



PCI

HEALTH TRAINING CENTER®

www.pcihealth.edu

2017

**Consumer Information
Guide**

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*The information printed in the *PCI Health Training Center Consumer Information Guide* is updated on August 1 and Feb 1

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CONSUMER INFORMATION GUIDE 2017

Part 1: Accreditation and Licensure

ACCREDITATION

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

Accrediting Commission of Career Colleges and Schools
2101 Wilson Boulevard · Suite 302
Arlington, VA 22201
(703) 247-4212

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, Dental 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*

GRIEVANCE POLICY

The School has a Grievance Committee comprised of the School Director, the Director of Education/Training, 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. The TWC-assigned school number for PCI Health Training Center is:

S0320 for the Dallas Campus | S2448 for the Richardson Campus

Students who feel grievances have not been resolved may refer their grievance to:

Texas Workforce Commission
Career Schools and Colleges · Room 226T
101 East 15th Street
Austin, Texas 78778-0001
www.texasworkforce.org/careerschools
(512)936-3100

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 Schools and Colleges
2101 Wilson Boulevard · Suite 302
Arlington, Virginia 22201
(703) 247-4212

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

MEMBERSHIPS and APPROVALS

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

- Career Colleges and Schools of Texas – **CCST**
- Career Education Colleges and Universities - CECU

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
- Certificate display in the Main Lobby of PCI
- <https://nces.ed.gov/collegenavigator/?id=369783>

Prospective students, employees, and current 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 admissions representative at 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.

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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 approval, by the school president, 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 advising and/or 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 school 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, Annual Campus Security Report; 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, Annual Campus security Report; 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, Annual Campus Security Report*

NOTICE of FEDERAL STUDENT FINANCIAL AID PENALTIES for DRUG LAW VIOLATIONS

Students who have been convicted of possession and/or sale of illegal substances while they were receiving Federal Student Aid must disclose this information when completing their Free Application for Federal Student Aid – **FAFSA** and may be prohibited from, or limited in, receiving Federal Student Aid. *HEA Sec. 484(r)(1); (20 U.S.C. 109(r)(1)*

DISTRIBUTION of MATERIALS

Each enrolled student and employee of PCI Health Training Center is issued a copy of this information. PCI will also provide a paper copy of this information upon request. Additionally, copies of this information are duplicated and may be found available at any time in the following campus locations:

- Student Lounge
- Staff Lounge

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, and the Annual Campus Security Report.*

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.*

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 pertaining to verbal, sexual, and physical harassment of a fellow student or staff member as well as threat of physical violence against a fellow student or 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 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

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, and the Annual Campus Security Report; 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

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, domestic violence, dating violence, sexual assault and stalking.

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, Annual Campus security 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, Annual Campus Security Report*

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 be 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 via electronic notification 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 the situation cannot be contained within the campus environment and if emergency response teams are needed to assist. In the event of inclement weather which may result in a delayed opening or campus closure, students and staff will receive electronic notification and are advised to tune into NBC Channel 5 for information and updates. *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, and 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

Any campus safety issues, violations, hazards, or repairs are evaluated, addressed, and corrected as they are identified.

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 without assistance and is 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 during orientation. They may also be found in the student lounge. These registration application cards are continuously inventoried, printed, and made accessible year-round. www.sos.state.tx.us

Part 3: Financial Aid

AVAILABILITY of FINANCIAL AID

PCI Health Training Center's Financial Aid department is available to assist enrolled students, former students, and prospective students at both campuses. The PCI Financial Aid department 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 provided information on financial assistance that is available from course specific handouts, Internet site addresses, or the institution's Financial Aid personnel. PCI Health Training Center will not guarantee Financial Aid eligibility without authentication of submitted information. Financial Aid is not used to entice a student's enrollment either verbally or written.

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

The Tuition Finance Plan is the school's official notification of scheduled FSA awards and further outlines the school's policy regarding the disbursement of FSA awards. Prospective students are 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.

Prior to determining or disbursing FSA funds, a student must not be in Default on his or her student loans or owe an Overpayment to the U.S. Department of Education and have a valid Institutional Student Information Record – **ISIR**. 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. All federal student loan recipients are required to complete the on-line entrance counseling at www.studentloans.gov. A student is not eligible for additional FSA funds if the student does not meet the school's Satisfactory Academic Progress standards within 1½ times the program length.

The institution's academic policy states that a student shall be terminated following the failure of two consecutive academic units, and further communicates to the student, his or her required criteria for meeting the institution's definition of Satisfactory Academic Progress – **SAP**. SAP is evaluated prior to disbursing federal Student Aid.

Student FSL amounts may not exceed U.S. Department of Education borrowing limits. These terms and conditions are requirements for a student to be eligible for Title IV FSA and are individually based on the student's Financial Aid history as reflected through National Student Loan Data Center - **NSLDC**.

The PCI Health Training Center Financial Aid department is encouraged to help prevent financial aid and scholarship fraud by educating any prospective and enrolled student about the protection of his or her personal identification information, the existence of potential fraud, and the importance of reporting potential fraud occurrences.

