



# PCI

HEALTH TRAINING CENTER.®



DALLAS CAMPUS  
RICHARDSON CAMPUS



2011

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**PCIHEALTH TRAINING CENTER | Dallas Campus | Richardson Campus**  
**CONSUMER INFORMATION GUIDE 2011**

**Part 1: Accreditation and Licensure**

**ACCREDITATION**

PCI Health Training Center is accredited by the Accrediting Commission of Career Schools and Colleges – **ACCSC**.

Schools accredited by the Accrediting Commission for Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Colleges and Schools  
2101 Wilson Boulevard  
Suite 302  
Arlington, VA 22201  
703.247.4212

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting the School Director. *PCI School Catalog: Grievance Procedure*

**LICENSURE**

PCI Health Training Center is approved and regulated by the Texas Workforce Commission – **TWC** Career Schools and Colleges Section.

Additionally, the Texas Veterans Commission – **TVC** has approved the Medical Assistant, Medical Office Assistant, and Patient Care Technician programs for Veterans Training. *PCI School Catalog*

PCI Health Training Center is approved to participate in the Federal Title IV Student Financial Assistance programs as a Proprietary Institution of Higher Education by the U. S. Department of Education. *PCI School Catalog: Approvals, Accreditation and Memberships*

The school has a Grievance Committee comprised of the School Director, the Director of Education, the Director of Admissions, and the Compliance Officer. Students submitting a grievance are required to do so in writing, and the grievance must be signed. The Grievance Committee will respond in writing within a reasonable time (generally 48 hours). Students not desiring to make a formal grievance may have problems solved through the Student Services described in the Official PCI School Catalog. The policies and procedures established and published in the Official PCI School Catalog and any interpretations of the policies and procedures made by the school administration are not subject to a grievance review unless those policies and procedures are not being followed by the school. Students who feel grievances have not been resolved may refer their grievance to:

Texas Workforce Commission  
Career Schools and Colleges  
101 East 15<sup>th</sup> Street  
Austin, Texas 78778-0001

*PCI School Catalog: Grievance Procedure*

## **MEMBERSHIPS and APPROVALS**

PCI Health Training Center is a member of the following organizations:

- Association of Private Sector Colleges and Universities – **APSCU**
- Career Colleges and Schools of Texas – **CCST**
- Metroplex Association of Career Schools – **MACS** *PCI School Catalog*

PCI Health Training Center is also approved as a National Certified Proctor Site for the National Center for Competency Testing – **NCCT**. *PCI School Catalog*

## **REVIEW of INFORMATION PROCEDURE**

Information regarding PCI Health Training Center may be found by the following:

- Official PCI Health Training Center School Catalog
- Accessing the Internet at [www.pcihealth.edu](http://www.pcihealth.edu)
- Certificate display in the Main Lobby of PCI
- <http://nces/edgov/collegenavigator/?id=369783>

Prospective students of PCI Health Training Center may obtain copies of any requested information upon written request. This information may be found in the enrolled student *Official PCI Health Training Center School Catalog*. Prospective students may request this information from any staff member of PCI Health Training Center.

Enrolled students of PCI Health Training Center are immediately entitled to receive any and all information as provided to them in the *Official PCI Health Training Center School Catalog*.

Accreditation, Licensure, Membership and Approval certificates are displayed and may be viewed in the Main Lobby of PCI. Access to this information may be viewed also by logging on to the school's official website at [www.pcihealth.edu](http://www.pcihealth.edu).

## **Part 2: General Information**

### **DRUG and ALCOHOL PREVENTION**

PCI Health Training Center complies with the Federal Drug Free Schools and Communities Act Amendment of 1989 and the Drug Free Work Place Act of 1988.

### **PCI DRUG and ALCOHOL POLICY STANDARDS of CONDUCT**

The policy is defined by the following:

- The illegal possession or use of alcohol, drugs, or chemicals on any property under the control of PCI Health Training Center is expressly prohibited.
- Alcoholic beverages on the PCI Campus are forbidden with exception only to permissible and prior written Presidential approval for a special event.
- These standards of conduct apply to all students and staff members of PCI Health Training Center.
- Should any complaint or suspicion arise pertaining to a student or staff member regarding possible violation of policy, the individual may be required to submit to immediate and/or advising and drug testing. Any violation of policy is subject to disciplinary actions.

*PCI School Catalog Personal Conduct; PCI Employee Handbook*

All members of the PCI community should, at all times, be cognizant of and compliant with State and Local Laws.

The possession and consumption of alcoholic beverages in public places or common areas on campus is prohibited. The definition of public places or common areas includes, but is not limited to, any outdoor area, parking lot, vehicle, stairway, lawn, or sidewalk which is part of PCI property. PCI prohibits the possession and consumption of alcoholic beverages on campus without previous written consent by the President. *PCI Campus Crime Reporting Handbook*

### **SANCTIONS**

In addition to the imposition of disciplinary sanctions under PCI health Training Center policies and/or procedures, including the suspension or separation from PCI for such acts, students and staff members may face prosecution under Federal or State Law. *PCI School Catalog Personal Conduct; PCI Employee Handbook; PCI Health Training Center Student Drug Free School Policy handout; PCI Campus Crime Reporting Handbook, Attachment; [www.tabc.state.tx.us/help/general.htm](http://www.tabc.state.tx.us/help/general.htm)*

### **DRUG and ALCOHOL TREATMENT PROGRAMS RESOURCES**

PCI Health Training Center provides information regarding drug and alcohol counseling, treatment, and rehabilitation programs for both students and staff members. *PCI Health Training Center Student Drug Free School Policy handout; PCI Campus Crime Reporting Handbook, Attachment; PCI Student Services Survival Guide*

### **HEALTH RISKS PERTAINING TO SUBSTANCE ABUSE**

Numerous health related issues are associated with the illicit use of drugs and alcohol. Among them are sleep disturbance, psychiatric problems, organ failure or disease, immunodeficiency, nutritional syndromes, and diabetes. *PCI Health Training Center Student Drug Free School Policy handout; PCI Campus Crime Reporting Handbook, Attachment*

## **DISTRIBUTION of MATERIALS**

Each enrolled student of PCI Health Training Center is issued copies of information at monthly new student orientations and Milestones; each staff member of PCI Health Training Center is issued copies of this information upon hire. Additionally, copies of this information are duplicated and may be found available at any time in the following campus locations:

- Student Lounge
- Staff Lounge
- Library
- Hallways

The distribution of materials is comprised of the following: *PCI School Catalog Personal Conduct; PCI Employee Handbook; PCI Health Training Center Student Drug Free School Policy handout; PCI Campus Crime Reporting Handbook, Attachment*

## **CAMPUS SECURITY**

PCI Health Training Center strictly maintains and enforces the safety and security of the campus population. PCI complies with safety and security guidelines as requested and suggested by the Crime Awareness and Security Act of 1990; the U.S Department of Education; State and Local Laws and local law enforcement agencies; and various publications. *Department of Education "The Handbook for Campus Crime Reporting; SOC – Security on Campus Clery Act Training Reference Guide Copyright © 2009 Security on Campus, Inc.*

PCI Health Training Center employs security officers at both Dallas and Richardson campuses.

Security information is published and made available to the campus population via campus publications. *PCI School Catalog Personal Conduct and Insert 6; PCI Campus Crime Prevention handout; PCI Campus Crime Reporting Handbook; PCI Student Services Student Survival Guide; the Department of Student Services*

## **CAMPUS SECURITY POLICY**

PCI Health Training Center strictly forbids the possession of firearms or other weapons on school property or during school field trips. Additionally, PCI has a zero-tolerance policy regarding immoral conduct and enforces campus safety and security regulations and school rules; verbal, sexual or physical harassment of a fellow student and staff member; threat of physical violence against a fellow student and staff member. *PCI School Catalog Personal Conduct; PCI Employee Handbook; PCI Campus Crime Reporting Handbook*

## **CAMPUS CRIME STATISTICS**

PCI Health Training Center makes available and publishes its annual crime statistics. This information is updated and published annually. Additionally, copies of this information are duplicated and may be found available at any time in the following campus locations:

- Student Lounge
- Staff Lounge
- Library
- Hallways

The distribution of materials is comprised of the following: *PCI School Catalog, Insert; PCI Campus Crime Reporting Handbook*

PCI subscribes to a daily online crime report for its specific areas. This Website is accessed on a daily basis and reports are printed and evaluated for any criminal occurrences within the PCI Off-Campus Jurisdiction. Reports are kept in the Daily Crime Reports Manual. *PCI Campus Crime Reporting Handbook, Attachments; [www.dailycrimereport.com](http://www.dailycrimereport.com)*

## **ANNUAL SECURITY REPORT**

Each year, by October 1, PCI Health Training Center publishes and makes available its annual security report to all enrolled students and staff members. Additionally, copies of this information are duplicated and may be found available at any time in the following campus locations:

- Student Lounge
- Staff Lounge
- Library
- Hallways

Information included in the security report includes any on-campus arrests for liquor law, drug abuse, or weapons violations. Also included in the report are occurrences of crimes such as: hate crimes; arson; motor vehicle theft; burglary; aggravated assault; robbery; non-forcible sex offenses; forcible sex offenses (rape); negligent manslaughter; murder and non-negligent manslaughter.

