenders and/or guaranty agencies.

4. Disclosure: If the College develops and uses a preferred lender list, the selection process and criteria must be disclosed to students in writing. If any lender or guaranty agency offers to make philanthropic contributions to the College for institutional aid or student financial assistance, no promise of preferred status or other commitments can be given in exchange for or because of such contributions.

5. Student Privacy: All student financial information – about need, resources, loans and other aid – must be kept confidential and, without written student authorization, not shared with outside parties, other than the United States Department of Education (DoE), state aid agencies, lenders, servicers and guaranty agencies.

Code of Conduct

All directors, officers, employees and other representatives of the College (“College Representatives”) are required to comply with each of the following rules (“Code”) and to promptly inform either General Counsel or the CEO (as directed by the College in writing) if they become aware of facts indicating there may have been a violation:

1. Prohibited Relationships:

- a. No College Representative shall act as an officer, employee, consultant, or sales representative for any guaranty agency or lender.

- b. No financial aid officer or employee of the College (including officers who oversee the financial aid office and/or the College's relationships with lenders) shall serve on the board of directors of a lender, and no other employee, officer or director of the College shall serve as an uncompensated member of the board of directors of any lender, unless such individual has confirmed in writing that he/she will abide by the College's published conflict of interest policy and has obtained written permission from General Counsel or the CEO.
- c. No financial aid officer or employee shall serve on any advisory board for any guaranty agency or lender, nor shall any other College Representative serve on such a board, unless such service has been approved in writing by General Counsel or the CEO.

2. Prohibited Investments: No College Representative shall purchase or accept any stock, bond or other equitable or legal interest, nor any option to acquire such an interest, in any guaranty agency or lender. This prohibition does not preclude ownership of units in a mutual fund holding such stocks or bonds.

3. Prohibited Benefits to Individuals: No College Representative shall accept any prize, gift, compensation, entertainment (including concert and sporting event tickets), meals, travel cost reimbursement, or other benefit from any guaranty agency or lender ("Prohibited Benefits"). This does not include promotional items of nominal value, conference meals and refreshments open to all attendees, and reimbursement of reasonable costs for domestic travel to attend conferences or seminars providing training on the administration of loans or to attend

advisory board meetings focused on best practices. If any lender or guaranty agency attempts to offer any Prohibited Benefit, the College Representative shall promptly report it to General Counsel or the CEO and, if required, to the state department of education for any state in which the College maintains a campus.

4. Prohibited Benefits or Inducements to College:

- a. The College shall not accept any payment or benefit of any kind from any guaranty agency or lender including, without limitation, any rebate or share of revenue and any computer software or hardware (at no charge or at below market rates), as consideration for entering into a contractual relationship or for placing a lender on a preferred lender list.
- b. The College shall not accept from any lender any "opportunity pool", revenue sharing or similar funding arrangements offered for use in making private loans to higher risk students in exchange for promises or concessions by the College.
- c. The College may accept philanthropic contributions from a lender or guaranty agency, only if such contributions are made without any expectation or promise of any preferred status, advantage, recommendation, business volume, or other benefit.

5. Prohibited Promotions: The College shall not allow its name, logo or emblem, or any other words, symbols or photographs readily associated with the College to be used by any guaranty agency or lender in any advertisement, publication or other communication suggesting that the College has endorsed loans or services offered or guaranteed by the guaranty agency or lender. The College shall assure

that all materials provided to students about federal or private educational loans shall prominently identify the name of the lender.

6. Prohibited Representations and Services:

- a. The College shall not allow any employee, agent, or representative of any lender or guaranty agency to represent himself or herself to the public or to otherwise act as an agent or representative of the College.
- b. No College Representative shall represent himself or herself to the public or otherwise act as an agent or representative of any lender or guaranty agency.
- c. The College generally shall not accept any assistance from a lender or guaranty agency for financial aid office or Contact Center staffing, but may accept:
 - staffing assistance on a short term basis in the event of a disaster creating emergency needs;
 - entrance and exit counseling services when supervised by a financial aid officer of the College; and
 - financial literacy materials not promoting any lender or guaranty agency.

7. Prohibited Inducements: The College shall not offer or provide to any guaranty agency or lender any inducement to secure any business relationship, any particular kinds of loans or scholarships, services or other benefits. This prohibition includes, but is not limited to, any promise of loan volume, preferred status, or any other advantage or benefit.