Financial Aid – Availability of Financial Aid continued from Page 8

The FA department is prohibited from knowingly and willfully encouraging a student 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.

Any student may contact the institution's Financial Aid department for information regarding student financial assistance during business hours. A student may also contact the institution's School Director for assistance regarding general school issues. The list of current Financial Aid personnel is provided to all 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.**

IN-SCHOOL DEFERMENTS

Students who enroll at PCI Health Training Center with previously disbursed Federal Stafford Loans – **FSL**, and are in repayment, 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.

TUITION FINANCING

GENERAL INFORMATION

As a Proprietary Institution of Higher Education approved by the U.S. Department of Education, PCI participates in the Title IV student financial assistance programs – “federal student aid.” Any student may apply for assistance through one or more of these programs to help pay for educational expenses. However, PCI requires all students to make a non-federal financial contribution to meet their educational expenses. This non-federal contribution can be in the form of a cash down payment, monthly personal payments, funds obtained through alternative financing, scholarship funds, or outside agency sponsorship assistance.

FEDERAL STUDENT AID PROGRAMS

The federal aid programs available at PCI are divided into two types – grants and loans. Grants are awards that normally do not have to be repaid (A student who withdraws prior to completing a payment period may be required to repay unearned grant funds). Student loans and parent loans are made available by the US Department of Education to eligible borrowers, and must be repaid.

The Federal Pell Grant is an award available to undergraduate students who meet federal eligibility guidelines. Pell Grant awards vary from year to year and from student to student. Eligibility is based on family income level and financial resources, as well as other personal factors. Pell Grant awards currently range from \$598 to \$5815 per award year for qualified applicants.

The Federal Supplemental Educational Opportunity Grant (FSEOG) is an additional grant available to eligible students with the greatest financial need. These funds are awarded during the initial financial aid interview in the amount of \$100. FSEOG is awarded to eligible students who are PELL grant recipients with the greatest need.

Federal Stafford Loans are low-interest, fixed-rate loans to students, which must be repaid. They are available to students with demonstrated financial need who borrow funds for educational expenses. Subsidized and Unsubsidized Stafford Loan interest rate is fixed at 3.76% for all first disbursements between July 1, 2016 and June 30, 2017 and shall remain fixed during the life of the loan. Repayment on Federal Stafford Loans begins six months after the borrower’s last date of attendance as at least a half-time student. Repayment is usually scheduled over a maximum period of ten years. The minimum payment is \$50.00 for the standard repayment plan.

Parent Loans for Undergraduate Students - PLUS Loans – are low-interest, fixed-rate loans made to creditworthy parents of Dependent students to pay for the educational expenses of their dependent. The interest rate on disbursements made on or after July 01, 2016 through June 30, 2017 is 6.31%. Repayment normally begins while the student is in attendance, however, parent loan borrowers may be able to defer repayment of principal under certain conditions.

PCI participates in the Federal Direct Student Loan Program (DSLPL). As of July 01, 2010 , The Federal Family Education Loan Program (FFELP) concluded its funding authorizations and is no longer providing student loan funds.

TUITION FINANCING CONTINUED

GENERAL

Veterans or other persons who are eligible for educational benefits under the provisions of Title 38, U.S. Code (Veterans Training), may use VA Educational Benefits for attendance in the Medical Assistant, Patient Care Technician, Dental Assistant and Medical Office Assistant programs. VA Educational Benefits are paid directly to the veteran or eligible person on a monthly basis.

VETERAN CERTIFICATION POLICY

Before PCI can certify the enrollment of a Veteran Student, PCI must receive the following documents: DD214, Military transcript, and transcripts from any postsecondary schools previously attended by the Veteran. It is the Veteran's responsibility to request transcripts and to pay any fees that may be required by the other school(s).

ATTENDANCE POLICY FOR VETERAN STUDENTS

Veteran Students will have attendance monitored throughout training until the student drops, graduates, or completes the program. Absences in excess of 20% of the course length or 10 consecutive absences will be reported to the Veterans Administration at any time during a veteran student's training at PCI.

MONTHLY VA BENEFIT CHECKS AND TUITION PAYMENTS TO PCI

Monthly VA Educational Benefits checks are payable to the Veteran, not to PCI, and are sent to the veteran's mailing address. PCI has no control over the amount or frequency of VA benefits checks. PCI payment policies apply to Veteran Students in the same manner as all other students. Tuition payments are due irrespective of the arrival of VA benefits checks.

MONTHLY ENROLLMENT CERTIFICATION: VA Form 22-8979

It is the Veteran's responsibility to certify continued enrollment in a timely manner to insure continued education benefits. Upon receipt of the VA Form 22-8979, Veterans may return the form to the VA or call 1-888-442-4551 to certify their continued enrollment status by telephone. Chapter 30 (Montgomery GI Bill) Veterans may also certify their status at the VA Internet website: <https://www.gibill.va.gov/wave>.

