

2009-2010

Vatterott College

Des Moines Course Catalog

7000 Fleur Drive, Des Moines, IA 50321

Phone: 515-309-9000 | Fax: 515-309-0366

Volume IV:

Published 2009: March, 2009

Copyright 2009

The information contained in this catalog is true and correct to the best of my knowledge.

Daniel Nieland
Campus Director

A Message from the President



Dear Vatterott Students,

It is the primary goal of Vatterott College to provide our students with a productive, interactive, academic learning environment. Our facilities house industry standard learning tools which provide our students the ability to achieve their academic goals.

The Vatterott College staff is dedicated to assisting our students with their educational careers by providing friendly, knowledgeable guidance. Making the decision to return to school is a life changing decision which will positively impact one's personal and professional life.

It is our hope that Vatterott College offers you the skills, knowledge and guidance that you seek as you transition into your chosen career path.

Possessing an education is a lifetime investment which will hopefully assist you in achieving the goals that you have set for yourself.

We welcome you to Vatterott College and hope your learning experience is one that is both fulfilling and rewarding to your personal growth.

Sincerely,

Pamela Bell
President
Vatterott Educational Centers, Inc.

Table of Contents

About Vatterott College	7
Admissions Information	11-13
Admissions Policy	11
Re-Entering Student	12
Tuition/Fees Policies	12
Financial Information	15-26
Financial Aid Eligibility	15
Grant/Loan information	17
Scholarship Information	19
Refund Policy	21
Academic Information	27-40
Grading System	27
Application of Grades and Credits	27
Transfer Credits	30
Academic Warning and Probation	35
Graduation Requirements	36
Leave of Absences	38
Attendance Requirements	40
Student Information & Services	41-53
Career Services	41
Learning Resource Center/Library	42
Accommodations for Individuals with Disabilities	43
Campus Security	46
Drug/Alcohol Policy	46
Student Records Access/Release Policy	47
Harassment and Conduct Policies	48
Student Grievance Policy	52
Appendix A - Program Offerings/Course Listings	55
Appendix B - Academic Calendar	85
Appendix C - Advisory Committees	87
Appendix D - Administrative Staff and Faculty	91
Appendix E - Tuition and Fees	95

About Vatterott College

Our Philosophy

The student is our primary concern at Vatterott College. We are student-centered and committed to giving full attention and effort to the development of our students' skills.

Our focus on the student affects every aspect of the educational program. Recruitment, admissions, training, and career services policies are designed to develop a student's abilities, attitude, and interests so that he/she becomes a skilled and successful employee.

Our training goal is to provide the basic skills and understanding of common techniques and procedures required for employability. Higher-level technical skills are also offered to qualified students.

Our programs are dedicated to achieving maximum development of each student's skills and personal potential so that he/she is qualified to begin employment in a trade or vocation. The skills and work attitudes taught at Vatterott College are of practical use to the student in his/her chosen career and ensure successful adjustment to the work environment. Our requirements for graduation are demanding.

History of Vatterott College

Vatterott College was established in 1969 in St. Louis, Missouri. The original name was Urban Technical Centers, Inc., and subsequent changes included Vatterott & Sullivan Educational Center and Vatterott Educational Centers. The institution changed its name to Vatterott College in 1989 when Associate degree (specialized) granting authority was issued by the Accrediting Commission of NATTS (National Association of Trade and Technical Schools).

In January 1985, the institution opened its new facility in St. Ann, Missouri, and in 1990, Vatterott College had the honor of being named the 'Best Institution in Missouri', by the Missouri Association of Private Career Schools.

Vatterott College expanded to Springfield, Joplin, and Independence, Missouri, in April 1991 as a result of a teach-out of students attending Draughon Business College. In August 1991, Vatterott College was authorized to establish branch campuses at these locations.

In May 1995, Vatterott College expanded to Quincy, Illinois, as a result of the purchase of the former Quincy Technical Schools.

In June 1996, the Business and Banking Institutes with locations in Omaha, Nebraska, and Des Moines, Iowa, were purchased. Programs were added and the institutions were relocated under the name Vatterott College. In the same year, an additional location of the St. Ann campus opened in Sunset Hills,

Missouri. Vatterott College expanded into the following cities as a result of various teach-out agreements: St. Joseph, Missouri, in March 1995; Tulsa, Oklahoma, in 1997; Memphis, Tennessee, in 1999; Wichita, Kansas, in 1999; and Cleveland, Ohio in 2001. In 1997, a branch location of the Quincy campus was opened in Oklahoma City, Oklahoma.

In December 1999, Vatterott College expanded in Omaha, Nebraska by purchasing the former Universal Technology Institute. In January 2000, a satellite campus was established in O'Fallon, Missouri. In September 2001, Vatterott College purchased the former Omaha College of Health Careers in Omaha, Nebraska, and established a branch campus. The St. Joseph campus changed affiliation in 2003 and continues operations as a branch campus of the Des Moines, Iowa main institution.

Wellspring Capital Partners purchased all Vatterott College locations in January 2003 and named the holding company as Vatterott Educational Centers, Inc.

The O'Fallon satellite location was approved as a branch campus of the St. Ann main institution in 2004. L'Ecole Culinaire was approved as a branch campus of the Des Moines, Iowa main institution in 2004.

Vatterott College operations expanded into Texas in 2004, purchasing Court Reporting Institute of Dallas. The Court Reporting Institute of Houston was approved as branch campus of the Dallas main campus in 2004.

In January 2007, Vatterott Education Center located in Dallas, Texas was approved as a branch campus of the Quincy main institution.

In May 2008, Vatterott Career College Appling Farms, Tennessee was approved as a branch campus of Des Moines main institution.

In November 2008, L'École Culinaire, Cordova, Tennessee, was approved as a branch campus of the Quincy main institution.

Accreditation, Authorization, and Approvals

Vatterott College is accredited by the Accrediting Commission of Career Schools and Colleges of Technology (ACCSCT). The Accrediting Commission of Career Schools and Colleges of Technology is listed by the U.S. Department of Education as a nationally recognized accrediting agency.

Accrediting Commission of Career Schools and Colleges of Technology
2101 Wilson Blvd., Suite 302
Arlington, VA 22201
(703) 247-4212

The Medical Assistant diploma program is accredited by the Accrediting Bureau of Health Education Schools.

Accrediting Bureau of Health Education Schools (ABHES)
7777 Leesburg Pike, Suite 314
N. Falls Church, VA 22043
(703) 917-9503

The Dental Assistant Specialist Associate of Occupational Studies program is accredited by the Commission on Dental Accreditation.

Commission on Dental Accreditation (CODA)
American Dental Association
211 East Chicago Ave.
Chicago, IL 60611-2678
312-440-2500

Approvals

Division of Vocational Rehabilitation
State of Iowa
Jobs Training Partnership Act
Division of Employment and Training
Department of Immigration and Naturalization
Justice Department, U.S.A.
Approved for Worker Re-entry, Trade Readjustment
Act and Promise Jobs Programs

This is a partial list. For confirmation on specific agency or company approval, please contact the school.

Memberships

Better Business Bureau
Midwest Career College Association
South Des Moines Chamber of Commerce
Greater Des Moines Partnership

Campus Location

Vatterott College – Des Moines Campus
7000 Fleur Drive
Des Moines, Iowa 50321
515-309-9000
Toll free 800-353-7264

Administrative Offices –
7000 Fleur Drive
Des Moines, Iowa 50321
515-309-9000
Toll free 800-353-7264

Campus Facilities

Vatterott College – Des Moines Campus – Main Campus

The facilities are located at 7000 Fleur Drive with the building occupying approximately 44,000 square feet. Associate of Occupational Studies Degrees are offered in Computer Systems and Network Technology, Dental Assistant Specialist, Medical Assistant with Limited Radiography and Diesel Mechanics. Diploma programs are offered in Heating, Ventilation, Air-Conditioning & Refrigeration Maintenance Technician and Medical Assistant. There are twenty classrooms, a learning resource center, and a student lounge in the school. The Diesel Mechanic area has a large shop area that can hold up to three full size semi cabs and three welding areas with all the proper safety equipment.

The HVAC area has multiple heating and cooling units. The Dental department has one functional and one expansion laboratory, one large dental clinic with four operational operatories, three operational x-ray bays, a dedicated sterilization area, and a large darkroom that is shared with the Medical department. The Medical department has a large functional medical clinic with three private exam areas, a classroom computer lab, and a room with x-ray equipment used for positioning of patients and exposure of phantom body parts. The CSNT area has computer systems in each classroom with hardware and software appropriate for each program application. Maximum class size is 30 students. Enrollment Capacity: 500 students per session. Theory classes are limited in size to a 30:1 student/teacher ratio and labs are limited to a 20:1 ratio.

Admissions Information

Admissions Policy

Students should apply for admission as soon as possible in order to be accepted for a specific program of study and start date. All applicants are required to complete a personal interview with an admissions representative, either in person or by telephone, depending upon the distance from the institution. Parents and/or significant others are encouraged to attend. This gives applicants and their families an opportunity to see and learn about the institution's equipment and facilities and to ask questions relating to the institution's curriculum and career objectives. Personal interviews also enable institution administrators to determine whether an applicant is a strong candidate for enrollment into the program.

Applicants must have a High School Diploma or General Education Diploma (GED).

The following items must be completed at the time of registration:

- Application for Admission
- Enrollment Agreement (if applicant is under 18 years of age, it must also be signed by parent or guardian)
- Request for high school or GED transcript (and college transcripts, where applicable)
- Financial aid forms (if applicant wishes to apply for financial aid)
- Payment of registration fee (non-refundable unless applicant is denied admission or cancels application within three business days of the institution's receipt of the application and fee)
- Applicants with home school diplomas are required to present evidence to validate the credential. In the event the home school diploma cannot be verified by the state authority, the applicant is required to complete the GED and provide copy of his/her transcript.

The institution reserves the right to reject applicants if the items listed above are not successfully completed.

Re-Entering Students

Students who have previously attended the institution will be subject to the same admission requirements and procedures as new applicants, with the exception of the registration fee. The registration fee will be waived for all students who re-enter less than a year after leaving the institution. All re-entering students must complete a new Enrollment Agreement and are charged the rate of tuition in effect at the time of re-entry.

Non-Degree Non-Program Students

It is the policy of Vatterott College to permit non-degree non-program students to enroll in no more than two terms of course study. A non-degree non-program student is defined as a student that has not selected a degree or program of study. Federal financial aid is not available to non degree non program students. Non-degree non-program students must meet the same admissions standards as degree students. Prerequisites may be required.

Institution Calendar

New classes begin frequently. For a particular course, please contact the institution for the exact start dates or refer to the calendar insert.

Classes are not held on the following holidays: New Year's Day, Dr. Martin Luther King's Birthday, Good Friday, Memorial Day, Fourth of July, Labor Day, Veterans Day, Thanksgiving, Friday after Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve.

Tuition/Fees Policies

1. Tuition may either be paid in full upon enrollment or complete payment must be accounted for on the Information Sheet for Student Tuition Financing (Tuition Proposal).
2. All tuition payments are to be made in accordance with the terms of the Enrollment Agreement/Retail Installment Contract. Special circumstances that may warrant other payment terms are granted only at the discretion of the institution.
3. Any student delinquent in the payment of any sum owed to the institution may be suspended from the institution, at the institution's sole discretion, until the institution receives payment of all such delinquent sums, or the student makes arrangements to pay such delinquent sums. Arrangements to pay must be accepted by the institution.

4. In the event of withdrawal by the student, tuition refunds will be made according to the terms of the Enrollment Agreement.
5. If a student repeats any portion of the program, the student must pay tuition and fees applicable to such portion of the program and execute a written addendum to the Enrollment Agreement with the institution, specifying the terms of the repeat.

See Catalog Addendum for current tuition and fees. (If missing, notify the institution.)

Add/Drop Period

Add/Drop Period is fourteen (14) calendar days from the first date of the term. Students who fail to attend classes during the add/drop period will be withdrawn and issued a W.

Financial Information

It is the goal of Vatterott College to assist every eligible student in procuring financial aid to enable the student to attend the institution. The institution participates in various federal and state student financial assistance programs. The financial aid programs are designed to provide assistance to students who are currently enrolled or accepted for enrollment, but whose financial resources are inadequate to meet the full cost of their education.

The primary responsibility for meeting the costs of education rests with the individual student and their families. All financial aid is awarded on the basis of need, regardless of sex, age, race, color, religion, creed or national origin. Need is defined as the difference between the cost of education for one academic year and the amount a student's family can be reasonably expected to contribute to this cost of education for the same period.

Consumer Information

Most of the information dissemination activities required by the Higher Education Amendments of 1986 have been satisfied within this catalog. However, student finance personnel are available, in accordance with federal regulations, to discuss consumer information in more detail with current and prospective students.

Financial Aid Eligibility

In order to be eligible for financial aid, a student must:

- Be enrolled as a regular student in an eligible program of study on at least a half-time basis (With the exception of Pell and FSEOG.);
- Have a high school diploma or the equivalent;
- Students who display the ability to benefit (ATB) from Vatterott training programs may be eligible to participate based on an independently administered test, see campus Director of Education to inquire (Texas students only);
- Be a U.S. citizen or national, or an eligible non-citizen. Verification of eligible non-citizen status may be required;
- Have financial need (except for some loan programs) as determined by a need analysis system approved by the Department of Education;
- Maintain satisfactory academic progress;
- Provide required documentation for the verification process and determination of dependency status;
- Have a valid Social Security Number;

- ❑ Not have borrowed in excess of the annual aggregate loan limits for the Title IV financial aid programs;
- ❑ Be registered for the Selective Service, if required;
- ❑ Sign an updated Statement of Educational Purpose\Certification Statement on refunds and default.

Application

To apply for financial aid, a student must complete a standard application such as the Free Application for Federal Student Aid (FAFSA). The application must be completed with extreme care and accuracy. Our Student Financial Aid Department is available to assist students in the completion of this form and to answer any questions.

The FAFSA is used to determine eligibility for all types of financial aid programs. Once processed, the application will produce an Expected Family Contribution (EFC) which determines eligibility. Financial aid from federal programs is not guaranteed from one year to the next; therefore it is necessary for each student to reapply every year.

Need and Cost of Attendance

Once the application is completed, the information will be used in a formula established by the Congress, that calculates need and helps determine eligibility. When combined with other aid and resources, a student's aid package may not exceed the cost of attendance.

Satisfactory Academic Progress

Students must meet the standards of satisfactory academic progress (SAP) in order to remain eligible to continue receiving financial assistance as well as to remain eligible to continue as a regular student of the institution.

Satisfactory academic progress for purposes of continuing eligibility for federal financial assistance is determined by applying the CGPA requirements, progression towards completion requirements, maximum completion time restrictions, probation provisions, suspension and dismissal procedures, and appeals procedures as outlined in the Academic Information section of this catalog.

Students on academic probation are considered to be maintaining satisfactory academic progress and are eligible to continue receiving federal financial assistance. Students who have been academically dismissed are no longer

active students of the institution and are ineligible for financial aid. Reinstatement of financial aid eligibility will occur only after re-admittance following dismissal or in the event the student's appeal results in re-admittance.

Federal Pell Grant

This grant program is designed to assist needy undergraduate students who desire to continue their education beyond high school. Every student is entitled to apply for a Federal Pell Grant. Eligibility is determined by a standard U.S. Department of Education formula, which uses family size, income and resources to determine need. The actual amount of the award is based upon the cost of attendance, enrollment status, and the amount of money appropriated by Congress to fund the program. The Federal Pell Grant makes it possible to provide a foundation of financial aid to help defray the cost of a postsecondary education. Unlike loans, the Federal Pell Grant does not usually have to be paid back.

