



2025
Consumer Information
Guide

Revised July 2025

PCIHEALTH TRAINING CENTER | Dallas Campus | Richardson Campus
CONSUMER INFORMATION GUIDE 2025

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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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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 and Dental Assistant 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 | complaints@accsc.org or <https://www.accsc.org/Student-Corner/Complaints.aspx> . 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 Schools Private Education Network - CSPEN

PCI Health Training Center is also approved as a National Certified Proctor Site for the National Association for Health Professionals – **NAHP**. *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 Workplace 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.*

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*

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 utilizes an outside agency for 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 maintains a crime report log for its specific areas. For the Dallas campus, the DPD website is accessed on a daily basis and reports are printed and evaluated for any criminal occurrences within Beat 512. For the Richardson campus, Crime Reports are received from the RPD on a weekly basis. Reports are kept in the Crime Reports Manual. *PCI Campus Crime Reporting Handbook, and the Annual Campus Security Report;*

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.

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.

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.

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 fire, tornado and code silver 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 – **IAIP** 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 classroom and office, Student Library, and both Student and Staff Lounge areas. 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 can 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

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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 access to information regarding financial assistance via course specific handouts, school website addresses, the school catalog, or directly from 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 once all requisite admissions requirements are met. PCI will assist in accurately determining a student's Financial Aid eligibility to attend our institution.

Students interested in Federal Student Aid-**FSA** may complete the 'Free Application for Federal Student Aid' – **FAFSA**.

All students are required to sign a completed Tuition Finance Plan and other pertinent FA forms, after all aid and/or payment options have been selected.

The Tuition Finance Plan is the school's official notification of scheduled FSA funds, and further outlines the school's policy regarding the disbursement of FSA funds. This document summarizes each student's Pell Grant and Stafford Loan eligibility, should they choose to use it. PCI Health Training Center is a clock-hour institution and the students' scheduled dates of FSA 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 federal student loan 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 System -**NSLDS**.

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 funds or otherwise providing misleading statements during the application process that may result in the fraudulent receipt of FSA funds.

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 – 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. Title IV aid will not be utilized to cover the educational expenses of the high school component of the Eligible Career Pathway Program.

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 \$740 to \$7395 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 \$300. 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 6.39% for all first disbursements between July 1, 2025, and June 30, 2026, 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, 2025, through June 30, 2026, is 8.94%. 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 (DSLP). As of July 01, 2010, the Federal Family Education Loan Program (FFELP) concluded its funding authorizations and is no longer providing student loan funds.

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, 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).

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. PCI will not impose any penalty, including assessment of late fees, the denial of access to classes, or other institutional facilities or require the VA students to borrow funds due to VA-delayed disbursement funding.

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's 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, 2025, are as follows:

			Tuition Books & Fees Totals	Housing/ Utilities/Food*	Personal*	Transportation*	COA Sub-Total
52.5 Quarter Credit Hour MA (On-Campus and Hybrid)							
Independent Status:							
Tuition:	Reg Fee:	Books/ Supplies					
\$16,372.34	\$100.00	\$692.66	\$17,165				
Dallas			\$17,165	\$10,512	\$3,303	\$3,609	\$34,589
Richardson			\$17,165	\$10,512	\$3,303	\$3,609	\$34,589
Dependent Status:							
Tuition	Reg Fee:	Books/ Supplies	:				
\$16,372.34	\$100.00	\$692.66	\$17,165				
Dallas			\$17,165	\$5,265	\$3,303	\$3,609	\$29,342
Richardson			\$17,165	\$5,265	\$3,303	\$3,609	\$29,342

54.5 Quarter Credit Hour DA* (On-Campus and Hybrid)

Independent Status:							
Tuition:	Reg Fee:	Books/ Supplies	:				
\$16,397.04	\$100.00	\$667.96	\$17,165				
Dallas			\$17,165	\$10,512	\$3,303	\$3,609	\$34,589
Richardson			\$17,165	\$10,512	\$3,303	\$3,609	\$34,589
Dependent Status:							
Tuition:	Reg Fee:	Books/ Supplies	:				
\$16,397.04	\$100.00	\$667.96	\$17,165				
Dallas			\$17,165	\$5,265	\$3,303	\$3,609	\$29,342
Richardson			\$17,165	\$5,265	\$3,303	\$3,609	\$29,342

