



Hopkinsville Campus
North Canton Campus
Quad Cities Campus

GENERAL STUDENT GUIDELINES

**Nursing, Veterinary Technology, Business
Management and Occupational Therapy
Assistant Programs**

(Students will also receive program specific guidelines)

May 2017

PURPOSE OF ROSS' STUDENT GUIDELINES

You are enrolled in school to have the opportunity to develop skills and knowledge that can help you pursue an entry-level position in your chosen field of study. A cooperative attitude while attending school will provide Ross the opportunity to better serve you in those educational pursuits; consequently, the enclosed student guidelines are provided to assist you in getting the most out of your educational experience at Ross!

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ATTENDANCE POLICY

Ross College maintains an institutional attendance policy to support the academic achievement of its students. Students are expected to attend all scheduled class, laboratory, and examination periods each week. Students, whether present or absent from class, are responsible for knowing all that is announced, discussed, and/or lectured upon in class or laboratory, as well as for mastering all assigned reading. In addition, students are responsible for submitting on time all assignments and examinations as required in the class. Students are expected to attend all scheduled activities that are part of the class, including those activities scheduled during the class time and those scheduled outside of class time. An individual course or program may have specific requirements (which in some cases may be more stringent than the general attendance requirements) as to the effect of attendance on grades, class meetings, course assignments, off-campus activities, externships, clinical and practicum activities, and other program requirements.

Attendance Requirements

Students who fail to attend a scheduled on-campus class session will not receive attendance credit for that session. Students enrolled in a blended course who fail to complete the academically-related activity in the learning management system (LMS) required for a scheduled online class session will not receive attendance credit for that session. For blended courses, students must complete the required online academically-related activity on the day of the scheduled online session which begins at 12:01 a.m. and ends at midnight. The following online activities constitute academically-related activities for blended courses: (a) relevant/substantive journal entry posting, (b) drop box submission, (c) relevant/substantive threaded discussion post, or (d) taking a test/quiz as outlined in course section. The determination of whether a journal entry or threaded discussion post meets the attendance requirement is at the discretion of the instructor. When required to sign in for attendance, each student must sign in personally. Meeting with an instructor outside of class does not count as attending a class or completing online academically-related activity. A student who is not in attendance during the first week of a course will be administratively withdrawn from the course and may be administratively withdrawn from the College. A student who is consecutively absent for more than 25% of the scheduled class sessions of a course will be administratively withdrawn from the course and may be administratively withdrawn from the College. A course starts on Monday (or the first scheduled meeting date if Monday is a holiday) and ends on the last scheduled class session of the fourth week. Students may not receive attendance credit for activities completed before a course begins or after a course ends. **(Examples: A.** if a student is scheduled for 12 class meetings, including online days, the student would be withdrawn on the 4th consecutive day of absenteeism. **B.** if a student is scheduled for 8 class meetings including online days, the student would be withdrawn on the 3rd consecutive day of absenteeism. **C.** if a student is scheduled for 20 class meetings, the student would be withdrawn on the 6th consecutive day of absenteeism.)

The ability to make-up work missed due to absence is at the sole discretion of the instructor, and making up work does not count as attendance in the class missed. It is likewise solely the student's responsibility to maintain contact with the instructor to request the opportunity to engage in make-up work. Students are advised that withdrawals from courses will affect their course completion rate.

Tardy Policy

Tardiness to class is disruptive to the learning environment. Any student arriving after the start of class will be considered tardy. In addition, students arriving to class late after breaks and/or leaving before the end of the class are considered tardy. Students are responsible for obtaining lecture notes and any materials that reflect the objectives and assignments for any class time missed. Students should be aware that their tardiness may affect their grade.

Last Date of Attendance

When a student withdraws, or is withdrawn or dismissed from the College, his or her official date of separation from the College is determined to be the last date of attendance (LDA) in the on-campus class session or completing the academically-related activity in the learning management system (LMS) on the scheduled online class session. The LDA is used in calculating applicable refunds, and may determine the extent of the student's financial obligation to the College. (See the federal refund policy and institutional refund policy.)

Attendance Termination Policy

Regardless of notification, if a student is not in attendance for seven consecutive classroom training days (7 calendar on-ground AAS programs) from the last date of attendance, the student will automatically be terminated. A student's last day of attendance (LDA) is defined as the last day a student participated in lecture and/or clinical lab on-campus or externship. Students who notify the school prior to the seven days having elapsed will be withdrawn on the date of notification. The Campus Director has the discretion to waive the termination based upon extenuating circumstances. The LDA is used in calculating applicable refunds, and may determine the extent of the student's financial obligation to the school.