Federal Supplemental Educational Opportunity Grant (FSEOG)

The FSEOG is a grant program for undergraduate students with exceptional need with priority given to students with Federal Pell Grant eligibility. Students who are unable to continue their education without additional assistance may qualify for this program. The federal government allocates FSEOG funds to participating institutions. This is a limited pool of funds and the institution will determine to whom and how much it will award based on federal guidelines. Often, due to limited funding, grants are awarded on a first-come, first-served basis.

Academic Competitiveness Grant (ACG)

The ACG grant is available to students who have completed a rigorous program of study during high school. To be eligible, the student must be enrolled in a degree program and be eligible to receive the Pell grant. Other eligibility requirements may apply. Contact the financial aid office for details.

National Science and Mathematics Access to Retain Talent Grant (National SMART Grant)

This grant is available to students who are enrolled in the third and fourth years of designated programs of study. The student must be eligible for the Pell grant and meet various other eligibility criteria. Contact the financial aid office for details.

Federal Stafford Student Loans

Federal Stafford loans, available through the Federal Family Education Loan Program (FFELP), are low-interest loans that are made to the student by a lender, such as a bank, credit union, or savings and loan association. The loan must be used to pay for direct and/or indirect educational expenses. Subsidized loans are need based while unsubsidized loans are not. Repayment begins six months after the student graduates, withdraws from the institution, or attends below half-time enrollment status.

Federal Parent Loan for Undergraduate Students (PLUS)

The Federal PLUS loan, another FFELP loan program, is available to parents of dependent undergraduate students. These loans are not based on need but when combined with other resources, cannot exceed the student's cost of education. A credit check is required and either or both parents may borrow through this program. Repayment begins within 60 days of final disbursement of the loan within a loan period.

Private Loans

Various lending institutions offer loans to help cover the gap between the cost of education and the amount of financial aid the student has been awarded. Interest rates and fees vary by program and may be determined by the applicant's credit history. Students are encouraged to apply with a co-borrower to secure the best terms and loan approval.

Scholarships

Make-the-Grade Scholarship - Vatterott College offers the Make-the-Grade Scholarship to any high school graduate who enrolls at Vatterott College within one year of high school graduation. The Make-the-Grade scholarship is a tuition remission scholarship that allows the student a \$25 tuition credit for every semester grade of A and \$20 for every semester grade of B that he/she received in high school, with a limit of \$1,000. Contact the Admissions Department for a scholarship application.

Imagine America Scholarship -- Vatterott College participates in the Imagine America Scholarship program sponsored by the Career College Foundation. This program awards three \$1,000 scholarships (no actual monetary value; tuition remission only) to every high school in the United States, to be awarded by the high school to students attending a career institution. Students must contact their high school guidance counselor for more information on selection criteria and to apply for this scholarship. Students may also find out more information about the Imagine America scholarship at www.petersons.com/cca/

Imagine America Military Award Program (MAP) – This program has been established by the Career College Foundation to help military personnel pursue postsecondary career education, recognizing the important contribution of our nation's armed services. The \$1,000 award (no actual monetary value; tuition remission only) is available to any active duty and honorably discharged or retired veteran of a United States military service branch for attendance at a participating career institution. Each campus is limited in the number of annual awards. Students may find out more information about the Imagine America Military Award Program at www.petersons.com/cca/

Other Financial Resources

There are other potential resources you should consider for financing your education. Scholarship aid is often available from high school organizations, church groups, and social, civic, and fraternal organizations with which you or your parents may be affiliated. Many companies provide scholarship aid for children of employees, while others provide tuition assistance to students who work for them part-time or full-time.

Veterans Educational Benefits – Vatterott College is approved for the training of veterans and veterans’ children in accordance with the rules and regulations administered by the State Approving Agency of the United States Department of Veterans Affairs. Representatives of the Department of Veterans Affairs, the individual State Approving Agencies, and the Financial Aid Office, are available to advise you on eligibility for veterans’ educational benefits. Be sure to contact the financial aid office regarding filing of proper forms to plan your benefits well in advance of the start date for the class in which you desire to enroll.

The Department of Veterans Affairs may pay monthly educational allowances to qualified students to help defray the cost of tuition and living expenses. For further information, contact the Department of Veterans Affairs, the State Approving Agency, or a financial aid officer at Vatterott College. PLEASE NOTE: STUDENTS ARE RESPONSIBLE FOR THEIR TUITION PAYMENTS, NOT THE DEPARTMENT OF VETERANS AFFAIRS.

NOTE: All Vatterott College locations may not be eligible for Veterans Educational Benefits by the Department of Veterans Affairs. Please check with the institution Director for the State Approving Agency representative in your area.

Government Sponsored Programs – Vatterott College accepts qualified students eligible to participate in various state- administered programs. Contact the Campus Director for details.

Company Tuition Reimbursement -- Vatterott College may be approved as a training facility in your area. It is recommended that you check with the Human Resources office of your particular employer for reimbursement policies.

Entrance and Exit Interview/Loan Counseling

The Department of Education requires that any student receiving a Federal Family Educational Loan be notified concerning their loans. The institution counsels each student regarding loan indebtedness and gives each student an entrance test and mails an exit interview regarding the loan to make sure the student understands the amount borrowed and the student’s rights and responsibilities regarding repayment.

The student must report to the Student Finance Office prior to withdrawal or graduation for loan counseling. The purpose of this session is to inform the student of their tentative total loans received while in attendance at the institution, refunds that may be made, and to provide the student with an estimated payment amount. If the student is unable to meet with the Student Finance Office, an exit interview will be mailed.

Order of Return of SFA Program Funds

Title IV funds credited to outstanding loan balances for the payment period or period of enrollment for which a return of funds is required must be returned in the following order;

- Unsubsidized Stafford Loan Program;
- Subsidized Stafford Loan Program;
- Unsubsidized Direct Stafford loans (other than PLUS loans);
- Subsidized Direct Stafford loans;
- Federal Perkins Loan Program;
- Federal PLUS loans;
- Federal Direct PLUS loans;
- If funds remain after repaying all loan amounts, those remaining funds must be credited in the following order:
- Federal Pell Grants for the payment period for which a return of funds is required;
- Academic Competitiveness Grants for which a return of funds is required;
- National Smart Grants for which a return of funds is required;
- Federal Supplemental Educational Opportunity;
- Grant (FSEOG) for which a return of funds is required;
- Other assistance under this Title for which a return of funds is required.

Refunds to any of the Title IV or State programs will be paid within 45 days or the timeframe established by the appropriate regulatory authority, whichever is shorter.

Refund Policy

A student who cancels their Enrollment Agreement at any time prior to the midnight on the fifth business day after signing the Agreement will receive a refund of all monies paid. A student who cancels the fifth business day but prior to the Student’s first day of class attendance will receive a refund of all monies paid, except for the non-refundable Registration Fee. If this Enrollment Agreement is not accepted by Vatterott College or if Vatterott College cancels this Agreement prior to the first day of class attendance, all monies, including the Registration Fee, will be refunded.

All requests for cancellation by the Student should be made in writing and mailed or hand delivered to the Registrar's Office.

After the last day of the add/drop period for each term, as stated in the Admission Information section, no refunds or adjustments will be made to tuition for students withdrawing from individual classes but otherwise still enrolled. Refunds are made for students who withdraw or are withdrawn from the College prior to the completion of their program. Refunds will be based on the current tuition charge incurred by the student at the time of withdrawal, not the amount the Student has actually paid.

It is understood that any terms extended to any student are for convenience in paying the tuition and are not in any way to be considered payment(s) for periods of time. Tuition and fees attributable to future periods of enrollment that have not started will not be assessed. All books, supplies, or equipment that has been issued to the student are refundable if returned to the College in new condition. When a student withdraws from the College, he/she is requested to complete a student withdrawal form with the Registrar or Director of Education.

Refunds will be calculated based on the last day of attendance or participation in an academic activity.

The College shall refund unearned tuition and refundable lab fees as follows:

1. A student who withdraws during the first calendar week of the academic term shall receive a refund of seventy-five percent of the tuition and refundable fees for that academic term.
2. A student who withdraws during the second calendar week of the academic term shall receive a refund of fifty percent of the tuition and refundable fees for that academic term.
3. A student who withdraws during the third calendar week of the academic term shall receive a refund of twenty-five percent of the tuition and refundable fees for that academic term.
4. A student who withdraws after the third calendar week of the academic term shall receive no refund of the tuition and refundable fees for that academic term.

Refunds will be made within 30 days after the College determines the student has withdrawn.

Refund Policy for Students Called to Active Military Service

A student who withdraws from the College as a result of the student being called into active duty in a military service of the United States or the Iowa National Guard may elect one of the following options for each program in which the student is enrolled:

1. A full refund of any tuition and refundable fees for the academic term in which the student is enrolled at the time of withdrawal. No refund will be given for any academic term the student has completed.
2. A grade of incomplete with the designation "withdrawn-military" for the courses in the program in which the student is enrolled at the time of withdrawal and the right to re-enroll in those courses, available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition and fees other than any previously unpaid balance of the original tuition, fees and charges for books for the courses.
3. The assignment of an appropriate final grade or credit for the courses in which the student is enrolled at the time of withdrawal, but only if the instructor or instructors of the courses determine that the student has:
 - a. Satisfactorily completed at least 90 percent of the required coursework; and
 - b. Demonstrated sufficient mastery of the course material to receive credit for the course.

Return of Title IV Funds

A recipient of Federal Title IV* financial aid who withdraws or is dismissed from school during a payment period (or term) in which the student began attendance will have the amount of Title IV Funds he/she did not earn calculated according to a pro-rata formula in federal regulations. For example if the student completed 30% of the payment period (or term), the student earns 30% of the assistance they were scheduled to receive for that payment period. Once the student has completed more than 60% of the payment period (or term), all of the assistance scheduled for that period is earned.

The formula is the number of calendar days the recipient has been enrolled for the payment period up to the day the student withdrew divided by the total number of calendar days in the payment period (or term). That percentage is multiplied by the amount of the recipient's Title IV financial aid awarded for that payment period to determine the amount of Title IV financial aid that has been earned. The amount of Title IV financial aid that has not been earned for the payment period, and which must be returned, is the complement of the amount earned. The amount of the Title IV earned and the amount of Title IV not earned will be calculated based on the amount of Title IV financial aid that was disbursed or could have been disbursed for the payment period upon which the calculation was based.

If the recipient did not receive all of the funds that were earned, the student may be due a post-withdrawal disbursement. If the post-withdrawal disbursement includes federal student loan funds, the school must get the borrower's permission before it can disburse. The student may choose to decline some or all of the loan funds. The school is authorized to use all or a portion of the post-withdrawal grant funds for tuition, fees, books and supplies and contracted room and board charges. To apply remaining post-withdrawal grant funds to other school related charges, the school must obtain permission. However, it may be in the student's best interest to allow the school to keep the funds to reduce the debt to the school.

There are some Title IV funds that recipients were scheduled to receive that cannot be disbursed as post-withdrawal disbursements because of other eligibility requirements. For example, if the student is a first-time first-year undergraduate student and has not completed at least the first 30 calendar days of the program prior to withdrawal, no FFEL or Direct loan funds can be disbursed.

If the student receives (or the school or parent receives on the student's behalf) excess Title IV program funds that must be returned, the school must return a portion of the excess equal to the lesser of:

1. the student's institutional charges multiplied by the unearned percentage of the funds, or
2. the entire amount of excess funds.

The school must return this amount even if it did not keep this amount of Title IV program funds. If the school is not required to return all of the excess funds, the student must return the remaining amount. Any loan funds that the student must return, the student (or parent for a PLUS loan) repay in accordance with the terms of the promissory note. That is, the borrower(s) make scheduled payments to the holder of the loan over a period of time.

Any unearned grant funds that the student must return is called an overpayment. The maximum amount of grant overpayment that the student must repay is half of the grant funds received or scheduled to be received by the student.

The requirements of Title IV program funds when the student withdraws are separate from any refund policy that the school may have. Therefore, the student may still owe funds to the school to cover unpaid institutional charges. The school may also charge the student for any Title IV program funds that the student was required to return. See the college's Tuition Refund Policy and instructions regarding the requirements and procedures for official withdrawal from school elsewhere in this catalog. For answers about Title IV program funds, one can call the Federal Student Aid Information Center at 1-800-4 FedAid (1-800-433-2143). TTY users may call 1-800-730-8913. Information is also available on Student Aid on the Web at www.studentaid.ed.gov.

**Title IV programs are Federal Pell Grants, Academic Competitiveness Grants, National SMART grants, Stafford Loans, PLUS loans and Federal Supplemental Educational Opportunity Grants (FSEOG).*

Withdrawal Date/Policy

The withdrawal date used to determine when the student is no longer enrolled at Vatterott College is:

The date the student began the official withdrawal process, either by submitting an official withdrawal form to the Registrar or Director of Education or by verbally communicating the student's intent to the Registrar or Director of Education, and ceasing to attend classes or other institution activities. A student who submits a completed official withdrawal form or verbally communicates his/her intent but who continues to attend classes or other institution activities will not be considered to have officially withdrawn from the institution.

If a student does not complete the official withdrawal process, the institution will determine the student's withdrawal date based upon federal regulations and institutional records.

For Federal student loan reporting purposes, the student's last date of attendance will be reported as the effective date of withdrawal for those who do not complete the official withdrawal process and will be the date the student began the official withdrawal process for those students who complete the official withdrawal process.

Please note that the above policy may result in a reduction in institution charges that is less than the amount of Title IV financial aid that must be returned. Therefore, the student may have an outstanding balance due to the institution that is greater than that which was owed prior to withdrawal.

Academic Information

Letter Code	Numerical Percentage	Description	Included in Credits/Clock Hours Earned	Included in Credits/Clock Hours Attempted	Included in CGPA	Quality Points
A	90 – 100	Outstanding	Yes	Yes	Yes	4.00
B	80 – 89	Above Average	Yes	Yes	Yes	3.00
C	70 – 79	Average	Yes	Yes	Yes	2.00
D	60 – 69	Below Average	Yes	Yes	Yes	1.00
F	0 – 59	Failing	Yes	Yes	Yes	0.00
W	N/A	Withdrawn	No	Yes	No	N/A
WF	N/A	Withdrawn/Failure	No	Yes	No	N/A
I	N/A	Incomplete	No	Yes	No	N/A
TC	N/A	Transfer	Yes	Yes	No	N/A
TO	N/A	Test-Out	Yes	Yes	No	N/A
AU	N/A	Audit	No	No	No	N/A

Application of Grades and Credits

The chart above describes the impact of each grade on a student's academic progress. For calculating rate of progress grades of F (failure), W (withdrawn), WF (withdrawal/failure) and I (incomplete) are counted as hours attempted, but are not counted as hours successfully completed. A grade of W will not be awarded after the student has completed the second week of the term. Withdrawal after the second week of the term will result in the student receiving a grade of WF.

The student must repeat any required course in which a grade of F, W or WF is received. Students will only be allowed to repeat courses in which they received a grade of D or below.

In the case of D or F, the better of the two grades is calculated into the CGPA. The lower grade will include a double asterisk "*" indicating that the course has been repeated. Both original and repeated credits will be counted as attempted credits in rate of progress calculations.

TC and TO credits are included in the maximum time in which to complete and the rate of progress calculations but are not counted in the CGPA calculation.

To receive an incomplete (I), the student must petition, by the last week of the term, for an extension to complete the required course work. The student must

be satisfactorily passing the course at the time of petition. Incomplete grades that are not completed within fourteen calendar days after the end of the term will be converted to a grade of F and will affect the students CGPA.

