



Consumer Information Handbook

Per Title IV guidelines

This notice must be provided directly to all enrolled students describing the availability of the required consumer information. The first two pages must be given to students prior to their signing for financial aid.

Students can find this information at

www.tollestech.com/adulteducation/financialaid/consumerinformation

Paper copies are available. Ask the student services coordinator for a copy.

The Adult Workforce Education Student Services Coordinator is responsible for reviewing and updating this information annually. The information contained herein was last updated August 1, 2011.

Students may access information on the following topics at our school website or request a copy from the student services coordinator.

--Institutional and Financial Assistance Information for Students

--Drug & Alcohol Prevention

--Consumer Information for Student Athletes

--Student Right-to-Know Act

--Clery/Campus Security Act

--FERPA

--Safeguarding Customer Information

--Fire Safety Reports and Student Housing

--Misrepresentation

--Loan Disclosures

--Institutional and Financial Assistance Information for Students

Basic Financial Aid Information

Tolles Career & Technical Center participates in the Federal Pell grant program. Two programs at our school are pell eligible: Medical Assistant and Administrative Medical Office Assistant. The maximum pell grant award for eligible students for 2011-12 is \$5550 for MA and \$3700 for AMOA. The procedure on how to obtain a pell grant is detailed in the program application materials on the school website.

Locally, students can request a Tolles Scholarship for the two Pell eligible programs. The maximum amount awarded for Medical Assistant is \$995. The maximum amount awarded for Administrative Medical Office Assistant is \$695. This scholarship will be applied in two segments—at the beginning and the end of the program. Scholarship application forms can be printed from the website in the program application materials.

Students may also request assistance through a Tolles payment plan. Information regarding payment plans and a copy of the promissory note students will sign to initiate a plan with the student services coordinator is included in the program application materials available on the school website.

Tolles Career & Technical Center does not participate in Federal Direct Loans and Perkins Loans.

Rights and Responsibilities of Students

Satisfactory Academic Performance and reestablishing eligibility are detailed in the both the Student Career Training Handbooks and the Financial Aid Program Specific Handbooks. Both handbooks are distributed at a student orientation which all students are required to attend. In addition, handbooks can be found on the website. Students are asked to sign a receipt and acknowledgment for receiving the handbooks and proof of understanding.

The financial aid award notice details the method and frequency of disbursements and can be found in the financial aid handbook.

Currently, there are no employment opportunities for students. Exit counseling is not provided as there are no loans provided.

Institutional Information

Cost of Attendance: Yearly updated information can be found in the program specific application materials on the website or obtained in the adult ed. office at the school. Cost of program supplies and materials are identified in the application materials found on the school's website.

Refund & Withdrawal Policies: The refund and withdrawal policies are detailed in the student handbook, which every student receives at a required orientation. The handbook information is also posted on our website.

R2T4 (Return to Title IV): The return to Title IV Federal worksheet is available in the Financial Aid Handbook, which each student receives and it can also be viewed on the web.

Academics: All career training certificate programs are identified on the web. Students are invited to tour our facilities by making an appointment with the student services coordinator. All instructors must have a background check and fingerprinting in order to work at our facility and be certified by the Ohio Dept. of Education.

Accreditation: Tolles Adult Workforce Education Program is accredited through the North Central Association of Colleges and Schools—NCA/CASI Advanc-ed. Tolles Career & Technical Center's Adult Education Programs operate under the direction of The Ohio Board of Regents. Any student wishing to review the school's accreditation or Ohio Board of Regents information may do so by requesting that of the student services coordinator in the adult ed. office.

Services and facilities for disabilities: Some of the facilities provided for disabled students include automatic doors, special parking places, an elevator to the second floor, widened restroom doors, visually-impaired signage, fire alarms with blinking lights for deaf students. The Adult Basic Literacy Education Program can assist students through online training to remediate academic deficiencies. The Center also works in cooperation with area agencies to find the best-suited assistance for specific disabilities.