30.5 Quarter Credit Hour MOA

Independent Status:							
Tuition:	Reg Fee:	Books/ Supplies	:				
\$10,207.74	\$100.00	\$642.26	\$10,950				
Dallas			\$10,950	\$7,008	\$2,202	\$2,406	\$22,566
Richardson			\$10,950	\$7,008	\$2,202	\$2,406	\$22,566

Dependent Status:							
Tuition:	Reg Fee:	Books/ Supplies					
\$10,207.74	\$100.00	\$642.26	\$10,950				
Dallas			\$10,950.	\$3,510	\$2,202	\$2,406	\$19,068
Richardson			\$10,950	\$3,510	\$2,202	\$2,406	\$19,068

52.5 Quarter Credit Hour MA Hybrid

Independent Status:							
Tuition:	Reg Fee:	Books/ Supplies					
\$16372.34	\$100.00	\$692.66	\$17,165				
Dallas			\$17,165	\$10,512	\$3,303	\$3,609	\$34,589
Richardson			\$17,165	\$10,512	\$3,303	\$3,609	\$34,589
Dependent Status:							
Tuition	Reg Fee:	Books/ Supplies					
\$16,372.34	\$100.00	\$692.66	\$17,165				
Dallas			\$17,165	\$5,265	\$3,303	\$3,609	\$29,342
Richardson			\$17,165	\$5,265	\$3,303	\$3,609	\$29,342

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.

*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, 2025*

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	7	109	4	101
American Indian	0	0	0	0
Asian	0	1	0	4
Black	3	103	8	85
Native Hawaiian	0	0	0	0
White	2	9	0	22
Two or More Races	0	4	2	5
Unknown	0	0	0	0
TOTAL ACTIVE PELL GRANT RECIPIENTS	12	226	14	217

CANCELLATION and REFUND POLICIES

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 documented academically related activity, if the student is terminated by the school:
- The official date of receipt of written notice from the student

If a student does not provide official notification of withdrawal, the effective date is the midpoint of the payment period.

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.

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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 Shelley Spells, 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.

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, Hepatitis B vaccination and/or other immunizations or tests prior to, or during my externship and/or employment at a health care facility and such requirements 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.
- i. PCI utilizes ACCUPLACER (ATB approved by Department of Education)
- ii. An independent proctor approved by ACCUPLACER proctors the test.
- iii. The approved passing scores for ACCUPLACER are:

Reading: 233 Writing: 235 Arithmetic: 230

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 an Eligible Career Pathway Program which enables students 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. Eligible Career Pathway students may only enroll in non-ground programs at this time.

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*

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Part 5: Academic Directives

PROGRAMS and OBJECTIVES

MEDICAL ASSISTANT (HYBRID & ON-GROUND) 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 classroom functions as a computer laboratory. *PCI School Catalog*

DENTAL ASSISTANT OBJECTIVE *(Program available only at the Richardson Campus)
(HYBRID & ON-GROUND)

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. Weekly management meetings and staff 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 these criteria will be on probation. In addition, Eligible Career Pathway Program students must also maintain a minimum of 2.0 credits each unit towards the high school preparation component. 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, high school credit requirement (if applicable) 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, or high school program credits (if applicable) 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 Title IV program, or high school program credits (if applicable) the student's enrollment will be terminated.

5. If the student achieves the cumulative grade point requirement or high school program credits (if applicable) 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%.

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 7/1/2024 – 6/30/2025

CAMPUS	BEGINNING POPULATION AS OF JULY 1, 2024	NEW STARTS 7/1/2024 – 6/30/2025	RE-ENTRIES 7/1/2024 - 06/30/2025	STUDENTS WHO WITHDREW 7/1/2024 – 6/30/2025	STUDENTS WHO GRADUATED 7/1/2024- 6/30/2025	ENDING POPULATION JUNE 30, 2025
DALLAS	116	179		52	139	104
RICHARDSON	72	168		30	114	96

DALLAS CAMPUS

DURING THE PERIOD JULY 1,2024 THROUGH JUNE 30, 2025 (295), 18% OF THE STUDENTS WITHDREW FROM THEIR TRAINING, 47% HAVE GRADUATED AND 35% ARE STILL ENROLLED AS OF JUNE 30, 2025.