The distribution of materials is comprised of the following: *PCI School Catalog, Insert; PCI Campus Crime Reporting Handbook*

## **REPORTING CRIMES and SECURITY INCIDENTS**

School Officials work cohesively in securing the campus and its population, educating the campus population via instruction and distributing published materials.

PCI has established its Reporting Enforcement Authority Personnel and is comprised of the PCI Security Department and Department Directors and Faculty. Any enrolled student of PCI or staff member may find assistance through any of these department staff members and are instructed to immediately report any criminal activity or other emergencies occurring on the PCI Campus; individuals are also required to complete a PCI Campus Security Incident Report – **CSI**. All reports are filed in the PCI Campus Security Manual. *PCI Campus Crime Prevention Handout; PCI Campus Crime Reporting Handbook, Attachment*

Campus Security Incident Report – **CSI**, forms have been placed in the Staff Lounge for easy access for staff and faculty for the purpose of reporting any type of security incident. Any staff member may assist any enrolled student with these reports as needed. CSI forms are also published in the Campus Crime Reporting Handbook. *PCI Campus Crime Reporting Handbook, Attachment*

## **EMERGENCY MANAGEMENT PLANNING**

### **SECURITY MEASURES**

In addition to security staffing, both PCI campuses have the following supplemental security tools in effect: \*electronic identification badge access; \*\*silent alarm; external security cameras; internal security cameras; video monitors for viewing, storing, and saving information; recording units; Emergency Response System – **ERS** All-Page loudspeakers; ERS portable handheld radios.

\*Richardson Campus only \*\*Dallas Campus only

Additionally, it is a campus requirement that all individuals including enrolled students, staff members, and visitors are identified by the use of identification badges. Enrolled students are issued student photo ID badges upon their first day of class instruction. Staff members are issued photo ID badges upon their first day of employment. Visitors to the campus are issued visitor badges at reception.

*Department of PCI Student Services*

## **EMERGENCY NOTIFICATION POLICY**

In any type of campus emergency or campus crime, PCI will, without hesitation, follow the required procedures for notifying the community of the emergency. In addition, PCI will utilize the practice of a Timely Warning and communicate the threat, hazard, or crime to the campus community and the larger civilian community as set forth by the Standards of The Clery Act.

Depending on the type of emergency, PCI staff members have been trained on the procedure for activating the ERS:

- 1. Determine type of emergency using the ERS Campus Emergency Code System**
- 2. Activate the ERS All-Page System via the nearest telephone: #, 0**
- 3. Simultaneously utilize the ERS portable handheld radios for voice communication**
- 4. Follow evacuation or safe-zone procedures**

911 will be activated if necessary if the situation cannot be contained within the campus environment and if emergency response teams are needed to assist. In the event of inclement weather and campus closure due to weather, students and staff are advised to tune into NBC Channel 5 for information and updates. They may also dial the campus main telephone number for automated information regarding campus closure. *Department of PCI Student Services*

## **EMERGENCY MANAGEMENT PLANNING – EMERGENCY RESPONSE SYSTEM**

PCI Health Training Center complies with all emergency response regulations as set forth by the Department of Education. PCI also complies with local fire marshal regulations regarding emergency training and evacuation of its campus population. PCI conducts monthly fire drills and monthly tornado drills as part of its emergency management plan. These drills are conducted, documented, and kept on file. Ongoing educational training of the campus population is provided as well as the necessary Continuous Improvement Process – **CIP** established by PCI which is evaluated on a regular basis. Procedural and informational changes are made as needed.

As part of its EMP and ERS, PCI displays fire drill evacuation maps and tornado safety zone maps throughout the campus. PCI has also established its own Campus Emergency Code system, similar to those found in hospitals. These codes are color-coded and are in place in each class room and office, Student Library, both Student and Staff Lounge areas. Smaller versions of the Campus Emergency Code system are reproduced and laminated on the reverse side of all enrolled students and staff member ID badges. An additional drill for responding to a hostile individual, both with or without a weapon, is also established and is referred to as a Code Silver Drill. *PCI Campus Crime Reporting Handbook*

## **GENERAL CAMPUS SAFETY**

Included in the PCI Safety Manual are ERS assessments which follow DOE and OSHA requirements; PCI Job Hazard Analysis – **JHA** Departmental Hazard Reports. Reports are completed on a quarterly basis. Safety violations, hazards, repairs, and other general safety concerns are documented on these departmental reports.

All campus occupants are instructed to complete a Notice of Injury/Illness – **NOI** Incident Report for any injury or health related issue. Any ill or injured individual is advised regarding leaving campus on his or her own cognizance and are required to complete the Release of Liability – **ROI** Release Report which is part of the NOI Incident Report. This form is available in the Staff Lounge.

Both PCI campuses are equipped with multiple fire extinguishers located throughout the school. Annual inspections are completed and documented; locations of these fire extinguishers are also illustrated on the campus fire evacuation maps.

Enrolled students are instructed regarding all PCI Campus safety and security procedures information. Topics included are:

- Identification
- Student Parking/Drop-Off and Parking Lot Safety
- PCI Campus Emergency Code System
- Fire and Tornado Drills
- CSI and NOI Reports
- Personal Property Theft Prevention
- PCI Drug and Alcohol Policy

General safety tips are published and made available to all campus occupants and are also found on bulletin boards in both the Student and Staff Lounges. *PCI School Catalog; PCI Employee Handbook; PCI Campus Crime Prevention handout; PCI Campus Crime Reporting Handbook*

### **FIRE SAFETY REPORTS on STUDENT HOUSING**

Not applicable. PCI Health Training Center does not provide campus housing at this time.

### **MISSING STUDENT NOTIFICATION**

Not applicable: No provisions for campus housing at this time.

### **VOTER REGISTRATION**

PCI provides voter registration application cards for all students on campus. They may be found in the student lounge. These registration application cards are continuously inventoried, printed, and made accessible year-round. [www.sos.state.tx.us](http://www.sos.state.tx.us)

## **Part 3: Financial Aid**

### **AVAILABILITY of FINANCIAL AID**

PCI Health Training Center's Financial Aid team is available to assist enrolled students, former students, and prospective students at both campuses. The team is also available to communicate and educate the family members of students during normal business hours. The PCI Financial Aid Team is available to provide information to students regarding the types of financial assistance that are available, how students may apply for aid, how eligibility is determined, and the cost of attending our institution.

Prospective students are not denied the opportunity to be introduced to our institution's FA Team for disclosure on the availability for application process, or any other general FA information. Prospective students are provided information on financial assistance that is available from course specific handouts, Internet site addresses, or the institution's Financial Aid personnel. Without a valid authentication of submitted information, PCI Health Training Center shall refrain from guaranteeing eligibility to entice a student's enrollment either verbally or written.

PCI Health Training Center provides individual student interviews and application assistance to enrolled students for the purpose of accurately determining a student's FSA eligibility to attend our institution. Enrolled students are provided information on the financial assistance that is available from our School Catalog, Internet site addresses, or the institution's Financial Aid personnel. Once enrolled students' Free Application for Federal Student Aid – **FAFSA**, has been processed, enrolled students are then required to sign a completed Tuition Finance Plan, Entrance Counseling Form, and other pertinent FA forms required to request funding for their attendance at our institution.

The institution's Tuition Finance Plan discloses the schedule for which aid shall be received. Enrolled students shall be informed of their Pell Grant eligibility prior to the disclosure of Stafford Loan availability. PCI Health Training Center is a clock-hour institution and the students' scheduled dates of disbursements are indicated by the Start date and Mid-Point date. The Tuition Finance Plan is the school's official notification of scheduled Federal Student Aid – **FSA** awards and further outlines the school's policy regarding the disbursement of FSA awards. The institution's academic policy states a student shall be terminated following the failure of two consecutive academic units, and further communicates to the student, their required criteria for meeting the institution's definition of Satisfactory Academic Progress – **SAP**.

The PCI Health Training Center Financial Aid Team is encouraged to help prevent financial aid and scholarship fraud by educating prospective and enrolled students about the protection of their personal identification information, the existence of potential fraud, and the importance of reporting potential fraud occurrences. The FA Team is prohibited from knowingly and willfully encouraging students to falsify data for the sole purpose of receiving FSA awards, or otherwise providing misleading statements during the application process that may result in the fraudulent receipt of FSA awards.

Students may contact the institution's Financial Aid Office representatives for information regarding student financial assistance during business hours. Students may contact the institution's School Director for assistance regarding general school issues. The list of current Financial Aid representatives is provided to enrolled students in the Official PCI School Catalog.

