



**Texas Workforce Commission  
Career Schools and Colleges  
Catalog Sample**

**NOTE:** *This sample catalog is based on the sample new course application (CSC- 302). It demonstrates how a catalog can be developed for a small vocational school with one 208-hour course by following the Catalog Guide (CSC-001x) and Index to Catalog, Supplements, and Handbooks (CSC-001Y). The policies provided here are not applicable for other types and sizes of schools. Refer to TEC 132, TAC 807, the Catalog Guide, and the Catalog Outline, for policy guidance for your school.*

**Ray's Computer Training**

**2020 Wm. J. Bryan Pkwy.  
Bryan, Texas 77802  
(555) 776-2020**

**Catalog 2013 – 2014 Volume IX**

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## **HISTORY**

Ray Smith began his computer technology career when he was sent by the US Air Force to IBM school in 1952. His first work was repairing early tube and magnetic drum computers. Ray continued to access training to keep up with the rapid changes in computer technology and became an adept programmer. When he retired from the Air Force in 1969, he provided both programming and network support for several banks in Bryan, Texas. In 1985, he was approached to teach classes in computer applications, programming, and repair at Bryan Technical Academy. Ray found that he enjoyed working with his students, recent high school graduates and seasoned workers, who were interested in careers in computer technology. When Bryan Technical Academy closed in 1998, Ray decided to start his own school, and RCT was open for classes in 1999. Today, Ray Junior (RJ) heads the school and continues the family tradition of providing up-to-date training utilizing state-of-the-art technology to prepare students for entry-level jobs in the computer technical support field.

## **ACCREDITATION AND APPROVALS**

Ray's Computer Training (RCT) has been accredited by the American Association for the Accreditation of Small Technical Schools since 2003.

Ray's Computer Training (RCT): Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas.

Ray's Computer Training (RCT) is eligible to train eligible veterans.

## **FACILITIES AND EQUIPMENT**

Construction was completed on the present RCT facility in 2004, and classes have been provided at this location since the fall of that year. The 3500 square feet building is accessible to persons with disabilities and includes a classroom, a computer lab outfitted with up to date (no more than two years old) computers and monitors, and a repair lab modeled from computer/network support working environments and supplied with standard tools and computer diagnostic equipment of the industry. The rest of the building space is dedicated to the student break room and administrative offices.

## **BOARD OF TRUSTEES**

Raymond I. Smith, Sr.  
Homer R. Simpson John B.  
Good Ricky Cunningham

Andrew Griffith

## **Administration**

Raymond I. Smith, Jr., Owner, and Director

### **Faculty and Staff**

Raymond I. Smith, Jr..... Instructor  
B.S., Louisiana Tech University; M.A., University of Phoenix Certificates:  
MCSE, CCNA, CNE, and A+  
Brooks Melson.....Instructor  
A.S., Honolulu Community College Certificates: MCSE, MCP,  
CCNA, and A+  
Maggie Smith..... Registrar, Executive Assistant  
Gerta DeLay..... Office Assistant

### **TUITION AND FEES**

Tuition	\$6900.00
Registration	\$100.00
Books & Supplies	\$500.00
Tool Kit	\$500.00
<b>Total Cost</b>	<b>\$8000.00</b>

*\*\* Single subjects making up this program may be taken individually at a cost of \$50.00 per course hour. Entrance requirements for each single subject will be demonstration of skills or completion of the prerequisite subject.*

### **HOLIDAYS TO BE OBSERVED**

Martin Luther King Day	LBJ's Birthday (August 27)
Presidents' Day	Labor Day
Good Friday	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	The Friday after Thanksgiving Day

### **ENROLLMENT PERIODS**

Enrollment periods are the four calendar weeks prior to the first day of classes for each program term.