Attendance Readmission

Students terminated due to violating the attendance policy may apply for readmission and will be reviewed on an individual basis. A student must submit a written request for reentry and meet with the Campus Director before being considered for readmission.

DRESS CODE

Appearance is an important indication of professionalism. Some educational programs have specific dress requirements. The College reserves the right to advise any student that his or her appearance is immodest, offensive, other otherwise distracting in the educational environment, and to require the student to take immediate steps to comply with reasonable expectations.

Refusal to observe reasonable decorum in appearance may be cause for disciplinary action.

The dress code requirement for students enrolled in allied health programs at Ross follow the protocol found in most medical facilities. Students are required to wear a school issued uniform or comparable style as determined by the Campus Administrator during their classroom training. Comparable style is determined to include scrubs, lab jackets only and polo shirts for OTA students. Additionally, hooded sweatshirts and similar apparel is considered unacceptable classroom attire. The Campus Administrator makes all determinations regarding professional attire.

All degreed Allied Health Students (except OTA) will be issued two sets of uniform scrubs and one lab coat. The first will be a set of Ross scrubs, ordered during the student's first term. The second set of scrubs and lab coat will be ordered after 90-days of attendance.

Occupational Therapy Assistant Students will be issued two Ross polo shirts to wear with business casual pants or skirt during classroom training. The first polo shirt, ordered during the student's first term. The second polo will be issued, after 90-days of attendance.

All students are required to wear their uniform and name tag during all classroom, externship and clinical activities. Professionalism and safety should be practiced at all times while on campus. All shoes must be closed toes, no sandals.

CONDUCT

Students should maintain a professional and positive attitude toward their schoolwork, the faculty and other classmates. Disruptiveness and disrespect on campus and on public property (which is in the same reasonably contiguous geographic area of the campus) will be considered cause for dismissal. Substance abuse, theft, cheating or plagiarism will also be causes for dismissal.

Students who disregard the rules and regulations will be subject to dismissal. In most cases, students will be warned and then dismissed if the misconduct continues. The Campus administrator makes all determinations regarding conduct.

ELECTRONIC DEVICES

- Classroom Computers – The computers at Ross are for educational purposes only. The programs on the computers cannot be changed in appearance or format, nor can programs or software be installed. The computers cannot be personalized in any way (i.e., screen savers, etc.). Computer disks and any external storage devices from outside Ross cannot be used in the computers. Any computer/hardware abnormalities must be reported to the instructor immediately. Ross provides and maintains computers and internet access for students while actively enrolled in a Ross program. All costs associated with these tools, including use of eBooks and supporting hardware, are included in the cost of tuition. However, damage or loss to related materials may result

in additional costs to the student. Computer usage is intended for use relative to classroom assignments, eBooks and placement initiatives only. It is not intended for personal or non-school related use, Internet access is not to be used to send or receive copyrighted, offensive, illegal, pornographic, religious, racially explicit or political material. The electronic mail system is the sole property of Ross Education LLC.

- Ross Email Accounts – Students will be issued a Ross email account during orientation and also access to the Student Portal to facilitate distribution of documents electronically. Students may not sign up for or access other personal email accounts or instant messaging programs on Ross computers or internet access lines.
- eBook devices, Personal Laptop and PDA Usage – In order to prepare students for allied health careers, a variety of tools are available for program instruction. Delivery of the course material will be done using multiple platforms including, but not limited to, classroom textbooks, eBooks, computer web-based simulations, field trips and community guest speakers. Ross provides and maintains internet access for Ross computers and student issued eBook devices only. Connection of other devices to Ross internet access is strictly prohibited. All eBook devices, Personal Laptops and PDA's must be turned off and put away while any test or evaluation is in progress. No personal usage of USB flash drives or similar devices will be permitted. In addition, usage of any personal email account, ftp site or file sharing site is strictly prohibited.
- Cell Phones – During school hours, excluding scheduled break times, cell phones must be stored with personal belongings and turned off or on silent mode as to not disrupt the flow of classroom instruction. Usage is limited to before class, after class or during break time. Cell phone usage is also limited to the student lounge area or outside the facility.

