



STUDENT 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 Medical Education Center/Ross College believes that preparation for a career includes developing the proper work habits of punctuality and good attendance. Students will be marked absent for any time missed and are required to maintain a minimum of 85% attendance during classroom training. Attendance reviews will occur after the completion of each module with Official Attendance Monitoring Periods at the end of every other module for all certificate/diploma programs. Students not meeting the 85% attendance requirement will be issued a Module Attendance Alert or an Attendance Warning depending on the number of modules completed. "Alerts" are issued at the non-official attendance tracking periods and "Warnings" issued at the official attendance monitoring periods. If at the end of either an unofficial or official monitoring period, it is determined that the student will not be able to meet the attendance requirements on alert or warning, the student may be terminated from their program. Please see section on Attendance Appeals for more information on the appeal process.

ATTENDANCE APPEAL POLICY

A student that violates the attendance policy due to extenuating circumstances may appeal the determination that they are in violation of the Attendance Policy to avoid termination from school. The student must submit a written appeal to the Campus Director within three (3) calendar days of the end of the Official Attendance Monitoring Period (two modules). Student must also complete the Attendance Policy Appeal form and provide supporting documentation to substantiate the special circumstances for the appeal.

ATTENDANCE PROBATION

Students who are notified of an approved Attendance Policy Appeal will be placed on Attendance Probation for the subsequent Official Attendance Monitoring Period (two modules) and may be required to make-up classroom hours in order to meet the 85% attendance requirement by the end of the probationary period. Students who do not meet the Attendance Policy requirements upon the end of the subsequent Attendance Monitoring period will be terminated from school. No additional appeal will be granted.

ATTENDANCE TERMINATION POLICY

Regardless of notification, if a student is not in attendance for seven consecutive classroom training days (7 calendar days for WV and 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.

DRESS CODE

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

All Medical Assistant, Dental Assistant, Medical Insurance Billing and Office Administration, Pharmacy Technician and Veterinary Assistant programs will be issued two uniform scrubs and one lab jacket. The first set of Ross scrubs, are ordered during the student's first module. The second set of scrubs and lab jacket will be ordered after the student's third module.

All students are required to wear their uniform and name tag during all classroom and externship activities. Professionalism and safety should be practiced at all times while on campus. All footwear must be appropriate for a healthcare facility and meet OSHA standards. All shoes must be closed toes and heels and be fluid and puncture resistance. All fingernails must be groomed to no more than ½ inch. For students in the Medical Assistant, Dental Assistant, Pharmacy Technician and Veterinary Assistant program- no artificial or acrylic nails. All facial piercings must be removed or covered discretely. All tattoos must be covered appropriately. Personal grooming, including hair length and jewelry should be professional and not interfere with any classroom or clinical procedures. The standard for appropriateness will be determined by the administration on the campus.

Student enrolled in the Associate Degree programs will not receive Ross uniforms. They will be expected to wear business casual attire to class. Blue jeans, shorts or capris are not considered business casual and therefore not allowed.

During all clinical invasive procedures, students are issued and required to wear Personal Protective Equipment (PPE) which consists of an impervious gown, facial shield and gloves.

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 Director 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. All classroom assignments must be completed on Ross issued computers. 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

Most Ross campuses contain 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.

BLOODBORNE PATHOGENS AND INFECTIOUS DISEASES

All health care professionals working with sharps (needles, lancets, etc.) and body fluids must be gloved. Gloving is the number one protective measure to curb the spread of infectious diseases, specifically AIDS and Hepatitis B. Engineering controls and work practice controls are utilized to eliminate or minimize student exposure to bloodborne pathogens at Ross campuses. Where exposure remains after institution of these controls, the following personal protective equipment shall also be utilized by students:

1. Spill Kits
2. Sharps Containers
3. Gloves — in order to protect hands
4. Face Shields/Eye Wear— in order to protect eyes, nose, mouth and face
5. Long Sleeves or Impervious Gowns — in order to protect skin and clothing
6. Eyewash Stations

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 Director.

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 cumulative rate of completion (quantitative measurement). Cumulative Rate of Completion 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 a grade less than 1.0/D in any individual course.

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 Cumulative Rate of Completion will be evaluated after each payment period during the program (at midpoint of the program/academic year). Please refer to the “Start Date” section of the campus catalog to determine when your program/academic year midpoint date will occur as based on your program start date.

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 cumulative completion rate by program (CROP) – CROP is evaluated by credit hour (i.e., credit hours attempted versus credit hours successfully completed). These standards are listed by program as follows:

Certificate/Diploma Programs

Progress Report Evaluation	Cumulative Grade Average	Cumulative Rate of Completion
End of Payment Period #1 (Midpoint Date)	2.0 CGPA	75%

On-Ground Associate Degree Programs

Progress Report Evaluation	Cumulative Grade Average*	Cumulative Rate of Completion
End of Payment Period #1 (Midpoint Date)	2.0 CGPA	75%
End of Payment Period #2 (Academic Year #1 End Date)	2.0 CGPA	75%

PROGRESS REPORTS

Students will receive regular evaluations of their progress which will occur officially at the end of each 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 or Director of Online Education will be available to discuss any concerns.