8. [If Applicable] Preferred Lender Lists: The College shall comply with the following requirements for any list of preferred federal or private student loan lenders (“Lender list”) given to students and parents:

- a. The Lender List shall include a prominent reminder that students may use a lender not on the list and that the College is required to process loan documents for any eligible lender selected by students;
- b. The College shall include on the financial aid page of its website a prominent reminder that students are not required to use any federal or private lender recommended by the College and may select any other lender;
- c. The Lender List shall clearly disclose the College’s selection process and selection criteria;
- d. Criteria for selecting preferred lenders shall emphasize student interests and benefits – competitive rates and high quality service, along with business reputation, financial strength and processing capabilities of the lender;
- e. Terms offered by preferred lenders must be equally available to all of the College’s eligible students;
- f. The College’s financial aid staff shall conduct a performance review of its preferred lenders at least once every 12 months and make changes when appropriate;
- g. The Lender List shall include comparative information for listed lenders, including interest rates, origination fees and repayment terms, including all information required by the DoE’s Model Disclosure Form for presentation of information required by the federal Truth in Lending Act (TILA);
- h. The Lender List shall include information on the maximum amount of federal grant and loan aid available to students;
- i. The Lender List shall disclose all types of financial aid that may be available from the College;
- j. At least three unaffiliated lenders for federal loans and two unaffiliated

lenders for private loans shall be listed (periodic reviews of the DoE lender affiliation webpage shall be conducted to determine affiliation status of all listed lenders); if one or more lenders withdraw and fewer than three unaffiliated lenders remain, the College shall cease to use a preferred lender list and instead shall only offer contact information for all lenders willing to make loans;

- k. If any lender listed is affiliated to another lender on the list, such affiliation shall be disclosed on the list;
- l. No lender will be included which has offered any payments or other benefits to the College to seek preferred status;
- m. No lender will be included which is known to sell its loans to another lender but has not disclosed such relationship;
- n. No lender shall be included which offers prizes or other benefits to students for applying for loans; and
- o. No lender shall be included which makes unsolicited mailings of loan applications to students.

9. Loan Processing Arrangements:

- a. The College shall not use any software or processing system or practices that create a “default” arrangement through which a student borrower is automatically referred to any one or more federal or private student lenders, whether or not any such lenders have been designated by the College as “preferred lenders”.
- b. The College shall not use any financial aid processing or packaging practices that delay certification of borrowers choosing federal or private student loan lenders not on the College’s Lender List.

10. Federal and Private Comparisons:

If the College provides students with information on loans from private lenders, it shall provide each student with a separate written reminder of the potential availability of federal student loans and a written comparison between the principal terms of such loans and the principal terms of federal student loans, including eligibility conditions, interest rates, origination fees, and repayment options and terms.

11. Limitations on Student Information

Disclosures: In the absence of a signed authorization from specific students or parents (in the case of minors) or documentation showing that the specific students or parents have filed an application with a specific lender, the College shall not disclose any information about the financial needs, resources and loan options, or considerations of its students to any prospective lender or to any other person or entity, excluding those entities and persons to which disclosure is authorized under the Family Education Rights and Privacy Act (FERPA) statutory and regulatory provisions.

12. [If Applicable] Referred Lender List

Disclosures: The College shall annually give written disclosure to the U.S. Secretary of Education and to students about all lenders selected for inclusion on any Preferred Lender List published by the College, explaining why the lenders were selected, identifying the student benefits of each, providing the Model Disclosure Form information and, if required by state law, shall provide the same written report to any state education department with oversight of the College.

13. Publication of Code: A copy of this Code shall be provided to all employees of the College annually, each of whom shall be required to sign a written certification confirming that he or she

has received, has read, and understands the Code. This Code shall be posted on the College's website and, upon request, a paper copy of the Code shall be given to all students either in written mailings or email notices.

COPYRIGHTED MATERIALS

Copyright Infringement Policies and Sanctions

The College has adopted this policy in compliance with the Higher Education Opportunity Act, as amended by the Higher Education Act Reauthorization, August 2008. Unauthorized peer-to-peer file sharing of copyrighted material, distribution of others' copyrighted works, and illegal downloading violate federal copyright law.

Students and employees are subject to civil and criminal liabilities if found in violation of federal copyright laws. The campus director may apply the following penalties:

- Warning
- Probation
- Monetary sanctions
- Dismissal
- Reporting of criminal act to federal authorities

Summary of federal penalties for violation. Page 10 of the Federal Student Aid Handbook.