EXTERNSHIP

Veteran students must attend at least 18 hours per week during Externship to maintain Full-Time Student status. If the weekly hours drop to 13-17 hours per week, the school must report to the VA a change in enrollment status to three-quarter time. If the weekly hours drop to 9-12 hours per week, the school must report to the VA a change in enrollment status to half-time status.

OTHER SCHOOL POLICIES

All other PCI policies, such as Satisfactory Progress, Student Conduct, Refund Policy, Graduation requirements, etc., shall apply to Veteran Students

***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 October 1, 2016, are as follows:

	Tuition, Books & Fees	Room & Board*	Personal*	Transportation*	Sub-Total
• 900 Hour MA					
Independent Status:	\$15,105	\$7,414	\$2,227	\$1,444	\$26,190
Tuition: Reg Fee:	Books:				
\$14,834.34 \$ 100.00	\$170.66				
• 900 Hour MA					
Dependent Status:	\$15,105.00	\$3,799	\$2,227	\$1,444	\$22,575
Tuition: Reg Fee:	Books:				
\$14,834.34 \$ 100.00	\$170.66				
• 900 Hour DA*					
Independent Status:	\$15,105.00	\$7,414	\$2,227	\$1,444	\$26,190
Tuition: Reg Fee:	Books:				
\$14,859.04 \$100.00	\$145.96				
• 900 Hour DA*					
Independent Status:	\$15,105.00	\$3,799	\$2,227	\$1,444	\$22,575
Tuition: Reg Fee:	Books:				
\$14,859.04 \$100.00	\$145.96				
• 600 Hour MOA					
Independent Status:	\$10,140.00	\$4,943	\$1,485	\$963	\$17,531
Tuition: Reg Fee:	Books:				
\$9,919.74 \$100.00	\$120.26				
• 600 Hour MOA					
Dependent Status:	\$10,140.00	\$2,533	\$1,485	\$963	\$15,121
Tuition: Reg Fee:	Books:				
\$9,919.74 \$100.00	\$120.26				
• 600 Hour PCT					
Independent Status:	\$10,140.00	\$4,943	\$1,485	\$963	\$17,531
Tuition: Reg Fee:	Books:				
\$9,938.19 \$100.00	\$101.81				
• 600 Hour PCT					
Dependent Status:	\$10,140.00	\$2,533	\$1,485	\$963	\$15,121
Tuition: Reg Fee:	Books:				
\$9,938.19 \$100.00	\$101.81				

Cost of Attendance is documented individually in the 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 is provided to prospective or enrolled student upon request.

A Net Price Calculator is available on the PCI Website. This Calculator provides a prospective student, and his or her family, an estimate, based on individual circumstances, of the cost of attending a program at PCI Health Training Center. www.pcihealth.edu Higher Education Act of 1965 – HEA

* Dental Assistant Program is only available at the Richardson Campus.

Financial Aid – Cost of Attendance continued from Page 12

*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

STUDENT ETHNICITY | GENDER | PELL GRANT RECIPIENTS *As of June 30, 2016*

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

TABLE 1	DALLAS CAMPUS		RICHARDSON CAMPUS	
	MALE	FEMALE	MALE	FEMALE
Alien Non Resident	0	0	0	0
Hispanic/Latino	6	91	6	75
American Indian	0	0	0	1
Asian	0	1	0	3
Black	3	20	1	15
Native Hawaiian	0	0	0	0
White	1	13	1	13
Two or More Races	0	0	1	0
Unknown	0	0	1	0
TOTAL ACTIVE STUDENTS	10	125	10	107
# of Students Receiving PELL Grant	8	104	6	83

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 reason/s 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 is the last day of attendance – **LDA** for Refund Policy purposes. A student who withdraws receives 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. 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.

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 45 days of the date of determination. 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). Refund computations are based on scheduled clock hours of class attendance through the last date of attendance – LDA. Leaves of Absence, suspensions and school holidays are not counted as part of the scheduled class attendance. The effective date of termination for refund purposes is 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; or
- Ten school days following the LDA.

STATE REFUND POLICY

If tuition and fees are 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 in nonrefundable administrative fees shall be retained by the school for the entire program.

If a student enters a residence program and withdraws or is otherwise terminated, the school may retain not more than \$100.00 in nonrefundable administrative fees for the entire program. The minimum refund of the remaining tuition and fees will be the prorated 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.

Refund for books, tools, or supplies should 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 the materials are purchased, no refund will be made.

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, will 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 refund of all tuition and fees is due and refundable in each of the following cases:

- Enrollee is not accepted by the school;
- If the course of instruction is discontinued by the school and this prevents the student from completing the course; or
- 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 of career schools and colleges. *PCI School Catalog*

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.

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.

APPLICATION of REFUND POLICIES

PCI will perform a refund computation based on the State Refund Policy. 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. 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

An applicant who has 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, should contact the PCI School Director.