Student Services Coordinator: The student services coordinator will assist enrolled or prospective students with obtaining any school information past or present. That individual can be reached by calling 614.873.4666 ext. 336 or phone the adult ed. office at ext. 248 to obtain the current email address.

Study Abroad: Tolles does not offer any programs in this area.

Peer-to-Peer File Sharing and Copyrighted Materials: School policies and sanctions related to copyright infringement are described in our handbook, given to students and posted on the web. This also includes policies regarding the school's information technology system.

Transfer Credit: Transfer credit policies are described in our handbook. While Tolles has not formally entered into articulation agreements, any program with CT2 credit under the Ohio Board of Regents, will be accepted as transfer credit for a particular course.

Vaccinations: Students will find information regarding vaccinations in the appropriate program application materials. Hepatitis B vaccine is STRONGLY encouraged for students enrolling in any program where they will have direct contact with people. Two-step mantoux TB tests are required for some programs, because of the clinical sites used.

Net Price Calculator: The net price calculator is posted on the web. Net price estimates are neither final nor binding and are subject to change. The student must complete a FAFSA to be eligible for Title IV aid. Net price is defined as the average yearly price actually charged full-time, first-year undergraduate students receiving aid at the institution and is calculated by subtracting the average need-based and merit-based grant from Cost of Attendance (COA).

IPEDS link to website: WWW.FOTW

College Navigator Website: The school reports information in IPEDS, which provides a link for students to access information.

Student Body Diversity: Because we have fewer than 10 students in our program, this makes the data personally identifiable, thus, we are not required to report specifics, but in general, to date, all students have been female. Tolles does not participate in FFEL (students loans). In 2009-10, 8 of 10 students received an average of \$3656 in Pell grants for a total of \$29,246. In 2010-11, 7 of 9 students received an average of \$3,494 in Pell grants, for a total of \$24,456.16.

Textbook Information Disclosures: Textbooks are included in the price of tuition. No further information is required. Students receive their texts on the first day of a course.

AWE Annual Data: The school has available annual data that shows the type of classes, number of hours, teacher certification, completion rates, licensure rates, and customer satisfaction. These are available to the public and can be obtained through the student services office.

Voter Registration Forms: Forms are available to students in the adult education office, where they sign-in daily.

Availability of Employees for Information Dissemination

Central Office Staff: The central office staff is available to provide students with information. While the superintendent's secretary is the primary employee to do this, any staff member in the central office could assist a student during normal business hours.

Constitution and Citizenship Day

Students are reminded of Constitution and Citizenship Day, as it is documented on the class calendar, posted on the bulletin board and information is included in the financial aid handbook. Students are encouraged to take the National Defense Dept.'s course about the constitution and participate in other activities identified on the website.

--Drug & Alcohol Prevention

Drug-related Offenses: Tolles is a drug-free school. Standards of conduct, sanctions, counseling and treatment are identified in the career training handbook and given to

students and posted on the website. Standards of conduct, sanctions, counseling and treatment for employees are identified in the Board Policy Manual. Information on preventing drug and alcohol abuse and a description of the health risks associated with use of illicit drugs and alcohol are distributed in new teacher packets, presented at every student orientation, and distributed annually to teachers in their first paychecks. A biennial review of our program will be conducted by the student services office beginning July 2012.

--Consumer Information for Student Athletes

Tolles Career & Technical Center Adult Workforce Education Programs do not participate in an FSA program and do not have an intercollegiate athletic program.

--Student Right-to-Know Act

Educational Outcomes: In 2009-10, 64% of our students graduated/were retained, 7 of 7 completed the program in the normal time of 10 months, 5 students or 71% were hired, no students had any loan debt of any kind upon leaving the program, for a cost of \$6345 plus an estimated cost of books and supplies of \$1827.

In 2010-11, 86% of our students graduated/were retained, 6 of 6 completed the program in the normal time of 10 months, 4 students or 67% have been hired as of 6/30/2011, no students had any kind of loan debt upon leaving the program, for a cost of \$6545 and an estimated cost of books and supplies of \$1827.