Unauthorized Distribution

The College has adopted this policy in compliance with the Higher Education Opportunity Act, as amended by the Higher Education Act Reauthorization, August 2008. Unauthorized peer-to-peer file sharing of copyrighted material, distribution of others' copyrighted works, and illegal downloading violate federal copyright law.

General Rules

1. The Colleges must not disclose personally identifiable information

within education records to third parties without prior written consent of either the parent or eligible student (not both).

- a. Who is an eligible student?** An eligible student is one who has been admitted to the Colleges and who has attended class.
- b. What education records are included?**
 - Student GPA/transcripts, final course grades
 - Admissions materials
 - Financial aid records
 - Disciplinary records
 - Attendance records
 - Academic counseling records
 - All other records except for the below
- c. What is not considered personally identifiable information?** Personally identifiable information does not include what is known as directory information. Directory information usually includes name/ mailing address, telephone listing, e-mail address, account number for student information access systems, photograph, date and place of birth, major field of study, dates of attendance, participation in officially recognized student activities, enrollment status, degrees, honors, awards, and most recent prior College of attendance. *The Colleges must annually inform students about what is maintained as directory information and permit an opportunity to request non-disclosure.*
- d. How do you secure prior written consent for personally identifiable information?** Prior written consent for non-directory information must i) specify the precise record(s) that may be disclosed, ii) state the purpose of the disclosure, and iii) identify the parties to whom disclosure is permitted. Consent may be given electronically if it identifies and authenticates the person granting consent and indicates such person's approval of the information contained in the electronic

consent. *The disclosure of such information must include the condition that the recipient will not re-disclose information to any other party without prior written consent.* If recipient does re-disclose without consent (unless pursuant to law), then the Colleges may not permit access to that recipient for a minimum of five years.

- 2. The Colleges must permit the parent or eligible student (not both) to inspect or review all education records unless such right has been waived.**
- 3. The parent or eligible student (not both) has the right to request the correction of education records which are believed to be inaccurate or misleading.**

Exceptions to General Rules

1. Law enforcement exception

Records that are created and maintained by a law enforcement unit (usually campus security) for law enforcement purposes.

2. Exceptions to prior written consent requirement for personally identifiable information:

- Disclosure to officials/faculty within Colleges with a legitimate educational interest
- Release for student transfer purposes
- Disclosure to authorized representatives of Comptroller General, U.S. Department of Education, state educational authorities
- Disclosure to state/local authorities acting per a state statute
- Required disclosure to Federal Student Aid
- Disclosure to organizations conducting studies to i) develop, administer, or validate predictive tests, ii) administer student aid programs, or iii) improve instruction
- Disclosure to accrediting organizations
- Disclosure to parents of students who

are dependent for federal tax purposes

- May disclose to parents or guardian information regarding student violation of alcohol or drug laws/policies if student is under 21 and the Colleges take disciplinary action
- May disclose to alleged victim of any crime of violence the final results of any disciplinary proceeding against alleged perpetrator
- Release for health or safety emergency purposes
- Disclosures for purpose of litigation between Colleges and parent/student
- Disclosures to Department of Homeland Security/CIS
- Disclosure pursuant to judicial order/lawfully issued subpoena
- Disclosures pursuant to Campus Sex Crimes Prevention Act of 2000

Administrative Requirements

1. Record Maintenance

Colleges must maintain a record of each request for access to, and each disclosure of, personally identifiable information. The records must be maintained as long as the primary student records are kept. The records must state the recipient of the information and the legitimate interest or exception that supported disclosure.

2. Annual Notification

The Colleges must annually inform its students of i) the right to inspect and review records, and procedures to exercise that right, ii) the right to seek an amendment of records, and procedures to request amendment, and iii) what is included in directory information, and the ability of the student to opt out of certain disclosures. The Colleges must also identify who has a legitimate educational interest in viewing the records.

CAMPUS SECURITY, FIRE, AND SAFETY

Campus Safety and Security Policy

The College intends to provide for the safety and well being of all students, faculty, and staff. Numerous individuals share the responsibility of keeping the campus safe and secure. However, a truly safe campus can only be achieved through the cooperation of all students, faculty, and staff. This policy is part of the effort to ensure that this collaborative endeavor is effective. Please read it carefully and use the information to help keep a safe environment for yourself and others on the College campus.