OF THE STUDENTS WHO GRADUATED, 87% 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 1,2024 THROUGH JUNE 30, 2025 (240), 13% OF THE STUDENTS WITHDREW FROM THEIR TRAINING, 48% HAVE GRADUATED AND 39% ARE STILL ENROLLED AS OF JUNE 30, 2025.

OF THE STUDENTS WHO GRADUATED, 87% 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 7/1/23 – 6/30/24

CAMPUS	Non Resident Alien	Hispanic/ Latino	American Indian	Asian	Black	Native Hawaiian	White	Two or More Races	Race Unknown	Percentage
DALLAS										
FEMALE	0	80	0	0	46	0	7	0	0	96%
MALE	0	4	0	0	1	0	1	0	0	4%
PERCENT	0	60%	0%	0%	34%	0	6%	0%	0%	
RICHARDSON										
FEMALE	0	53	0	3	39	0	14	2	0	97%
MALE	0	2	0	0	1	0	0	0	0	3%
PERCENT	0	48%	0%	3%	35%	0%	12%	2%	0%	

TEXTBOOK INFORMATION

Textbooks utilized for training at PCI are as follows:

Medical Assistant Program

Textbook:

Pearson's Medical Assisting Administrative and Clinical Competencies – 5^h Edition – ©2022
Pearson

Beamon, Routh, Papazian-Boyce, Maly, Nguyen – ISBN 9780136535294
(Bundled with MyLab access and supplies) \$692.66

Medical Office Assistant Program

Textbook:

Pearson's Medical Assisting Administrative and Clinical Competencies – 5^h Edition – ©2022
Pearson

Beaman, Routh, Papazian-Boyce, Maly, Nguyen – ISBN 9780136535294
(Bundled with MyLab access and supplies) \$642.26

Dental Assistant Program

Textbook:

Modern Dental Assisting 13th Edition ---- ©2021

Bird Robinson ISBN 9780323430302
(Bundled with student resources and supplies) \$667.96

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, Director of Training, or Student Services for a period deemed as necessary by the student. PCI Education Department

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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:

Dr. Viji Uppaluri, Director of Operations
 Tele: 214.630.0568
 Fax: 214.630.1002
 E-mail: viji@pcihealth.com

Richardson Campus:

Marge Carnes, Director
 Tele: 214.576.2600
 Fax: 972.234.9129
 E-mail: mcarnes@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 www.copyright.gov

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*

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Part 7: Default Prevention and Management Plan

DEFAULT RATES

OFFICIAL COHORT DEFAULT RATES

2017 3-YR	17.2%	389 Borrowers in repayment	67 defaults
2018 3-YR	10.7%	334 Borrowers in repayment	36 defaults
2019 3-YR	2.8%	426 Borrowers in repayment	12 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 online at the time the student applies for their student loans. Online 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 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 admission 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.

CONSUMER INFORMATION GUIDE 2025

Part 8: Career Services

SUMMARY of COMPLETION and PLACEMENT/EMPLOYMENT

PROGRAM COMPLETION RATE | DALLAS CAMPUS

- CIP Code: 51.0801 | **Medical Assistant: 82.63%** | 138 Completed / 167 Total
- CIP Code: 51.0801 | **Medical Assistant Hybrid: 84.21%** | 16 Completed / 19 Total
- CIP Code: 51.0710 | **Medical Office Assistant: 92.86%** | 13 Completed / 14 Total

*Reporting Period: 2021 – 2022 Texas Workforce Commission.