Grading Policy

The course grade earned by a student and assigned by the instructor will be based on an evaluation of the student's mastery of the objectives of the course. The instructors' grading policy will be published in the course syllabus and approved by the Director of Education or designee in advance of the first day of class. A student is responsible for all work missed during an absence and must contact the faculty member for allowed make-up work.

Grade Point Averages

A student's grade point average (GPA) is computed by dividing the total number of quality points earned by the total number of credit/clock hours for which grades were awarded. The grade points are calculated by multiplying the quality points for the grade earned for each course by the number of credit/clock hours associated with the course. The term grade point average applies to work in a given term. A student's overall academic average is stated in a cumulative grade point average (CGPA), which is based on all grades and credits/clock hours earned in the declared program of study to date.

Grade reports are available to students at the completion of each term. Grades are based on the quality of work as shown by written tests, laboratory work, term papers, and projects as indicated on the course syllabus.

Both the term GPA and CGPA only include courses that are required for graduation in the student's current program of study. CGPAs help determine whether a student is meeting the standards of academic progress, eligibility for graduation and academic honors. The GPA may range from 0.00 through 4.0.

Failing Grade

A student who receives a failing grade (F) in a required course must repeat the course and receive a passing grade or receive transfer credit for the course in order to graduate. A course for which an "F" is awarded is included in the term GPA and CGPA. When the student repeats the course with a passing grade or receives transfer credit, the CGPA will be adjusted accordingly. The failure grade will remain on the transcript.

Incomplete Grade

An incomplete grade "I" signifies that not all the required coursework was completed during the term of enrollment. The "I" grade is not calculated into the term GPA or CGPA at the time it is awarded.

Instructors submitting "I" grades must receive approval from the Director of Education or designee and documentation of the "I" grade must be placed in the student's academic file. All required coursework must be complete and submitted within two weeks after the end of the term. If course requirements are not satisfied by the deadline, the "I" is converted to an "F." An "I" grade may be assigned only when all of the following conditions are met:

- The student has been making satisfactory progress in the course, as determined by the instructor;
- The student is unable to complete some coursework because of unusual circumstances that are deemed acceptable by the instructor; and
- The student presents these reasons in writing, with any required documentation prior to the last day of the term.

Independent Studies Course Work

Under certain circumstances some courses may be taught as an independent study course. Students will be required to complete all learning objectives, assignments and exams as outlined on the course syllabi and lesson plans. The student will meet with the assigned instructor at scheduled times throughout the course.

Audit Grade

A student must declare the intention to audit a course during the add/drop period as specified in the institution catalog. Tuition is charged for audited courses; however, financial aid is not applicable.

Evaluation of work and class participation is optional, but class attendance is required. A student must inform the faculty member of the audit status. The designator "AU" is placed on the student's transcript regardless of whether or not the student completed the course.

Withdrawal Grade

A student enrolled in courses after the add/drop deadline who wishes to withdraw must apply through the Director of Education or designee. If the withdrawal occurs within the deadline as stated in the Application of Grades and Credits, the course remains on the transcript and is designated with a "W." A course withdrawal after the deadline receives a designator of "WF".

Transfer Credit

Vatterott College will evaluate the student's previous education, training and work experience to determine if any subjects or training activities in the student's program may be waived and thereby reduce the amount of training or education required for the student to reach the educational objective. Credits earned at a post secondary accredited institution may be accepted on the basis of a valid transcript provided by the student. Only grades of "C" 2.0 GPA or higher will be eligible for transfer. Credit will be awarded where appropriate. Vatterott will notify the student and appropriate agencies (i.e. Veterans Administration, Voc. Rehab etc.) upon completion of evaluation and determination of outcome. Transfer credits must be earned in courses that are similar in nature to the course offered by Vatterott. Credits that were earned more than five (5) years prior to the current year will not be considered for transfer. At a minimum, 50% of the credits required must be completed at the Vatterott.

It is the responsibility of the student to request an official transcript be mailed to Vatterott College Education in order for transfer credit to be considered. Any fees associated with transcript requests are the responsibility of the student. All transfer of credit requests must be evaluated and approved within the first week of training. Any credit, advanced placement or credit for experiential learning transferred in that reduces the length of the program will reduce the cost of the total program.

The amount of credit will be based on the current tuition and fee schedule at the time of transfer. Transfer credits will appear as a TC on the student's transcript.

Decisions concerning the acceptance of credits by an institution other than the granting institution are made at the sole discretion of the receiving institution. No representation is made whatsoever concerning the transferability of any credits to any institution.

Internal Proficiency Credit Test Out

Students are responsible for requesting proficiency examinations. Such a request should be granted if an examination is available and the Director of Education or designee has reason to believe the student's experience or training warrants such an evaluation. The Director of Education is responsible for developing local proficiency examinations, for examination procedures that ensure the integrity of the examination process. The student shows competency by satisfactorily (minimum of 70%) completing the institution-developed proficiency test. The testing fee is \$100.00 per term and is non-refundable.

A student who receives proficiency credit for test out course or courses is awarded a grade of "TO". The course is noted on the transcript with a grade of "TO" and is not used in the grade point average or rate of progress, but calculated in the timeframe measurement.

Proficiency examination requests will not be honored for students in the following categories:

- Student is currently enrolled in the course beyond the add/drop deadline; Which is defined as the first two weeks of the program enrollment
- Student was previously enrolled in the course for which the exam is being requested; and
- Student previously failed the proficiency exam for that course.

Any student requesting a proficiency exam, who does not have credit for the prerequisite course, must obtain approval from the Director of Education or designee. If the proficiency credit is granted, the student must still earn credit for the prerequisite course through proficiency credit, transfer credit or successful completion of the course. All tests and supporting documentation must be retained in the student's academic file.

External Proficiency Credit

Proficiency credit for certain undergraduate courses may be granted to students who achieve acceptable scores on specific nationally recognized examinations such as College Level Examination Program (CLEP), Advanced Placement (AP), and Defense Activity for Non-Traditional Education Support (DANTES) program. The American Council on Education (ACE) recommendations should be used when awarding CLEP or DANTES credit.

Credit for AP coursework is based solely upon the student's performance on the national examination administered by the College Board and not upon the student's performance in the AP course. A score of three (3) or better on the examination is required for AP credit acceptance.

Professional Training/Certification Credit

Proficiency credit for certain courses may be granted to students who hold current specific industry-recognized professional certification.

Such certifications may be reviewed by the Director of Education or designee for proficiency credit. Where available, the ACE College Credit Recommendation Service should be used to assess such certifications or training. Evaluations and supporting documentation should be retained in the student's academic file.

Vatterott College will give credit for previous work or school experience if the student can provide documentary proof of previous training or previous experience in the field he/she wishes to enter. The student will submit a written request to the Campus Director during the enrollment process and prior to the first scheduled class.

The student shows competency by satisfactorily (minimum of 70%) completing the institution-developed competency test. The testing fee is \$100.00 per term and is non-refundable.

A student who receives credit for previous training/work life credit course(s) is awarded a grade of "CPT". The course is noted on the transcript with a grade of "CPT" and is not used in the grade point average or rate of progress, but calculated in the timeframe measurement.

Students meeting the above minimum requirements will have their programs shortened proportionately. A maximum of 13.5 core credit hours may be awarded. A record will be kept in the student's file showing the amount of credit granted. A prorated reduction in tuition that is equal to the point at which the student entered the program will be granted. Please be aware that credit for previous experience or education will affect the student's financial aid package.

Standards of Satisfactory Academic Progress

All students must maintain satisfactory academic progress in order to remain enrolled. Additionally, satisfactory academic progress must be maintained in order to remain eligible to continue receiving federal financial assistance. Satisfactory academic progress is determined by measuring the student's cumulative grade point average (CGPA) and the student's rate of progress toward completion of the academic program. These are outlined below.

CGPA Requirements

Students must meet minimum CGPA requirements at specific points during their enrollment in order to be considered making satisfactory academic progress. These requirements are noted in the tables below. These will be reviewed at the end of each grading period after grades have been posted to determine if the student's CGPA is in compliance. Once a student reaches a review point, they must maintain the minimum CGPA for that level at the end of each grading period until such time as they reach the next level of review.

Certificate/Diploma Program Quarter Credits

Quarter Credits	Minimum CGPA Required
0 – 15	1.0
16 – 30	1.5
31 credits – graduation or maximum allowable credits reached	2.0

Associate's Degree Program Quarter Credits

Quarter Credits	Minimum CGPA Required
0 – 15	1.0
16 – 45	1.5
46 credits – graduation or maximum allowable credits reached	2.0

Rate of Progress Towards Completion Requirements

The student shows competency by satisfactorily (minimum of 70%) completing the institution-developed proficiency test.

In addition to the CGPA requirements, a student must successfully complete at least 67% of the cumulative credits or clock hours attempted in order to be considered to be making satisfactory academic progress. Credits or clock hours attempted are defined as those credits or clock hours for which students are enrolled in the term and have incurred a financial obligation. As with the determination of CGPA, the completion requirements will be reviewed at the end of each term after grades have been posted to determine if the student is progressing satisfactorily.

Maximum Time in Which to Complete

A student is not allowed to attempt more than 1.5 times, or 150%, of the number of credits or clock hours in their program of study.

The requirements for rate of progress are to ensure that students are progressing at a rate at which they will complete their programs within the maximum time frame. The maximum allowable attempted credits are noted below.

Program Maximum Allowable Credits

Diploma, Medical Assistant – 108 QCH

Diploma, Heating, Ventilation, Air Conditioning, & Refrigeration Maintenance Technician – 81.75 QCH

Associate of Occupational Studies Degree, Computer-Aided Drafting Technology – 138 QCH

Associate of Occupational Studies Degree, Computer Systems and Network Technology - Associate of Occupational Studies Degree – 137.25 QCH

Dental Assistant Specialist - Associate of Occupational Studies Degree – 137.25 QCH

Associate of Occupational Studies Degree, Medical Assistant with Limited Radiography - 162 QCH

Associate of Occupational Studies Degree, Diesel Mechanic – 137.25 QCH

How Transfer Credits/Change of Program Affect SAP

Credit that has been transferred into the institution by the student has no effect on the percentage of completion calculation in the SAP, nor does it have any effect on the grade point average requirement for the SAP. Transfer credit is considered when computing the maximum timeframe allowed for a program of study. For example, a student transfers from institution A to institution B. The student is able to transfer 30 credits earned at institution A into a program at institution B. The program requires 180 credits to graduate. Thus, the maximum time frame for this student's new program at institution B will be one and half times (150%) x 180 = 270 credits. The 30 transfer hours will be added to the attempted and earned hours when the time frame is being calculated.

When a student elects to change a program at Vatterott College (this does not include moving from a diploma to an Associate's degree or an Associate's degree to a Bachelor's degree in the same program) the student's earned

credits and grades will be transferred into the new program as applicable, including transfer credit. Credits earned at the institution in the original program of study will be used when computing grade point average, rate of progress and maximum time frame. Transfer credits from another institution that are applicable to the new program of study will not be calculated in the grade point average or rate of progress, but will be considered as credits attempted and earned in the time frame calculation. For example, a student transfers from program A to program B, the student is able to transfer 30 external credits and 10 credits earned in program A into program B.

Program B requires 180 credits to graduate. Thus, the maximum time frame for this student's new program will be one and half times (150%) x 180 = 270 credits. The 30 external transfer hours will be added to the attempted and earned hours when the time frame is being calculated and the 10 credits earned in program A will be included in the grade point average, rate of progress and the time frame calculations.

Academic Probation

At the end of each term after grades have been posted, each student's CGPA and rate of progress is reviewed to determine whether the student is meeting the aforementioned requirements.

Students will be placed on Probation the first term in which the CGPA or the rate of progress falls below the values specified in the CGPA requirements and Rate of Progress Towards Completion requirements sections of this catalog. At the end of the next term, the student will be removed from Probation and returned to regular status if they meet or exceed the minimum standards or will remain on Probation if they continue to fall below the specified values.

Students on Probation will be evaluated at the end of each term of monitoring. A student who raises their CGPA and rate of progress at or above the minimum[s] will be removed from Probation and returned to regular status. If a student does not meet the minimum CGPA or rate of progress requirements at the time of evaluation, the student may be dismissed from the institution or continued on probation.

If at any point it can be determined that it is mathematically impossible for the student to meet the minimum requirements, the student may be dismissed from the institution. The institution also reserves the right to place a student on or remove them from academic monitoring based on their academic performance, not withstanding these published standards.

Notification of academic dismissal will be in writing. The Conduct Policy section of this catalog describes other circumstances that could lead to student dismissal for non-academic reasons.

As a dismissed student, a tuition refund may be due in accordance with the institution's stated refund policy.

During the periods of Probation, students are considered to be making satisfactory academic progress and remain eligible for financial aid.

Students on Probation must participate in academic advising as deemed necessary by the institution as a condition of their academic monitoring. Students who fail to comply with these requirements may be subject to dismissal even though their CGPA or rate of progress may be above the dismissal levels.

Appeal to Grade Challenge & Course Work Appeals

A student who has been academically dismissed may appeal the determination if special or mitigating circumstances exist. Any appeal must be in writing and must be submitted to the Academic Review Committee within ten days of receiving notification of his/her dismissal.

The student should explain what type of circumstances contributed to the academic problem and what plans the student has made to eliminate those potential problems in the future. The decision of the Committee is final and may not be further appealed.

Reinstatement

A student who has been academically dismissed may apply for reinstatement to the institution by submitting a written request to the Director of Education. The request should be in the form of a letter explaining the reasons why the student should be readmitted. A student may be required to wait at least one grading period before they are eligible for reinstatement and financial aid. The decision regarding readmission will be based upon factors such as grades, attendance, student account balance, conduct, and the student's commitment to complete the program.

Dismissed students who are readmitted will sign a new Enrollment Agreement, will be charged tuition consistent with the existing published rate, and will be eligible for federal financial aid.

Graduation Requirements

In order to graduate, a student must have earned a minimum of a 2.0 CGPA and must have successfully completed all required credits within the maximum credits that may be attempted. Students must also be current on all financial obligations in order to receive final transcripts.

Completers

A completer is a student who is no longer enrolled in the institution and who has either completed the time allowed or attempted the maximum allowable number of credits for the program of study but did not accomplish one of the following graduation requirements:

1. Achieve a minimum GPA of 2.0
2. Complete required competencies and/or Externship
3. Satisfy non-academic requirements (e.g., outstanding financial obligations)

Academic Honors

A graduate who has a minimum cumulative grade point average (CGPA) of 3.30 is eligible for one of the following recognitions:

- Director's List: 4.0 Cumulative GPA
- Dean's List: 3.6 – 3.99 Cumulative GPA
- Honors: 3.3 – 3.59 Cumulative GPA

Externships or Other Formal Experiential Learning Activities

All externships and other formal experiential learning activities will be registered in the student system. Attendance or participation is to be tracked and posted at least once a week and final grades will be recorded at the end of the enrollment period. Students who are unable to complete their externship or other formal experiential learning activity by the end of the add/drop period of the subsequent term will be awarded a grade of "F." A student who receives an "F" may be re-enrolled in the externship or experiential learning activity course for the subsequent term.

For externships or other experiential learning activities that occur at the end of the student's curriculum and that are required for graduation, the graduation date will coincide with the last day of the term in which the student completes all program requirements, unless the student completes such

requirements during the add/drop period, in which case the graduation date may be back dated to the last date of the previous term.