PCI School Catalog: Admissions Policies and Procedures

Title IX SEXUAL HARASSMENT and VIOLENCE POLICY

PCI Health Training Center firmly upholds its policy of non-discrimination, providing a safe educational environment free of harassment, violence and discrimination for all occupants on campus. Individual inquiries regarding PCI's Title IX policy may be directed to, James White, Title IX Coordinator, 8101 John W. Carpenter Freeway, Dallas, TX 75247. (214) 630-0568. titleIXCoordinator@pcihealth.com

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*

Ability to Benefit (ATB)

A student who is beyond the compulsory school attendance age and has met one of the following eligibility qualifications listed below may receive federal financial aid upon admission:

- a) has passed the Department of Education approved ATB test and is able to provide documentation of being enrolled in an eligible program at any Title IV institution prior to July 01, 2012.
- b) has completed at least six credit hours, or the equivalent coursework (225 clock hours) that are applicable toward a degree or certificate offered by the postsecondary institution prior to July 01, 2012.
- c) has passed the Department of Education approved ATB test and is currently enrolled in a Eligible Career Pathway Program which enables student to attain a HS diploma or GED and a recognized postsecondary credential.

A student who has passed the Department of Education approved ATB test but has not met the eligibility qualifications listed above, will not receive federal financial aid upon admission.

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.

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*

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, perform 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. Graduates will learn: basic office skills procedures; patient vital sign procedures; how to 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, perform 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 and a full-service lab, is complete with current technological tools, instruments, equipment, and supplies. *PCI School Catalog*

DENTAL ASSISTANT OBJECTIVE *(Program available only at the Richardson Campus)

This program prepares a graduate to work as an entry-level Dental Assistant, Dental Receptionist, Office Manager or Dental Hygiene Assistant in a dental office, specialty practice, dental clinic or hospital. Graduates will be able to assist the dentist in a variety of dental procedures, take dental x-rays, and perform various laboratory duties and administrative tasks using dental software. This program is taught with a combination of lecture, practical exercises in the dental operator and dental lab and with real-world experience during the externship phase of training conducted off-campus at dental facilities

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 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 and maintain attendance that will insure program completion in no more than 1.5 times the normal program length. Any student who does not meet this criteria will 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 will not be eligible to receive financial aid. Students will be evaluated no later than the subsequent grading period to determine if SAP has been achieved. If so the student will be eligible for financial aid.
7. If a student is placed on probation, the student will be advised prior to returning to class. 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 and calculating GPA of students with transfer of credits from other schools: *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 a 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

COMPLETION RATES, GENDER, and RACE/ETHNICITY

Each year, PCI Health Training Center must provide a statistical breakdown of its student population by completion rate, gender, race/ethnicity, and the percentage of students who received PELL Grants. The following statistics illustrate all students of both Dallas and Richardson Campuses.

See **Table 1-Completion Rates** and **Table 2- Gender, Race/Ethnicity** on the following page.

TABLE 1
COMPLETION RATES
FOR THE REPORTING PERIOD 7/1/15 – 6/30/16

CAMPUS	BEGINNING POPULATION AS OF JULY 1, 2015	NEW STARTS 7/1/2015 – 6/30/2016	RE-ENTRIES 7/1/2015 - 06/30/2016	STUDENTS WHO WITHDREW 7/1/15 – 6/30/16	STUDENTS WHO GRADUATED 7/1/2015- 6/30/2016	ENDING POPULATION JUNE 30, 2016
DALLAS	138	257	6	39	227	135
RICHARDSON	146	241	17	65	236	103

DALLAS CAMPUS

DURING THE PERIOD JULY 1, 2015 THROUGH JULY 30, 2016, 10% OF THE STUDENTS WITHDREW FROM THEIR TRAINING, 57% HAVE GRADUATED AND 33% ARE STILL ENROLLED AS OF JUNE 30, 2016.
OF THE 227 STUDENTS WHO GRADUATED, 199 OR 88% RECEIVED PELL GRANTS.
THE ETHNICITY AND GENDER BREAKDOWN FOR THESE SAME STUDENTS LISTED IN TABLE 2
GENDER, RACE/ETHNICITY BELOW.

RICHARDSON CAMPUS

DURING THE PERIOD JULY 1, 2015 THROUGH JULY 30, 2016, 9% OF THE STUDENTS WITHDREW FROM THEIR TRAINING, 53% HAVE GRADUATED AND 37% ARE STILL ENROLLED AS OF JUNE 30, 2016.
OF THE 167 STUDENTS WHO GRADUATED, 134 OR 80% RECEIVED PELL GRANTS.
THE ETHNICITY AND GENDER BREAKDOWN FOR THESE SAME STUDENTS LISTED IN TABLE 2
GENDER, RACE/ETHNICITY BELOW.