Failure to adhere to these regulations will be cause for disciplinary action, up to and including dismissal from the program and school.

RESPONSIBLE USE OF SOCIAL MEDIA

Students using sponsored Ross Education L.L.C. social media sites, such as pages in Facebook, and Instagram, are expected to conduct themselves in a manner that complies with the terms of the student code of conduct. The code of conduct also applies to those students who identify themselves with Ross Medical Education Center or Ross College and/or use their Ross email address in social media platforms such as professional blogs, LinkedIn, Facebook, etc.

While Ross does not typically provide editorial review of the content of social media sites used by its students, Ross does reserve the right to ask students to take down content that is deemed in violation of the student code of conduct, from third party complaints, applicable law or regulation, or computer and network management concerns.

FIREARMS AND WEAPONS

Ross Education, LLC does not tolerate any type of violence committed by or against students, staff or faculty including physical and/or verbal threats. Students are prohibited from making threats for engaging in violent activities. Possession of firearms or weapons of any sort on Ross property or grounds by anyone other than sworn police officer authorized to possess firearms is absolutely prohibited. Ross Education, LLC maintains a no tolerance violence policy, and violations of this policy constitute grave misconduct and may lead to disciplinary action including student termination and notification to local law enforcement. For the safety of students and staff, all Ross campuses are monitored by video surveillance.

HAZARDOUS MATERIALS

A hazardous material is a substance (gas, solid, or liquid) capable of harming people, property and the environment, as a result of use, handling, storage or disposal. Ross' policy is to assure safe use, handling and storage of hazardous materials through proper labeling, provision of material safety data sheets (MSDS) and training. The use of sharps collectors is mandatory. All contaminated materials, i.e., needles, syringes, etc., must be disposed of in these containers. Under no circumstances are sharps collectors allowed to be disposed of by students.

EXPOSURE TO RADIATION

The North Canton campus contains radiation equipment for exposing and processing x-rays as part of the Dental Assistant Program. Faculty members and students in the Dental Assistant Program will engage in classroom training using the radiation equipment. The radiation equipment, as well as the room in which the equipment is contained, have been approved by and meet the radiation safety standards set by the State for dental radiology teaching or training programs.

While risk of radiation exposure during the Dental Assistant Program is minimal, all students have the potential to be exposed to radiation while in the campus and on externship. Individuals that have any health concerns are pregnant or of reproductive age, are undergoing radiation therapy or engaging in other activity that may expose them to higher than normal levels of radiation, are advised to consult with a medical professional regarding any recommended precautions relative to radiation exposure.

EMERGENCY MANAGEMENT PLAN

All Ross campuses have an Emergency Management Plan which is designed as a comprehensive reference to assist Ross campuses in providing a safe learning environment. This plan includes risk assessment, evacuation procedures, lockdown procedures, communication to interested parties, designated media spokesperson, and training of staff and students. During Orientation, these significant points from the plan are reviewed to inform students of procedures in the event of an emergency. Practice drills are held randomly throughout the year. The detailed Emergency Management Plan is available for review by contacting the Campus Administrator.

BREAK TIME

Students may be allowed to eat and drink in designated areas during scheduled breaks only (depending upon the Ross facility they are attending). All Ross campuses are located in non-smoking facilities.

TELEPHONE

The school phones are not for student use. A student receiving an emergency call will be notified immediately. Calls of a non-emergency nature will not be relayed to the student. Cellular phone use is not allowed in the classrooms and is permitted in the break area only – before and after class, and during scheduled break times.

CLEAN-UP

Students are responsible for keeping their work areas and other school premises clean at all times.

STANDARDS OF SATISFACTORY ACADEMIC PROGRESS

All students must maintain Satisfactory Academic Progress (SAP). In order to maintain Satisfactory Academic Progress, a student must meet minimum standards of cumulative grade point average (qualitative measurement) and Incremental Completion Rate (quantitative measurement). Incremental Completion Rate (ICR) is defined as credit hours earned versus credit hours attempted. In order to graduate, a student must successfully complete all courses in the program with a grade point average of 2.0/C or higher with no grade less than 1.0/D in any individual course. Courses with the following prefixes must achieve a minimum grade of 2.0/C in order to pass: ALH, ANH and PT. Nursing Student must achieve a CPGA of 2.5 or higher with no grades in nursing concentration courses than 80%. See program specific requirements for additional information.