How was this calculated? To determine the graduation/retention rate, the number of students who began the first day of the class was divided by the number of students who earned a certificate. To determine the placement rate, the number of students who completed the class was divided by the number of students who secured a job.

There were too few students to disclose or report with confidence and confidentiality. Because we have fewer than 10 students in our program, this makes the data personally identifiable, thus, we are not required to report specifics, but in general, to date, all students have been female. Tolles does not participate in FFEL (student loans). In 2009-10, 8 of 10 students received an average of \$3656 in Pell grants for a total of \$29,246. In 2010-11, 7 of 9 students received an average of \$3,494 in Pell grants, for a total of \$24,456.16.

Transfer-out rate: Tolles Adult Workforce Education Programs do not provide substantial preparation for students enrolling in other eligible schools.

Clock Hour School: Tolles Adult Program is a predominantly clock hour school, broken into quarters—reporting data as of October 15.

Retention Rate: In 2009-10, 64% of our students graduated/were retained; in 2010-11, 86% of our students graduated/were retained.

Placement Rate: In 2009-10, 5 students or 71% were hired; in 2010-11, 4 students or 67% have been hired as of 6/30/2011

--Clery/Campus Security Act

Campus Security Information

Students in medical programs are advised to protect themselves with the Hepatitis B series of immunizations. A two-step mantoux is required by some programs for the clinical facilities that students use in clinical rotation.

Tolles does not participate in the FFEL, DL and Perkins loans programs.

Transfer of credit policies are described in the student handbook.

Emergency Notification

Students will be informed via email of any threat on campus or by public address system when on campus. An email test will be done within the first week of class each year. If email is not possible, call chains will be implemented. Emergency notification is required for immediate threat to health/safety of students and employees. Follow-up information will be provided from either the emergency notification or timely warning.

Tolles must in a manner that is timely and will aid in the prevention of similar crimes, report to the campus community, the following:

criminal homicide, sex offenses, robbery, aggravated assault, burglary, motor vehicle theft, arson, larceny-theft, (except minor vehicle theft), simple assault, intimidation, destruction, damage, or vandalism of property, including any other crime involving bodily injury, arrests for liquor law violation and illegal weapons possession, (including persons who were referred for campus disciplinary action) hate crimes, including any crime reported above that is considered a hate crime, crimes that are reported to campus security authorities or local police agencies and considered by the school to represent a threat to students and employees.

Evacuation Procedures

Procedures are identified in the student handbook, addressed at orientation and available in the crisis response ready reference guide hanging in every classroom. The superintendent, director of adult programs, the student services coordinator or other designated staff is responsible for disseminating emergency information to the students. Fire drills are held monthly. Tornado drills are held monthly during tornado season. Lockdown is held annually.

Timely warning will be issued in response to specified crimes—such as murder.

Emergency Response/Evacuation

The procedure to immediately notify the campus community upon confirmation of significant emergency or dangerous situation involving an immediate threat to the health or safety of student or employees occurring on the campus:

The adult programs administrator will confirm there is a significant emergency or threat (student services coordinator in his absence).

He/she will determine the appropriate segment of campus community to receive a notification, determine the content of the notification, initiate the notification system, include a statement that the school will w/o delay and accounting for safety of the community determine the content of the notification and initiate the notification system, unless issuing a notification will, in the professional judgment of responsible authorities, compromise efforts to assist a victim or to contain, respond to or otherwise mitigate the emergency.

He/she will include a list of title of responsible persons/organizations, include procedures for disseminating emergency information to the larger community, and include procedures for testing emergency response evacuation on at least an annual basis, including tests that may be announced or unannounced; publicizing the emergency response and evacuation procedures in conjunction with at least one test per calendar year; and documenting, for each test, a description of the exercise, the date, time, and whether it was announced or unannounced.

Missing Students

This is not required of our institution because we do not have on-campus housing.

