



# CTE BUSINESS PROGRAM HANDBOOK

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## **MISSION STATEMENT and PHILOSOPHY**

### **CAE Mission and Philosophy**

The purpose of Clovis Adult Education is to offer lifelong educational opportunities and services, which address the unique needs of our diverse community by providing the means to become productive community members and workers, effective family members, and lifelong learners.

### **CTE Business Mission**

The Career Technical Education (CTE) Department of Clovis Adult Education is committed to providing relevant, up-to-date, healthcare, business and technology training which will enhance our students' opportunities to secure employment.

### **About Accreditation**

Clovis Adult Education is proud to have received many approvals and accreditations from a large number of prestigious local and national organizations. One of our most notable achievements is our six year dual accreditation by the Council on Occupational Education (COE) and the Western Association of Schools and Colleges (WASC). WASC is the same organization that accredits California State University, Fresno and the University of California. Clovis Adult Education is one of the few Valley schools to have earned this high level of academic excellence and recognition.

Clovis Adult Education is accredited by the Commission of the Council on Occupational Education (COE). [www.council.org](http://www.council.org). Clovis Adult Education is also accredited by the Accrediting Commission for Schools of the Western Association of Schools and Colleges (WASC). [www.acswasc.org](http://www.acswasc.org)

## **Student Learning Outcomes**

The CTE staff at Clovis Adult Education expects that our students, upon program completion, will become:

### **PROBLEM SOLVERS**

Apply critical thinking skills and problem-solving processes.  
Utilize technology on the job and in day-to-day life.

### **RESPONSIBLE GOAL SETTERS AND ACHIEVERS**

Establish and accomplish constructive short and long-term goals.

### **INVOLVED COMMUNITY MEMBERS**

Respect the rights of others. Make a positive contribution to your family, school, workplace and community.

### **DEDICATED QUALITY PRODUCERS**

Demonstrate a strong work ethic. Strive for excellence.  
Work well independently and with others.

### **EFFECTIVE COMMUNICATORS**

Use spoken and written communications competently and confidently.  
Use technology creatively and ethically.

## **The Six Pillars of Characters**

### Trustworthiness

- Be honest.
- Don't deceive, cheat or steal.
- Be reliable – do what you say you'll do.
- Have the courage to do the right thing.
- Build a good reputation.
- Be loyal – stand by your family, friends, and country.

### Respect

- Treat others with respect, following the Golden Rule.
- Be tolerant of differences. Use good manners, not bad language.
- Be considerate of the feelings of others.
- Don't threaten, hit or hurt anyone.
- Deal peacefully with anger, insults, and disagreements.

### Responsibility

- Do what you are supposed to do.
- Persevere; keep on trying.
- Always do your best.
- Be self-disciplined.
- Think before you act, consider the consequences.
- Be accountable for your choices.

### Fairness

- Play by the rules.
- Take turns and share.
- Be open-minded; listen to others.
- Don't take advantage of others.
- Don't blame others carelessly.

### Caring

- Be kind
- Be compassionate and show you care.
- Express gratitude.
- Forgive others.
- Help people in need.

### Citizenship

- Do your share to make your school and community better.
- Cooperate.
- Stay informed; vote.
- Be a good neighbor.
- Obey laws and rules
- Respect authority.
- Protect the environment.

## ABOUT CTE BUSINESS PROGRAMS

The Career Technical Education Business Department offers an Administrative Assistant (AA) and a Medical Assistant - Front Office (MA-FO) certificate. The Administrative Assistant program prepares students to work in an office environment. The Medical Assistant - Front Office program prepares students to move into a medical office environment or upgrade their medical office skills. Both certificate programs develop office skills in the Microsoft Office Professional Suite, filing, data entry, computerized bookkeeping, research abilities, effective communication and customer services, skills that are in demand for today's office environment. Classes are offered every two months, meeting five days a week, except for holidays and breaks.

### Admission Policy for the CTE Business Certificate Program

The student must show proof of a high school diploma from an accredited institution or a High School Equivalency (HSE) certificate and pass TABE testing at the 7<sup>th</sup> grade level.

### Program Cost and Time

The prices listed below reflect course fees combined with the cost of books and an approximate time to complete the program. **All fees are approximate and are subject to change.** As of January 2024, 2023, the following are costs and time for each program:

Administrative Assistant	\$3,360	8 months (892 hours)
Medical Assistant - Front Office	\$4,150	8 months (964 hours)

### Additional Skills and Certificates

Students are eligible to receive the following "Competency Certificates":

- **Keyboarding:** Three 5-minute timings must average a gross speed of, at least 55 wpm with 5 or less errors to qualify to receive a "*Certificate of Competency*" in Keyboarding.
- **10-Key:** Three 5-minute timings with a minimum of 100 digits per minute with an accuracy of 98% to qualify to receive a "*Certificate of Competency*" in 10-key. This certificate is available through the Office Procedures class.
- **Perfect Attendance:** A Perfect Attendance Certificate will be awarded to any student who maintains perfect attendance throughout their entire certificate program (**no absences/tardies**).