Leave of Absence Policy

The institution permits students to request a leave of absence (LOA) as long as the leaves do not exceed a total of 180 days during any 12-month period and as long as there are documented, legitimate extenuating circumstances that require the student to interrupt their education. Extenuating circumstances include: Medical (including pregnancy), Family Care (including unexpected loss of childcare and medical care of family), Military Obligations and Jury Duty.

In order for the student to be granted an approved LOA, the student must submit a completed, signed and dated Leave of Absence Request Form along with supporting documentation to the Director of Education. In addition, the student must have completed his/her most recent term and received academic grades (A-F) for that term.

Re-admission Following a Leave of Absence

Upon return from a leave, the student will be required to repeat the term and receive final grades for the courses from which the student took leave when the courses are next offered in normal sequence for students in the class into which the student has reentered. The student will not be charged any fee for the repeat of courses from which the student took leave or for reentry from the leave of absence.

The date a student returns to class is normally scheduled for the beginning of the term.

Failure to Return from a Leave of Absence

A student who fails to return from a LOA on or before the date indicated in the written request will be terminated from the program, and the institution will invoke the cancellation/refund policy.

As required by federal statute and regulations, the student's last date of attendance prior to the return from approved LOA will be used in order to determine the amount of funds the institution earned and make any refunds that may be required under federal, state or institutional policy.

Students who have received federal student loans must be made aware that failure to return from an approved LOA, depending on the length of the LOA, may have an adverse effect on the student's loan repayment schedules.

Federal loan programs provide students with a "grace period" that delays the students' obligation to begin repaying their loan debt for six months (180 days) from the last date of attendance. If a student takes a lengthy LOA and fails to return to the institution after the conclusion, some or all of the grace period may be exhausted – forcing the borrower to begin making repayments immediately.

Effects of Leave of Absence on Satisfactory Academic Progress

Students who are contemplating a leave of absence should be cautioned that one or more factors may affect their eligibility to graduate within the maximum program completion time:

- Students returning from a leave of absence are not guaranteed that the phase/course required to maintain the normal progress in their training program will be available at the time of reentry;
- Students may have to wait for the appropriate phase/course to be offered;
- Students may be required to repeat the entire phase/ course for which they elected to withdraw prior to receiving a final grade;
- Financial aid may be affected.

Unit of Credit, Clock/Credit Hour Conversion

The quarter credit hour is the unit of academic measurement used by Vatterott College. A minimum of 10 lecture hours at a minimum of 50 minutes each in addition to outside reading and/or preparation; 20 laboratory hours; or 30 externship hours; or an appropriate combination of all three constitutes one quarter hour of credit.

Make-Up Work

Vatterott College is committed to caring for its students. Our policy on graduation clearly defines the criteria for graduation. Strict enforcement of these requirements is the norm, but since we are committed to the individual needs of our students, there are exceptions.

Vatterott College may allow the student, at the discretion of the Director of Education, to perform independent student projects, to make up missed days (only up to 50%), or make up missed work. The guiding principle will be the academic progress of the student.

If a student, by extra attendance or extra work, can make up his/her work, then the student will remain academically sound and maintain satisfactory progress. The Director of Education has the responsibility to determine the outcome of these exceptional situations.

Attendance Requirements

Class attendance, preparation, and participation are integral components to a student's academic success. Students are strongly encouraged to attend every class session and to spend an appropriate amount of time outside of class reviewing and preparing for each class session. Failure to attend class may result in reduced participation, comprehension, and/or involvement with group projects, which may have an impact upon a student's overall course performance.

A student who is absent from all classes for two consecutive weeks will be automatically withdrawn from the institution unless there are acceptable mitigating circumstances.

A student may also be withdrawn from a course if absences exceed 30% of the total scheduled hours for a course. Students may be placed on attendance probation and receive a written notification when their total number of absences reaches 20% of total scheduled course hours. Students who withdraw or are removed from a course will receive a grade of W or WF based upon their time of withdrawal/removal; these grades count toward the evaluation of a student's satisfactory academic progress but will not affect the student's cumulative grade point average.

Students Receiving Veterans Benefits

Students receiving Veterans benefits are required to maintain an 80% attendance rate in each course.

Term

A term is defined as a consecutive ten-week period of continued instruction.

Student Information & Services

Vatterott College offers students a variety of success-oriented services as well as activities for the benefit of students and the community.

Vatterott College endorses an open-door policy with respect to students and staff. Students have the right to request an appointment with any member of Vatterott College staff regardless of the person's title or function. Office hours for Vatterott College personnel are available from the receptionist.

Career Services

During the admissions interview, prospective students are advised of the many career paths that are available to them upon graduation. Admissions Representatives assist students in assessing their talents and discuss the motivation necessary to achieve their career goals.

It must be stressed that Vatterott College cannot and will not guarantee you a job, and the ultimate responsibility for securing employment is with the student. Although the school cannot guarantee employment, Career Services is available to assist students with part-time employment while they pursue their studies, as well as, training related employment upon completion of their education. Career Services acts as the liaison between students and employers by promoting Vatterott College to prospective employers. Both students and employers benefit by the referral of qualified employees from Vatterott College.

Even though the ultimate responsibility for securing appropriate employment is with the student, Career Services support students throughout their education. However, the placement process intensifies as students near graduation. Career Services helps students with updating resumes, fine tuning of interviewing skills, and professional networking techniques. Information regarding employment opportunities with both local and nationally recognized organizations is provided to qualified graduates. Students may interview both on and off campus depending on the preference of the employer.

Agencies and institutions that accept our students for internship/externship placement and potential employers may conduct a criminal and/or personal background check. Students with criminal records that include felonies or misdemeanors (including those that are drug-related) or personal background issues, such as bankruptcy, might not be accepted by these agencies for internship/externship or employment following completion of the program.

Some agencies and employers may require candidates to submit to a drug test. Some programs may require additional education, licensure and/or certification for employment in certain positions.

Those decisions are outside of the control of Vatterott College.

Academic Assistance

Students seek help and advice during their education for many reasons. At Vatterott College, the student is the primary priority. Every effort is made to develop a relationship with the student body so individuals feel comfortable in requesting and receiving assistance.

The Director of Education is responsible for providing academic assistance and should be consulted when assistance is desired. Referrals to outside agencies may be provided as needed. The administrative staff and the faculty are also available for advising assistance.

Faculty

The faculty members are the keystone of Vatterott College's teaching success. Each member of the faculty has industry or professional experience in addition to appropriate academic credentials.

The faculty members lend an outstanding level of professionalism to the classroom and are recognized by their academic and industry peers. Through the guidance of the faculty, theoretical, practical and creative applications are addressed in the curricula and reinforced by interaction with professionals in the industries.

Faculty members are dedicated to academic achievement, to professional education, to individual attention, and to the preparation of students for their chosen careers. In essence, faculty members practice what they teach. It is through personal attention that students can reach their potential, and it is the dedicated faculty who provide the individual guidance necessary to assure every student that his/her time in class is well spent.

Housing

Vatterott College does not provide on-campus housing, but does assist students in locating suitable housing off campus.

Learning Resource Center/Library

Vatterott College Learning Resource Center (LRC)/Library provides materials to support the mission and curriculum and assist each student to attain his/her educational goals.

The collection includes books, assortments of current periodicals and DVDs/CDs. The LRC/Library schedule is posted in the Learning Resource Center. Students also have access to an electronic library system to support the programs and students of the institution.

The electronic library system will provide online reference databases accessible 24 hours a day via the Internet.

Orientation

Prior to beginning classes at Vatterott College, all new students attend an orientation program. Student orientation facilitates a successful transition from everyday pace into the institution schedule.

New students are required to attend regardless of their prior institution experience. During orientation, students are acquainted with the campus, the administrative staff, the faculty and their peers.

Course Schedules

Applicants and currently enrolled students receive course schedules before the beginning of each term. Tuition payments are due at that time. Schedules cannot be processed until financial obligations are fulfilled. Students who fail to attend the first class session may be withdrawn from the course.

Hours of Operation

Vatterott College administrative offices are open from 9 a.m. to 6 p.m., Monday through Friday, and 9 a.m. to 1 p.m. on Saturday.

Accommodations for Individuals with Disabilities

Vatterott College is committed to making its facilities and services available to persons with disabilities, and individuals with disabilities are encouraged to apply for enrollment. Vatterott College will provide reasonable accommodations for students with disabilities, including auxiliary aids and services as long as services do not fundamentally alter the nature of the relevant program or service provided by Vatterott College. A student requesting an accommodation for a disability must contact the Director of Education and complete the "Student Application for Auxiliary Aids or Academic Adjustments" form requesting academic adjustments and/or auxiliary aids.

To ensure that accommodations are provided in a timely fashion, Vatterott College strongly encourages students to submit all requests for accommodation immediately after enrollment and prior to the first day of classes, or otherwise as soon as possible.

To request an auxiliary aid or service, please contact: Director of Education, Vatterott College, 7000 Fleur Drive, Des Moines, Iowa 50321.

What is a disability?

An individual is considered to have a disability if he or she:

- Has a physical or mental impairment that substantially limits one or more major life activities; or
- Has a record of such an impairment; or
- Is regarded as having such an impairment.

A qualified individual with a disability is defined as an individual with a disability who, with or without reasonable modifications to rules, policies, or practices, the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by a public entity.

What is a reasonable accommodation?

A reasonable accommodation is any modification or adjustment to the learning environment that makes it possible for a qualified individual with a disability to participate in the academic program.

What is the process to request accommodations?

The Director of Education is the designated institution employee who is responsible for the coordination of efforts to ensure appropriate academic adjustments and/or auxiliary aids are provided consistently to the student population. Students seeking reasonable accommodations will complete the "Student Application for Auxiliary Aids or Academic Adjustments" application. Upon receipt of the completed application and supporting documentation, the Director of Education will arrange an interview with the student to discuss their specific needs. The student may elect to include a parent, guardian or other designated agent in the interview session that may validate the nature of the academic adjustment or auxiliary aids needed under the reasonable accommodations provision.

The institution may engage an independent evaluation administrator to provide a professional opinion to determine the appropriate accommodations are provided for the student. After careful consideration, the Director of Education will provide the necessary guidance to the faculty members, authorize and requisition additional resources as needed to accommodate the student needs.

Periodically, reviews will be conducted by the Director of Education to ensure that the adjustments and/or aids are appropriate. A student seeking accommodations may appeal the decision of the Director of Education to the Campus Director as outlined in the grievance process below.

What is the grievance or complaint process?

Should a student have a grievance or complaint concerning any aspect of his or her recruitment, enrollment, attendance, education, or career services assistance, the student should first contact the faculty or staff member to whom the grievance or complaint refers. If a solution satisfactory to the student is not reached with the faculty or staff member, the student may submit his or her grievance or complaint in writing to the Director of Education, clearly describing the grievance or complaint. The Director of Education will review the grievance or complaint, seek resolution and notify the student of the remedy within 10 days. In the event the student is not satisfied with the resolution provided by the Director of Education, the student must appeal to the institution's Director in writing within 10 days of receiving the decision of the Director of Education.

The institution's Director will review the pertinent facts and evidence presented. Within 10 days of receipt of the student appeal, the institution's Director will formulate a resolution. A student may appeal to the Chairperson of the ADA Committee, Vatterott Educational Centers, Inc as the final entity seeking a favorable resolution to reported grievance or complaint.

At any time, a student may also contact the following agencies concerning any grievance of complaint about the institution: United States of Department of Education, Office of Civil Rights, Iowa Civil Rights Commission, Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319-1004, 515-281-4121, 1-800-457-4416, Fax 515-242-5840; ACCSCT (Accrediting Commission of Career Schools and Colleges of Technology), 2101 Wilson Boulevard, Arlington, VA 22201, phone number 703-247-4212.

Campus Security

Vatterott College publishes an annual security report that contains information concerning policies and programs relating to campus security, crimes and emergencies, the prevention of crimes and sexual offenses, drug and alcohol use, campus law enforcement and access to campus facilities. The annual security report also includes statistics concerning the occurrence of specified types of crimes on campus, at certain off-campus locations, and on the public property surrounding the campus. The annual security report is

published each year by October 1 and contains statistics for the three most recent calendar years. The annual security report is provided to all current students and employees. A copy of the most recent annual security report may be obtained from the Financial Aid office during regular business hours.

Vatterott College will report to the campus community concerning the occurrence of any crime includable in the annual security report that is reported to campus security or local police and that is considered to be a threat to students or employees.

Vatterott College reminds all students that they are ultimately responsible for their own actions regarding their safety and welfare.

Drug-Free Environment

As a matter of policy, Vatterott College prohibits the unlawful manufacture, possession, use, sale, dispensation, or distribution of controlled substances and the possession or use of alcohol by students and employees on its property and at any institution activity.

Any violation of these policies will result in appropriate disciplinary action up to and including expulsion in the case of students and termination in the case of employees, even for a first offense.

Violations of the law will also be referred to the appropriate law enforcement authorities. Students or employees may also be referred to abuse help centers. If such a referral is made, continued enrollment or employment will be subject to successful completion of any prescribed counseling or treatment program. Information on the institution's drug-free awareness program and drug and alcohol abuse prevention program may be obtained from the Financial Aid Office.

Student Records Access and Release

Vatterott College has established a policy for the release of and access to records containing information about a student.

1. Each student enrolled at Vatterott College shall have the right to inspect and review the contents of his/her education records, including grades, records of attendance and other information. Students are not entitled to inspect and review financial records of their parents. Parental access to a student's records will be allowed without prior consent if the student is a dependent as defined in Section 152 of the Internal Revenue Code of 1986.

2. A student's education records are defined as files, materials, or documents, including those in electronic format that contain information directly related to the student and are maintained by the institution, except as provided by law. Access to a student's education records is afforded to institution officials who have a legitimate educational interest in the records, such as for purposes of recording grades, attendance, advising, and determining financial aid eligibility.
3. Students may request a review of their education records by submitting a written request to the Campus Director. The review will be allowed during regular institution hours under appropriate supervision. Students may also obtain copies of their education records for a nominal charge.
4. Students may request that the institution amend any of their education records, if they believe the record contains information that is inaccurate, misleading or in violation of their privacy rights. The request for change must be made in writing and delivered to the Registrar or Director of Education, with the reason for the requested change stated fully. Grades, course tests, and evaluations can be challenged only on the grounds that they are improperly recorded. The instructor or staff member involved will review the request, if necessary meet with the student, and then determine whether to retain, change, or delete the disputed data. If a student requests a further review, the Campus Director will conduct a hearing, giving the student an opportunity to present evidence relevant to the disputed issues. The student will be notified of the Director's decision, which will be the final decision of the institution. Copies of student challenges and any written explanations regarding the contents of the student's record will be retained as part of the student's permanent record.
5. Directory information is information on a student that the institution may release to third parties without the consent of the student. Vatterott College has defined directory information as the student's name, address (es), telephone number(s), e-mail address, birth date and place, programs undertaken, dates of attendance, honors and awards, and credentials awarded. If a student does not want some or all of his or her directory information to be released to third parties without the student's consent, the student must present such a request in writing to the Campus Director within 10 days after the date of the student's initial enrollment or by such later date as the institution may specify.

6. The written consent of the student is required before personally identifiable information from education records of that student may be released to a third party, except for those disclosures referenced above, disclosures to accrediting commissions and government agencies, and other disclosures permitted by law.
7. A student who believes that Vatterott College has violated his or her rights concerning the release of or access to his or her records may file a complaint with the U.S. Department of Education.

Non-Discrimination

The institution admits students without regard to race, gender, sexual orientation, religion, creed, color, national origin, ancestry, marital status, age, disability, or any other factor prohibited by law.