Hate Crimes

The school must report by category of prejudice the following crimes reported to local police agencies or a campus authority that manifest evidence that the victim was intentionally selected because of the victim's actual or perceived race, gender, religion, sexual orientation, ethnicity or disability: criminal homicide, sex offenses, robbery, aggravated assault, burglary, motor vehicle theft, arson, larceny-theft, (except minor vehicle theft), simple assault, intimidation, destruction, damage, or vandalism of property, including any other crime involving bodily injury.

Crime Statistics:

The school annually submits the security report each year in the late summer when the letter and certificate requesting it is sent to the school's CEO. It is submitted via the ED website <http://surveys.ope.ed.gov/security>. The superintendent's secretary is responsible for submitting the report.

The school reports statistics for the three most recent calendar years concerning the occurrence on campus that are reported to local police agencies or to a campus security authority.

There were zero reports filed in 2011-12 on criminal homicide, sex offenses, robbery, aggravated assault, burglary, motor vehicle theft, arson, arrests for liquor law violation, drug law violations and illegal weapons possession (this includes persons who were referred for campus disciplinary action).

The school must record a crime statistic in its annual security report for the calendar year in which the crime was reported to a campus security authority.

The school must provide a geographic breakdown of the crime statistics according to on campus, in or on a non-campus building or property, on public property.

The crime statistic required may not include the identification of the victims or the person accused of committing the crime. The school is not required to report crime statistics for crimes reported to a pastoral or professional counselor. In complying with the crime statistical reporting requirements, the school provides a map to current and prospective students and employees. Tolles makes a reasonable, good faith effort to obtain the required statistics and may rely on information supplied by a local or state police agency.

Daily Crime Log: A log is maintained here at Tolles because we have a security officer on duty. The log includes:

A crime is entered into the log when it is reported to the campus police or security dept.

Crime log entries include ALL crimes reported, not just Clery Act crimes. This includes crimes on campus, adjacent to and accessible from the campus, within the buildings or public property or within the patrol jurisdiction.

The log is a hard copy **or** electronic copy that reports the nature of the crime, the date and time the crime occurred, the general location of the crime, the disposition of the complaint.

This is entered within two business days of the report of the information to the campus security. Tolles makes the crime log open to public inspection during normal business hours for the most recent 60-day period, within two business days of a request for public inspection. The designated individual responsible for maintaining the log is the campus security officer.

To date nothing has been entered in the log.

Drug and Alcohol Abuse Prevention

A biennial review beginning in 2013 is held to determine the number of drug and alcohol violations and fatalities that occur on campus and are reported to campus officials. There have been none reported at Tolles. If there had been, the number and type of sanctions imposed as a result of the violations and fatalities would be posted.

Provided in the student handbook at orientation, is a notice of penalty for convictions of drug-related offenses. If a student loses eligibility, the school will document this on the academic warning/disciplinary notice in a conference with the student, detailing loss of eligibility and ways to regain eligibility.

--FERPA

Students have the right to review their education records. Students are allowed to amend inaccurate information contained in their records. If a request is denied, the school allows the student to request a hearing to challenge the contents of the education records, on the grounds that the records are inaccurate, misleading or violate the rights of the student. The students have the right to provide consent for the disclosure of their records.

Students are notified of their rights under FERPA at orientation, including the procedure for exercising their rights to inspect and review education records—contact the student services coordinator at the school and drop in or make an appointment. The school maintains a record in the student's file listing to whom personally identifiable information was disclosed and the legitimate interests the parties had in obtaining the information (this does not apply to school officials with a legitimate educational interest or to directory information).

Except under one of the special conditions, a student must provide a signed and dated written consent before an education agency or school may disclose personally identifiable information from the student's education records. The written consent must: specify the records that may be disclosed, state the purpose of the disclosure, identify the party or class of parties to whom the disclosure may be made.

When a disclosure is made, if a parent or eligible student so request, the school must provide him or her with a copy of the records disclosed, and if the parent of a student who is not an eligible student so request, the school must provide the student with a copy of the records disclosed.