Our facilities are located in business settings, and trespassing laws are enforced on our premises. The College hours are from 8:00 A.M. to 10:00 P.M. Monday through Thursday. The office hours are from 8:00 A.M. to 10:00 P.M. Monday through Thursday, 8:00 A.M. to 5:00 P.M. Friday and 9:00 A.M. to 2:00 P.M. Saturday, with exception of College and legal holidays. Please report a suspicious circumstance, accident, theft, fire, or safety problem to your instructor or staff member during those hours. The College President/Director will be notified of all reported incidents. The College President/Director will then communicate the reported incident to the proper law enforcement agencies and/or fire department.

Safety services such as evacuation procedures, reporting potential hazards, first aid, and safety practices are handled through each instructor in his/her individual course. Any safety hazard, fire or suspicious situation is reported to the President/Director for immediate attention.

Possession, consumption, or furnishing of alcoholic beverages is prohibited on campus or in association with any institutional functions. Possession, consumption, or furnishing of any narcotic drug or dangerous drug as currently defined by law or hereinafter amended is prohibited on campus or in association with any institutional function, except when the use of possession is prescribed by an authorized medical doctor or dentist. Students, staff, or

faculty involved in possession, consumption, or furnishing of alcohol or narcotic or dangerous drug defined by law will be subject to dismissal and expulsion from the College.

Safety Tips

Students can do several things to protect themselves from crime. Many crimes occur only because there is an opportunity for them to happen. For example, most crimes of burglary and theft are random, not calculated. They occur because a window is open, valuables are left in plain sight, or a vehicle is left unlocked.

The following are some safety tips:

- Walk in well-lit areas.
- Arrange to walk in a group with at least one companion, especially at night.
- Do not carry large sums of cash.
- Avoid less-frequented places when alone, especially at night.
- Be aware of how you carry your valuables and don't leave them unattended.
- If a driver stops to ask for directions, do not get too close to the car and risk being pulled in.
- Do not ignore your senses or suspicions; if you suspect you are being followed, change direction or go to a public area or group of people.
- If you are being followed while driving, drive to the nearest police station, fire station, or a well-lit, open business where you can safely call the police. Try to get the license number and description of the car. If no safe areas are near, honk the horn repeatedly and turn on your emergency flashers.

Personal Property

The College expressly disclaims all liability and responsibility of every kind and nature whatsoever for any loss, theft, damage, destruction, or other casualty to any personal property of any kind owned by the student, visitor, or other person. Students are advised and warned they must personally take full and complete responsibility for safekeeping of all their property on College premises and during any College activities.

Drug and Alcohol Abuse Prevention Program

The institution will annually distribute in writing to each student and each employee.

- Standards of conduct that prohibit the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees on the institution's property or as part of any of the institution's activities;
- Description of applicable legal sanctions under state, local, and federal law;
- Description of health risks;
- Description of available counseling, treatment, rehabilitation, or re-entry programs; and
- Sanctions for violation of standards of conduct and a description of the sanctions.

Security Report (including Emergency Response and Evacuation Procedures), Timely Warnings, and Crime and Fire Log

The College distributes each year by October 1, a security report and fire safety report to all current students and employees. It is posted on the institution's website. The electronic addresses are:

- www.stevenshenager.edu/student-information
- www.collegeamerica.edu/student-information
- www.cc-sd.edu/student-information

A paper copy of the report is available upon request. The report contains information about

- Campus policies regarding procedures for students and other to report criminal actions or other emergencies occurring on campus, including policies regarding the institution's response to such reports;
- Policies for making timely warning reports' policies for preparing the annual disclosure of crime statistics;
- Policies concerning security of and access to campus facilities and security

considerations used in the maintenance of campus facilities;

- List of the titles of persons or organizations to whom students and employees should report criminal offenses for the purpose of making timely warning reports and statistics disclosures;
- Statement of whether the institution has policies or procedures regarding confidential crime reporting, and if so, a description of those policies and procedures;
- Statement of the law enforcement authority of campus security personnel and their relationship with state and local law enforcement agencies;
- Policies that encourage accurate and prompt reporting of all crimes to the appropriate police agencies;
- Procedures that encourage pastoral counselors and professional counselors to inform persons they are counseling about procedures for confidential crime reporting;
- Type and frequency of programs designed to inform students and employees about campus security procedures and practices and to encourage students and employees to be responsible for their own security and the security of others; programs designed to inform students and employees about the prevention of crimes;
- Policy covering the monitoring and recording through local police agencies of criminal activity in which student engaged at off- campus locations if student organizations officially are recognized by the institution;
- Policy regarding the possession, use, and sale of alcoholic beverages and enforcement of state under-age drinking laws;
- Policy regarding the possession, use, and sale of illegal drugs and enforcement of federal and state drug laws;
- Description of drug or alcohol abuse education programs;
- Statements advising the campus community where law enforcement agency information provided by a state concerning