Unlawful Harassment Policy

Vatterott College is committed to the policy that all members of the institution's community, including its faculty, students, and staff, have the right to be free from sexual harassment by any other member of the institution's community. Should a student feel that he/she has been sexually harassed; the student should immediately inform the Campus Director and/or the Director of Education.

Sexual harassment refers to, among other things, sexual conduct that is unwelcome, offensive, or undesirable to the recipient, including unwanted sexual advances.

All students and employees must be allowed to work and study in an environment free from unsolicited and unwelcome sexual overtures and advances. Unlawful sexual harassment will not be tolerated.

Catalog Addendum

See the catalog addendum for current information related to the institution calendar, tuition and fees, listing of faculty, and other updates.

Changes

This catalog is current as of the time of publication. From time to time, it may be necessary or desirable for Vatterott College to make changes to this catalog due to the requirements and standards of the institution's accrediting body, state licensing agency or U.S. Department of Education, or due to market conditions, employer needs or other reasons. Vatterott College reserves the right to make changes at any time to any provision of this catalog, including the amount of tuition and fees, academic programs and courses, institution policies and procedures, faculty and administrative staff, the institution calendar and other dates, and other provisions.

Vatterott College also reserves the right to make changes in equipment and instructional materials, to modify curriculum and, when size and curriculum permit, to combine classes.

Conduct Policy

All students are expected to respect the rights of others and are held responsible for conforming to the laws of the national, state and local government, and for conducting themselves in a manner consistent with the best interests of the institution and of the student body.

Vatterott College reserves the right to dismiss a student for any of the following reasons: failure to maintain satisfactory academic progress, failure to pay institution fees and/or tuition by applicable deadlines, disruptive behavior, posing a danger to the health or welfare of students or other members of the Vatterott College community, or failure to comply with the policies and procedures of the Vatterott College catalog.

Any unpaid balance for tuition, fees and supplies becomes due and payable immediately upon a student's dismissal from the institution. The institution will also determine if any Title IV funds need to be returned (see Financial Information section of this catalog).

Rules, Regulations, and Expectations

The institution has certain rules and regulations that must be followed. Students attending the institution are preparing for employment and are required to conduct themselves while in the institution in the same manner as they would when working for an employer. While at Vatterott College, you are expected to dress in accord with the skill for which you are training. A uniform may be required for your program of study. Prospective employers unexpectedly visit Vatterott College to recruit potential employees. A student's appearance is generally the first and most lasting impression on these visitors.

An attempt is made to keep regulations to a minimum. They are established only when they contribute to the welfare and safety of the student body. Cooperation of all students is expected. All instructors have the authority, in a teacher/student relationship, to enforce all institution rules and regulations.

- Students may operate equipment only during institution hours, unless after-hours permission has been given by the instructor and they are supervised.
- Ensure learning and lab areas are neat and free of any trash.
- No fighting, horseplay, profanity, or cheating.
- No alcohol or drugs before, during, or after classes; violators are subject to suspension and termination.
- Do not tamper with other students' projects or equipment.
- No personal incoming calls. The courtesy telephone is to be used at break time only.
- Cellular phones, beepers, and pagers are a distraction during class and lab time and therefore must be kept in the off position. Calls may be made during break times only.
- Personal business must be handled after institution hours.
- Carelessness in safety will not be tolerated.
- Smoking is allowed only in designated areas.
- All students are expected to attend every class in which they are enrolled.
- Promptness and preparation are expected. Students are expected to be on time for every class. A student is considered tardy if he/she is 15 minutes late for class. A student may be suspended and, if the pattern is not corrected, expelled if continued tardiness impairs the instructor's ability to teach or any student's ability to learn.

- Professional attitude and professional appearance are expected. All students are encouraged to reflect the proper image of their future careers by dressing appropriately and maintaining personal hygiene. Torn and provocative clothes are not permissible. The following items of clothing are also unacceptable: hats (unless approved by instructors), tank tops, tube tops, halters, and shirts with abusive or offensive language. Any students enrolled in a program that requires a uniform must wear the uniform to class every day.
- Unacceptable behavior will not be tolerated. Unacceptable behavior is any action which hinders an instructor's ability to teach or a student's ability to learn or any action which would endanger other students or staff.

Vatterott College reserves the right to dismiss or suspend any student who is guilty of the above or whose conduct is detrimental to the classroom environment, well-being of fellow students or faculty, or appearance of institutional facilities.

A student dismissed for misconduct can be readmitted only by permission of the Campus Director.

Safety

All safety rules and procedures are to be followed without exception.

All machinery and equipment are provided with proper safety devices, which are to be used whenever the machinery and equipment are operated. The instructor is to be notified immediately of any accident, fire, or personal injury.

Photographs

While not all photographs in this publication were taken at Vatterott College, they do accurately represent the general type and quality of equipment and facilities found at Vatterott College.

Institution Policies

Students are expected to be familiar with the information presented in this institution catalog, in any supplements and addenda to the catalog, and with all institution policies. By enrolling in Vatterott College, students agree to accept and abide by the terms stated in this catalog and all institution policies.

If there is any conflict between any statement in this catalog and the enrollment agreement signed by the student, the provision in the enrollment agreement supersedes and is binding.

Statement of Ownership

Vatterott College is owned by Vatterott Educational Centers, INC, principal offices located at 8580 Evans Ave., Berkeley, Missouri. The corporate officers of Vatterott Educational Centers, INC are Pamela Bell, President and Chief Executive Officer and Dennis Beavers, Chief Financial Officer.

Student Grievance Policy

If you are not satisfied with any part of your training, or you have a problem/complaint with the school, the instructors, or administration, we ask that you first approach your instructor; then, if necessary, the Campus Director. If the problem continues, you should immediately provide the school with a written notice describing why you believe that the training is inadequate or inappropriate. If you are still not satisfied that your complaint has been adequately answered, you may contact the School Administrator, Vatterott Educational Centers, Inc. Corporate Suite A, 8580 Evans Avenue, Berkeley, MO 63134.

Schools accredited by the Accrediting Commission of Career Schools and Colleges of Technology require a procedure and operations plan for handling student complaints. If a student does not feel that Vatterott College has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be written, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the college for a response. The Commission will keep the complainant(s) informed as to the status of the complaint as well as the final resolution.

Please direct all inquiries to: Accrediting Commission of Career Schools and Colleges of Technology, 2101 Wilson Blvd., Suite 302, Arlington, VA 22201 or call (703) 247-4212. A copy of the Commission's complaint form is available at the school from the Campus Director whose name and phone number appear in this catalog.

Additional information for Dental Assistant students;

The Commission on Dental Accreditation will review complaints that relate to a program's compliance with the accreditation standards. The Commission is interested in the sustained quality and continued improvement of dental and dental-related education programs but does not intervene on behalf of individuals or act as a court of appeal for treatment received by patients or individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students.

A copy of the appropriate accreditation standards and/or the Commission's policy and procedure for submission of complaints may be obtained by contacting the Commission at 211 East Chicago Avenue, Chicago, IL 60611-2678 or by calling 1-800-621-8099 extension 4653.

Additional information for Medical Assistant students;

The Accrediting Bureau of Health Education schools will review complaints that relate to a program's compliance with the accreditation standards. Complainants must first attempt to resolve concerns directly with the program. If the grievance is not resolved on an informal basis, the next step is to follow the formal process outlined in the institution's published grievance procedures. If after following all a program's formal grievance procedures, a concern is still unresolved, the complaint may be submitted to ABHES. To submit a complaint access the ABHES Complaint Form at www.abhes.org.

Transfer of Credit to Other Institutions

Vatterott College's Education Department provides information on other institutions that may accept credits for course work completed at Vatterott College towards their programs. However, Vatterott College does not imply or guarantee that credits completed at Vatterott College will be accepted by or transferable to any other college, university, or institution, and it should not be assumed that any credits for any courses described in this catalog can be transferred to another institution. Each institution has its own policies governing the acceptance of credit from other institutions such as Vatterott College. Students seeking to transfer credits earned at Vatterott College to another institution should contact the other institution to which they seek admission to inquire as to that institution's policies on credit transfer.

Student Portal

The student portal is a secure website that allows a student access to his or her information including schedule, grades, account balance and activity, school events, school contact information, and much more.

Vatterott College is excited to offer this capability, making it easy for our students to be in touch with us and enhance their college experience. Upon acceptance to Vatterott College, students will be issued a student number that can be used to gain access to the student portal. An email will be sent to each student describing how to register and begin using the student portal upon enrollment.

Student Records Access

Students may request a review of their education records by submitting a written request to the School Director. The review will be allowed during regular school hours under appropriate supervision.

Transcript Request Policy

A student wishing to request an official school transcript must complete the Transcript Request Form located in the Registrar's Office. After the completion of the form and the payment of a \$5.00 fee, the Registrar's Office will process the request within two calendar weeks.

Appendix A

Vatterott College:

Des Moines Campus – Program Offerings

Diploma

Heating, Ventilation, Air Conditioning & Refrigeration
Medical Assistant

Associate of Occupational Studies, A.O.S.

Computer Systems and Network Technology
Dental Assistant Specialist
Diesel Mechanic
Medical Assistant with Limited Radiography

The Institution only offers those specific programs of study expressly discussed in the curriculum section of this catalog. Other Vatterott College campuses only offer those specific programs of study specified in their respective current catalogs.

Program Offerings

Heating, Ventilation, Air Conditioning, & Refrigeration Maintenance Technician

Diploma

The objective of this program is designed to prepare the graduate in theory and working knowledge to enter the work field as an entry-level air conditioning, heating, and refrigeration service/maintenance technician. EPA certification which includes an exam will be required to work as an HVAC technician.

Admissions Requirements: High School Diploma or GED

Other requirements:

Note: Student must be able to lift 100 pounds. In addition, past criminal history may have a negative effect on one's ability to obtain employment in this field, as most employers will conduct a criminal background check, drug testing, and review of a Motor Vehicle Record prior to hiring. Preparation for the EPA exam is included in the curriculum. The fee for the EPA exam is not included in tuition, fees or books and is the student's responsibility

Curriculum: This course consists of 40 weeks with 45.5 quarter credit hours of theory and lab and 9 quarter credit hours of Applied General Education instruction in the areas described below. Each term is 10 weeks in length for a total of 54.5 Quarter Credit Hours.

Course #	Course Title	Credits
AGE-107	Skills for Successful Communication	4.5
GE-101	English Composition I	4.5
HVAC-100	Refrigeration Fundamentals	9.25
HVAC-120	Electrical Fundamentals	9.25
HVAC-130	Air Conditioning	13.5
HVAC-140	Heating	13.5
Total Number of Quarter Credit Hours Required for Graduation 54.5		

Medical Assistant

Diploma

The objective of this diploma program is designed to prepare the graduate for entry-level employment as a Medical Assistant. Graduates of this program will have the necessary skills to obtain employment in both administrative and clinical areas and any similar positions within the health care field. Graduates are eligible to become Certified Medical Assistants by taking and passing an exam through the American Association of Medical Assistants.

Admissions Requirement: High school Diploma or GED

Other requirements: Proof of Hepatitis B series started before phase 4.

Note: Past criminal history may have an effect on one's ability to obtain employment in this field. Students are encouraged to be immunized against and/or tested for infectious diseases, such as mumps, measles, rubella and tuberculosis prior to contact with patients and/or infectious objects or materials, in an effort to minimize the risk to patients and healthcare personnel. Additional information regarding policies on bloodborne and infectious diseases is available upon request.

Curriculum: The program consists of 60 weeks, 63 Quarter Credit Hours of theory and associated lab and 9 Quarter Credit Hours of Applied General Education instruction for a total of 72 Quarter Credit Hours in the areas described below.

Course #	Course Title	Credits
MA-100	Medical Terminology	8
MA-125	Terminology for Healthcare	6.5
MA-150	Administrative Medical Assisting	10.5
MA-175	Clinical Medical Assisting I	10
MA-200	Lab Procedures	9
AHC-130	Nutrition	2
AHC-220	Anatomy and Physiology	4
AHC-225	Pharmacology I	2
AHC-250	Pharmacology II	2
AGE-110	English	1.5
AGE-112	Speech	1.5
AGE-113	Human Relations	2
GE-101	English Composition I	4.5
AGE-240	Microbiology	1
EXT-MA 100	Medical Assistant Externship	7.5
Total Number of Quarter Credit Hours Required for Graduation 72		

Computer Systems & Network Technology Associate of Occupational Studies A.O.S.

The objective of this program is designed to meet the ever-increasing need for trained computer service personnel. A graduate of this program will be able to work at an entry-level position in the information technology industry as a service technician, computer technician, help desk technician, or network administrator and will acquire knowledge of various operating systems.

Admission Requirement: High School diploma or GED

Note: Past criminal history may have an effect on one's ability to obtain employment in this field. Most employers require applicants to successfully pass a drug screen and physical prior to being hired.

Curriculum: The program consists of 70 weeks, 78 Quarter Credit Hours of Computer Systems and Network Technology theory and associated lab work and 13.5 Quarter Credit Hours of Applied General Education totaling 91.5 Quarter Credit Hours.

Course #	Course Title	Credits
AGE-107	Skills for Successful Communication	4.5
GE-101	English Composition I	4.5
GE-205	College Algebra	4.5
CT-100	Electronic Fundamentals/Introduction to Operating Systems	10
CT-101	PC Hardware Concepts, Configuration & Troubleshooting	10
CT-102	Microsoft Operating Systems	12
CT-104	Advanced Operating Systems	12
CT-106	Principles of Networking	12
CT-201	Enterprise Networks	10
CT-202	Network Administration and Security	12
Total Number of Quarter Credit Hours Required for Graduation 91.5		

Dental Assistant Specialist Associate of Occupational Studies A.O.S.

The educational objective of the Dental Assistant Specialist program is to provide graduates with the knowledge and skills necessary to obtain entry-level positions as Dental Assistants or office personnel in private dental offices or dental clinics. Registration with the state which includes examination, application, and fee are required to practice as a Dental Assistant in the state of Iowa.

Admissions requirement: High School diploma or GED.

Other requirements: Proof of Hepatitis B series and Tuberculosis screening (with negative results or proof of INH treatment) before phase 3.

Note: Past criminal history may have an effect on one's ability to obtain employment in this field. Students are encouraged to be immunized against and/or tested for infectious diseases, such as mumps, measles, rubella and tuberculosis prior to contact with patients and/or infectious objects or materials, in an effort to minimize the risk to patients and dental personnel. Additional information regarding policies on ionizing radiation, and bloodborne and infectious diseases is available upon request.

Curriculum: This program is 70 weeks in length. The total number of credit hours for completion is 91.5 quarter credit hours consisting of 77.5 Quarter Credit Hours of theory and associated lab including 14 Quarter Credit Hours of Applied General Education instruction.

Course #	Course Title	Credits
AGE-110	English	1.5
AGE-113	Human Relations	2
AGE-112	Speech	1.5
GE-101	English Composition I	4.5
AGE-230	Critical Thinking in the Workplace	3
AHC-130	Nutrition	2
AHC-220	Anatomy and Physiology	4
AHC-250	Pharmacology II	2
DA-102	Introduction to Dental Assisting	1.5
DA-103	Microbiology	1.5
DA-104	Dental Anatomy	4.0
DA-105	Introduction to Dental Materials	1.5
DA-106	Dental Terminology	2
DA-107	Introduction to Computers	1.5
DA-108	Introduction to Chairside Assisting	3.5
DA-109	Introduction to Radiology	5.5
DA-110	Dental Specialties	3
DA-111	Preventive Dentistry	3

DA-112	Office Management	1.5
DA-113	Oral Pathology	2
DA-114	General Procedures	4.5
DA-115	Dental Materials	5.5
DA-117	Dental Emergencies	2
DA-118	Chairside Techniques	3
DA-119	Radiology	6
DAS-203	General Specialty Procedures	6
DAS-206	Dental Practice Management	3
DA-EXT 100	Dental Externship	10.5
Total Number of Quarter Credit Hours Required for Graduation 91.5		

Diesel Mechanic Associate of Occupational Studies A.O.S.