**\*PCI has no employment terms or conditions of employment related to a student's Financial Aid Package**

Prior to determining or disbursing FSA funds, students must not be in Default on their student loans or owe an Overpayment to the U.S. Department of Education. Students must have a valid ISIR prior to the disbursement of any FSA. If selected for the verification process, all documents required must be received by the Financial Aid Office prior to the disbursement of any FSA funds. Students shall not be eligible for additional FSA funds if the student does not meet the school’s Satisfactory Academic Progress standards within 1½ times the program length.

Student FSL amounts may not exceed U.S. Department of Education borrowing limits. These terms and conditions are requirements for students to be eligible for Title IV FSA and are individually based on the student’s Financial Aid history as reflected through NSLDS.

**IN-SCHOOL DEFERMENTS**

Students who enroll at PCI Health Training Center with previously disbursed Federal Stafford Loans – **FSL**, and are in repayment, shall have the opportunity to request an In-School Deferment when enrolled in our institution. Students who wish to continue their loan repayments may do so while enrolled as full-time students of PCI Health Training Center. Students may request an In-School Deferment at any time during their enrollment.

**\*COST of ATTENDANCE**

PCI Health Training Center’s Cost of Attendance – **COA**, is calculated based on individual student FSA non-need-based award eligibility, the student’s program, and dependency status, including loan fees that may be applicable. The remaining FSA need-based award eligibility is calculated based on the student’s COA minus Estimated Family Contribution – **EFC**. Re-entry student calculations are determined based on the student’s hours left for completion, prior Last Date of Attendance – **LDA**, previously received FSA, and dependency status; the COA may vary due to these factors. Current base COA amounts, as of July 1, 2010, are as follows:

	Tuition & Fees	Room & Board*	Personal*	Transportation*	Sub-Total
• 900 Hour <b>MA</b> <b>Independent Status:</b>	\$ 13,395	\$ 7,210	\$ 2,292	\$ 5,620	\$ 28,517
• 900 Hour <b>MA</b> <b>Dependent Status:</b>	\$ 13,395	\$ 3,623	\$ 2,292	\$ 5,620	\$ 24,930
• 600 Hour <b>MOA   PCT</b> <b>Independent Status:</b>	\$ 8,995	\$ 4,806	\$ 1,528	\$ 3,747	\$ 19,076
• 600 Hour <b>MOA   PCT</b> <b>Dependent Status:</b>	\$ 8,995	\$ 2,416	\$ 1,528	\$ 3,747	\$ 16,686

Cost of Attendance is documented individually in enrolled students’ files upon receipt of a valid Institutional Student Information Report – **ISIR**, from the US Department of Education and the authentication of submitted information. Cost of Attendance shall be provided to prospective or enrolled students upon request.

\*Student allowances for room and board, personal, and transportation expenses are derived from the Bureau of Labor Statistics Price Index. The BLS statistics are derived from an extensive and comprehensive research base, and adequately represents the needs of the majority of enrolled students. **\*\*Actual cost amounts may be different for each student based on their individual socio-economic status, geographic location, and general spending habits and needs.**

[www.bls.gov/cpi](http://www.bls.gov/cpi)

**STUDENT ETHNICITY | GENDER | PELL GRANT RECIPIENTS** *As of August 30, 2010*

Table 1 below illustrates the breakdown of students at both Dallas and Richardson campuses.

<b>TABLE 1</b>	<b>DALLAS CAMPUS</b>		<b>RICHARDSON CAMPUS</b>	
	MALE	FEMALE	MALE	FEMALE
American Indian	0	0	0	1
Asian	0	4	3	12
Black or African American	11	99	10	89
Hispanic	17	227	13	95
Race Unknown	0	2	0	3
White	3	26	9	99
<b>TOTAL ACTIVE STUDENTS</b>	31	358	35	299
<b># of Students Receiving PELL Grant</b>	29	319	28	245

**CANCELLATION and REFUND POLICIES**

**MANDATORY TERMINATION for ATTENDANCE REASONS**

A student must be terminated if either of the following occurs:

- The student is absent for 10 consecutive days.
- The student accumulates absences in excess of 20% of the program length.

**VOLUNTARY TERMINATION**

When a student voluntarily terminates his/her program of training, he/she is requested to notify the school in writing. The student is also requested to explain, in the written notification, the reasons for the termination, and the student's plans (re-enter at a later date, transfer to another school, etc.). The last day of recorded classroom or externship attendance will be the last day of attendance – **LDA** for Refund Policy purposes. Students who withdraw receive credit for any units successfully completed with a grade of at least a "C" prior to the last date of attendance.

**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 and a tour of the facilities and equipment is made by the prospective student.

**RETURN of TITLE IV FUNDS**

In accordance with federal regulation CFR §668.22, PCI Health Training Center must calculate the amount of unearned federal financial aid funds (Title IV Funds), as of the last date of attendance – **LDA**, for any student who receives Title IV funds then withdraws from training. Unearned funds must be returned to the appropriate Title IV program source within 30 days of the date of termination. The Return of Title IV must be performed before the refund policies described below will be applied.

## **REFUND POLICIES**

After the expiration of the 72-hour cancellation privilege, PCI is required to perform a refund computation mandated by the Texas Education Code, Section 132.061 (State Refund Policy), and a refund computation using the Institutional Refund Policy. Refund computations will be based on scheduled clock hours of class attendance through the last date of attendance – **LDA**. Leaves of Absence, suspensions and school holidays will not be counted as part of the scheduled class attendance. The effective date of termination for refund purposes will be the earliest of the following:

- The last day of attendance – **LDA**, if the student is terminated by the school.
- The date of receipt of written notice from the student.
- Ten school days following the LDA.

## **STATE REFUND POLICY**

If tuition is collected in advance of entrance, and if, after the expiration of the 72-hour cancellation privilege, the student does not enter school, not more than \$100.00 shall be retained by the school. If the student who enters a residence of not more than 12 months in length terminates or withdraws after the expiration of the 72-hour cancellation privilege, the school may retain \$100.00 of the tuition and fees, and the minimum refund of remaining tuition will be:

- During the first week or one-tenth of the course, whichever is less, 90% of the remaining tuition;
- After the first week or one-tenth of the course, whichever is less, but within the first three weeks or one-fifth of the course, whichever is less, 80% of the remaining tuition;
- After the first three weeks or one-fifth of the course, whichever is less, but within the first quarter of the course, 75% of the remaining tuition;
- During the second quarter of the course, 50% of the remaining tuition;
- During the third quarter of the course, 10% of the remaining tuition;
- During the last quarter of the course, the student may be considered to be obligated for the full tuition.

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 residence courses more than 12 months in length, the refund shall be applied to each 12-month period or part thereof, separately. A full refund will be made in each of the following cases:

- An enrollee is not accepted by the school;
- The course of instruction is discontinued by the school, preventing the student from completing;
- The owners or representatives of the school procured the enrollment as a result of misrepresentation in advertising, promotional materials of the school, or representations.

Refunds will be totally consummated within 30 days after the effective date of termination.

## **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 Texas National Guard may elect one of the following options for each program in which the student is enrolled:

1. 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;

2. A grade of incomplete with a designation “withdrawn-military” for the courses in the program, other than courses for which the student had 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, and charges for books for the program; or
3. The assignment of an appropriate final grade or credit for the credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
  - A. Satisfactorily completed at least 90% of the required coursework for the program; and
  - B. Demonstrated sufficient mastery of the program material to receive credit for completing the program.

### **INSTITUTIONAL REFUND POLICY**

After the 72-hour cancellation privilege and during the first half of the program length, PCI Health Training Center will perform a refund computation based on the Institutional Refund Policy, which is a pro rata refund policy. Under this policy, students will be charged only for the portion of training attended, rounded up to the nearest 10 percent, plus the \$100.00 Registration Fee. Scheduled hours of attendance from the first day attended until the last date of attendance will be used to determine the portion of the program attended up to the 50 percent point of the program. Suspensions, school holidays, or any approved Leave of Absence – **LOA** will not count as scheduled hours. The maximum charges for the first week are \$350.00. If the amount paid by the student is more than the amount charged, a refund will be made within 30 days of the effective date of termination. After the first half of the program, the State Refund Policy shall apply. **SPECIAL CASES:** In the event of prolonged illness or accident, death in the family, or other circumstances that make it impractical to complete the program, the school shall make a settlement that is reasonable and fair to both parties. *PCI School Catalog*

### **APPLICATION of REFUND POLICIES**

During the first half of the program, PCI Health Training Center will perform a refund computation based on the State Refund Policy and the Institutional Refund Policy. PCI will issue any required refunds based on the policy that produces the largest refund amount. That is, PCI will use the policy that is most advantageous to the student. Refunds will be made in the following order:

1. Stafford Loans
2. PLUS Loans
3. Pell Grant
4. FSEOG
5. Sponsoring Agencies
6. The Student

If a refund or return is made on a Federal student loan, all borrower and lender notifications will be made in accordance with Federal regulations. Examples of the application of both refund policies are available upon request in the PCI Business Office. If, at any time during a student’s training, the regulatory bodies of PCI change the refund policy, PCI will abide by the refund policy that is most advantageous to the student. *PCI School Catalog; Admissions Enrollment Agreement.*

All information in this portion of General Information: Cancellation and Refund Policies and Application of Refund Policies is given to each enrolled student in the form of the Official PCI School Catalog; additionally this information is located on the back of the Enrollment Agreement.