SAP WARNING

If the minimum standards for CGPA or CROP are not met at the end of a 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.

SAP APPEALS (AAS PROGRAMS ONLY)

Students who wish to appeal the determination that they are in violation of SAP must submit an appeal to the Campus Director. Appeals will be considered when extraordinary circumstances such as health, family, financial, transportation, childcare or other personal issues exist. The student's appeal must include why the student failed to meet SAP and what has changed that will allow the student to meet SAP standards at the next evaluation point. The letter must be postmarked within 3 calendar days of the end of the SAP Warning Period. The letter should describe any circumstances that the student feels deserve further consideration. An appeal decision will be made and the student notified accordingly.

SAP PROBATION (AAS PROGRAMS ONLY)

Students who are notified of an approved appeal will be placed on Satisfactory Academic Progress (SAP) Probation for one payment period. While on SAP Probation, the student is eligible to receive financial aid. Students who do not meet SAP requirements or the requirements of an Academic Plan upon the end of the SAP Probation period will be terminated. No additional appeal may be taken.

GRADING SYSTEM

The grading scale is based on a 4.0 system. Students are expected to maintain satisfactory progress in each course. All tests and assignments are graded against a 100% scale which is assigned a letter grade and a grade point average according to the chart below:

Numeric Grade	Letter Grade	Grade Point
90 – 100	A	4
85 – 89.99	B+	3.5
80 – 84.99	B	3
75 – 79.99	C+	2.5
70 – 74.99	C	2
65 – 69.99	D+	1.5
60 – 64.99	D	1
Below 60	F	0
Withdrawal	W	0
Incomplete	I	0

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.

The grading scale for online programs does not include any non-punitive grades, and consequently, non-punitive grades are not included in the computation of a student’s overall CGPA or in the student’s Maximum Time Frame and credit completion percentage.

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 student who receives an Incomplete grade in any course will have two weeks to complete the requirements of the course(s) with a final grade of 1.0/D or higher. The student will receive a failing grade in the course if all course requirements are not satisfactorily completed by the end of the two week period. The single course attempt will count as credits attempted in the credit completion percentage calculation. The final grade, including a failing grade, will be included in the calculation of the CGPA.

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.

EXTERNSHIP

The externship is the final requirement for graduation for all programs at Ross with the exception of the Associate Degree Programs. In order to be eligible for externship, students must meet the following requirements:

- Successfully passed all other courses in the program of study with a minimum grade of 1.0/D
- An overall cumulative grade point average of 2.0
- Tuition paid in full or payments up to date depending on arrangement plan

Students are required to work according to the schedule determined by the externship site based on the program required hours, the site's business hours and availability of staff supervision. Students are also required to attend weekly two-hour seminars at the campus and complete all campus externship assignments. Ross cannot and does not guarantee evening externship hours.

GRADUATION

A Certificate of Completion, Diploma or Associate of Applied Science Degree (AAS) will be awarded to each student who successfully completes all program requirements in the specified time, has a grade point average of 2.0/C or higher, with no less than a 1.0/D in any individual course and has attended no less than 85% of scheduled classroom training hours.

It should be noted that successful completion of the externship is a course requirement for all programs except the Associate Degree Programs. In addition, the student must satisfy his/her financial obligations to Ross Medical Education Center/Ross College in order to receive a copy of his/her transcripts.

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:

Alabama Department of Postsecondary Education
135 South Union Street
Montgomery, AL 36104-4340

Or Fax to: (334) 293-4504

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

<https://www.accs.cc/index.cfm/school-licensure/complaints/>

The Indiana Commission for Higher Education

The Commission for Higher Education is responsible for responding to formal complaints against public, independent non-profit and proprietary institutions of higher education in Indiana.

Discrimination: If a student believes that an institution has acted in a discriminatory manner, he/she may wish to contact the Indiana Civil Rights Commission (ICRC) using the ICRC's complaint form or call them at (800) 628-2909.

Financial Aid: If a student has been denied state of Indiana financial aid, they may file an appeal. Students should complete the student financial aid complaint form or call (888) 528-4719 for assistance.

Law Violations: If a student believes that a college or university has violated state or federal law, he/she may wish to contact the Office of the Indiana Attorney General at (317) 232-6201 or Constituent@atg.in.gov.

If you have additional questions about the complaint process, or want to clarify that your individual complaint is reviewable by the Commission, please feel free to contact the main office at (317) 464-4400 ext. 0 or complaints@che.in.gov.

Iowa College Student Aid Commission

430 East Grand Ave., Third Flood

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) 466-2219

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>

(West Virginia) Community & Technical College School System of West Virginia

1018 Kanawha Boulevard E., Suite 700
Charleston, WV 25301

or Fax to: (304) 598-3675

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

http://www.wvctcs.org/images/stories/PDF/Complaint_Form.pdf