Signed and dated written consent may include a record and signature in electronic form that identifies and authenticates a particular person as the source of the electronic consent, indicates such person's approval of the information contained in the electronic consent.

A school may disclose personally identifiable information without student consent to the following parties:

School officials with legitimate educational interests, US Comptroller General, US Attorney General, US Dept. of Education, State and local officials, authorized organizations conducting educational research, accrediting agencies, alleged victim of a crime, parent of a dependent student as defined by the IRS, parent of a student under 21 regarding the violation a law regarding alcohol or drug abuse.

The school may disclose information pursuant to any other court order or lawfully issued subpoena only if the school makes a reasonable effort to notify the parent or eligible student of the order or subpoena in advance of compliance, so that the parent or eligible student may seek protective action. Additionally, schools must comply with FERPA's recordkeeping requirements when disclosing information pursuant to a standard court order or subpoena. The school will make a reasonable effort to notify a student who is the subject of a subpoena or court order before complying, so that the student may seek protective action (unless the court or issuing agency has prohibited such disclosure).

HIPPA applies to Health Care Providers, private benefit plans and health care clearinghouses. IT does not apply to other types of organizations whose receipt or maintenance of health records is incidental to their normal course of business. FERPA does not limit what records a school may obtain, create, or maintain. It provides safeguards for education records.

The Student Services Office normally obtains and maintains health records for each student who applies for disability services or waivers. The receipt and maintenance of health records by students services' unit is well established. If a health record is used to make a decision in regard to a student's education program—whether a students should receive extended time for testing or be exempt from an academic requirement—the health record may be construed to be an education record. In that case the normal FERPA provisions for safeguarding the record would apply. Our school follows requirements for the Privacy of health records.

A health and safety exception permits the disclosure of personally identifiable information from a student's record in case of an immediate threat to the health or safety of students or other individuals. The school only discloses personally identifiable information from an education records to appropriate parties in connection with an emergency IF knowledge of the information is necessary to protect the health or safety of the student or other individuals.

Patriot Act changes to FERPA: The school complies with the changes made to FERPA as a result of the USA Patriot Act.

--Safeguarding Customer Information

Postsecondary educational institutions participating in the FSA programs are subject to the information security requirements established by the Federal Trade Commission for financial institutions.

All customer information is safeguarded. This requirement applies to all nonpublic personal information the school's possession (from students, parents, or other individuals with whom the school has a customer relationship). It also pertains to the customers of other financial institutions that have provided such information to the school.

The school establishes and maintains a comprehensive information security program. This program must include the administrative, technical, or physical safeguards the school uses to access, collect, distribute, process, protect, store, use, transmit, dispose of, or otherwise handle customer information. The school insures the security and confidentiality of customer information, protects against any anticipated threats or hazards to the security or integrity of such information and protects against unauthorized access to or use of such information that could result in substantial harm or inconvenience to any customer.

The school includes all required elements of an information security program: Designated Coordinators—student services coordinator. The school designates an employee or employees to coordinate its information security program.

Tolles believes that confidentiality of consumer and/or parent information is of utmost importance.

No financial information or social security numbers with birth dates will be sent email.

Every employee has his/her own user id and password.

Social security numbers will be kept in locked files, in locked offices, as with student records. Wherever possible, personnel will attempt to limit the number of times a student's SSN is recorded.

When office personnel steps away from their desk, all paperwork with personal information will be stored away and the individual will log off the computer.

When disposing of information, it will first be shredded, then put in a locked disposal box.

The technology team is to be called, if there is a suspected attack, intrusion or other system failure of some kind. The technology team regularly updates it firewalls and system checks.

Other than homework or tests and teacher's gradebooks, student data is not to leave the building on a laptop. Teacher tests or gradebooks should not contain personal identifiable information like a social security number, phone number, address, etc.

The school will evaluate these procedures annually at a summer meeting or as any breach of security incidents occur. No service providers are used by the school at this time.

--Fire Safety Reports and Student Housing

Tolles does not provide on-campus student housing, so there is no information to provide.