## Part 4: Admissions

### **CREDIT for PREVIOUS TRAINING or EXPERIENCE**

Applicants who have previous training or related work experience may be issued credit in course time and tuition cost. Requests for credit for previous training and experience must be made prior to enrollment. Once the enrolled student has started attending classes, no credit will be issued for previous training and experience. This credit may only be granted on the basis of a written examination administered by an authorized school official. A minimum score of 70.0 is to be achieved on the written examination in order to receive credit. Credit may not be issued for more than 50% of any program length.

Formerly enrolled students of PCI Health Training Center who are requesting re-entry within five years from their last date of attendance – LDA, upon acceptance, may be given credit for all units successfully completed (maintaining a grade point average of 2.0 and an attendance record of at least 50 clock hours for each unit).

Formerly enrolled students of PCI Health Training Center who are requesting re-entry later than five years from their last date of attendance – LDA, upon acceptance, may be required to demonstrate proficiency in knowledge and skills through written examinations prior to receiving credit for all units successfully completed (maintaining a grade point average of 2.0 and an attendance record of at least 50 clock hours for each unit). *PCI School Catalog Admissions Policies and Procedures*

### **TRANSFER of CREDIT**

PCI Health Training Center has no articulation agreements with other institutions; therefore, PCI cannot guarantee that credits received at PCI will transfer to another institution. Even though other institutions may accept some courses taken at PCI, the decision to do such is solely at the discretion of the receiving institution. *PCI School Catalog Admissions Policies and Procedures*

### **NON-DISCRIMINATION | STUDENTS WITH DISABILITIES**

PCI Health Training Center is an equal opportunity employer and follows the same policies in accepting applications from prospective students. No one will be denied admission on the basis of sex, age, race, color, creed, national origin, religion, disability, or sexual orientation.

PCI recognizes physical or intellectual disabilities and will provide reasonable accommodations to any student once the disability is adequately documented. It is the responsibility of the applicant or student to make his/her disability known and to provide documentation and evaluation to support the request for accommodations. Requests for accommodations shall be submitted to the offices of the Director of Education, Student Services, or School Director.

Any person with questions concerning PCI Health Training Center's compliance with Section 504, Title II, or Title IX, should contact the PCI School Director.

*PCI School Catalog: Admissions Policies and Procedures*

### **ALL RIGHTS RESERVED BY PCI**

PCI Health Training Center reserves the right to deny enrollment to any applicant who does not comply with the School's policies and procedures, or when evidence exists that the applicant's enrollment would be incompatible with the aims and objectives of the School or when, in the judgment of the School, the applicant's presence on campus would not be in the best interests of the applicant, the School, or the general student population. *PCI School Catalog: Admissions Policies and Procedures*

## **VACCINATION POLICY**

PCI does not require enrolled students to have vaccinations in order to begin training. However, the following program information regarding vaccinations for the Patient Care Technician course applies accordingly:

“In order to obtain an externship and/or employment I must be free of communicable diseases and will be required to have a TB test at my expense. A student must have proof of a TB skin test with a negative result administered no more than one year prior to beginning the Level One clinical externship training. Further, I understand that I may be required to show proof of immunizations and may also be required to have or choose to decline a Hepatitis B vaccination as part of the externship or employment process.” *Excerpt taken from Admissions form: Acknowledgement of Information Regarding Patient Care Technician*

Additionally, the following information pertains to all enrolled students for all programs of PCI Health Training Center:

“I hereby certify that I am presently in good health, without infectious disease, and not currently receiving medical treatment for any such illnesses. Such infections include tuberculosis and hepatitis. If I have been treated in the past for an infectious disease, I will be required to provide a statement from a physician regarding my present physical condition. I understand that any tests or statements are my responsibility. I further understand that I may be required to have a drug screen, TB test and/or Hepatitis B vaccination prior to, or during my externship and/or employment at a health care facility and such tests required may be at my own expense.” *Excerpt taken from Admissions form: Certifications: Health and Safety, Section 2*

## **ATB PROGRAM and GED TUTORING PROGRAM**

PCI Health Training Center, in accordance with the State of Texas regulations, enrolls only students who provide proof of a high school diploma, GED, home school diploma, or a transcript showing completion of 12 academic semester hours or 18 hours academic quarter hours of post-secondary education. Prospective students who wish to enroll at PCI Health Training Center have options available to them should they not possess proof of a high school diploma or GED. One of these options is the Ability to Benefit – ATB Program, which is the first and easiest option. With this option, the student must take and pass the Wonderlic Scholastic Exam – which is proctored by a contracted, non-PCI official – and determines a prospective student’s proficiency in English and Math. Prospective students are allowed to take this ATB examination up to four times in one year, should they need to do so. The minimum required scores are 210 on the Quantitative section and 200 on the verbal section of the test. To assist ATB individuals with their educational opportunities, PCI has a full-time instructor who provides tutoring for individuals in a class room setting, with the option of additional one-on-one advising and instruction. Consistent attendance is recommended to achieve the best results. PCI encourages all enrolled students with passing ATB examination scores to continue to work on obtaining their diplomas or GED during their training. Tutoring for ATB is in conjunction with tutoring for GED. PCI provides GED tutoring at no cost to the public, therefore, individuals who do not enroll as students of PCI may still seek out tutoring until they are assessed and ready for the GED examination at many locations throughout the Dallas | Fort Worth Metropolis. PCI is not a GED testing center. *PCI School Catalog: Admissions Policies and Procedures; Admissions form: Options*

## **MISREPRESENTATION**

All representatives of PCI Health Training Center are sufficiently trained in their prospective areas of expertise to uphold the Vision, Mission, and Values of the company. Beginning with the admissions process, PCI upholds its policy of not providing false, erroneous, or misleading statements – whether communicated verbally or in writing – to entice student enrollment. Furthermore, Financial Aid officers are strictly prohibited from expressing FSA eligibility to entice enrollment.

## **Part 5: Academic Directives**

### **PROGRAMS and OBJECTIVES**

#### **MEDICAL ASSISTANT PROGRAM OBJECTIVE**

This program prepares a graduate to work as an entry-level Medical Assistant, Administrative Office Assistant, Clinic Assistant, or Medical Office Manager in a doctor's office, clinic or hospital. Graduates will be able to: check vital signs; assist in medical examinations; electrocardiograms; and perform basic laboratory tests. This program is taught with a combination of lecture, practical exercises in both medical and computer laboratories, and with real-world experience during the externship portion of training conducted off-campus at medical facilities. The Medical Assistant laboratory is a full-service lab, complete with current technological tools, instruments, equipment, and supplies. *PCI School Catalog*

#### **MEDICAL OFFICE ASSISTANT OBJECTIVE**

This program prepares a graduate to work as an entry-level Medical Front Office Assistant, Receptionist, Biller/Collector, Appointment Scheduler, or Medical Records Clerk in health care centers, clinics, hospitals, ambulatory care centers, medical billing offices, and other non-medical office settings. Students will learn: basic office skills; patient vital sign procedures; create and manage medical charts and records; proper accounting and bookkeeping methods; and proper methods of processing insurance authorizations, claims, and billing. Graduates will also be able to perform basic First Aid and CPR. The Medical Office Assistant class room functions as a computer laboratory. *PCI School Catalog*

#### **PATIENT CARE TECHNICIAN OBJECTIVE**

This course prepares a graduate to work as an entry-level Patient Care Technician in a clinic, hospital, or long-term care facility. Graduates will be able to: check vital signs; assist in medical examinations; perform electrocardiograms; basic laboratory procedures; and phlebotomy. This program is taught with a combination of lecture, practical exercises in the medical laboratory, and with real-world experience during the externship portion of training conducted off-campus at medical facilities. The Patient Care Technician class room functions as a full-service lab, complete with current technological tools, instruments, equipment, and supplies. *PCI School Catalog*

#### **ACADEMIC PROGRAMS**

The following programs do not exist at, and are not applicable to PCI Health Training Center and its current curriculum:

- Athletic
- Study Abroad
- Online/Distance Learning
- Degree

PCI has a valuable resource in its Program Advisory Board Members and seeks member input on a bi-annual basis for any current or future program changes, enhancements, or additions. PCI also refers to its own Continuous Improvement Process – **CIP** which is an in-house system wherein employee input is generated, assessed, and where ideas for educational improvement are exchanged. Monthly management meetings also generate topics of discussion for improvement.

## ACADEMIC POLICIES

### STANDARDS of ACADEMIC PROGRESS

To demonstrate Satisfactory Academic Progress towards a diploma, a student must attain a cumulative grade point average of at least 2.0, maintain attendance that will insure program completion in no more than 1.5 times the normal program length, or be on probation. Satisfactory progress will be evaluated at the end of each grading period, which may not exceed four weeks.