The objective of this program is designed to prepare the graduate in theory and working knowledge for entry-level employment as a diesel mechanic, diesel technician, working on heavy trucks in a fleet or dealership or similar related employment within the trucking or transportation industry

Admissions Requirements: High School Diploma or GED

Note: Student must be able to lift 75 pounds. In addition, past criminal history may have a negative effect on one's ability to obtain employment in this field, as most employers will conduct a criminal background check, drug testing, and review of a Motor Vehicle Record prior to hiring.

Curriculum: This course consists of 70 weeks with 78 quarter credit hours of theory and lab and 13.5 quarter credit hours of Applied and Academic General Education instruction in the areas described below. Each term is 10 weeks in length for a total of 91.5 quarter credit hours.

Course #	Course Title	Credits
AGE-107	Skills for Successful Communication	4.5
GE-101	English Composition I	4.5
GE-205	College Algebra	4.5
DM-100	Diesel Mechanic Basics	9
DM-101	Electrical and Electronic Systems for Medium to Heavy Duty Trucks	9
DM-200	Diesel Engines and Fuel Systems	13
DM-201	Drivelines & Brakes for Medium to Heavy Duty Trucks I	13
DM-202	Drivelines & Brakes for Medium to Heavy Duty Trucks II	13
DM-203	Steering and Suspension	13
DM-EXT 100	Externship	8
Total Number of Quarter Credit Hours Required for Graduation 91.5 credits		

Medical Assistant with Limited Radiography Associate of Occupational Studies A.O.S.

The objective of this program is designed to prepare the graduate for entry-level employment as a Medical Assistant. Graduates of this program will have the necessary skills to obtain employment in both administrative and clinical areas and any similar positions within the health care field. Certification with the state which includes an exam contracted through the American Registry of Radiologic Technologists will be required to practice as a Limited Diagnostic Radiographer in the state of Iowa.

Admissions Requirement: High school Diploma or GED

Other requirements: Proof of Hepatitis B series started before phase 4.

Note: Past criminal history may have an effect on one’s ability to obtain employment in this field. Students are encouraged to be immunized against and/or tested for infectious diseases, such as mumps, measles, rubella and tuberculosis prior to contact with patients and/or infectious objects or materials, in an effort to minimize the risk to patients and healthcare personnel. Additional information regarding policies on bloodborne and infectious diseases is available upon request.

Curriculum: The program consists of 90 weeks, 91.5 Quarter Credit Hours of theory and associated lab and 18 Quarter Credit Hours of Applied and Academic General Education instruction for a total of 109.5 Quarter Credit Hours in the areas described below.

Course #	Course Title	Credits
MA-100	Medical Terminology	8
MA-125	Terminology for Healthcare	6.5
MA-150	Administrative Medical Assisting	10.5
MA-175	Clinical Medical Assisting I	10
MA-200	Lab Procedures	9
MA-300	Clinical Medical Assisting II	9
MA-325	Limited Radiography	9
MA-330	Limited Radiography II	6
AGE-110	English	1.5
AGE-112	Speech	1.5
AGE-113	Human Relations	2
GE-101	English Composition I	4.5
GE-201	English Composition II	4.5
AGE-230	Critical Thinking in the Workplace	3
AGE-240	Microbiology	1
AHC-130	Nutrition	2
AHC-220	Anatomy and Physiology	4
AHC-225	Pharmacology I	2
AHC-250	Pharmacology II	2
EXT-MA 100	Medical Assistant Externship	7.5
EXT-MALR-350	Radiography Practicum	6
Total Number of Quarter Credit Hours Required for Graduation 108		

Course Descriptions

AGE 107: Skills for Successful Communication

4.5 Quarter Credit Hours

CAD Prerequisite(s): None

CT: Prerequisite(s): None

DM Prerequisite(s): None

HVAC Prerequisite(s): None

This course will teach students to be efficient and effective learners. The student will be introduced to solutions to common obstacles facing the 21st century learner. The student will learn written and verbal communication skills with emphasis placed on the principles of effective communication in the business world. Students will learn to research for writing purposes, as well as find, apply and interview for a job using resources such as placement centers and networking, as well as introduction to computers.

AGE 110: English

1.5 Quarter Credit Hours

MA and MALR Prerequisite(s): None

DA Prerequisite(s): AHC 220, DA 102-106

This course is designed to help students understand sentence fundamentals and structure, as well as spelling in the allied health environment. It also provides opportunities to use specific guidelines for effective writing.

AGE 112: Speech

1.5 Quarter Credit Hours

MA and MALR Prerequisite(s): None

DA Prerequisite(s): AGE 110, AHC 220, DA 102-109

The focus of this course is on verbal and nonverbal interpersonal, group and public communication. The student will learn how communication takes place and how to develop the information and skills necessary to become a more effective communicator.

AGE 113: Human Relations

2 Quarter Credit Hours

MA and MALR Prerequisite(s): MA 100, MA 125, MA 150, AHC 130, AHC 220, AHC 225, AGE 110, AGE 112

DA Prerequisite(s): AGE 110, AGE 112, ACH 220, AHC 130, ACH 250, DA 102-113, DA 117-119

This course will assist students in becoming more successful in predicting, understanding, and influencing the outcome of their interactions with others.

AGE 210: Business Communication

4.5 Quarter Credit Hours

CAD Prerequisite(s): CAD 101-104, CAD 106, AGE 107, AGE 230

CT Prerequisite(s): AGE 107, AGE 215, CT 100-102, CT 104, CT 106

DA Prerequisite(s): AGE 110, AGE 112, AGE 113, AHC 220, AHC 130, AHC 250, DA 102-119, DAS 203, DAS 206

DM Prerequisite(s): DM100-101, DM 200-203, AGE 107, AGE 215

HVAC Prerequisite(s): None

MA and MALR Prerequisite(s): MA 100, MA 125, MA 150, MA 175, MA 200, AHC 130, AHC 220, AHC 225, AHC 250 AGE 110, AGE 112, AGE 113, AGE 240

This course teaches students effective communication skills, which can be applied to many situations throughout their lifespan. Basic communication theories, team concepts and communication skills in organizational settings are introduced. Barriers to effective communication are discussed. The topics require the student to understand how to use effective communication in team settings and organizational life. This course will also assist students in career preparation; including resume writing, networking skills, and interview techniques.

AGE 215: Technical Math

4.5 Quarter Credit Hours

CT Prerequisite(s): None

DM Prerequisite(s): None

This course provides an introduction to basic mathematical operations and functions as they apply to the technical workplace. The course starts with a review of numbers, their systems, forms, and operations. It then introduces basic algebraic concepts including solving systems of one and two variables, simplifying equations, and practical applications of basic technical formulas. Also included are basic geometric forms and relationships. The course's emphasis is on providing students with a practical and useful working knowledge of these concepts for use in the rest of their program as well as on the job.

AGE 220: Writing for the Professions 3 Quarter Credit Hours

CAD Prerequisite(s): CAD 101-104, CAD 106, AGE 107, AGE 230

MALR Prerequisite(s): MA 100, MA 125, MA 150, MA, 175, MA 200, AHC 130, AHC 220, AHC 225, AHC 250, AGE 110, AGE,112, AGE 113, AGE, 240, EXT 100, AGE 210

In this course, students will practice and improve their basic writing skills, focusing on writing letters, conveying information, explaining procedures, writing short reports, and making requests. Through practice, students will improve their basic written communication skills and learn to write clearly and correctly. Students practice writing in each class, using familiar topics to learn clear and understandable written expression.

AGE 230: Critical Thinking in the Workplace 3 Quarter Credit Hours

CAD Prerequisite(s): CAD 101-102, AGE 107

DA Prerequisite(s): AGE 110, AGE 112, AHC 220, AHC 130, ACH 250, DA 102-119.

MALR Prerequisite(s): MA 100, MA 125, MA 150, MA, 175, MA 200, AHC 130, AHC 220, AHC 225, AHC 250, AGE 110, AGE,112, AGE 113, AGE, 240, MA EXT 100, AGE 210

This class will introduce the students to the components of thinking with an emphasis on critical and creative thinking skills. Students will apply critical and creative thinking principles in activities through which they can explore and expand their abilities in solving everyday problems encountered in management, decision-making, working and living.

AGE 240: Microbiology 1 Quarter Credit Hour

MA and MALR Prerequisite(s): MA 100, MA 125, MA 150, AHC 130, AHC 220, AHC 225, AGE 110, AGE 112

This course provides students with a basic understanding and awareness of microorganisms and how microbiology relates to allied health care.

AHC 130: Nutrition 2 Quarter Credit Hours

DA Prerequisite(s): AGE 110, AHC 220, DA 102-109,

MA and MALR Prerequisite(s): None

This course is designed to teach students the relationship of diet and nutrition to total body and health.

AHC 220: Anatomy and Physiology 4 Quarter Credit Hours

DA Prerequisite(s): None

MA and MALR Prerequisite(s): None

This course is designed to introduce the student to the structures and functions of the human body.

AHC 225: Pharmacology I 2 Quarter Credit Hours

MA and MALR Prerequisite(s): None

This course is designed to teach the student basic mathematical skills including fractions, decimals, ratios, proportions and use of the metric system and metric conversions as they relate to pharmacology. The student will also learn about drug regulations, drug classes, schedules and categories, methods of drug administration and drug actions on the body. Herbal and dietary supplements will be reviewed.

AHC 250: Pharmacology II 2 Quarter Credit Hours

Prerequisite(s): AGE 110, AHC 220, DA 102-109, MALR Prerequisite(s): MA 100, MA 125, MA 150, AHC 130, AHC 220, AHC 225, AGE 110, AGE 112

This course is designed to give students an understanding of the different drug classifications and will assist students in understanding basic pharmacology and actions of medications. Students will study therapeutic medications used in healthcare and information relating to therapeutic medications a patient may be using. Students are also informed of different anesthetics that are used in the allied health office.

CT 100: Electronic Fundamentals/Introduction to Operating Systems 10 Quarter Credit Hours

Prerequisite(s): None

Students will be introduced to the theory and operation of basic analog and digital electronic devices and circuits, and the language and numbering systems associated with electronics and computer systems. Students will also get introduced to operating systems.

Analog	Test Equipment
Concepts of Electricity	Multimeters
OHMS Law	Oscilloscopes
Circuits:	Series and Parallel
Operating Systems	Safety
DOS	Rectifiers and Power Supplies
Intro to Windows	Solid State Devices
Electrical Quantities & Components	Digital
Arithmetic and logic circuits	Basic Logic Gates
Addressing	Counters
Memory Circuits	

CT 101: PC Hardware Concepts, Configuration & Troubleshooting **10 Quarter Credit Hours**

Prerequisite(s): None

Students will be able to identify basic PC Hardware as well as gain a working knowledge of its theory and operation. Students will learn to assemble, troubleshoot and configure IBM/Intel compatible personal computers utilizing diagnostic techniques and software.

PC Hardware Concepts	Memory
CPU's	Motherboards
Power Supplies	Storage
Hardware Essentials	Bus Systems
Ports	Expansion Slots
Input/Output Devices	Addressing
Software Installation	Application Software
Troubleshooting Techniques	Diagnostic Software/Tools
Microsoft Office	

CT 102: Microsoft Operating Systems **12 Quarter Credit Hours**

Prerequisites: CT 100-101, AGE 107, AGE 215

Students will become familiar with the function, diagnosis and repair of Microsoft Windows operating systems software and related features and capabilities.

Microsoft Operating Systems	Setup and Installation	File
Manager	Program Manager	
Control Panel	Windows Registry	
Common Troubleshooting	Software Concepts	
Basic Operating Systems	BIOS	
User Interfaces	Protection software	
Diagnostics	DOS Concepts	
Setup and Installation	Internal Commands	
External Commands	Directory Structures	
File Management		

CT 104: Advanced Operating Systems **12 Quarter Credit Hours**

Prerequisites: CT 100-101, AGE 107, AGE 215

Students will be introduced to the installation and operation of Linux, and UNIX with Mac OS X. Students will become familiar with aspects of the terminal mode, and its command syntax as it applies to diagnosing and troubleshooting. Students will be given an overview of the Internet.

Software Installation	Troubleshooting Techniques
Setup, Installation, and Configuration	
Operating Systems and Application Software	
Diagnostic Software	Network Connectivity
Mac OS X	Linux
Internet	

CT 106: Principles of Networking **12 Quarter Credit Hours**

Prerequisites: CT 100-101, AGE 107, AGE 215

Students will learn to assemble, troubleshoot, and configure simple computer networks utilizing diagnostic techniques, individual computers and networking software.

Network Basics	Topologies
Architecture	Communications Media
Intro TCP/IP Internetworking	Hardware Troubleshooting
LAN's	Software Troubleshooting
Technical Support	Security Basics
WAN's	Workstation Installation
Server Installation	Software Compatibility
Wireless Networking	

CT 201: Enterprise Networks **10 Quarter Credit Hours**

Prerequisites: CT 100-102, CT 104, CT 106, AGE 107, AGE 215

This course is designed to address networking considerations in the Enterprise, maintenance and upgrades are assessed to manage security, integration and applications. Enterprise Networks are discussed from a system management perspective. Data communications and network design.

Troubleshooting in an Enterprise Network
Metro Area Networking, Local Area Networking, Campus Networks
Enterprise Networks Using Active Directory
Work Group Policy and Novell Client Policies
Data Communication Protocols, OSI Reference Model and TCP/IP
Install and Upgrade Sites, Servers and Clients
Switches, Firewalls, and Other Network Appliances
Router Configuration and IOS Deployment
Data Backup and archiving.

CT 202: Network Administration and Security

12 Quarter Credit Hours

Prerequisites: CT 100-102, CT 106, AGE 107, AGE 215

Students will learn the principles of administering networks with an emphasis on managing users, assets and network security.

Protocols	TCP/IP
TELNET	DHCP
DNS	FTP
Security Features	Creating and Managing Users & Groups
Access Control List	Workstation Profiles
Protection Software	Security Risks
Physical Security	Troubleshooting
Risk Management	Disaster Recovery
Network Administration	Active Directory
Auditing NTFS Activities	The Registry
Security Planning	File and Directory Structures
Network File Systems	Policies and Procedures

DA 102: Introduction to Dental Assisting

1.5 Quarter Credit Hours

Prerequisite(s): None

This course introduces the student to the career of dental assisting including ethics and jurisprudence and dental charting. Students will also be trained in CPR.

DA 103: Microbiology

1.5 Quarter Credit Hours

Prerequisite(s): None

This course provides students with a basic understanding and awareness of microorganisms and how microbiology relates to allied health care. Students will gain practical experience identifying various cell slides viewed through a microscope.

DA 104: Dental Anatomy

4 Quarter Credit Hours

Prerequisite(s): None

This course is designed to provide students with knowledge of basic head and neck anatomy. Material will be relevant to the present needs of the dental professional and to build dental vocabulary.

DA 105: Introduction to Dental Materials

1.5 Quarter Credit Hours

Prerequisite(s): None

This course provides students with introductory knowledge of basic materials used in dentistry, their composition, preparation and manipulation. Students will gain a basic understanding of properly mixing materials, their consistency and powder/liquid ratios.

DA 106: Dental Terminology

2 Quarter Credit Hours

Prerequisite(s): None

This course provides students with a basic understanding of dental terminology by familiarizing them with common roots, prefixes, suffixes.