### **PROGRAM TERM DATES FOR 2013 – 2014**

**Fall 2013 --Six Weeks 1: September 16 – October 25**

Six Weeks 2: November 4 – December 14

Twelve Weeks: September 16 – December 14

**Winter 2014 --Six Weeks 1: January 6 – February 14**

Six Weeks 2: February 24 – April 4

Twelve Weeks: January 6– April 4

**Spring 2014 ---Six Weeks 1: April 14 – May 23**

Six Weeks 2: June 2 – July 11

Twelve Weeks: April 14 – July

**Summer 2014 ---Six Weeks 1: July 28 – September 5**

Six Weeks 2: September 15 – October 24

Twelve Weeks: July 28 – October 24

### **DAILY CLASS SCHEDULE**

Day students will attend class Monday through Friday from 8:00 AM to 5:00 PM for approximately six weeks (see Program Term Dates above). Class for evening students will be Monday through Friday from 6:00 PM to 10:00 PM for approximately twelve weeks. For day students, a ten-minute break will be taken for the last ten minutes of each hour, and lunch will be from 12:00 PM to 1:00 PM. For evening students, there will be no mealtime, and a ten-minute break will be taken for the last ten minutes of each hour.

### **OFFICE HOURS**

Office hours are 8:00 AM to 5:00 PM Monday through Friday, excepting the days school will be closed. When classes are not in session, the office will be closed for lunch from 11:45 AM to 1:00 PM.

### **COURSE TIME HOURS**

A course time hour is at least 50 minutes of instruction during a 60-minute period.

### **ADMISSION REQUIREMENTS**

Individuals applying for this course are required to:

- a. interview with an admission counselor;
- b. be at least 17 years of age (applicants under the age of 18 require written permission from a parent or legal guardian in order to enroll); and
- c. present proof of secondary education (high school diploma or GED certificate) or, in the event the applicant is unable to provide proof of secondary education, achieve a passing score on the Wonderlic Basic Skills Test (Verbal 200 and Quantitative 210)

### **CREDIT FOR PREVIOUS EDUCATION, TRAINING, OR EXPERIENCE**

An enrolling student may be granted credit for prior education, training, or experience for up to two subjects of the Computer Repair and Networking Technician program. No credit will be granted toward the CRT 105 – Computer Repair Externship.

To apply for consideration of credit, a written request with documentation of the

education/training/experience must be submitted to the school director no later than five business days prior to the first day of classes for the term. The student may be required to pass a qualification test with a grade of at least 70 to receive the credit.

If the credit is granted, the student will not be required to attend class for that subject, and will not be charged tuition (pro-rata course time hours) or fees for books and supplies for that subject.

### **Transfer of Credit**

Credits earned at RCT are transferrable to all schools accredited by the American Association for the Accreditation of Small Technical Schools (AAASTS). AAASTS schools in the state of Texas are:

Marshall School of Business – Marshall Shiner  
Drafting and Computer School – Shiner  
Techie Jim's Computer Institute – Navarro Tyler  
Computers and Electronics Academy – Tyler  
Victoria Technical School – Victoria

A student will need to contact all other schools to determine if RCT credits will transfer to those institutions.

### **CANCELLATION POLICY**

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays, and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

### **REFUND POLICY**

1. Refund computations will be based on scheduled course time of classes through the last documented day of an academically related activity. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
  - a) the date of termination, if the student is terminated by the school;
  - b) the date of receipt of written notice from the student; or
  - c) ten school days following the last date of attendance.
3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72 hour cancellation privilege the student does not enter school, not more than \$100 in any administrative fees charged shall be

retained by the school for the entire residence program or synchronous distance education course.

4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than \$100 in administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination. (More simply, the refund is based on the precise number of course time hours the student has paid for, but not yet used, at the point of termination, up to the 75% completion mark, after which no refund is due.)

5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

6. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program. A full refund of all tuition and fees is due and refundable in each of the following cases:

- a) an enrollee is not accepted by the school;
- b) if the course of instruction is discontinued by the school and this prevents the student from completing the course; or
- c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

*A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.*

## **9. Refund Policy for Students Called to Active Military Service**

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

(a) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;

(b) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or

(c) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:

(1) satisfactorily completed at least 90 percent of the required coursework for the program; and

(2) demonstrated sufficient mastery of the program material to receive credit for completing the program.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s) within 60 days after the effective date of termination.