### TERMS of PROBATION

1. A student who fails to attain either the cumulative grade point requirements or the attendance requirement at the end of any grading period shall be placed on probation for the following grading period.
2. If a student on probation fails to achieve satisfactory progress for the probationary period, the student's enrollment will be terminated.
3. If a student on probation achieves satisfactory progress for the probationary period, but fails to achieve the minimum required *cumulative* grade point average, the student will be placed on a second probation for one more grading period.
4. If, at the end of two successive probationary periods, a student fails to achieve the Minimum required cumulative grade point average for the program, the student's enrollment will be terminated.
5. If the student achieves the cumulative grade point requirement during either probationary period, the probationary status will be removed.
6. A student on probation may continue to receive financial aid.
7. If a student is placed on probation, the student will be advised prior to returning to class, and the date, action taken, and terms of the probation shall be clearly indicated on the appropriate student records.

### INCOMPLETE and FAILING GRADES

Any student receiving an incomplete grade will be given 10 class days to complete any make-up work, or the incomplete grade will become a failing grade. If a student earns an "F" for any four-week unit, he or she must repeat that unit. The student will be assigned the final grade of any repeated units. If a second "F" is earned for the repeated unit, the student will be terminated.

### MAKE-UP WORK POLICY

Students are required to make up all work missed as the result of tardiness or absences. Make-up work is not authorized to remove an absence. Students must request make-up work within five class days after the absence or tardiness that created the incompleteness. All make-up work must be completed within 10 class days. The highest possible grade assigned for make-up work is 80%.

### GRADING SYSTEM and PROGRESS REPORTS

Students are graded weekly. A grading period is one four-week unit during class room training. Student Progress Reports regarding grades and attendance are written "report cards" and are furnished to each upon completion of each unit of training. PCI uses the following legend to record student grades:

*PCI School Catalog: Academic Policies*

LETTER GRADE	NUMBER GRADE	GRADE POINTS
A: Excellent	90 – 100	4.0
B: Good	80 – 89	3.0
C: Average	70 -79	2.0
D: Poor	60 -69	1.0
F: Failing	Below 60	0.0
I: Incomplete	N/A	N/A

## **RECOGNITION of CONSTITUTION and CITIZENSHIP DAY**

In 2004, Congress passed a provision that every school and college that receives federal funding must teach students about the Constitution of the United States each year on September 17, the day this historical document was adopted in 1787.

Each PCI instructor is issued a copy of the Constitution; its contents are studied in each class setting. Through instruction, creativity and team involvement are encouraged on how best to present the information either in each class, or by gathering several classes together for campus-wide presentation. Presentation of the Constitution and its parts may include group readings or short performances. *Department of PCI Education*

## **FAMILY EDUCATIONAL RIGHTS and PRIVACY ACT**

The Family Educational Rights and Privacy Act – **FERPA** (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond high school level. Students to whom the rights have been transferred are "eligible students".

Enrolled students of PCI Health Training Center are advised regarding FERPA beginning in Admissions. Each enrolled student must complete the appropriate FERPA form which is subsequently placed in the student's permanent academic file. Students may add or delete individuals, and their relationship to the student, to whom they want their personal information released. Changes may be made simply by asking a staff member for assistance with their student file.

PCI utilizes four different forms that are relevant to FERPA guidelines:

- FERPA Student Rights (discussed and completed upon Admission);
- FERPA Student Information Release Authorization – Directory Information (utilized by the departments of Financial Aid, Education, Student Services, Business Office, Career Services) with regards to billing information, awards, disbursements, eligibility, grades, academic information, attendance;
- Request to Release Information to Specific Party and/or Individual (must accompany any/all FERPA forms);
- FERPA Request to Restrict Directory Information

## **GRADUATION and COMPLETION RATES | GENDER and ETHNICITY**

Each year, PCI Health Training Center must report its graduation rates, completion rates, and provide the statistical breakdown of its student population by gender, ethnicity, and must also include how many of these students received PELL Grants. The following statistics illustrate all students of both Dallas and Richardson Campuses.

See Table 1 on the following page.

**TABLE 1**  
**GRADUATION AND COMPLETION RATES**  
**FOR THE REPORTING PERIOD 7/1/09 – 6/30/10**

CAMPUS	BEGINNING POPULATION AS OF JULY 1, 2009	NEW STARTS 7/1/2009 – 6/30/2010	RE-ENTRIES 7/1/2009 - 06/30/2010	STUDENTS WHO WITHDREW 7/1/09 – 6/30/10	STUDENTS WHO GRADUATED 7/1/2009- 06/30/2010	ENDING POPULATION JUNE 30, 2010
<b>DALLAS</b>	<b>361</b>	<b>682</b>	<b>9</b>	<b>132</b>	<b>574</b>	<b>347</b>
<b>RICHARDSON</b>	<b>315</b>	<b>556</b>	<b>12</b>	<b>141</b>	<b>434</b>	<b>308</b>

**DALLAS CAMPUS**

DURING THE PERIOD JULY 1, 2009 THROUGH JULY 30, 2010, 13% OF THE STUDENTS WITHDREW FROM THEIR TRAINING, 55% HAVE GRADUATED AND 32% ARE STILL ENROLLED AS OF JUNE 30, 2010.  
 OF THE 574 STUDENTS WHO GRADUATED, 484 OR 84% RECEIVED PELL GRANTS  
 AND THE ETHNICITY/GENDER BREAKDOWN FOR THESE SAME STUDENTS ARE AS FOLLOWS.

**RICHARDSON CAMPUS**

DURING THE PERIOD JULY 1, 2009 THROUGH JULY 30, 2010, 16% OF THE STUDENTS WITHDREW FROM THEIR TRAINING, 49% HAVE GRADUATED AND 35% ARE STILL ENROLLED AS OF JUNE 30, 2010.  
 OF THE 434 STUDENTS WHO GRADUATED, 317 OR 73% RECEIVED PELL GRANTS AND THE ETHNICITY/  
 GENDER BREAKDOWN FOR THESE SAME STUDENTS ARE AS FOLLOWS.

CAMPUS	BLACK	HISPANIC	WHITE	ASIAN	RACE OR ETHNICITY UNKNOWN	NATIVE HAWAIIAN OR PACIFIC ISLANDER
<b>DALLAS</b>						
<b>FEMALE</b>	<b>173</b>	<b>299</b>	<b>37</b>	<b>9</b>	<b>2</b>	<b>1</b>
<b>MALE</b>	<b>14</b>	<b>31</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>0</b>
<b>RICHARDSON*</b>						
<b>FEMALE</b>	<b>108</b>	<b>143</b>	<b>125</b>	<b>13</b>	<b>2</b>	<b>0</b>
<b>MALE</b>	<b>10</b>	<b>17</b>	<b>11</b>	<b>3</b>	<b>0</b>	<b>0</b>

\*At the Richardson Campus, there is 1 Non-Resident Alien and 1 Student Two or More Races.

Additional information regarding retention rates can be found at:  
<http://nces/ed/gov/collegenavigator/?id=369783>

## **TEXTBOOK INFORMATION**

Textbooks utilized for training at PCI are as follows:

### **Medical Assistant Program**

**Textbook:**

*Medical Assisting Administrative and Clinical Procedures* – 4<sup>th</sup> Edition – ©2011 McGraw-Hill  
Booth, Whicker, Wyman, Wright – ISBN 9780073374543  
\$113.67

**Workbook:**

*Medical Assisting Administrative and Clinical Procedures* – 4<sup>th</sup> Edition – ©2011 McGraw-Hill  
Booth, Whicker, Wyman, Wright – ISBN 9780077340094  
\$64.33

### **Medical Office Assistant Program**

**Textbook:**

*Administrative Medical Assisting* – 4<sup>TH</sup> Edition – ©2010  
Lindh, Pooler, Tamparo, Dahl – ISBN 1435419227  
\$114.95

**Workbook:**

*Administrative Medical Assisting* – 4<sup>TH</sup> Edition – ©2010  
Lindh, Pooler, Tamparo, Dahl – ISBN 1435419235  
\$54.95

**Computer Simulation:**

*Simulating the Medical Office* –  
Belch – ISBN 0892625295  
\$116.95

**Medisoft Software:**

*Computers in the Medical Office* – 6<sup>th</sup> Edition – ©2009  
Sanderson – ISBN 9780073401997  
\$129.00

### **Patient Care Technician Program**

**Textbook:**

*Nursing Assistant: A Nursing Process Approach* – 10<sup>th</sup> Edition – ©2008  
Hegner, Acello, Caldwell – ISBN 1418066060  
\$99.95

**Workbook:**

*Nursing Assistant: A Nursing Process Approach* – 10<sup>th</sup> Edition – ©2008  
Hegner, Acello – ISBN 9781418066093  
\$71.95

PCI Health Training Center also provides a full service library for enrolled students. The library is equipped with several computers with Internet access. Books are provided to students and are inventoried, replaced, and updated as needed on an annual basis. Students may check out any library book through the Director, Assistant Director, or Student Services for a period deemed as necessary by the student. *Department of PCI Education*

## Part 6: Administrative Directives

### FILE SHARING

PCI Health Training Center strictly prohibits the practice of sharing copyright protected files without authorization; this includes electronic and printed media.