DA 107: Introduction to Computers

1.5 Quarter Credit Hours

Prerequisite(s): AHC 220, DA 102-106

This course is designed to help students learn basic functions of the computer and gain an introductory understanding of Microsoft Windows, Microsoft Word, Excel, Outlook, and PowerPoint.

DA 108: Introduction to Chairside Assisting

3.5 Quarter Credit Hours

Prerequisite(s): AHC 220, DA 102-106

This course is designed to instruct students in the basic skills necessary to properly function as a chairside dental assistant. Students will gain a basic understanding of identification and utilization of dental equipment and instruments, infection control in the dental office, oral evacuation techniques, instrument transfer, dental charting, and assisting for basic operative.

DA 109: Introduction to Radiology

5.5 Quarter Credit Hours

Prerequisite(s): AHC 220, DA 102-106

This course is designed to help students understand fundamental principles of dental radiography including the theory of x-ray production, controlling factors, radiation and infection control, radiographic dental films, and basic techniques of dental radiographic exposure.

DA 110: Dental Specialties **3 Quarter Credit Hours**

Prerequisite(s): AGE 110, AHC 220, DA 102-109

This course is designed to introduce students to the specialized areas of dentistry. It will explain why some of the areas of specialties are completed in the every day general office practice, while others require the expertise of a dentist who has specialized in a specific area.

DA 111: Preventive Dentistry **3 Quarter Credit Hours**

Prerequisite(s): AGE 110, AHC 220, DA 102-109

This course is designed to develop proficiency in chairside assisting techniques with the dentist and hygienist. Students will be able to recognize the different types of toothbrushes and techniques on brushing and giving patient instructions after treatment as well as learning the stages of plaque/calculus.

DA 112: Office Management **1.5 Quarter Credit Hours**

Prerequisite(s): AGE 110, AHC 220, DA 102-109

This course is designed to provide students with information to understand and perform procedures that pertain to working in a dental office. It prepares students for administrative tasks such as inputting patient information, scheduling appointments, and basic billing through simulated situations using the Practisoft software program. Students will also become familiar with producing various reports and handling insurance claims.

DA 113: Oral Pathology **2 Quarter Credit Hours**

Prerequisite(s): AGE 110, AHC 220, DA 102-109

This course is designed to provide students with knowledge to recognize and understand disease processes with emphasis on disease and conditions of the oral tissue.

DA 114: General Procedures **4.5 Quarter Credit Hours**

Prerequisite(s): AGE 110, AGE 112, ACH 220, AHC 130, ACH 250, DA 102-119

This course is designed to provide students with a working knowledge of chairside assisting as it pertains to amalgam, composite, and crown preparation procedures.

DA 115: Dental Materials **5.5 Quarter Credit Hours**

Prerequisite(s): AGE 110, AGE 112, ACH 220, AHC 130, ACH 250, DA 102-119

This course provides students with the knowledge of materials used in dentistry, their composition, preparation and manipulation. Emphasis in this course is placed on properly mixing materials, their consistency and powder/liquid ratios. Students will practice using/applying various materials on typodonts and humans.

DA 117: Dental Emergencies **2 Quarter Credit Hours**

Prerequisite(s): AGE 110, AHC 220, DA 102-109

This course is designed to assist students in being aware of and recognizing potential emergency situations that can arise in the dental office. Students will become familiar with their role in an emergency as a dental assistant and the role of other office personnel during any type of a dental emergency.

DA 118: Chairside Techniques **3 Quarter Credit Hours**

Prerequisite(s): AGE 110, AHC 220, DA 102-109

Students will gain a working knowledge of instrument identification, utilization of dental equipment and instruments, infection control in the dental office, oral evacuation techniques, instrument transfer, & dental charting.

DA 119: Radiology **6 Quarter Credit Hours**

Prerequisite(s): AGE 110, AHC 220, DA 102-109

This course presents the fundamental principles of radiography including a review of the theory of x-ray production, controlling factors, radiation infection control, radiographic dental films, and basic techniques of dental radiographic exposure on humans. Students will also become familiar with state of Iowa requirements for radiography certification.

DAS 203: General Specialty Procedures **6 Quarter Credit Hours**

Prerequisite(s): AGE 110, AGE 112, ACH 220, AHC 130, ACH 250, DA 102-119

This course will provide the student with chairside skills for specialty assisting procedures that are performed in a general dental office.

DAS 206: Dental Practice Management **3 Quarter Credit Hours**

Prerequisite(s): AGE 110, AGE 112, ACH 220, AHC 130, ACH 250, DA 102-119

This course will provide students with instructions on how to perform and manage most office procedures in the dental office. Students will study systems of management used in dentistry, both written and verbal communications, and basic concepts of third party payment.

DM 100: Diesel Mechanic Basics **9 Quarter Credit Hours**

Prerequisite(s): None

This course provides students with understanding of basic operating systems in a vehicle, basic operations of a four cycle diesel internal combustion engine, horsepower, and compression. Students will also become familiar with SAE codes and federal transportation/safety regulations.

Technician Professionalism	DOT Regulations
Safety Standards	Exterior inspections
Reading Schematics	SAE Codes
Service Basics	Small gas engines
Repair orders cause, complaint, correction	
EPA Regulations	Warranties

DM 101: Electrical and Electronic Systems for Medium to Heavy Duty Trucks **9 Quarter Credit Hours**

Prerequisite(s): None

This course is designed to provide both hands on and theory based applications of electrical components, wiring systems, batteries, starting systems, charging systems, ignition systems, alternators, and diesel computer systems.

Molecular Theory	Ohms Law
Series and Parallel Circuits	Multimeters
Schematic and Pictorial Diagrams	Relays
Voltage	Safety
Troubleshooting Electric Circuits	Troubleshooting and Capacitors
Thermostats & sensors	Diagnostics
ECM's	Batteries
Starter	Alternator
Starting/Charging Maintenance	Electrical diagnostic software
Test equipment	Basic electrical testing methods
Grounds	Documentation

DM 200: Diesel Engines and Fuel Systems **13 Quarter Credit Hours**

Prerequisite(s): DM 100-101, AGE 107, AGE 215

Students will understand the engine cycle and engine cooling concepts. Students will become familiar with engine parts, troubleshooting, and engine maintenance as well as different types of fuel systems.

Basic Operations	Engine Cooling
Intake	Water Pump Compression
Thermostats	Power
Injectors	Exhaust
Maintenance	Engine Cycle
Fuel System	Tear down/rebuild
Computerized Diagnostics	Preventive Maintenance
Lubrication systems	Cooling systems
Exhaust systems	Datalink communications
Service Repair Time	SAE Codes

DM 201: Drivelines & Brakes for Medium to Heavy Duty Trucks I **13 Quarter Credit Hours**

Prerequisite(s): DM 100-101, AGE 107, AGE 215

This course is designed to provide both hands on and theory based applications of transmission operations, shifting system types and their operating characteristics, troubleshooting a transmission and shift system to identify faults, basic brake operations and preventive maintenance procedures as well as brake operations including applications of tires, wheels, wheel bearing. Students will gain the necessary knowledge to troubleshoot, diagnose, and repair gear and brake systems and subsystems.

Drive Shafts	Drive Lines
ECM Controls	ABS
Maintenance	Diagnostics
Greasing	Seals
U Joint replacement	SAE Codes
Brakes	Drums
Bearings	Adjustments
Maintenance	Discs
Wheel Seals	

DM 202: Drivelines & Brakes for Medium to Heavy Duty Trucks II **13 Quarter Credit Hours**

Prerequisite(s): DM 100-101, DM 200-201, AGE 107, AGE 215

This course is designed to provide both hands on and theory based applications of gear systems including manual and autoshift transmissions. Students will be exposed to the design variations used by different manufacturers including hydraulic and air brake systems. Students will also gain an understanding of operating principles of a clutch, the functions of clutch components, troubleshooting clutch problems.

Air systems	Valves
Traction Control	Hydraulics Diagnostics
Certifications	Power and Take Off
SAE Codes	Differential
Clutch (maintenance/operation)	Manual transmissions basics
Compressors	Power flow
Back box	Autoshift transmissions
Air Systems	

DM 203: Steering and Suspension **13 Quarter Credit Hours**

Prerequisite(s): DM 100-101, DM 200-201, AGE 107, AGE 215

This course is designed to provide both hands on and theory based steering columns, manual steering gears, steering linkages, power steering pumps, power steering gears, frames, fifth wheels, suspension systems, air suspension systems, and wheel alignment. Students will become familiar with basic welding and cutting techniques.

Frames – fifth wheel repairs	Steering
Welding fundamentals	Trailer maintenance
Aluminum	Maintenance
Steel	Alignment
Air suspension	Tires
Shocks	Wheels

DA-EXT 100: Dental Externship **10.5 Quarter Credit Hours**

Prerequisite(s): AGE 110, AGE 112-113, AGE 230, AHC 220, AHC 130, AHC 250, DA 102-119, DAS 203, DAS 206

A practical career development course, which provides the student an opportunity to demonstrate the knowledge, aptitude, and skill proficiency obtained in the classroom and laboratory.

This course is not intended to be a job trial situation, but provides the student with additional theory and skills prior to graduation. A faculty member will visit each site for evaluation of the student.

Externship for eligible candidates consists of ten weeks; which require the candidate to work for 32 hours per week at an assigned site until 320 clock hours have been achieved. One day per week students will return to school for additional course work. During the final week, the student is required to return to the college to complete employment information, if applicable, and work with Career Services for job search assistance. All students are required to complete a 4 to 6 page typed report summarizing his/her didactic and externship experiences. Specific requirements for the externship as well as the pre- and post-externship will be provided by the externship coordinator. The clinical site determines work hours. These must be the regular workday hours, although some work may occur on Saturdays, Sundays, or evenings as required by the extern site.

DM-EXT 100: Diesel Mechanic Externship **8 Quarter Credit Hours**

Prerequisite(s): DM 100-101, DM 200-201, DM 202-203, AGE 107, AGE 215

A practical career development course, which provides the student an opportunity to demonstrate the knowledge, aptitude, and skill proficiency obtained in the classroom and laboratory.

This course is not intended to be a job trial situation, but provides the student with additional theory and skills prior to graduation. This is the final required course for completion of the program. A faculty member will visit each site for evaluation of the student.

Externship for eligible candidates consists of ten weeks; the first week is to be independent study, practicum exams (if applicable), a review of procedures as needed, and externship interview. Weeks 1-10 require the candidate to work 3 days for 24 hours per week at an assigned site until 240 clock hours has been achieved. One day per week students will return to school for additional course work. During the final week, the student is required to return to the college to complete employment information, if applicable, and work with Career Services for job search assistance. All students are required to complete a 4 to 6 page typed report summarizing his/her didactic and externship experiences. Specific requirements for the externship as well as the pre- and post-externship will be provided by the externship coordinator.

The clinical site determines work hours. These must be the regular workday hours, although some work may occur on Saturdays, Sundays, or evenings as required by the extern site.

EXT-MA 100: Medical Assistant Externship 7.5 Quarter Credit Hours

MA and MALR Prerequisite(s): MA 100, MA 125, MA 150, MA 175, MA 200, AHC 130, AHC 220, AHC 225, AHC 250, AGE 110, AGE 112, AGE 113, AGE 240

A practical career development course, which provides the student an opportunity to demonstrate the knowledge, aptitude, and skill proficiency obtained in the classroom and laboratory.

This course is not intended to be a job trial situation, but provides the student with additional theory and skills prior to graduation. This is the final required course for completion of the program. A faculty member will visit each site for evaluation of the student.

Externship for eligible candidates consists of ten weeks; the first week is to be independent study, practicum exams (if applicable), a review of procedures as needed, and externship interview. Weeks 1-10 require the candidate to work 3 days for 23.5 hours per week at an assigned site until 235 clock hours has been achieved. One day per week students will return to school for additional course work. During the final week, the student is required to return to the college to complete employment information, if applicable, and work with Career Services for job search assistance. All students are required to complete a 4 to 6 page typed report summarizing his/her didactic and externship experiences. Specific requirements for the externship as well as the pre- and post-externship will be provided by the externship coordinator. The clinical site determines work hours. These must be the regular workday hours, although some work may occur on Saturdays, Sundays, or evenings as required by the extern site.

EXT-MALR- 350: Radiography Practicum 6 Quarter Credit Hours

MALR Prerequisite(s): MA 100, MA 125, MA 150, MA, 175, MA 200, MA 300, MA 325, AHC 130, AHC 220, AHC 225, AHC 250, AGE 110, AGE,112, AGE 113, AGE, 240, EXT 100, AGE 210, AGE 220, AGE 230

This course is designed to allow clinical practice of limited radiography procedures and taking x-rays. It is not intended to be a job trial situation, but provides the student with additional theory and skills prior to graduation. This is the final required course for completion of the degree program. A faculty member will visit each site for evaluation of the student. Weeks 2-10 require the candidate to work approximately 20 hours per week at an assigned site until 180 clock hours has been achieved. Two days each week students will return to school for additional course work.

GE 101: English Composition I 4.5 Quarter Credit Hours

CAD Prerequisite(s): CAD 101-104, CAD 106, AGE 107, AGE 230

CT Prerequisite(s): AGE 107, AGE 215, CT 100-102, CT 104, CT 106

DA Prerequisite(s): AGE 110, AGE 112, AGE 113, AHC 220, AHC 130, AHC 250, DA 102-119, DAS 203, DAS 206

DM Prerequisite(s): DM100-101, DM 200-203, AGE 107, AGE 215

HVAC Prerequisite(s): None

MA and MALR Prerequisite(s): MA 100, MA 125, MA 150, MA 175, MA 200, AHC 130, AHC 220, AHC 225, AHC 250 AGE 110, AGE 112, AGE 113, AGE 240

In this English Composition I course, students develop written communication skills. The course materials place an emphasis on the principles of communication which includes understanding the writing process and analysis of readings, as can be applied personally and professionally. This is an intensive review of the English language and its use in college-level writing, including written discourse, sentence structure, paragraph development, essay organization, all in concert with critical thinking processes.

GE 205: College Algebra 4.5 Quarter Credit Hours

CT Prerequisite(s): None

DM Prerequisite(s): None

This college algebra course focuses on algebraic concepts essential for success in the workplace and other courses. Using practical examples and applications, students practice fundamental operations with number systems, formulas, algebraic expressions and linear equations. This course also explores problems involving factoring, inequalities, radicals, functions, quadratic equations and graphs.

GE 201: English Composition II 4.5 Quarter Credit Hours

CAD Prerequisite(s): CAD 101-104, CAD 106, AGE 107, AGE 230

MALR Prerequisite(s): MA 100, MA 125, MA 150, MA, 175, MA 200, AHC 130, AHC 220, AHC 225, AHC 250, AGE 110, AGE,112, AGE 113, AGE, 240, EXT 100, AGE 210

This English Composition II course builds on lessons learned in English Composition I. In addition to reviewing the writing process, students learn research techniques, citation techniques, documentation formats, and critical analysis of written topics. Students give special attention to the development of a mature style of writing and to the research, mechanics, and writing of documented argumentation papers.

HVAC 100: Refrigeration Fundamentals 9.25 Quarter Credit Hours

Prerequisite(s): None

Students will understand the refrigeration cycle and its basic components in addition to basic principles about installation and troubleshooting basic problems.