## **COMPUTER REPAIR & NETWORKING TECHNICIAN**

### **Course Objective/Purpose:**

This course of instruction prepares individuals for entry-level jobs as computer repair and networking technicians. Graduates may find suitable employment with computer manufacturing, computer sales, and computer repair companies. Students will learn to troubleshoot and repair personal computers and network devices. Upon completion of this program students will be able to install, upgrade, and support personal computers and associated peripheral devices in a network environment.

### **Course Outline**

<b>Subject #</b>	<b>Subject Title</b>	<b>Lecture</b>	<b>Lab</b>	<b>Ext</b>	<b>Total</b>	<b>Sem Cr Hrs</b>
CRT 101**	Introduction to Computers & Networking	08	16	00	24	1.0
CRT 102**	Computer Hardware & Software	14	26	00	40	1.0
CRT 103**	Networking	24	56	00	80	3.0
CRT 104**	Employment Skills	06	18	00	24	0.5
CRT 104**	Employment Skills	24	56	00	80	3.0
CRT 105**	Computer Repair Externship	00	00	40	40	0.5
Total Hours for Program Completion		52	116	40	208	6.0

One academic semester credit hour is equal to a minimum course time of 15 hours of classroom lecture, 30 hours of laboratory experience, or 45 hours of externship.

The approximate time required to complete this program is six weeks for day students and twelve weeks for evening students.

Upon successful completion of the program, the student will receive a Certificate of Completion in Computer and Network Technician.

### **CRT 101 – Introduction to Computers and Networking**

<b>Subject Hours:</b>	24 course time hours (08 hours lecture, 16 hours lab, 00 hours externship) 1.0 Semester Credit Hours
<b>Prerequisites:</b>	None
<b>Subject Description:</b>	Introduction to Computers & Networking introduces students to personal computers and how they are integrated into a network. Upon completion of this subject, students will be able to: 1) turn on a computer, 2) open software applications, 3) use software applications and 4) properly shutdown a computer. They will also be able to describe how personal computers and peripheral devices are interconnected on a network.

### **CRT 102 – Computer Hardware and Software**

<b>Subject Hours:</b>	40 course time hours (14 hours lecture, 26 hours lab, 00 hours externship) 1.0 Semester Credit Hours
<b>Prerequisites:</b>	CRT 101, Introduction to Computers and Networking
<b>Subject Description:</b>	Upon completion of Computer Hardware and Software students will be able to describe: 1) the functions of computer hardware components and how they relate to each other, and 2) the installation and operation

of different software applications.

They will also be able to: 1) disassemble and assemble a computer, 2) install and operate software on a computer, 3) troubleshoot hardware and software problems, connect peripheral devices to the computer, and 5) repair hardware and software problems.

### **CRT 103 – Networking**

**Subject Hours:** 80 course time hours (24 hours lecture, 56 hours lab, 00 hours externship) 3.0 Semester Credit Hours

**Prerequisites:** CRT 102, Computer Hardware and Software  
**Subject Description:** Networking introduces students to the skills necessary to install a computer and peripheral devices on a network. Students will learn to: 1) wire a Microsoft Windows 2000 network, 2) plan, design, and setup a network that best suits the needs of the client, 3) diagnose and troubleshoot Windows 2000 in a network environment, and 4) provide effective customer support to clients.

### **CRT 104 – Employment Skills**

**Subject Hours:** 24 course time hours (06 hours lecture, 18 hours lab, 00 hours externship) .5 Semester Credit Hours

**Prerequisites:** CRT 103, Networking  
**Subject Description:** During Employment Skills students will develop an effective resume and cover letter. They will also learn how to: 1) research job leads, 2) dress for an interview, 3) interview effectively, 4) follow-up an interview, and 5) keep a job and advance in their careers.

### **CRT 105 – Computer Repair Externship**

**Subject Hours:** 40 course time hours (00 hrs lecture, 00 hrs lab, 40 hrs externship) .5 Semester Credit Hours

**Prerequisites:** CRT 104, Employment Skills

**Subject Description:**

During their externship, students will have the opportunity to practice the skills they have gained during their classroom training. They will refine their customer service skills, assist fellow workers in building computers to customer specifications, troubleshoot and repair hardware and software problems, and develop an effective career success strategy.