TABLE 2
GRADUATES BY GENDER, RACE/ETHNICITY
FOR THE REPORTING PERIOD 7/1/15 – 6/30/16

CAMPUS	Non Resident Alien	Hispanic/Latino	American Indian	Asian	Black	Native Hawaiian	White	Two or More Races	Race Unknown	Percentage
DALLAS										
FEMALE	0	179	2	1	22	0	10	0	3	95%
MALE	0	8	0	0	1	0	1	0	0	5%
PERCENT	0.0%	82.4%	>1%	>1%	10.1%	0.0%	4.8%	0.0%	1.3%	
RICHARDSON										
FEMALE	0	98	0	4	26	1	21	1	0	90%
MALE	0	13	0	0	2	0	1	0	0	10%
PERCENT	0.0%	66.4%	0.0%	2.4%	16.8%	>1.0%	13.2%	>1.0%	0.0%	

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 – 5th Edition – ©2014 McGraw-Hill
Booth, Whicker, Wyman – ISBN 9780073402321

Workbook:

Medical Assisting Administrative and Clinical Procedures – 5th Edition – ©2014 McGraw-Hill
Booth, Whicker, Wyman – ISBN 9780077525880
\$170.66 (Bundled with workbook)

Medical Office Assistant Program

Textbook:

Administrative Procedures – 5TH Edition – ©2014 McGraw Hill
Booth, Whicker, Wyman – ISBN 9780077656072

Workbook:

Administrative Procedures – 5TH Edition – ©2014 McGraw Hill
Booth, Whicker, Wyman – ISBN 9781259211560
\$120.26 (Bundled with workbook)

Patient Care Technician Program

Textbook:

Mosby's Textbook for Nursing Assistants – 9th Edition – ©2012
Elsevier Sorretino Remmert– ISBN 9780323080682

Workbook:

Mosby's Textbook for Nursing Assistants – 9th Edition – ©2012
Elsevier Sorretino Remmert – ISBN 9780323081573
\$101.81 (Bundled with workbook)

Dental Assistant Program

Textbook:

Modern Dental Assisting 11th Edition ---- ©2012
Bird Robinson ISBN 9781455774517

Workbook:

Student Workbook Modern Dental Assisting 11th Edition --- ©2012
Bird Robinson – ISBN 9781455774548
\$145.96 (Bundled with workbook)

PCI Health Training Center also provides a full service library and e-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. *PCI Education Department*

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 -**DMCA** 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:

Gayla Taylor, Director
Tele: 214.630.0568
Fax: 214.630.1002
E-mail: gtaylor@pcihealth.com

Richardson Campus:

Ginny Straley, Director
Tele: 214.576.2600
Fax: 972.234.9129
E-mail: gstraley@pcihealth.com

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 DMCA 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 monitors 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 zero 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. Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504,505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense. For more information, please see the website of the U.S. Copyright Office at www.copyright.gov. *PCI School Catalog Administrative Policies: Personal Conduct, Section 2; Admissions form: Computer Use Policy for PCI Students*

PCIHEALTH TRAINING CENTER | Dallas Campus | Richardson Campus
CONSUMER INFORMATION GUIDE 2017

Part 7: Default Prevention and Management Plan

DEFAULT RATES

OFFICIAL COHORT DEFAULT RATES

2011 3-YR	19.3%	1041 borrowers in repayment	201 defaults
2012 3-YR	14.1%	785 borrowers in repayment	111 defaults
2013 3-YR	11.0%	591 borrowers in repayment	66 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 a student leaves school.

Entrance counseling is performed on line at the time the student applies for their student loans. On line Exit Counseling is performed prior to the student leaving for their externship. If a student withdraws from training, Exit Counseling material is mailed to the student (if applicable) within the guidelines mandated by the Department of Education. If the student's second disbursement of the loans is received after the on line Exit Counseling is conducted, materials are mailed to the student at the completion of the program.

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.
- Students have the right to cancel part or all of their loan(s) at any time by notifying the school. Written notification is required within 14 days following disbursement notification(s). If re-requested, after the 14 day cancellation period, the school may still process their request, but is not required to do so.
- Students may also cancel their loan(s) within 120 days from disbursement by exchanging tuition funds with cash. In the event that students choose to cash exchange any loan proceeds, tuition payment is required prior to the school refunding their loan(s) to the U.S. Department of Education. Following this event, the loan amount borrowed, interest, and loan and rebate fees may be adjusted.

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. Students are provided an opportunity to complete an electronic Exit Loan Counseling on <https://studentloans.gov> prior to beginning the Externship portion of training.

Students may access more information about the Federal Stafford Loan program at 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 the Financial Aid Office, the Business Office, and Student Loan Services) are available to assist with the on-line Entrance Counseling and Exit Counseling sessions for each student loan borrower. During Entrance Counseling or Exit Counseling, students are notified 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 and origination fees associated with the loan
- Potential date of repayment and length of repayment
- Repayment options, including Deferment, Forbearance, and Loan Consolidation
- The consequences of Default

Representatives are required to discuss the visual repayment example chart which is intended to inform the student of his or her potential repayment amount, cumulative interest changes, interest capitalization, and the length of repayment period.

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 of FSA 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 to assist students with Loan Consolidation efforts to rehabilitate delinquent or defaulted loans. Student Loan Services has the 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 integrity.