Maximum Time Frame

A student who enrolls in a program must complete the program no more than one-and-one-half times the normal published length of the program. That is, the credit hours attempted cannot exceed 1.5 times the credit hours required to complete the program. If the student cannot complete the program during the maximum time period, the student will be terminated from school and will be no longer eligible for Title IV funds.

Evaluation Points

The school determines whether students are meeting the minimum Satisfactory Academic Progress requirements at evaluation points described below. The student receives academic, attendance and/or financial aid advising from the school, as the school deems necessary in its discretion.

The student's Cumulative Grade Point Average and Incremental Completion Rate will be evaluated after each payment period during the program.

Minimum SAP Academic Achievement and Completion Requirements

At the progress report evaluations, a student must meet the following minimum cumulative

grade point average (CGPA) and Incremental Completion Rate (ICR) – ICR is evaluated by credit hour (i.e., credit hours attempted versus credit hours successfully completed). These standards are listed by program as follows:

Degree Programs

Degree Programs	Evaluation Point	Milestone (CGPA & ICR)	Required Action
	End of First Academic Year	< = 1.25 and/or < = 50.00% Nursing: <=2.0 and/or <=66.66%	Academic/Financial Aid Dismissal
	End of Second Academic Year	< = 2.0 and/or < = 66.6% Nursing: <=2.5 and/or <=66.66%	Academic/Financial Aid Dismissal
	End of Seventh Quarter and Thereafter	< = 2.0 and/or < = 66.6% Nursing: <=2.5 and/or <=66.66%	Academic/Financial Aid Warning (if 1 st time)
	At Any Time	Anything in excess of 150% MTF	Academic/Financial Aid Dismissal
Transitional Studies Courses	At Any Time	3x Unsuccessful Attempts	Academic/Financial Aid Dismissal
Nursing Concentration Courses	At Any Time	2x Unsuccessful Attempts in a single nursing concentration course or a total of 3 unsuccessful attempts in any combination of 3 nursing concentration courses	Academic/Financial Aid Dismissal

Practical Nursing Diploma Programs

Practical Nursing Diploma Program	Evaluation Point	Milestone (CGPA & ICR)	Required Action
	End of First Quarter	< = 1.5 and/or < = 33.33%	Academic/Financial Aid Warning
	End of Second Quarter	< = 1.75 and/or < = 66.6% Nursing: <=2.5 and/or <=66.66%	Academic/Financial Warning (if 1 st time) Academic/Financial Aid Dismissal (if on Academic/Financial Aid warning)
	End of Third Quarter and every quarter thereafter 10	< = 2.0 and/or < = 66.6%	Academic/Financial Warning (if 1 st time) Academic/Financial Aid Dismissal (if on Academic/Financial Aid warning)
	At Any Time	Anything in excess of 150% MTF	Academic/Financial Aid Dismissal
Transitional Studies Courses	At Any Time	3x Unsuccessful Attempts	Academic/Financial Aid Dismissal
Nursing	At Any Time	2x Unsuccessful Attempts in a	Academic/Financial

Concentration Courses		single nursing concentration course or a total of 3 unsuccessful attempts in any combination of 3 nursing concentration courses	Aid Dismissal
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Progress Reports

Students will receive regular evaluations of their progress which will occur officially at the end of each scheduled payment period.

A summary of the grades and pace for each phase of the program, as well as cumulatively, is given to each student. The appropriate instructor, Assistant Campus Director of Education, Campus Director will be available to discuss any concerns.

SAP Warning

If the minimum standards for CGPA or ICR are not met at the end of a scheduled payment period, a student may be placed on Financial Aid Warning. The Financial Aid Warning period will be one payment period. Title IV funds may be disbursed during the Financial Aid Warning period.

If a student is substantially below the CGPA or CROP standards on any progress report, the student may be dismissed without a Financial Aid Warning period. This may be done if, in the opinion of the Campus Director/ Director of Online Education, the student cannot meet the minimum standards for Satisfactory Academic Progress during the Financial Aid Warning payment period.

A student will be terminated at the end of the Financial Aid Warning period if the minimum standards of Satisfactory Academic Progress are not met. In addition, students may be terminated after a single module within the Financial Aid Warning period if it is determined the student will be unable to meet the conditions of the warning. Students who satisfy the conditions of Satisfactory Academic Progress at the end of the Financial Aid Warning period will be considered to be meeting Satisfactory Academic Progress standards.