**CRT-105 Externship Description**

- a. The externship schedule for day students will be eight hours per day, five days per week for one week. The externship schedule for evening students will be four hours per day, five days per week for two weeks.
- b. The maximum number of externs expected in the program at any one time is 30.
- c. Copies of externship agreements between the school and externship sites are included in the course syllabus.
- d. Evaluation of externs with verbal critique by the work site supervisor will occur daily. Written evaluation will be accomplished at the midpoint and end of the externship. Ratings on the written evaluations will be averaged for the final report. Evaluation forms are included.
- e. The externship coordinator will visit the externship sites at least once per week.
- f. The externship coordinator will be in daily telephone contact with the externship site supervisor.
- g. Externs are required to attend a meeting on the last day of their externship. During this meeting they will discuss their externship observations/experiences and will turn in their externship report.
- h. Although not required, students are encouraged to keep a daily journal of their externship experiences and observations.
- i. Students are required to write a final report that will be turned in on the day of their externship meeting.

**GRADING POLICY**

A student's final numeric grade for a subject will be compiled from the grades earned by the student for work assigned and then weighted by the instructor according to the proportions shown in the "basis of grades" sections of the subject syllabi provided to students by their instructors. To determine the student's final average for course completion, the subject numeric grades are converted to grade points based on a 4.00 scale using

the table below:

<b>Numeric Grade</b>	<b>Letter Grade</b>	<b>Grade Points</b>
90 - 100	A	4.00
80 - 89	B	3.00
70 - 79	C	2.00
60 - 69	D	1.00
Below 60	F	0.00
*Incomplete	I	0.00
**Withdrawal	W	0.00

### **SATISFACTORY PROGRESS**

To remain in good standing, the student must maintain at least a minimum grade point average of 2.00 with no more than one subject class grade below 70.

Progress will be evaluated at the end of classes for each subject (3 to 10 days depending on the subject). Written numeric grade reports for each subject will be provided to students by the second school day after the completion of classes for the subject. Grade reports will also be provided to a student's sponsors if applicable (ex: VA, WIA, TAA).

### **ACADEMIC PROBATION**

A student who is not making satisfactory progress as defined above at the completion of a subject class will be placed on academic probation for the next subject class. If a student on academic probation achieves satisfactory progress for the subsequent subject class but does not achieve the required grades to meet overall satisfactory progress for the course, the student may be continued on academic probation for one more subject class. If a student on academic probation fails to achieve satisfactory progress for the first probationary subject class, the student's enrollment will be terminated. The enrollment of a student who fails to achieve overall satisfactory progress for the program at the end of two successive subject classes will be terminated.

When a student is placed on academic probation, the school will counsel the student prior to the student returning to class. The date, action taken, and terms of probation will be clearly indicated in the student's permanent file.

After one six-week term has elapsed, a student whose enrollment was terminated for unsatisfactory progress may reenroll in a subsequent term in the next 12 calendar months. Such reenrollment does not circumvent the approved refund policy.

The school will place a student who returns after his/her enrollment was terminated for unsatisfactory progress on academic probation for the next

subject class of the term. The school will advise the student of this action, and it will be documented in the student's file. If the student does not demonstrate satisfactory progress at the end of this probationary period, that student's enrollment will be terminated.

**\*Incomplete:** An "I" for Incomplete is assigned when all the work of a subject class cannot be completed due to circumstances beyond the control of the student. The student may complete the work by the end of the term, or the student can notify the school registrar for readmission for one opportunity to complete the work in a subsequent term beginning no later than 12 calendar months after the end of the term in which the student was assigned the "I". There will be no additional administrative or tuition fees charged for students who exercise this option; however, there may be additional fees for books, supplies, and/or tool kit.