--Misrepresentation

Nature of Education Program

CT2 Credit: Students often ask if courses within Medical Assistant will transfer. Students need to check with the school they are pursuing. There are no articulation agreements in place. However, the State of Ohio under the Board of Regents has opened the possibility of transfer to the schools that participate in and are approved for CT2 credit. Most often, students want to know if Medical Assisting will transfer to nursing classes. It is not likely, because the training is for two specific and different career fields. The two courses most likely to transfer are Medical Terminology and Anatomy and Physiology. However, with the background of this course, this administrator would recommend the students would take it again as a part of the nursing program because of the intensity of both and the importance of both in the nursing field.

Courses recommended by: Tolles Adult Workforce Education Programs are recommended by vocational counselors, high schools in the area and the local one-stops and rehabilitation services.

Tolles, The Institution: Tolles Adult Workforce Education Programs serve between 150-250 students annually. While it is one of the smaller adult centers in the state, an entire new wing has recently been added to the school, providing laboratory space for the medical programs and newly purchased equipment. The school is equipped with up-to-date computer labs for students to do their work.

Program Descriptions: Program descriptions are posted on the school's website and courses of study are available for review in the office.

Faculty: Faculty are certified by the Ohio Dept. of Education and have evidence of experience in their particular career field.

Student Services: Student services are identified in the career training handbook. Most often the school works in cooperation with other agencies to meet students' needs.

Pre-requisites: There are no pre-requisite courses for any of our programs.

Nature of Financial Charges

Scholarships are actually used to reduce tuition charges. This is made known to the student at the time they apply. Charges are posted in the brochure, on the website and in the application packet for the program. All books are included in the cost of the program. All career training programs have application fees, varying with the length of the course.

Employability of Graduates

In 2010-11, three of the Medical Assistant students became employed with their extern site. While there are placement services at Tolles, these services consist of helping students develop a resume, posting and sharing job openings that are known in the area, and providing other advice on job search. The placement office does not get students jobs. The placement officer will continue to share leads via technology once students have graduated and as openings become known. Each student is provided through the application process job market statistics and career growth opportunities from the US Dept. of Labor.

Relationship with ED

The US Dept. of Education has approved our programs to be Title IV eligible. This is not an endorsement of the quality of our educational programs.

--Loan Disclosures

State Grant Assistance: The school does not participate in the FFEL Program.

Student Loan Information: Since Tolles Adult Workforce Education Programs do not participate in the Student Loan Program, there is no entrance or exit counseling for students obtaining loans, either.

National Student Loan Data System: Tolles' staff only uses the NSLDS to check on student's previous financial aid history.

Private Education Loan Self-Certification Form per DCL Gen-10-01

Under the Truth in Lending Act, schools upon request must provide this information:

Cost of Attendance: Med. Asst., \$28,052 for dependent or independent; \$34,424 for independent with dependents + \$6372 for each dependent beyond 1.

Admin. Med. Office Asst., \$23,016 for dependent or independent; \$29,388 for independent with dependents + \$6372 for each dependent beyond 1.

Estimated Financial Assistance:

Pell Grant: \$5550 maximum for Med. Asst., \$3700 for Admin. Med. Office Asst.

Tolles Scholarship: \$995 for MA; \$695 for AMOA, maximum

Difference between COA and EFA:

Tolles prefers to post this on the website.

Code of Conduct for Education Loans:

Any agent of Tolles is prohibited from a conflict of interest with the responsibilities of a private education loan. It prohibits employees from revenue-sharing, receiving gifts, receiving a contract for financial benefit, directing borrowers to certain lenders, offers of funds for loans, call center assistance, and/or advisory board compensation. Refer also to appropriate board policy.

Preferred Lender Arrangement:

Because our tuition and fees are reasonable and purposefully kept low, students are able to pay for the program either through a Pell Grant, Tolles scholarship and/or a Tolles payment plan. To our knowledge, students have not pursued school loans, so there is no preferred lender list.