- registered sex offenders may be obtained;
- Policy regarding campus sexual assault prevention programs and the procedures to be followed once a sex offense has occurred, including
 - Educational programs;
 - Options for and assistance in notifying law enforcement agencies;
 - Available on-and off-campus services for victims;
 - Options regarding changes to a victim's academic and living situation; and
 - Procedures for campus disciplinary action, including sanctions the institution may impose, and a statement that both the accuser and accused are entitled to the same opportunities to have others present during disciplinary proceedings, and both must be informed of the outcome of any disciplinary proceeding.
 - Policies regarding emergency response and evacuation procedures, including
 - procedures for immediate notification of the campus community;
 - description of the process the institution will use to confirm the emergency or dangerous situation, determine the appropriate segment/s of the campus to be notified, determine the content of the notification, and initiate the notification system unless issuing the notification would compromise efforts to assist a victim, or to contain, respond to, or otherwise mitigate the emergency;
 - a statement that the institution will take the actions described above without delay;
 - list of the titles of person/s or organization/s responsible for carrying out the actions described above;
 - the institution's procedures for disseminating emergency information to the larger community; and
 - the institution's procedures to test the emergency response and evacuation procedures on at least an annual basis.
 - Statistics for the most recent three calendar years:
 - Crimes reported to a campus security authority or local police agencies: murder and non-negligent manslaughter; negligent manslaughter; forcible and non-forcible sex offenses; robbery; aggravated assault; burglary; motor vehicle theft; and arson;
 - For the crimes listed above and for crimes of larceny-theft, simple assault, intimidation, and destruction, damage, or vandalism of property, and any other crimes reported to a campus security authority or to local police agencies involving bodily injury to any person in which the victim was intentionally selected because of the victim's actual or perceived race, gender, religion, sexual orientation, ethnicity, or disability. These data are to be reported according to the category of prejudice; and
 - Arrests and persons referred for campus disciplinary action for liquor law violations, drug law violations, and illegal weapons possession.
- The statistics will be reported by the following locations
- On campus; and
 - On public property that is within the campus, or immediately adjacent to and accessible from the campus.
- The institution maintains a police or security department daily crime log and fire safety log that is open to the public during normal business hours. Portions of the log older than 60 days are available for public inspection within two business days of the request.
- ## Sexual Harassment Policy
- Sexual Harassment is an offense. In basic terms, sexual harassment is defined as any unwelcome advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature. The key is UNWELCOME sexual behavior. For example, a group or individuals may be telling dirty jokes that are unwelcome to some people. This may be a form of sexual harassment.

If a student or employee has been the victim of any sexual offense, including sexual harassment, on campus or during a College-related activity, the offense must be reported at once to the President/Executive Director or administrator in charge. An investigation will be conducted.

There are five types of sexual harassment:

1. Suggestion or insinuation that employment, higher grades, or future promotions will be given in exchange for sexual favors.
2. Demeaning language focused on gender; sexual comments about a person's body; telling sexual jokes or stories; spreading rumors about a fellow student's sex life; asking or telling about sexual fantasies, preferences or history.
3. Staring at a person's body; sexual gestures focused on body parts; giving personal unwanted gifts; following a person; sending suggestive letters, notes, illustrations, or photographs.
4. Any manner of unwanted touching, including brushing up against another person suggestively or touching yourself in a sexual manner in front of others.
5. A sexually charged work or College environment where the atmosphere makes it difficult for an employee or student to work or feel comfortable. This includes a wide range of behaviors and actions from displaying sexually suggestive pictures, cartoons, and illustrations, to telling suggestive stories and jokes, or using sexual gestures.

How to Avoid Sexual Harassment

Assume that none of your co-workers or fellow students like sexual comments or gestures, and do not say them or do them at all.

The College's sexual harassment policies extend to all off-campus functions as well as in the office or classroom or campus.

Your co-workers' and fellow students' personal lives and homes are private. Don't intrude.

Statements or stories that demean people based on gender or sexual preference are illegal. Sweeping generalizations based on gender or sexual persuasions are unacceptable.