**\*\*Withdrawal:** Under Texas Education Code §132.061(f), a student who is obligated for the full tuition and is withdrawing for an appropriate reason unrelated to the student's academic status may request a grade of "I" for incomplete.

A "W" for Withdrawal indicates that the student officially withdrew or was administratively withdrawn from the subject class. A student with a grade of "W" cannot complete the course of study and will be issued a refund in accordance with the refund policy below.

### **REMEDIAL WORK AND REPEATED COURSES**

RCT does not offer remedial work. When a subject class is repeated, the higher grade for the repeated subject class will be considered in the determination of the student's grade average for the course of study.

### **ATTENDANCE POLICY AND MAKE-UP WORK**

Students are expected to attend all lectures, labs, and the externship and to be punctual in attending classes. Instructors will maintain a positive record of attendance for the evening classes and for both the morning and afternoon sessions of the day classes. Atardy is defined as arriving in the classroom after the designated time for the beginning of the class or for the continuation of class after breaks. Five tardies to class will be counted as one absence. All tests missed due to the absence of a student must be taken on the first day of attendance after the student's absence.

#### **Make-Up Work**

No more than 5% of the total course time hours for a program may be made up. Make- up work shall:

- (1) be supervised by an instructor approved for the class being made up;
- (2) require the student to demonstrate substantially the same level of knowledge or competence expected of a student who attended the

scheduled class session;

(3) be completed within two weeks of the end of the grading period during which the absence occurred;

(4) be documented by the school as being completed, recording the date, time, duration of the make-up session, and the name of the supervising instructor; and

(5) be signed and dated by the student to acknowledge the make-up session.

Note: Make-up of missed hours of the externship must be arranged with the externship site supervisor. Make-up time for absences during the externship is limited to 10 hours. This time may be further limited due to supervised make-up work earlier in the term.

A student who misses more than 10% of class hours will be placed on attendance probation with conditions stipulated by the school director. Enrollment in the program will be \*terminated for a student who is absent for more than 20% (41 hours) of the class hours of the program. A student whose enrollment was terminated due to unsatisfactory attendance may reenroll on attendance probation in a subsequent term in the next 12 calendar months. Such reenrollment does not circumvent the approved refund policy. If the reenrolled student on attendance probation is absent for more than 20% of the class hours, the student's enrollment in the program will be \*terminated, and the student will not be readmitted to the program.

\*RCT will not terminate the enrollment of a student for lack of attendance at a point at which a refund would not be due.

### **Leave of Absence**

The school director may grant a leave of absence after determining that good cause is shown. A student may have no more than two leaves of absence in a 12-month calendar period and may be on leave of absence no more than 60 calendar days during that period. School attendance records will clearly define the dates of the student's leave of absence. A written statement of the reason(s) leave of absence was granted, signed by both the student and the school director indicating approval, will be placed in the student's permanent file. (See Grading Policy/Incomplete for the work completion timeline and fee information.)

## **STUDENT CONDUCT EXPECTATIONS**

Students on the RCT campus are expected to behave in a manner that will create a safe and orderly academic environment for themselves and others. Students found in violation of these conduct expectations will be subject to disciplinary action which may include written warning, suspension, dismissal, and/or referral to law enforcement officials. Below is a partial list

of inappropriate behaviors that will be subject to disciplinary action. This list is not all-inclusive.

1. Academic dishonesty, including any form of plagiarism, cheating, falsification of records, or collaboration with others to defraud
2. Actions that disrupt teaching, learning, administration, or interfere with the rights of others.
3. Non-compliance with the directives of school faculty and staff
4. Violation of written policies, rules, or procedures
5. Theft of any kind, and related behaviors such as possessing stolen property or using the property of others without their permission
6. Damage to property or destruction of property
7. Creation of unsafe conditions
8. Carrying out a false alarm or creating an emergency situation such as a fire or a bomb threat
9. Hurting others, threatening others, or engaging in behavior that may result in harm to others.
10. Selling, consuming, and/or possessing alcoholic beverages
11. Possessing or using drugs not prescribed for the student by a physician; selling any drugs; possessing or using illegal drugs or narcotics.
12. Possessing a firearm or other deadly or dangerous weapons such as knives, knuckles, clubs, baseball bats, and hammers while on the property of the school or in any part of the school building
13. Sexual harassment in any form by students or any member of the administration, faculty, or staff is prohibited. The school is committed to creating and maintaining an environment for all school personnel and students that is free of harassment, forced sexual activity, or any other sexual communication or conduct that interferes with performance in the classroom or the workplace.