- Closed and Open Refrigeration Cycles
- Refrigeration Components Refrigeration Accessories
- Soldering and Brazing Dehydration, Evacuation, and
- Charging Metering Devices \
- Compressors, Evaporators, and Condensers
- Cycle Controls Receivers and Accumulators
- Flaring and Swaging Refrigerant Transition and Recovery
- Sequence/order of operation

HVAC 120: Electrical Fundamentals 9.25 Quarter Credit Hours

Prerequisite(s): None

Student will understand electrical theory as it applies to Air Conditioning and Heating.

- Molecular Theory Ohms Law
- Series and Parallel Circuits Controls and Loads
- Schematic and Pictorial Diagrams Transformers
- Motors and Motor Protection Electric Meters
- Troubleshooting Electric Circuits Troubleshooting and Capacitors
- Thermostats Safety
- Sequence/order of operations Technical Mathematics
- Electric water heater

HVAC 130: Air Conditioning 13.5 Quarter Credit Hours

Prerequisite(s): AGE 107, AGE 210, HVAC 100, and HVAC 120

Students will understand air properties, how to size equipment, and to check and troubleshoot refrigeration and electrical problems on air conditioning equipment.

- Psychometrics Split Systems
- Piping, Installing, Wiring Packaged Systems
- Economizers Sheet Metal Fabrication
- Heat Gain and Heat Loads Sheet Metal Layout
- Direct System Sizing Air Balancing
- Basic duct design Air distribution
- Work orders Sequence/order of operations
- EPA Certification preparation

HVAC 140: Heating 13.5 Quarter Credit Hours

Prerequisite(s): AGE 107, AGE 210, HVAC 100, and HVAC 120

Student will troubleshoot combustion and electrical problems in fossil fuel equipment, and understand the theory and principles of heat pumps and condensing furnaces in residential and commercial. During this course students are required to do an independent study and job shadow HVAC technicians one day per week (for approximately 8 hours). Specific requirements for the job shadow will be provided by the instructor. The job shadow site determines the hours. These must be regular work day hours, although some work may occur on Saturdays, Sundays, or evenings as required by the site.

- Condensing Furnaces Hydronic Heat
- Furnace Components and Piping Gas Venting System
- Heat Pump Theory and Components Troubleshooting Heat Systems
- Gas Heat Combustion Oil and Electric Heat
- Mechanical Codes Geothermal
- Air quality Work orders
- Job Shadow HVAC technicians Sequence/order of operations
- Gas power vent water heaters

MA 100: Medical Terminology 8 Quarter Credit Hours

MA and MALR Prerequisites: None

This course will familiarize the student with medical terminology. The students will learn medical terms and meanings. This course will instruct the student in the basics of keyboarding for performance in the medical field.

MA 125: Terminology for Healthcare 6.5 Quarter Credit Hours

MA and MALR Prerequisites: None

This course will familiarize students with common terms and phrases heard in the medical environment as well as assist them in recognizing medical terms in Spanish. This course is also designed to help students learn basic functions of the computer and gain an introductory understanding of Microsoft Windows, Microsoft Word, Excel, Outlook, and PowerPoint.

MA 150: Administrative Medical Assisting 10.5 Quarter Credit Hours

MA and MALR Prerequisites: None

The student will gain a working knowledge of the front office of a healthcare facility. Students will learn the process of insurance filing and reimbursement from various carriers as well as medical law and ethics as it applies to areas of the health care field and state and federal regulations. Students will gain understand the importance of confidentiality and the various laws that pertain to it. Basic medical accounting will be covered, specifically instructing the student on accounts receivable, accounts payable, deposits, postings, payroll etc.

MA 175: Clinical Medical Assisting I 10 Quarter Credit Hours

MA and MALR Prerequisite(s): MA 100, MA 125, MA 150, AHC 130, AHC 220, AHC 225, AGE 110, AGE 112

This course will instruct the student in basic patient care and regular and special procedures associated with medically assisting a physician. This course will teach the student to take vital signs, weights, measurements, as well as learning disease and infection control and asepsis. Medication dosage calculations will also be taught. The student will understand how to assist with minor surgery and basic physical exams, will gain a working knowledge of performing EKG's and become knowledgeable in providing patient education regarding Holter Monitor testing. The student will become CPR Certified.

MA 200: Lab Procedures 9 Quarter Credit Hours

MA and MALR Prerequisite(s): MA 100, MA 125, MA 150, AHC 130, AHC 220, AHC 225, AGE 110, AGE 112

This course will instruct students in venipuncture, hematology, urinalysis, microbiology and special CLIA waived laboratory procedures. Students will also learn to use and maintain laboratory equipment and follow OSHA and CLIA regulations. The student will become familiar with patient care and safety before, during and after all laboratory procedures.

MA 300: Clinical Medical Assisting II 9 Quarter Credit Hours

MA and MALR Prerequisite(s): MA 100, MA 125, MA 150, AHC 130, AHC 220, AHC 225AGE 110, AGE 112

This course is designed to instruct students in different healthcare settings and specialties including family practice, urgent care, pediatrics, OB/GYN and gerontology. Students will also learn approaches to patients with life threatening conditions and care of the patient in long term care facilities. Students will study the role of medical assistants as office managers and human resource managers.

MA 325: Limited Radiography 9 Quarter Credit Hours

MALR Prerequisite(s): MA 100, MA 125, MA 150, MA, 175, MA 200, AHC 130, AHC 220, AHC 225, AHC 250, AGE 110, AGE,112, AGE 113, AGE, 240, MA EXT 100, AGE 210

This course is designed to instruct students in fundamental principles of limited radiography including the theory of x-ray production, controlling factors, radiation and infection control, radiographic films, and basic radiological positioning and procedures.

MA 330: Limited Radiography II 6 Quarter Credit Hours

MALR Prerequisite(s): MA 100, MA 125, MA 150, MA, 175, MA 200, MA 300, MA 325, AHC 220, AHC 225, AHC 130, AHC 250, AGE 110, AGE,112, AGE 113, AGE, 240, EXT 100, AGE 210, AGE 220, AGE 230

This course will build upon the knowledge gained in Limited Radiography with a review of x-rays taken during the Radiography Practicum. Students will also become familiar with state of Iowa requirements for limited radiography certification.

Appendix B

Academic Calendar

Start Date	40 WEEKS	60 WEEKS	70 WEEKS	90 WEEKS
01-12-09	10-15-09	03-04-10	05-13-10	09-30-10
03-23-09	12-24-09	05-13-10	07-22-10	12-09-10
06-01-09	03-04-10	07-22-10	09-30-10	02-17-11
08-10-09	05-13-10	09-30-10	12-09-10	04-28-11
10-19-09	07-22-10	12-09-10	02-17-11	07-07-11
12-28-09	09-30-10	02-17-11	04-28-11	09-15-11
03-08-10	12-09-10	04-28-11	07-07-11	11-24-11
05-17-10	02-17-11	07-07-11	09-15-11	02-02-12
07-26-10	04-28-11	09-15-11	11-24-11	04-12-12
10-04-10	07-07-11	11-24-11	02-02-12	06-21-12
12-13-10	09-15-11	02-02-12	04-12-12	08-30-12

Day and Evening Class Schedule

Morning Classes

Monday through Thursday

Evening Classes

Monday through Thursday

6:00 p.m. to 10:30 p.m.

Class hours are subject to change or vary based on student needs

Appendix C

Advisory Committees

Vatterott College utilizes Program Advisory Committees for each program or each group of related programs. The majority of each Program Advisory Committee is made up of employers representing the major occupation or occupations for which training is provided. At least two regularly scheduled meetings are conducted annually and at least one of these is held at the school.

The duties of the Program Advisory Committee include, but are not limited to:

- A. Reviewing, at least annually, the established curricula of the program and comment as to its objectives, content, and length, and the adequacy of the facility and equipment.
- B. Reviewing and commenting on each new program including the appropriateness of curriculum, objectives, content and length, prior to Accreditation recognition.
- C. Reviewing and commenting at least annually on student completion, placement, and where required, state licensing and examination outcomes of each program.

Campus Advisory Committees

Computer Systems & Network Technology

Anthony Milani; Wells Fargo Financial

Evan Folk; Marshall County Information Services

Jim McKillip; QCI Consulting

Charles Boscaljon; All State Industries

Greg Schaaf; Farm Bureau Financial Services

Kristi Hanson; Palmer Group

Bill Bingaman; Computer Net Services

Tony Frink; Iowa Health Systems

Dental Assistant Specialist

Dr. Robert McNurlen; Iowa Dental Association
Jane Ryan; Douglas Avenue Family Dental
Natalie Green; Des Moines Health Center
Linda Baldwin; Parkway Periodontal
Kim Borkowski; West Dental Office
Sheri Watson; Apodaca Dental Office
Mary Kelly, Des Moines Health Center
Rachel Klein; C.D.A., R.D.A., C.O.M.S.A.
Sandra Leggett; R.D.H.
Jan Manson, R.D.H. Broadlawns Medical Center
Dr. Brian and Wendy Ancell, Ancell Family Dentistry

Diesel Mechanic

Martin Milner; TMC Transportation
Gary Purdy; RC Tools
Dharl Bagley; Ziegler, Inc.
Troy Wheeler; Truck Country of Des Moines
Rod Roberts; Mike Richmond; Ryder Transportation
Mick Swolley, Matt Finch; Interstate Power Systems
Steve "Doc" Wilson; Cummins Central Power

HVAC Maintenance Technician

Brian Leech; Leechman Heating & Cooling
Kurt Townsend; Bell Brothers
Thom Hamm; Casey's Stores, Inc.
Jon Edelen; Lozier Heating & Cooling
Jamie Simpson; Schaal Heating & Cooling
Jerry Johnson; Wyckoff Industries
Ryan Brockway; Brockway Mechanical

Medical Assistant/Medical Assistant with Limited Radiography

Bob Bailey; Childserve
Tracy Arbogast; Iowa Health Systems
Todd Buchacker; Planned Parenthood of Greater Iowa
Dr. Kevin Dickhaut; Jordan Creek Chiropractic
Karen Reck; Iowa Health Physicians
Kelly Estep; Highland Park Family Physicians
Dr. Walter Eidbo; Iowa Health
Denise Honts; Iowa Clinic
Dr. Terry Flander; Principal Financial Group
Ashley Martz; Iowa Health System

Appendix D

School Administration and Faculty

Administrative Staff

Dan Nieland, Campus Director
Sarah Bouma, Director of Education
Henry Franken, Academic Resource Coordinator
Derek Handel, Director of Admissions
Afton McManaman, Director of Financial Aid
Joseph Blair, Admissions Coordinator
Maureen Shay, Admissions Coordinator
Leticia Williams, Admissions Coordinator
Molly Bassett, Registrar
Joy Jasper, Director of Career Services
Lacey Wenck, Retention Officer
Sharon Nevitt, Campus Accountant
Afton McManaman, Financial Aid Administrator
Josh Reber, Financial Aid Administrator
Erin Burkhardt, Administrative Assistant
Yvette Martinez, Administrative Assistant

Faculty

Susan Anderson (Medical Assistant Program Director /Instructor)

Mercy Hospital School of Nursing/Drake University, RN

Justin Bales (Computer Systems & Network Technology)

Diploma, Vatterott College

Angela Chapman (Dental Assistant Specialist)

Diploma, Des Moines Area Community College

Bill Denny (Diesel Mechanic Extern Coordinator/Instructor)

Diesel Mechanic/shop manager with thirty (30) plus years experience

Brenda Farmer (Medical Assistant with Limited Radiography Extern Coordinator/Instructor)

Diploma/Radiologic Technology/Ball Memorial Hospital

Laurie Fuller (General Education, Medical Assistant with Limited Radiography)

Bachelor of Arts/Wartburg College; Certificate of Radiology Technology/Mercy School of Radiological Sciences

John Garrison (Diesel Mechanic)

Diploma, Des Moines Area Community College; Diploma, Hamilton College

Brenda Gavin (Medical Assistant with Limited Radiography)

Certified Radiologic Technician, Mercy College of Health Sciences, Limited license to practice Radiography, Des Moines Area Community College

Iyhab Hasan (HVAC/R Maintenance Technician Program Director/Instructor)

Bachelor of Science/Iowa State University

Judy Hitchman (Medical Assistant)

Master of Social Work, University of Nebraska; Bachelor of Arts, Briar Cliff University

Rich Kalina (HVAC/R Maintenance Technician)

Diploma, United Electronics Institute

Mary Kish (General Education)

Master of Science in Education, Northwest Missouri State University, Bachelor of Science, Northwest Missouri State College

B. Michelle Medved (Dental Assistant Specialist)

Bryman School Medical and Dental

Steve Meyer (Computer Systems & Network Technology)

Bachelor of Arts, University of Northern Iowa; Associate of Arts, Ellsworth Community College

Patricia Mitchell (General Education)

Master of Social Work, CA State University; Master in Clinical Psychology, Antioch University; Bachelor of Arts, CA State University

Joyce Nehring (Dental Assistant Specialist Program Director/Extern Coordinator/Instructor)

Diploma/Des Moines Area Community College

Bob Pinegar (Diesel Mechanic)

Diploma, Des Moines Area Community College

Stacey Ramsey (Computer Systems & Network Technology)

Bachelor of Business Administration, Rochville University

Connie Ramseyer (Dental Assistant Specialist)

Associate of Applied Arts in Dental Hygiene, Des Moines Area Community College

Chris Reha (Diesel Mechanic Program Director/Instructor)

Associate of Applied Science, Des Moines Area Community College

Deva Sinklier (Medical Assistant Extern Coordinator/Instructor)

Associate of Applied Science Degree, Hamilton College

Weslie Spradling (General Education)

Master of Arts, Southeast Missouri State University; Bachelor of Arts, Southeast Missouri State University; Bachelor of Science, Southeast Missouri State University; Associate of Occupational Studies, Vatterott College

Matthew VerSteeg (Computer Systems and Network Technology Program Director/Instructor)

Bachelor of Science/Management/Trinity University

Michelle Walker (Dental Assistant Specialist)

Diploma, Des Moines Area Community College

Chris Waltz (Medical Assistant)

Bachelor of Art, Liberty University; Associate of Applied Science, Ellsworth Community College

Addendum 05-23-2009

Student Grievance Policy

Should a student have a grievance or complaint concerning any aspect of his or her recruitment, enrollment, attendance, education, or career services assistance, the student should first contact the faculty or staff member to whom the grievance or complaint refers.

If a solution satisfactory to the student is not reached with the faculty or staff member, the student may submit his or her grievance or complaint in writing to the Director of Education, clearly describing the grievance or complaint.

The Director of Education will review the grievance or complaint, seek resolution and notify the student of the remedy within 10 days. In the event the student is not satisfied with the resolution provided by the Director of Education, the student must appeal to the institution's Director in writing within 10 days of receiving the decision of the Director of Education.

The institution's Director will review the pertinent facts and evidence presented. Within 10 days of receipt of the student appeal, the institution's Director will formulate a resolution.

Students who wish to contest the Director's resolution may submit a written appeal to the Chief Administrator, Vatterott Educational Centers, Inc as the final entity seeking a favorable resolution to reported grievance or complaint.

At any time, the student may contact the Vatterott Educational Centers, Inc. Student Affairs division for additional support via email at studentaffairs-dm@vatterott-college.edu

Schools accredited by the Accrediting Commission of Career Schools and Colleges of Technology 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 considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. 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 and Colleges of Technology
2101 Wilson Blvd. / Suite 302
Arlington, VA 22201
(703) 247-4212

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting the school director or director of education.

Students may also contact the following agencies concerning any grievance or complaint about the institution: Office of the Ombudsman, United States Department of Education, Toll-free phone: (877) 557-2575.

Students may also contact the Iowa Department of Education, Grimes State Office Building, Des Moines, IA 50319-0146, phone 515-281-4700, fax 515-281-6544.