Notification

Students are notified in writing should they fail to meet the minimum standards of Satisfactory Academic Progress following an evaluation period.

Procedure for Appealing Academic/Financial Aid Dismissal – Degree Programs Only

A student who is dismissed for violating Satisfactory Academic Progress must appeal in writing to the Dean of Academic Affairs for re-entry before the start of the quarter in which he/she wishes to return. The written appeal must state the current mitigating circumstances that contributed to the dismissal. The written appeal must be supported with appropriate documentation of the mitigating circumstances with an explanation on how the circumstances have been remedied or changed to ensure that he or she will be able to meet Satisfactory Academic Progress at the next evaluation or after the Academic Plan if re-admitted.

GRADING SYSTEM

The criteria for determining a student's grade is as follows (on a percentage of total points basis):

Grade	Description	Percentage Breakdown	Quality Points per Credit Hr.
A	Superior Achievement	95–100	4.0
A-		90–94	3.7
B+	Commendable Achievement	87-89	3.3
B		83-86	3.0
B-		80-82	2.7
C+	Satisfactory Achievement	76-79	2.3
C		70-75	2.0
D+	Passing but less than Satisfactory Achievement	65-69	1.7
D		60-64	1.0
F*	Unacceptable Achievement	59 or below	0
I	Incomplete Coursework		Computed as F in GPA
W	Withdrawn, with penalty (not applied to Transitional courses)		Not computed
WF	Withdrawn, with penalty (not applied to Transitional courses)		0
WR	Withdrawn, with penalty (applied to Transitional courses only)		Not computed
UFR**	Unearned F (applied to Transitional courses only)		Not computed
UF**	Unearned F		0
TR	Credit granted through transfer		Not computed
PR	Credit granted through other sources (PLA/proficiency)		Not computed
AU	Course audited – no credit awarded		Not computed
PG	Progress (Transitional studies courses only 70% or higher)		Not computed
NPG	No Progress (Transitional studies courses only 69% or lower)		Not computed
CR	Credit granted through test out		Not computed
TO	Test Out (Transitional studies course only)		Not computed
P	Progress (for OTA Level II Fieldwork only)		Not computed
NP	No Progress (for OTA Level II Fieldwork only)		Not computed

IP	In Progress (for all ALH2940A/OT2290A and ALH2941A/OT2991A only)		Not computed
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WITHDRAWALS

Non-punitive grades for courses awarded by the school include: “W”. Non-punitive grades are not included in the computation of a student’s overall CGPA. The credit hours associated with any courses for which non-punitive grades are received by a student are included in the student’s Maximum Time Frame and credit completion percentage as credits attempted.

COURSE REPETITIONS AND INCOMPLETES

If a course must be repeated, both attempts will count as credits attempted in the credit completion percentage. The second grade earned will be included in the calculation of the CGPA.

A grade of *Incomplete (I)* may be assigned for a course when circumstances beyond the control of the student prevent his or her completion of required coursework. An Agreement for Incomplete specifying the work to be submitted must be completed and filed in the student’s academic file. Resolution of an *Incomplete* must occur within 28 calendar days after the final class meeting of the course for which the *Incomplete* is assigned. If the *Incomplete* has not been resolved within the period approved, a grade of zero will be given for all work not submitted, and the course grade will be determined in accordance with the criteria published in the course syllabus. An Agreement for Incomplete is automatically cancelled if the student subsequently withdraws or is withdrawn from the course.

FIELD TRIP PARTICIPATION

Students, who will be participating in a mandatory, class wide offsite learning activity (field trip), must complete the Release and Waiver of Liability Assumption or Risk, and Indemnity Agreement prior to participation. Students are expected to provide their own transportation to and from field trip locations and assume responsibility for all risks associated with the travel. Because field trips are scheduled during classroom training hours, students who do not participate will be considered absent for the class session and are subject to the terms of the current attendance policy. Students who are unable to participate in a scheduled field trip must contact his/her instructor prior to the date of the field trip to inquire as to the possibility of completing an alternative assignment in lieu of field trip participation.