### COPYRIGHT INFRINGEMENT and VIOLATIONS

PCI will immediately investigate notices of alleged copyright infringement under the Digital Millennium Copyright Act, Title 17, United States Code, Section 512. The DMCA offers copyright holders legal protection of their entitlement to the reproduction and distribution of copyrighted material and governs the copying or other means of reproduction of copyrighted material occurring on computers, web pages or servers. This includes, but is not limited to software, music, movies, peer-to-peer file sharing applications, photos or any other copyrighted document or file that can be conveyed electronically.

Because PCI takes any allegations of copyright infringement seriously, prior to alleging an infringement has occurred, consulting with the United States Copyright Office at <http://www.copyright.gov/> will help determine whether or not such a violation has occurred. If, after doing such, it is determined that a copyright infringement has indeed taken place, then PCI will follow the procedures outlined in the Digital Millennium Copyright Act with regard to appropriate notifications of the user and the complaining party, acceptance of counter notifications and, where indicated, put back of the alleged infringing material.

Copyright infringement claims may be referred to:

#### Dallas Campus:

Dr. Vijaya Uppaluri, Director  
Tele: 214.630.0568  
Fax: 214.630.1002  
E-mail: [viji@pcihealth.net](mailto:viji@pcihealth.net)

#### Richardson Campus:

Theresa Roy, Director  
Tele: 214.576.2600  
Fax: 972.234.9129  
E-mail: [troy@pcihealth.net](mailto:troy@pcihealth.net)

Copyright infringement is a violation of Federal Law and subject to civil penalties and sanctions. In addition, PCI can terminate all computer access to any student found to have violated any copyright violations. Refer to the United States Copyright Office for the provisions of the DCMA at <http://www.loc.gov/copyright/legislation/dmca.pdf>

### PROHIBITED USE

The following uses of school computing equipment are expressly prohibited by PCI Health Training Center:

- Setting up a user password on the computing equipment or a software program, which will deny other users' access to the equipment or software.
- Changing system settings such as desktop wallpaper settings, screen savers, font size or any other monitor and/or display settings.
- Installation or adding of Windows© applications or programs that have been removed by the System Administrator.
- Engaging in non-training related activities, specifically computer games.

## **PENALTIES and DISCIPLINARY ACTIONS**

The PCI System Administrator may suspend a student's access privileges for as long as necessary in order to protect the school's computing resources. If the System Administrator believes that this policy has been violated, the System Administrator may refer the matter to the School Director or the appropriate Federal or State authorities.

Any violation of this policy is considered "misconduct" under the PCI student conduct code. Violations should be reported as provided in that code. If the violation occurs during a regularly scheduled computer laboratory class, the violator will receive a "O" for the daily lab grade.

Sanctions for violations of this policy may include revocation or suspension of access privileges in addition to any other action permitted under the student conduct code.

Violations of Law may also be referred for criminal or civil prosecution. The penalties for such violations range from a Class B misdemeanor to a third-degree felony. *PCI School Catalog Administrative Policies: Personal Conduct, Section 2; Admissions form: Computer Use Policy for PCI Students*

## **Part 7: Default Prevention and Management Plan**

### **DEFAULT RATES**

#### **OFFICIAL COHORT DEFAULT RATES**

<b>2008</b>	15.5%	703 borrowers	109 defaults
<b>2007</b>	14.6%	861 borrowers	126 defaults
<b>2006</b>	13.1%	723 borrowers	95 defaults

#### **STUDENT LOAN COUNSELING**

Federal Stafford Loans are a need-based Federal financial assistance program available to assist enrolled students in meeting their cost of attendance at PCI Health Training Center. Federal Stafford Loans are a serious financial obligation that may last for several years once the student leaves school.

Entrance and Exit Counseling is conducted up to five times per graduated student of PCI. Counseling sessions are conducted on an individual basis by Financial Aid and Business Office representatives. For students who withdraw from training, the number of counseling sessions they receive may be based on time in attendance and amount, if any, of Federal Stafford Loans received.

**During Entrance and Exit Counseling sessions, the following information is provided:**

- The amount of the Subsidized and Unsubsidized loan; the difference between the two loans; interest capitalization; applicable interest rate at the time of disbursement; and other applicable fees or rebates.
- Loan repayment begin-date, regardless of student status at time of enrollment ceases; standard repayment time periods; repayment plan options; and Loan Consolidation.
- Deferment and Forbearance options and the difference between these two options.
- Importance of loan repayment, and the consequences of Default if the student does not repay the Federal Stafford Loans.
- Loan provider contact information and payment center contact information.
- Sample repayment chart.
- Borrower Rights and Responsibilities.
- FSA Information Center contact information and Internet website address.
- FSA Student Loan Ombudsman's Office contact information and Internet website address.

Entrance Counseling sessions occur when a prospective student enrolls and completed the FA package. Exit Counseling sessions occur at the time of each loan disbursement, during Senior Meeting, and within 30 days from the student's last date of recorded attendance. During the student's counseling sessions, the student is required to review, sign, and date the institution's Entrance/Exit Counseling Information Form. Also, during the student's counseling sessions, the student is given a paper test regarding their understanding and comprehension of the terms and conditions of their loans. Students are required to complete their Master Promissory Notes – **MPN** through the Direct Loan Website. During the completion of their electronic MPNs, the student also has the opportunity to review the importance of the MPN and disclosures set forth by the U.S. Department of Education. Although available, students are not required to complete electronic counseling.

Students may access more information about the Federal Stafford Loan program at [www.dl.ed.gov](http://www.dl.ed.gov) *Direct Loan Basics for Students* is an information handout available in the PCI Financial Aid Office.

## **PURPOSE**

The Default Prevention and Management Plan for PCI Health Training Center has been established to ensure student loan borrowers are presented with knowledge about the student loan program, their rights and responsibilities associated with borrowing and repayment, and the consequences of delinquency and Default. The Default Prevention and Management Plan is implemented to promote borrower and school success by increasing retention and decreasing delinquency and Default.

## **POLICY**

Financial Department representatives (which include both the Financial Aid Office and the Business Office) are required to conduct an Entrance Counseling and Exit Counseling sessions for each student loan borrower. The Financial Departments are required to notify students of the following:

- The amount of loan the student is borrowing
- The difference between a Subsidized and Unsubsidized Stafford Loan
- Provider name and contact information
- Current interest rates of origination fees associated with the loan
- Potential date of repayment and length of repayment
- Repayment options, including Loan Consolidation
- The consequences of Default

Representatives are required to discuss the visual repayment example chart which is intended to inform the student of their potential repayment amount, cumulative interest charges, and the length of repayment period. Because PCI conducts individual counseling in which the student receives written counseling materials, PCI does not require students to perform online loan counseling.

## **OVERVIEW**

The Federal Stafford Loan program is initially discussed with an admissions representative when they are notifying the student of which Federal Student Aid programs are available for those who qualify. Admissions representatives are required to discuss the difference between the Federal Pell Grant and the Federal Stafford Loan programs. *Receipt of Enrollment Policies, TWC PS-005*

Admissions representatives are prohibited from guaranteeing the amount a student may qualify for. The Receipt of Enrollment Policies provides the specific program's average yearly-starting salary in which the student enrolls.

The Office of Student Loan Services is available at both PCI campuses to assist students in contacting their lending institutions, guarantor agencies, United States Department of Education – **USDE** servicing agents, or other school-servicing agents regarding their student loan repayment obligations. Student Loan Services is available to provide Deferment and Forbearance forms and completion, assist students with Loan Consolidation efforts to rehabilitate delinquent or Defaulted loans. Student Loan Services has capability to access student loan borrower histories on NSLDS to properly advise students on their direction to resolve delinquent or Defaulted loans, such as Deferment, Forbearance, Loan Consolidation, or making satisfactory repayment arrangements.

Student Loan Services has been established to focus on Default prevention and management techniques and activities critical to the school's success, student success, and program participation integrity.

## **PROFESSIONAL DEVELOPMENT**

Enrolled students of PCI Health Training Center have many opportunities to learn financial responsibility. Topics such as budgeting, check writing, how-to tips for covering life-expenses, creating back-up plans et al are taught by instructors in the class room. Additionally, students are provided spending plan worksheets and similar topics are further discussed during staff-conducted MILESTONES© 1 and 2 meetings for new students.

Additionally, all students are encouraged to create and maintain a Financial Aid folder which contains documents and disclosure statements, payment receipts, and other pertinent financial information. Other topics such as debt management strategies and tax benefits are discussed as well.