FINANCIAL RESPONSIBILITY and DEVELOPMENT EDUCATION

Enrolled students of PCI Health Training Center have opportunities to learn financial responsibility, beginning in the Financial Aid Department. 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.

Additional financial education is provided by instructors in the classroom. Topics include, but are not limited to, budgeting, check writing, how-to tips for covering life-expenses, and creating back-up plans. Other aspects such as debt management strategies and tax benefits are discussed as well.

Further, new students are provided spending plan worksheets during staff-conducted MILESTONES© 1 and 2 workshops for new students. MILESTONES© reinforces the financial education and responsibility process, suggesting students develop savings accounts and emergency fund accounts. MILESTONES© 1 and 2 student exercises include thought-provoking ideas on how to save money and manage money by reducing or eliminating unnecessary spending, creative ways to create more money by experimenting with spending habits, and introducing real life scenarios as mirrors for students to introduce into their own lifestyles.

PCIHEALTH TRAINING CENTER | Dallas Campus | Richardson Campus
CONSUMER INFORMATION GUIDE 2017

Part 8: Career Services

SUMMARY of COMPLETION and PLACEMENT/EMPLOYMENT

PROGRAM COMPLETION RATE | DALLAS CAMPUS

- CIP Code: 51.0801 | **Medical Assistant: 75.61%** | 124 Completed / 164 Total
- CIP Code: 51.0710 | **Medical Office Assistant: 92.42%** | 61 Completed / 66 Total
- CIP Code: 51.3902 | **Patient Care Technician: 72.73%** | 32 Completed / 44 Total

*Reporting Period: 2014 – 2015 Texas Workforce Commission

PROGRAM EMPLOYMENT RATE | DALLAS CAMPUS

- CIP Code: 51.0801 | **Medical Assistant: 87.10%** | 108 Employed / 124 Total
- CIP Code: 51.0710 | **Medical Office Assistant: 80.33%** | 49 Employed / 61 Total
- CIP Code: 51.3902 | **Patient Care Technician: 84.38%** | 27 Employed / 32 Total

These rates reflect all graduates who were assisted by the Advisor Team of the PCI Career Services Department, or found placement on their own, related to their training.

*Reporting Period: 2014 – 2015 Texas Workforce Commission

PROGRAM PLACEMENT RATE | DALLAS CAMPUS

- CIP Code: 51.0801 | **Medical Assistant: 83.87%** | 108 Placed / 124 Total
- CIP Code: 51.0710 | **Medical Office Assistant: 75.41%** | 46 Placed / 61 Total
- CIP Code: 51.3902 | **Patient Care Technician: 62.71%** | 25 Placed / 32 Total

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

*Reporting Period: 2014 – 2015 Texas Workforce Commission

SUMMARY of COMPLETION and PLACEMENT/EMPLOYMENT

PROGRAM COMPLETION RATE | RICHARDSON CAMPUS

- CIP Code: 51.0801 | **Medical Assistant: 79.11%** | 125 Completed / 158 Total
- CIP Code: 51.0710 | **Medical Office Assistant: 93.94%** | 31 Completed / 33 Total
- CIP Code: 51.3902 | **Patient Care Technician: 72.50%** | 29 Completed / 40 Total
- CIP Code: 51.0601 | **Dental Assistant: 74.67%** | 40 completed / 54 Total

*Reporting Period: 2014 – 2015 Texas Workforce Commission

PROGRAM EMPLOYMENT RATE | RICHARDSON CAMPUS

- CIP Code: 51.0801 | **Medical Assistant: 80.80%** | 101 Employed / 125 Total
- CIP Code: 51.0710 | **Medical Office Assistant: 83.87%** | 26 Employed / 31 Total
- CIP Code: 51.3902 | **Patient Care Technician: 82.76%** | 24 Employed / 29 Total
- CIP Code: 51.0601 | **Dental Assistant: 80.0%** | 32 Employed / 40 Total

These rates reflect all graduates who were assisted by the Advisor Team of the PCI Career Services Department, or found placement on their own, related to their training.

*Reporting Period: 2014 – 2015 Texas Workforce Commission

PROGRAM PLACEMENT RATE | RICHARDSON CAMPUS

- CIP Code: 51.0801 | **Medical Assistant: 71.3%** | 82 Placed / 125 Total
- CIP Code: 51.0710 | **Medical Office Assistant: 80.65%** | 25 Placed / 31 Total
- CIP Code: 51.3902 | **Patient Care Technician: 62.07%** | 18 Placed / 29 Total
- CIP Code: 51.0601 | **Dental Assistant: 75.0%** | 30 placed / 40 Total