### **Sexual Harassment Defined**

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when a submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,

- a. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals, or
- b. such conduct has the purpose or effect of unreasonably interfering

with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

### **Reenrollment after Dismissal for Violation of Student Conduct Expectations**

After one six-week term has elapsed, a student whose enrollment was terminated for violation of student conduct expectations that did not result in the involvement of law enforcement officials will have one opportunity for reenrollment in a subsequent term in the next 12 calendar months.

## **GRADUATION REQUIREMENTS**

A Certificate of Completion in Computer and Network Technician will be awarded to each student who completes all the subjects of the course of study, participates in 90% (36 hours) of the externship, maintains at least a minimum grade point average of 2.00, and has no more than one subject class grade below 70.

A student who has completed the course of study but does not meet course completion requirements can contact the registrar to for one opportunity to repeat subject classes with unsatisfactory grades in a subsequent term beginning no later than 12 calendar months after the end of the term in which the student was originally enrolled. There will be no additional administrative or tuition fees charged for students who exercise this option; however, there may be additional fees for books, supplies, and fees.

## **PLACEMENT SERVICES**

Job placement assistance is available at no charge for all students who are awarded the Certificate of Completion in Computer and Network Technician. RCT invites area employers to participate in a campus job fair at the end of each twelve-week term.

Students also meet potential employers during the Employment Skills and Externship classes. Job notices from businesses seeking qualified entry-level computer and network job applicants are posted on the bulletin board in the student break room and updated at least weekly. While the RCT team takes great pride in the RCT graduates working in the computer support field in this community and beyond, neither the school, its board, administration, or any faculty or staff member can guarantee employment.

## **STUDENT COMPLAINTS**

### **(Grievance Procedure)**

Complaints are defined as any student concern regarding the school programs, services, or staff. A student who has a concern about a school-related issue is encouraged to schedule a conference with the school director to find resolution. If an issue is not resolved to a student's satisfaction through the conference, the student can file a formal complaint in writing with the school director who will formally investigate the

complaint, take appropriate action, and provide a written response to the student by the 10<sup>th</sup> business day after the day the formal written complaint is received by member of the school faculty or staff. Note: a conference with the director is not required before a student files a formal written complaint.

### **Notification of Complaint to the Texas Workforce Commission**

A student who is dissatisfied with the school director's response can file a complaint with the Texas Workforce Commission:

Texas Workforce Commission  
Career Schools and Colleges, Room 226T  
101 East 15<sup>th</sup> Street  
Austin, Texas 78778-0001  
Phone: (512) 936-3100

Information on filing a complaint with TWC can be found on TWC's Career Schools and Colleges Website at [texasworkforce.org/careerschools](http://texasworkforce.org/careerschools).

### **Notification of Complaint to the Accrediting Agency**

A student may also file a written complaint with the American Association for the Accreditation of Small Technical Schools. Complaints to the Association must be in writing. They should be sent to:

AASTS  
Attention: Director  
1791 Constitution Avenue  
Oak Grove, Louisiana 71263  
(318) 413-7035

### **READMISSION**

Timelines and conditions for reenrollment are described under the following titles of this catalog: Attendance Policy, Grading Policy/Incomplete, Course Completion Requirements, Academic Probation, and Student Conduct Expectations. Students wishing to be readmitted and enrolled should contact the school registrar (979-776- 2020, ext. 2).

If the student enrolls to repeat a subject that is no longer offered, the school director will select an appropriate substitute subject for the student to meet that part of the program requirement.

### **True and Correct Statement**

I hereby certify that the statements and information in this catalog are true and correct to the best of my knowledge and belief.

Raymond I. Smith, Jr.