PROGRAM EMPLOYMENT RATE | DALLAS CAMPUS

- CIP Code: 51.0801 | **Medical Assistant: 84.78%** | 1117 Employed / 138 Total
- CIP Code: 51.0801 | **Medical Assistant Hybrid: 81.25%** | 13 Employed / 16 Total
- CIP Code: 51.0710 | **Medical Office Assistant: 84.62%** | 11 Employed / 13 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: 2021 – 2022 Texas Workforce Commission.

PROGRAM PLACEMENT RATE | DALLAS CAMPUS

- CIP Code: 51.0801 | **Medical Assistant: 78.99%** | 109 Placed / 138 Total
- CIP Code: 51.0801 | **Medical Assistant Hybrid: 81.25%** | 13 Placed / 16 Total
- CIP Code: 51.0710 | **Medical Office Assistant: 84.62%** | 11 Placed / 13 Total

These rates reflect those graduates who were directly assisted and placed by the Advisor Team of the PCI Career Services Department. *Reporting Period: 2021 – 2022 Texas Workforce Commission.

SUMMARY of COMPLETION and PLACEMENT/EMPLOYMENT

PROGRAM COMPLETION RATE | RICHARDSON CAMPUS

- CIP Code: 51.0801 | **Medical Assistant: 90.0%** | 81 Completed / 90 Total
- CIP Code: 51.0801 | **Medical Assistant Hybrid: 90.0%** | 9 Completed / 10 Total
- CIP Code: 51.0710 | **Medical Office Assistant: 90.0%** | 9 Completed / 10 Total
- CIP Code: 51.0601 | **Dental Assistant: 84.62%** | 33 completed / 39 Total

*Reporting Period: 2021 – 2022 Texas Workforce Commission.

PROGRAM EMPLOYMENT RATE | RICHARDSON CAMPUS

- CIP Code: 51.0801 | **Medical Assistant: 88.89%** | 72 Employed / 81 Total
- CIP Code: 51.0801 | **Medical Assistant Hybrid: 100.0%** | 9 Employed / 9 Total
- CIP Code: 51.0710 | **Medical Office Assistant: 77.78%** | 7 Employed / 9 Total
- CIP Code: 51.0601 | **Dental Assistant: 93.94%** | 31 Employed / 33 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: 2021 – 2022 Texas Workforce Commission.

PROGRAM PLACEMENT RATE | RICHARDSON CAMPUS

- CIP Code: 51.0801 | **Medical Assistant: 83.95%** | 68 Placed / 81 Total
- CIP Code: 51.0801 | **Medical Assistant Hybrid: 100.0%** | 9 Placed / 9 Total
- CIP Code: 51.0710 | **Medical Office Assistant: 77.78%** | 7 Placed / 9 Total
- CIP Code: 51.0601 | **Dental Assistant: 93.94%** | 31 placed / 33 Total

These rates reflect those graduates who were directly assisted and placed by the Advisor Team of the PCI Career Services Department. *Reporting Period: 2021 – 2022 Texas Workforce Commission.

SUMMARY of COMPLETION and PLACEMENT/EMPLOYMENT

GRADUATE EMPLOYERS

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

Dallas Campus

- Parkland Health and Hospital System
- Dallas Medical
- Radiant Precision Medicine
- Dallas Physicians Group
- Texas Pain Relief
- Women's Specialty Center
- Cardiology Consultants PA
- Dallas Skin Cancer
- Patient's Choice
- Ear, Nose and Throat Care
- Mi Doctor
- Accident Centers of Texas
- Shashi Dharma MD
- Excel Heart Care
- Proactive Work Health Services
- Vital Family Practice
- Advantage Healthcare System
- Epic Pain and Orthopedics
- Oak Cliff Medical
- Reliant Health
- Griego Family Medical Centre
- Digestive Health Associates of Texas
- Neighborhood Medical
- Accident and Injury
- Oak Cliff Family Medical
- South Loop 12 Medical
- Alpha Medical Center
- McArthur Medical Center
- Ridgewood Medical
- Texas Physicians Primary Care
- Dallas Allergy and Asthma Center
- Pediatric Clinic of Mesquite
- USMD Optum Care
- Seagoville Family Medical
- Medical Clinic of North Texas
- Malcolm X Pediatrics
- Dr. Humberto Lopez
- Blackburn Woolfolk Dermatology
- Infinity Foot and Ankle
- Well-Gen
- Southlake Vein Care
- Ashton Podiatry