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

*Reporting Period: 2014 – 2015 Texas Workforce Commission

GRADUATE EMPLOYERS

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

- | | |
|--|--|
| <ul style="list-style-type: none"> • Parkland Health and Hospital System • Dallas Medical • Timberlawn Mental Health System • Dallas Physicians Group • CSL Plasma • Women’s Specialty Center • Cardiology Consultants PA • Baylor Institute for Rehabilitation • Patient’s Choice • Hola Doctor • O’Conner Medical • LaManna Urology • Shashi Dharma MD • Pediamed Night Clinic • Healthcare Clinics • Vital Family Practice • Advantage Healthcare System • Carrollton Health and Rehab • Oak Cliff Medical • Legacy Founders • Aids Services of Dallas | <ul style="list-style-type: none"> • Jefferson Medical Clinic • Neighborhood Medical • Grennan Chiropractic • Patient’s Place • South Loop 12 Medical • Alpha Medical • Academy Foot and Ankle • Clinica Mi Doctor • General Internal Medicine • Centre for Neuro Skills • Pediatric Clinic of Mesquite • Rainbow Children’s Clinic • Juliette Fowler Nursing Home • Medical Clinic of North Texas • Malcolm X Pediatrics • Dr. Nelofer Azad • Jefferson Dental Clinic • Phoenix House • Ellis County Medical Associates • Best Choice Medical • Grace Presbyterian |
|--|--|

Richardson Campus

- Frisco Dermatology
- Oxford Glen
- Collin County Surgeons
- Windsor Senior Living
- North Texas Dermatology
- Community Medical Clinic
- Innovative Dermatology
- South Texas Dental
- Occumed Plus
- Arbor Hills Memory Care
- Lakeview Medical Group
- Frisco Eye Associates
- Women’s Specialty
- Injury Rehab
- Doctor’s Hospital
- The Heart Place
- Playa Dental
- Azul Dental
- Southern Endocrinology
- ENT Center of Texas
- Craniofacial Center
- Health Central Women’s Clinic
- North Texas Family Medicine
- AMS Solutions
- Center for Oncology Research
- Neighborhood Adult Healthcare
- North Dallas Children’s Clinic
- Cuddle Me Home Health
- Environmental Health
- Maximum Health Care Services
- Parkland Health and Hospital System
- Jefferson Dental Clinic
- Baylor Healthcare System Dallas
- Lexington Place
- Richardson Primary Care Center
- Carrollton Health and Rehab
- Lucent Home Health
- Senior Care at Lake Pointe
- Rapid Med Urgent Care
- Texas Medical Home
- Dallas Medical Center
- Metroplex Foot and Ankle
- Rophe Eye Care
- Shiva Medical Center

TYPES of GRADUATE EMPLOYMENT

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

- Phlebotomist
- Dental Assistant
- Medical Records Clerk
- Medical Research Technician
- Registration Coordinator
- Medical Receptionist
- Office Manager
- Patient Care Associate
- Certified Nurse Aid
- Scheduler
- Health Unit Coordinator
- Telemetry Technician
- Optometry Technician
- Medical Research Clerk
- Unit Coordinator
- Admissions Coordinator
- Insurance Verification Specialist
- Lead Medical Assistant
- Medication 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.

Part 9: Contact Information

PCI DALLAS CAMPUS FACULTY ROSTER

Christina Ayala: Medical Assistant / Medical Office Assistant Instructor

Medical Assistant, PCI Health Training Center, 1999. Experience in all areas of both front and back office as a Medical assistant and Office Manager in doctors' offices since 1999. Medical Assistant Instructor since 2015.

Keri Branish: Medical Assistant / Medical Office Assistant Instructor

Medical Assistant, Remington College (formerly Education America), 2000 Experience in areas of front office and back office as a Medical Assistant and Medical Assistant Instructor since 2011

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/Assistant Director of Training

Medical Assistant, National Education Center, 1989 Experience in 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 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

Tahasha Farisa: Patient Care Technician Instructor

Licensed Vocational Nurse - Kiamichi Tech Center, Hugo OK 2001. Experienced as an L.V.N. in all areas of direct patient care in ambulatory, hospital, long-term care and rehabilitation facilities. PCI instructor since 2010

Ade Fasoro: Patient Care Technician Program Director

Bachelor of Science in Nursing, Texas Women's University, 2006 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 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. Medical Laboratory Instructor from 2004 to 2005. Medical Assistant Instructor from 2005.

Hurline McGee: Medical Assistant Instructor / Medical Office Assistant Instructor PRN

Medical Assistant, National Education Center, 1991. Experience in all aspects of front and back office since 1991. Medical Assistant Instructor since 2016.

Tequisha Morine: Medical Assistant Instructor

Vocational Nurse Diploma - Platt College 2013. Medical Terminology Certificate – Texarkana College 2007, Phlebotomy Technician – Certificate. Experienced phlebotomy supervisor, donor floor supervisor, Laboratory specimen processor collector, Front office scheduling, insurance and data entry. PCI instructor since 2014

Janet Morton: Patient Care Technician Instructor

Vocational Nurse Diploma – Panoke Jr. College 1975. Experienced Director of Nursing, Assisted Living Administrator, Home Health Nurse and Charge Nurse. Experience in all aspects of direct patient care. PCI instructor since 2014.