Crime Data

Institutions of higher education who participate in federal financial aid programs are required to publish all known occurrences of crimes committed on campus. This report is prepared annually in accordance with federal regulations. These statistics are also available at your financial aid office. Students can use the Internet to review campus crime statistics online by following the links on the U.S. Department of Education website: <http://ope.ed.gov/security>.

Information for Crime Victims about Disciplinary Proceedings

Upon written request, the alleged victim of any crime of violence or a nonforcible sex offense may receive the results of any disciplinary proceeding conducted by the institution against a student who is the alleged perpetrator of such crime or offense. If the alleged victim is deceased as a result of the crime or offense, the information shall be provided, upon request, to the next of kin of the alleged victim.

Other Important Information

Consumer Information on College Navigator Website

The Department of Education posts 26 items on each institution, including a link to the our website that provides

- Student activities offered
- Services offered for individuals with disabilities;
- Career and employment services offered during and after enrollment; and
- Policies of the institution related to transfer of credit from other institutions

For more information:
<http://nces.ed.gov/ipeds>
<http://nces.ed.gov/collegenavigator>

Student Body Diversity

Current and prospective students may obtain information from the campus director about the student body diversity, including the percentage of enrolled, full-time students in the following categories:

- Male;
- Female;
- Self-identified members of a major racial or ethnic group; and
- Federal Pell Grant recipients

Instructional Facilities and Faculty

The current published catalog has the following information:

- Current degree/diploma programs and other educational and training programs;
- Instruction, laboratory, and other physical plant facilities for the academic programs;
- Faculty and other instructional personnel.

Plans for improving the academic program (if such a plan exists) are available by contacting the campus director. Descriptions of the instructional facilities are contained in the catalog. Faculty and other instructional personnel are listed in the catalog.

Institutional and Program Accreditation, Approval, or Licensure

The catalog contains the names of associations, agencies, or governmental bodies that accredit, approve, or license the institution and its programs. Students may request from the campus director the procedures for obtaining or reviewing the documents describing accreditation, approval, or licensing.

Textbook Information

Students may obtain list of textbooks required for all courses within a program by requesting a list from the receptionist. The textbooks are listed by ISBN number. The list of textbooks may also be found at [www.http://stevenshenager.textbookx.com/institutional/index.php#](http://stevenshenager.textbookx.com/institutional/index.php#). If this is not practical for a textbook or supplemental material, the

institution may use, “To Be Determined.” Or institution may refer students to a specific web address.

Vaccinations Policy

The catalog lists the programs that require vaccinations and which are required.

Retention Rate

The retention rate for first-time, undergraduate students as reported to IPEDS is available in the campus director’s office.

The information is also available in the IPEDS Fall Enrollment Survey at <http://nces.ed.gov/ipeds>.

Completion/Graduation and Transfer-out Rates

The data are available by July 1 each year for the most recent cohort that has had 150 percent of the normal time for completion by August 31 of the prior year. The information is available by request to any prospective student prior to enrolling or entering into any financial obligation with the institution. Completion rates have been disaggregated by

- Gender;
- Major racial and ethnic subgroup;
- Recipients of a Federal Pell Grant;
- Recipients of a subsidized Stafford Loan who did not receive a Pell Grant; and
- Student who did not receive either a Pell Grant or a subsidized Stafford Loan.

Employment

The institution has available information regarding the employment of, and types of employment obtained by graduates. The institution will identify the source of the employment information, and any timeframes and methodology associated with it.

Types of Graduate and Professional Education in Which the Institution’s Graduates Enroll

The institution has available by request the

types of graduate and professional education in which graduates of the institution's 4-year degree programs enroll. The source of the information and any timeframes and methodology associated with it are disclosed.

Voter Registration

Forms for voter registration are available annually at the front desk.

In the Catalog

Please see the catalog to review the following information:

1. The academic program(s) of the College with the requirements for graduation.
2. The College's faculty and staff listing.
3. The names and associations, agencies or governmental bodies that accredit, approve, or license the College and its programs and the procedures by which documents describing that activity may be reviewed.
4. The cost of attending the institution.
5. Tuition and fees.
6. The refund policy with which the College is required to comply.
7. A summary of the requirements under 34 CFR Section 668.22 for the return of grant or loan assistance received under any federal student aid programs under Title IV of the Higher Education Act.
8. Procedures for officially withdrawing from the institution.
9. A description of all federal, state, local, private, and institutional student financial assistance programs available at the institution to students who may qualify.
10. Procedures for resolving complaints or grievances.
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12. Facilities and services available to students with disabilities.



Congratulations on your decision to get an education!

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