Richardson Campus

- Frisco Dermatology
- LoneStar Neurology
- Physicians Partners of America
- Wellhealth
- North Texas Dermatology
- Liver Centers of Texas
- Innovative Dermatology
- Brident Dental
- Occumed Plus
- CPR Heartplace
- Lakeview Medical Group
- La Prada Dental
- Women's Specialty
- Injury Rehab
- Bishop Arts Dental
- The Heart Place
- Playa Dental
- Azul Dental
- Southern Endocrinology
- ENT Center of Texas
- Craniofacial Center
- Midtown Dental
- Rivera Dental
- Rophe Eye Care
- North Texas Family Medicine
- Sound Physicians
- Center for Oncology Research
- Neighborhood Adult Healthcare
- North Dallas Children's Clinic
- North Garland Orthodontics
- Environmental Health
- Mi Doctor
- Parkland Health and Hospital
- Jefferson Dental Clinic
- Baylor Healthcare System Dallas
- GI Alliance
- Richardson Primary Care Center
- McKinney Internal Medicine
- MD Kids
- Seagoville Family Medical
- Elevate Healthcare
- McKinney Internal Medicine
- Dallas Medical Center
- Metroplex Foot and Ankle
- Stella Mattina (Ob/Gyn)
- Shiva Medical Center
- Physicians Partners of America

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
- Scheduler
- Health Unit Coordinator
- Telemetry Technician
- Optometry Technician
- Medical Research Clerk
- Unit Coordinator
- Admissions Coordinator
- Insurance Verification Specialist
- Lead Medical Assistant
- Donor Support Tech
- Neuro Rehabilitation Specialist

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

Keri Branish: Director of Training, Dallas Campus

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

Olga Carina Castano: Medical Assistant Instructor / Medical Office Assistant Instructor

Medical Assistant, Everest College, 2010. Over 5 years of experience as a Medical Assistant Instructor. Experience in all aspects of front and back office. Medical Assistant Instructor since 2024.

James Cothron: Medical Assistant Instructor / Medical Office Assistant Instructor

Bachelor of Science, Human Services Management, University of Phoenix 2008. Medical Assistant, Professional Careers College, Las Vegas 1995. Experience in all aspects of front and back office. Over 5 years of experience as a Medical Assistant Instructor. PCI Instructor since 2024.

Alisen Bradshaw: Medical Assistant Instructor / Medical Office Assistant Instructor

Associates of Applied Science, Diagnostic Medical Sonography, The College of Health Care Professions 2016. Medical Assistant, Ultrasound Diagnostic School 2003. Experience in all aspects of front and back office. PCI Instructor since 2024.

Lydia Rangel: Medical Assistant Instructor / Medical Office Assistant Instructor

Medical Assistant, Remington College, 2014. Experience in all aspects of front and back office. Medical Assistant Instructor since 2022.

Latoya Stanifer: Medical Office Assistant Instructor / Medical Assistant Instructor

Medical Assistant, PCI Health Training Center, 2009. Experience in Insurance Verification, Prior authorizations, Processing Claims, Billing Specialist, Collections, Medical Records, Scheduling and Worker's Compensation Claims. PCI instructor since 2025.

Dr. Kripa Poudel: Medical Assistant Instructor / Medical Office Assistant Instructor

Dali University, Bachelor of Medicine and Bachelor of Surgery (MBBS), June 2019. Experience as a General Physician. Experience with managing patient care, medical records, critical care. Medical Assistant Instructor since 2022.

Jessica Routh: Medical Assistant Instructor

Occupational Associates of Science, Heritage Institute, Jacksonville, FL. Experience in all aspects of front and back office. Experience as both a Medical Assistant and Massage Therapy Instructor. Current NRCMA and LMT, CPR, BLS Instructor. PCI Instructor since 2017

Keisha Thompson: Medical Assistant Instructor / Medical Office Assistant Instructor

Medical Assistant, Brightwood College, 2007. Experienced in all aspects of front and back office since 2007. Medical Assistant / Medical Office Assistant Instructor since 2024.