GRADUATION

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An Associate of Applied Science Degree (AAS) will be awarded to each student who successfully met the follow criteria:

- Completed all program requirements in the specified time
- Has satisfied the College’s residency requirement
- Earned a cumulative grade point average of at least 2.00 (2.5 AAS Nursing), with no less than a 1.0 in any individual course. Nursing students must pass NU, NUR, PN and SSE0090 courses with a minimum grade of 80%.

CAMPUS CLOSURES

Like other postsecondary institutions (*and unlike grade school or high school*), Ross does not build “snow days” into published program schedules. Consequently, in the event of a school closing due to inclement weather or other unforeseen situations that will prevent the campus from opening, students will be notified of such closings via the Ross website at www.rosseducation.edu/ weather page. In addition, every attempt will be made to also post the closing on a local television station. In the event of these closings, please note that all cancelled classes will be rescheduled in addition to and outside of regularly scheduled class hours.

ANTI-DRUG POLICY

In compliance with the federal government’s 1990 Drug-Free Schools and Campuses Act, each student receives a Ross anti-drug packet. The student should read the contents carefully; paying special attention to the institutional sanctions which will be imposed should the student fail to adhere to the school’s explicit policy.

ANTI-CRIME POLICY

In compliance with the federal government’s Campus Crime and Campus Security Act of 1990, Ross prepares, publishes, and distributes the annual Campus Crime and Safety Report to all current students and employees. This report includes information regarding campus security policies and campus crime. The Campus Crime and Safety Report and other informative information on crime and safety are also available for review to all prospective students and prospective employees.

As in any public facility, Ross urges you to be aware of conditions that could potentially jeopardize your safety, e.g., park in a lighted area, lock your car, keep your purse and other belongings with you, and report any suspicious occurrences or behaviors to your instructor or the Campus Director.

Ross encourages you to take advantage of community anti-crime programs. See your campus director for further information. You are also invited to peruse the crime awareness folder kept in your director’s office. Information on self-defense, crime reporting, citizens’ rights, home security, rape prevention, etc., is included.

SUGGESTIONS AND CONCERNS

We encourage any suggestions or concerns students may have. Please offer these suggestions or voice concerns to the appropriate staff member. If the concern has not been resolved after meeting with the Campus Director, please adhere to the following procedure:

*Contact in writing the Concern Resolution Department of Ross Education, LLC:
Ross Education, LLC, Concern Resolution Department
Attention: Ms. Kathleen Brown
22800 Hall Road, Suite 800, Clinton Township, MI 48036*

Ms. Brown will forward the concern to the appropriate corporate supervisor and a written concern will be acknowledged within three (3) working days. A response in writing will follow within ten (10) working days. Any and all parties regarding the complaint in question are aware of the progress of the complaint as it escalates and have the opportunity to speak on their own behalf when it comes to the complaint. If the response does not rectify the situation, contact Ms. Brown at (810) 637-6100 Extension 20050, or if at any time a student cannot resolve the complaint in question at the institutional location level, he/she is not obligated to go straight to corporate but has the opportunity to go to the state instead of going to corporate first. A meeting will be arranged for the concerned principals as needed.

Please direct all state inquiries as follows:

Iowa College Student Aid Commission

430 East Grand Ave., Third Floor

Des Moines, IA 50309

Toll Free: (877) 272-4456

<https://www.iowacollegeaid.gov/content/constituent-request-review>

Kentucky Commission on Proprietary Education

Capital Plaza Tower, Room 303

500 Mero Street

Frankfort, KY 40601

Or Fax to: (502) 564-4248

A Student Complaint Form can be found on their website at <http://kcpe.ky.gov>.

Michigan Department of Licensing and Regulatory Affairs

Proprietary School Unit

2501 Woodlake Circle

Okemos, MI 48864

or Fax to: (517) 373-2162

www.michigan.gov/pss (The Complaint Form can be found on this website.)

(Ohio) State Board of Career Colleges and Schools

30 East Broad Street, Suite 2481

Columbus, OH 43215

Toll Free (877) 275-4219

or Fax to: (614) 466-2219¹⁰

A Student Complaint Form can be found on their website at:

<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

Tennessee Higher Education Commission

Division of Postsecondary State Authorization

Parkway Towers, Suite 1900

404 James Robertson Parkway

Nashville TN 37243-0830

Fax to: (615) 532-8845

Attention: Complaints

Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1540-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization.

A Student Complaint Form can be downloaded on their website at:

<http://www.tn.gov/thec/article/frequently-asked-postsecondary-questions>