**PCIHEALTH TRAINING CENTER | Dallas Campus | Richardson Campus**  
**CONSUMER INFORMATION GUIDE 2011**

**Part 8: Career Services**

**GRADUATE PLACEMENT RATES**

PCI Health Training Center placement rates reported for the 2008 – 2009 calendar year are broken down by program and are as follows:

- |                                    |                                 |
|------------------------------------|---------------------------------|
| • Medical Assistant: 80%           | • Medical Assistant: 66%        |
| • Medical Office Assistant: 69.93% | • Medical Office Assistant: 58% |
| • Psychiatric Assistant: 72%       | • Patient Care Technician: 43%  |
| • Patient Care Technician: 77.78%  |                                 |

*Dallas Campus*

*Richardson Campus*

These rates reflect those graduates who were directly assisted and placed by the Advisor Team of the PCI Career Services Department.

**GRADUATE EMPLOYMENT RATES**

PCI Health Training Center employment rates reported for the 2008 – 2009 calendar year are broken down by program and are as follows:

- |                                    |                                 |
|------------------------------------|---------------------------------|
| • Medical Assistant: 82.80%        | • Medical Assistant: 83%        |
| • Medical Office Assistant: 79.02% | • Medical Office Assistant: 77% |
| • Psychiatric Assistant: 75%       | • Patient Care Technician: 73%  |
| • Patient Care Technician: 86.42%  |                                 |

*Dallas Campus*

*Richardson Campus*

These rates reflect all graduates, whether assisted by the Advisor Team of the PCI Career Services Department, or on their own cognizance.

**GRADUATE EMPLOYERS**

The following compilation is only a *partial* reflection of area employers for PCI graduates:

- |                                       |                                    |
|---------------------------------------|------------------------------------|
| • Parkland Health and Hospital System | • Texas Healthcare                 |
| • Timberlawn Mental Health System     | • Blue Cross Blue Shield of Texas  |
| • Methodist Charlton Medical Center   | • Trinity Women’s Center           |
| • Methodist Dallas Medical Center     | • Esperanza Senior Living          |
| • Millwood Hospital                   | • Arthritis Center of Texas        |
| • Baylor Healthcare System Dallas     | • All Injury Rehab                 |
| • Baylor Healthcare System Irving     | • Traditional Home Health          |
| • Children’s Medical Center           | • Grace Home Healthcare            |
| • VA North Texas Healthcare System    | • Turtle Creek Manor               |
| • Urology Institute                   | • Rowlett Health and Rehab         |
| • Dallas Nephrology Associates        | • Nexus Recovery Center            |
| • Denton MHMR                         | • South Dallas Community Medical   |
| • Allied Home Health Agency           | • Mesquite Children’s Clinic       |
| • Odyssey Healthcare                  | • Angels at Home Healthcare        |
| • Clinica Mi Doctor                   | • General Internal Medicine        |
| • Centre for Neuro Skills             | • Pediatric Clinic of Mesquite     |
| • Carter BloodCare                    | • South Hampton Community Hospital |
| • Medical Clinic of North Texas       | • Planned Parenthood               |
| • Care Now                            | • Jefferson Dental Clinic          |
| • MHMR of Tarrant County              | • Ellis County Medical Associates  |
| • Aegis Communications                | • Grace Presbyterian               |

*Dallas Campus*

- Frisco Dermatology
- Collin County Surgeons
- North Texas Dermatology
- Medicaid
- Parkwood Healthcare Center
- Lakeview Medical Group
- Women’s Specialty
- Advocate Home Health Agency
- Newberry Vision Center
- Foot Care, PA
- Texas Health Presbyterian Hospital Plano
- North Texas Family Medicine
- Center for Oncology Research
- North Dallas Children’s Clinic
- Frisco Eye Associates
- Parkland Health and Hospital System
- Baylor Healthcare System Dallas
- Richardson Primary Care Center
- Lucent Home Health
- Rapid Med Urgent Care
- Baylor Healthcare System Grapevine
- Tots-to-Teens Pediatrics
- North Dallas Plastic Surgery
- Texas Center for Foot and Ankle Surgery
- South Texas Dental
- Tri-City Chiropractic
- Frisco Eye Associates
- Injury Rehab
- The Heart Place
- Women’s Specialist of Plano
- Imaging Center of Garland
- Health Central Women’s Clinic
- AMS Solutions
- Neighborhood Adult Healthcare
- Collin Creek Eye Clinic
- Maximum Health Care Services
- Southfork Dental
- Baybrooke Village and Rehab
- Gardens of Richardson
- Senior Care at Lake Pointe
- Americare
- Metroplex Foot and Ankle

Richardson Campus

## **TYPES of GRADUATE EMPLOYMENT**

Graduates of PCI Health Training Center find themselves employed with the following position titles:

- Phlebotomist
- ECG Technician
- Medical Records Clerk
- Medical Research Technician
- Registration Coordinator
- Medical Receptionist
- Office Manager
- Home Health Aide
- Case Worker
- Scheduler
- Health Unit Coordinator
- Telemetry Technician
- Optometry Technician
- Medical Research Clerk
- Unit Coordinator
- Admissions Coordinator
- Insurance Verification Specialist
- Lead Medical Assistant
- Medication Aide
- Certified Nurse Aide
- Customer Service Representative
- Donor Coordinator

## **PLACEMENT STATEMENT of DISCLOSURE**

Employees of PCI Health Training Center are prohibited from any statement, or reference to, the guarantee of any student’s placement in the workforce. PCI does not, and cannot, guarantee any student placement in the field for which they received training upon graduation. However, the PCI Career Services Team does provide lifetime placement assistance and continuous professional development to assist graduates in finding secure placement once students have successfully graduated from their program of training. *PCI School Catalog*

## **IPEDS**

PCI Health Training Center reports its completion and graduation rates every spring to the U.S. Department of Education through its Integrated Postsecondary Education Data System – **IPEDS** survey. The IPEDS system has been established as a core data collection program for the National Center for Education Statistics – **NCES**. The NCES is a survey program that provides statistical data information to those seeking information about a school’s general information, characteristics, student expenses, enrollment and graduation rates, and financial aid. Information about the school’s IPEDS survey or for additional information about NCES, please visit [www.nces.ed.gov/IPEDS](http://www.nces.ed.gov/IPEDS).

## **Part 9: Contact Information**

### **PCI DALLAS CAMPUS FACULTY ROSTER**

**Kim Barnes: Medical Office Assistant Instructor**

*Associate of Applied Science in Respiratory Care*, El Centro College, 1985. Twelve years of experience as a Respiratory Therapist. Three years of experience as an Optometric Assistant. Nine years of medical office administrative experience to include Medical Office Assistant, Insurance Coordinator, and Business Office Manager. Medical Office Assistant Instructor since 2007.

**Iris Bridges: Medical Assistant Instructor**

*Medical Assistant*, Ultrasound Diagnostic School, 2002. Experience in all areas of both front office and back office as a Medical Assistant in doctors' offices since 2003. Medical Assistant Instructor since 2008.

**Sharon Carter: Medical Assistant Instructor | Lab Instructor**

*Medical Assistant*, The Bryman School, 1987. Registered Certified Medical Assistant, Nurse Intern/Nurse Technician. Experience in family practice, general patient care, rehabilitation fundamentals, patient assessment and laboratory test preparations. Medical Assistant Instructor since 2002.

**Sonia Childs-Rose: Patient Care Technician Instructor | Medical Assistant Instructor**

*Licensed Vocational Nurse*, Extended Home Health, 2001. Experience in all areas of nursing and direct patient care as a Clinical Coordinator, and Assistant Director of Nursing in long-term care and rehabilitation facilities. Experience in quality assurance and nurse education. Patient Care Technician | Medical Assistant Instructor since 2010.

**Barbara Council: Patient Care Technician Instructor**

*Bachelor of Science in Nursing*, Texas Women's University, 1981; Registered Nurse; Experience in all areas of nursing and direct patient care as a Staff Nurse, Hospice Nurse and Home Health Nurse in clinics, medical centers and hospitals since 1983. Patient Care Technician Instructor since 2005.

**Tammy Covington: Medical Assistant Instructor**

*Medical Assistant*, National Education Center, 1989. Experience in all areas of both front office and back office as a Medical Assistant in doctors' offices since 1989. Medical Assistant Instructor since 2005.

**Amy Edwards: Medical Office Assistant | Medical Assistant Instructor**

*Medical Assistant*, Ultrasound Diagnostic School, 2002. Experience in both front office and back office procedures in various medical settings as a Medical Assistant since 1999. Medical Office Assistant Instructor | Medical Assistant Instructor since 2009.

**Ade Fasoro: Patient Care Technician Program Director**

*Licensed Practical Nurse*, Monmouth County Vocational School, 1996. Experience since 1998 as a Floor Nurse and Charge Nurse in hospitals, rehab facilities and government facilities involved in direct patient care and supervision of nursing staff. Patient Care Technician Instructor since 2006.

**Ana Hernandez: Medical Assistant Instructor | Medical Office Assistant Instructor**

*Medical Assistant*, PCI Health Training Center, 2001. Experience in both front office and back office procedures in various medical settings as a Medical Assistant since 1999. Medical Office Assistant Instructor | Medical Assistant Instructor since 2010.