Kristy Verver: Medical Assistant Instructor / Medical Office Assistant Instructor

Medical Assistant, Westwood College, 2020. Experience as a Medical assistant in all areas of both front and back office procedures in various medical settings. Medical Assistant / Medical Office Assistant Instructor since 2023.

PCI RICHARDSON CAMPUS FACULTY ROSTER

Michelle Johnson: Director of Training, Richardson Campus

Medical Assistant, PCI Health Training Center 1998. Experience in both front and back office procedures in various medical settings since 1998. Medical Office Assistant / Medical Assistant Instructor since 2018. Director of Training, Dallas Campus 2022-2023.

Director of Training, Richardson Campus since 2024.

Jessica Routh: Medical Assistant Instructor / Program Chair

Occupational Associates of Science, Heritage Institute, Jacksonville, FL. Experience in all aspects of front and back office. Experience as both a Medical Assistant and Massage Therapy Instructor. Current NRCMA and LMT, CPR, BLS Instructor. PCI Instructor since 2017

Cheryl Trevino: Medical Assistant Instructor

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

Shouka Zandevakili: Dental Assistant Instructor

D.D.S. degree from Dental Faculty of Kerman University, 2010 Registered Dental Assistant Texas Board of Examiners, experienced in office management, front office, and chairside assisting. PCI Instructor since 2019

Heather Henderson: Medical Assistant Instructor

Registered Medical Assistant graduate ATI Career Training Center 1996. Experienced in all aspects of medical front and back office including phlebotomy since 1994. Associate of Arts and Science in Nursing at Brookhaven Community College. Bachelor of Science in Criminal Justice. PCI Instructor since 2023.

Maricarmen Romero: Medical Assistant Instructor

Nationally Certified Medical Assistant Remington College 2011. Experience in all aspects of front and back office as a Medical Assistant since 2014. PCI Instructor since 2023.

Vilma Curtis: Dental Assistant Instructor

Registered Dental Assistant with the State of Washington and Texas. Berkshire College NWDA School Graduate in Seattle, WA 2015. Experienced in front and back office in Orthodontic and General Dentistry. Innovative and technological advance expertise with Invisalign and prosthetics incorporating the use of the I-Tero Scanner. PCI Instructor since 2024

Joyma Tello: Medical Assistant/Medical Office Assistant Instructor

Utah Valley University, Bachelor of Science, Forensic Science, 2024. PCI Health Training Center, Medical Assistant, 2017. Experience as a Medical assistant in all aspects of both front and back-office procedures in various medical settings.

PCI Medical Assistant instructor since 2025

Carmen Verdin: Medical Assistant/Medical Office Assistant Instructor

Medical Assistant, North Orange County Regional Occupational Program, 2006.

Experience as a Medical assistant in all aspects of both front and back-office procedures in various medical settings. PCI Medical Assistant instructor since 2025

Wadeeah Hasan: Medical Assistant/Medical Office Assistant Instructor

Medical Assistant, Westwood College-Dallas, 2005.

Experience as a Medical Office Assistant in all aspects of both front and back-office procedures in various medical settings. PCI Medical Office Assistant instructor since 2025

Brandon Washington: Dental assistant Instructor

Dental assistant, College of Health Care Professionals, 2013. Experience as a Dental Assistant in all aspects of both front and back-office procedures.

PCI Dental Assistant Assistant instructor since 2025.

PCIHEALTH TRAINING CENTER | Dallas Campus | Richardson Campus
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Part 10: Websites

FINANCIAL AID WEBSITES for FEDERAL STUDENT AID INFORMATION

To learn more about financial student aid, create an FSA ID and Password, Complete the FAFSA, Access to information regarding Federal Stafford Loans through the U.S. Department of Education's Direct Loan program, Loan Consolidation and to complete your Master Promissory Note:

PLEASE VISIT

<https://studentaid.gov/>

To view your financial aid history, visit www.nslds.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 <https://fedstats.sites.usa.gov>

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