Norma Perez: Medical Assistant Instructor / Medical Office Assistant Instructor PRN

Medical Assistant, PCI Health Training Center 2005. Experience in all aspects of front and back office since 2005. Medical Assistant Instructor since 2016.

Reshia Scaife: Medical Assistant Instructor / Medical Office Assistant Instructor

Medical Assistant, PCI Health Training Center 1995. Experience in all aspects of front and back office since 1995. Experience as a Medical Assistant instructor since 2007. Medical Assistant Instructor at PCI since 2016.

Martha 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 / Assistant Director of Training

Medical Assistant, Texas College of Medical and Dental Careers, 1988. Experience in front office and back office since 1996. Medical Assistant Instructor since 2007. Director of Training since 2012.

PCI RICHARDSON CAMPUS FACULTY ROSTER

Aurelia Byrne: Dental Assistant Instructor PRN

Registered Dental Assistant – PMIA 1994. Experienced with all aspects of general dentistry and orthodontics since 1994. Expertise in office management and treatment coordinator for multiple practice dental groups. Dental instructor since 2006. PCI instructor since 2014.

Maria Castillo: Medical Assistant Instructor

Medical Assistant, Attended National Education, 2002. Experienced in all aspects of front and back office since 2002. Medical Assistant Instructor since 2010.

Tahasha Farisa: Patient Care Technician Instructor

Licensed Vocational Nurse - Kiamichi Tech Center, Hugo OK 2001. Experienced as an L.V.N. in all areas of direct patient care in ambulatory, hospital, long-term care and rehabilitation facilities. PCI instructor since 2010

Sonia Flores: Medical Office Assistant Instructor

Medical Assistant - Barclay Career School 1989. NCCT X-Ray Technician, Primamed Training Institute 2007. Experienced in Medical/Administrative office management since 1989 with a specialty in all areas of front office, insurance, billing, coding referrals, accounts receivable and accounts payable. Instructor at PCI Richardson since 2013.

Hurline McGee: Medical Assistant Instructor / Medical Office Assistant Instructor PRN

Medical Assistant, National Education Center, 1991. Experience in all aspects of front and back office since 1991. Medical Assistant Instructor since 2016.

Tequisha Morine: Medical Assistant Instructor

Vocational Nurse Diploma - Platt College 2013. Medical Terminology Certificate – Texarkana College 2007, Phlebotomy Technician – Certificate. Experienced phlebotomy supervisor, donor floor supervisor, Laboratory specimen processor collector, Front office scheduling, insurance and data entry. PCI instructor since 2014

Janet Morton: Patient Care Technician Instructor

Vocational Nurse Diploma – Panoke Jr. College 1975. Experienced Director of Nursing, Assisted Living Administrator, Home Health Nurse and Charge Nurse. Experience in all aspects of direct patient care. PCI instructor since 2014.

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.

Norma Perez: Medical Assistant Instructor / Medical Office Assistant Instructor

Medical Assistant, PCI Health Training Center 2005. Experience in all aspects of front and back office since 2005. Medical Assistant Instructor since 2016.

Natalia Ramirez: Medical Office Assistant Instructor

Medical Assistant, Ashworth University, 2002. Experience in all aspects of front and back office since 2002 with a specialty in billing and coding. Instructor at PCI since 2012.

Susanna Rodriguez: Dental Assistant Instructor

Registered Dental Assistant – Baylor College of Dentistry, Dallas, Texas 2007. Experience in various aspects of dentistry including front office management, dental health education, clinical procedures, chair side assisting and radiology. Instructor at PCI since 2016.

Irma Samuel: Dental Assistant Instructor

D.D.S. Degree from Universidad Nacional Autonoma de Mexico, 1985. Registered Dental Assistant, Texas State Board of Dental Examiners. Experience in various aspects of dentistry both as a practicing Dentist and as a Registered Dental Assistant.

Martha Sloan: Patient Care Technician Instructor PRN

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.

Cleotilde Torres: Medical Assistant Instructor

Nationally Registered Certified Medical Assistant, Remington College 2009. Experienced in front and back office Medical Assisting, Medical Office Management, phlebotomy and laboratory as well as telemetry. PCI instructor since 2014.

Part 10: Websites

FINANCIAL AID WEBSITES for FEDERAL STUDENT AID INFORMATION

To learn more about FSA, visit www.studentaid.ed.gov

FSA ID and Password is required in order to obtain access to the Financial Aid websites and can be created using the following website: <https://fsaid.ed.gov/npas/ndex.htm>

To apply for FSA using the Free Application for Federal Student Aid – **FAFSA** visit 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

For information regarding Loan Consolidation, visit 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

To file complaints regarding Federal Stafford Loan repayment issues, contact the Federal Student Aid Ombudsman office at www.ombudsman.ed.gov

To view your financial aid history, visit www.nsls.ed.gov

To search education statistics provided to the U.S. Department of Education visit www.nces.ed.gov/IPEDS

To search Federal statistical information visit www.fedstats.gov

To learn more about **PCI Health Training Center** visit our Website at www.pcihealth.edu