**John Mammen, MD: Medical Assistant Instructor**

*Master of Business Administration*, University of Dallas, 2002; *Doctor of Medicine*, UTESA, 1989. Experience as a Pharmacy Technician, Physicians Assistant, and Research Coordinator since 1994 in hospitals, pharmacies and prison settings. Experience in medical and dental supply sales. Medical Laboratory Instructor from 2004-2005. Medical Assistant Instructor since 2005.

**Esmeralda Reboloso: Medical Assistant Instructor**

*Associate of Applied Science*, El Centro College, 2005. *Medical Assistant*, El Centro College, 1998. Experience as a Medical Assistant in doctors' offices and clinics since 1996, in both front and back office areas. Medical Assistant Instructor since 2005.

**Amy Sanchez: Patient Care Technician Instructor**

*Licensed Vocational Nurse*, Navarro College, 1998. Experience as a Licensed Vocational Nurse in all areas of direct patient care, rehabilitative nursing in long-term care facilities and medical clinics since 1998. Patient Care Technician Instructor since 2005.

**Elizabeth Slavin: Medical Assistant | Medical Office Assistant Instructor**

*Bachelor of Science in Nursing*, Albany University, 2010; *Associate of Applied Science in Medical Assisting*, Anthem College, 2005. Seventeen years of experience as a Medical Assistant performing both clinical and administrative duties. Five years of prior teaching experience at a vocational school. Medical Assistant | Medical Office Assistant Instructor since 2006.

**Gayla Taylor: Medical Office Assistant Instructor/Assistant Director of Education**

*Master of Management*, Texas A&M University – Commerce, 2009; *Bachelor of Science in Secondary and Higher Education*, Texas A&M University – Commerce, 1997. Experience as a Medical Business Office Manager and Supervisor of a medical billing and collections office since 1996; Medical Office Assistant Instructor at Dallas and Richardson campuses since 2001. Assistant Director of Education since 2006.

**Vannah Taylor: Medical Assistant and Medical Office Assistant Instructor**

*Medical Assistant*, National Education Center, 1995. Experience as a Medical Assistant and Front Office Supervisor in medical facilities. Medical Assistant Instructor since 2010.

**Tahasha Tucker: Patient Care Technician Instructor**

*Licensed Vocational Nurse*, Kiamichi Tech Center, 2001. Experience as a Licensed Vocational Nurse in all areas of direct patient care and rehabilitative nursing in long-term care facilities and medical clinics since 2001. Patient Care Technician Instructor since 2010.

**Doris Wohlgemuth: Medical Assistant Instructor**

*Medical Assistant*, Aristotle College of Medical and Dental Assistants, 1978. Experience as a Medical Assistant in all areas of direct patient care and front office procedures in doctors' offices and clinics since 1978. Medical Assistant Instructor since 2004.

## **PCI RICHARDSON CAMPUS FACULTY ROSTER**

### **Chrystal Adger: Medical Office Assistant Instructor**

*Medical Assistant*, Career Point Institute, 1999. Experience in all aspects of front and back office since 2001. Medical Office Assistant Instructor since 2008.

### **Rebecca Andrews: Medical Office Assistant Instructor**

*Computer Business Administration*, ATI, 1991; *Licensed Vocational Nurse*, Sawella Technical School, 1983. Experience in medical administrative office management since 1985. Medical Office Assistant Instructor since 2009.

### **Patricia Campbell: Patient Care Technician Instructor**

*Registered Nurse; Associate of Science in Nursing*, Phoenix College, 1979. Experience in auditing medical records, emergency and psychiatric nursing. Patient Care Technician Instructor since 2007.

### **Maria Castillo: Medical Assistant Instructor**

*Medical Assistant*, National Education, 2000. Experience in all aspects of front and back office since 2000. Medical Assistant Instructor since 2010.

### **Barbara Council: Patient Care Technician Program Director**

*Bachelor of Science in Nursing*, Texas Women's University, 1981; Registered Nurse; Experience in all areas of nursing and direct patient care as a Staff Nurse, Hospice Nurse and Home Health Nurse in clinics, medical centers and hospitals since 1983. Patient Care Technician Instructor since 2005.

### **Kimberly Daniel: Medical Assistant Instructor**

*Masters of Science in Business Management-Health Information Services*, 2008; *Bachelor of Science in Technical Management*, DeVry University, 2005; *Medical Assistant*, Remington College, 2002; *Associate of Applied Science in Electronics Technology*, DeVry University, 1992. Experience in all aspects of front and back office since 2003. Medical Assistant Instructor since 2010.

### **Denise Fautheree: Medical Office Assistant Instructor**

*Licensed Vocational Nurse*, Weatherford College of Nursing, 1993. Experience in all aspects of front and back office as well as direct patient care in hospice and physical therapy since 1996. Medical Office Assistant Instructor since 2010.

### **Connie Howard: Medical Assistant Instructor | Evening Supervisor**

*Medical Assistant*, Medical Missions Training Academy, 1985. Experience as a Medical Assistant, Surgery Technician, and School Nurse since 1985; Coordinator for a drug and alcohol abuse program; Prior instruction experience since 1998. Medical Assistant Instructor since 2005.

### **Brenda Johnson: Medical Office Assistant Instructor Substitute**

Eastfield College, 1988. Experience in Medical/Administrative Office Management since 1986. Medical Office Instructor since 2008.

### **Sylvia Moreno: Medical Assistant Instructor**

*Medical Radiologic Technician*, Texas Department of Radiology Control, 1989; *Medical Assistant*, San Antonio College of Medical Assistants, 1983. Experience in all aspects of front and back office since 1983. Medical Assistant Instructor since 2010.

**Danna Payne: Medical Assistant Instructor**

*Medical Assistant*, National Education Center, 1992. Experience in all aspects of front and back office since 1993. Medical Assistant Instructor since 2008.

**Amy Sanchez: Patient Care Technician Instructor**

*Licensed Vocational Nurse*, Navarro College, 1998. Experience as a Licensed Vocational Nurse in all areas of direct patient care, rehabilitative nursing in long-term care facilities and medical clinics since 1998. Patient Care Technician Instructor since 2005.

**Marty Sloan: Patient Care Technician Instructor**

*Licensed Vocational Nurse*, Northwest Technical Institute, 1998; *Dental Assistant*, Bryant Institute, 1990. Experience in all areas of direct patient care in long-term facilities, hospitals and home health since 1997. Patient Care Technician Instructor since 2009.

**Cheryl Trevino: Medical Assistant Instructor**

*Medical Assistant*, Texas College of Medical and Dental Careers, 1988. Experience in all aspects of front and back office since 1996. Medical Assistant Instructor since 2007.

**Chad Wardrup: Director of Training**

*Doctorate in Healthcare Management*, University of California – Los Angeles, 2006; *Masters in Healthcare Administration*, University of California – Los Angeles, 2004; *Licensed Vocational Nurse*, North Central Texas College, 1998; *Emergency Medical Technician-Special Skills*, Northeast Texas Community College, 1995; *Certified Firefighter 1*, Texas A&M Fire Academy, 1994. Experience in all aspects of front and back medical office, long-term direct patient care and management, as well as emergency medical services. Patient Care Technician Instructor at PCI Dallas since 2010. Director of Training since 2010.

## Part 10: Websites

### **FINANCIAL AID WEBSITES for FEDERAL STUDENT AID INFORMATION**

To learn more about FSA, visit [www.studentaid.ed.gov](http://www.studentaid.ed.gov)

Prior to applying for FSA, students may establish their Personal Identification Number – **PIN** at [www.pin.ed.gov](http://www.pin.ed.gov)

To apply for FSA using the Free Application for Federal Student Aid – **FAFSA** visit [www.fafsa.ed.gov](http://www.fafsa.ed.gov)

For information regarding Federal Stafford Loans through the U.S. Department of Education's Direct Loan program, visit [www.dl.ed.gov](http://www.dl.ed.gov)

For information regarding Loan Consolidation, visit [www.loanconsolidation.ed.gov](http://www.loanconsolidation.ed.gov)

**\*Please Note:** you will need to have established your **PIN** prior to entering this Website for information.

To complete your Direct Loan Master Promissory Note – **MPN** visit [www.studentloans.gov](http://www.studentloans.gov)

To file complaints regarding Federal Stafford Loan repayment issues, contact the Federal Student Aid Ombudsman office at [www.ombudsman.ed.gov](http://www.ombudsman.ed.gov)

To view your financial aid history, visit [www.nsls.ed.gov](http://www.nsls.ed.gov)

**\*Please Note:** you will need to have established a **PIN** prior to entering this Website for information.

To search education statistics provided to the U.S. Department of Education visit [www.nces.ed.gov/IPEDS](http://www.nces.ed.gov/IPEDS)

To search Education Statistics provided by the U.S. Department of Education Institute of Education Sciences visit [www.collegenavigator.com](http://www.collegenavigator.com)

To search Federal statistical information visit [www.fedstats.gov](http://www.fedstats.gov)

To learn more about **PCI Health Training Center** visit our Website at [www.pcihealth.edu](http://www.pcihealth.edu)