## **Refund Policy**

It is the intent of CUSD Clovis Adult Education (CAE) to have a fair and equitable refund policy for the refund of registration fees in the event that the class and/or program is cancelled or the student does not plan to attend. Refunds, when due, are made within 45 days. The following procedures have been established as part of this policy:

**Refund for classes or programs cancelled by CAE:** If fees are collected in advance of the start date of the class and/or program, 100 percent of the fees collected will be refunded within 45 days of the planned start date of the class or program cancelled. No written notice by student is required

**Refund for student who withdraws before the first day of class:** If fees are collected in advance of the start date of the class and/or program, and the student withdraws prior to the first day of class, the student will receive a full refund less a processing fee of \$25.00 per class. The Refund form is generated by the department staff which includes verification of payment.

**Refund for student enrolled prior to visiting the institution:** Students who have not visited the Clovis Adult Education campus prior to enrollment will have the opportunity to withdraw, without penalty, within three days following attendance at the regularly scheduled orientation or following a tour of the facility and inspection of equipment.

**Refund for student who withdraws after class commences:** If fees have been collected, and the student withdraws on or before the second day of class, the student will receive a full refund, less a processing fee of \$25 per class.

**Refund for student whose circumstances fall outside of the above information:** If the student feels that they should receive a refund, although their circumstances fall outside of the refund requirements, the student must submit a signed appeal letter to the CAE Principal. The student will receive a determination notice from the CAE Principal within fourteen days of receipt of the appeal letter.

## Required Classes

### Administrative Assistant

- PEP 100 hrs
- MS Suite/Keyboarding 400 hrs
- Office Procedures 96 hrs
- Business Communications 96 hrs
- Office Accounting 100 hrs
- QuickBooks 100 hrs

### Medical Assistant - Front Office

- PEP 100 hrs
- MS Suite/Keyboarding 400 hrs
- Office Procedures 96 hrs
- Business Communications 96 hrs
- Office Accounting 100 hrs
- QuickBooks 100 hrs
- Medical Office Terminology 24 hrs
- Practical Medical Office Skills 48 hrs

## Schedule of Classes

	Fall I	Fall II	Winter	Spring I	Spring II	Summer
PEP	√	√	√	√	√	
MS Suite/Keyboarding	√	√	√	√	√	√
Office Procedures		√		√		√
Business Communications	√		√		√	
Accounting	√		√		√	
QuickBooks		√		√		√
Medical Office Terminology	√		√		√	
Practical Medical Office Skills	√		√		√	

Students who do not complete all listed course or program requirements may request a Data Sheet when they exit, which will list all completed course competencies.

Students who want to improve their job skills only, and do not want a program certificate, may enroll in any of these classes. Upon completing the course, student will receive a data sheet, showing completed course competencies.



## **CAE Transfer Policy**

Clovis Adult Education (CAE) clearly defines and publishes a policy on the transfer of students between programs within the institution and the transfer of students from other institutions.

### **Transferring Within CAE Programs**

CAE Student transfers between programs must be approved by the instructor of the program to which they are transferring and by the counseling office. If the student is receiving assistance from an agency or is a participant in a government-sponsored educational program, the student may need to get permission from that agency or program; and they must visit with the Agency Assistant to have their *Class Schedule Planner* adjusted. Once approved, the instructor completes a student status form to be processed by the Data Specialist. Eligible students are permitted one program transfer per term.

### **Transfer Of Courses Taken At Another Institution**

CTE Business does not accept credits or credit hours from other institutions and does not issue credits or credit hours.

### **Career Technical Education Programs Are Based On Clock Hours**

CAE does not accept credits or credit hours from other institutions and does not issue credits or credit hours. CAE Career Technical Education programs are based on clock hours.

Total courses accepted must not exceed **25%** of the total course sequence required for graduation.

Individual CAE CTE programs may add additional requirements that need to be met before determining if the course will be accepted, such as: the school is also approved by a state licensing agency, course meets the rigor and hours mandated by program, or additional assessment designed by the CAE instructor.

## **Classroom Expectations**

Every teacher will provide students with a class syllabus. It is the responsibility of each student to read and understand the individual class policies and procedures.

### **Progress in Class**

- A minimum of 75% is required on all assignments in every class in order to successfully complete a Certificate Program.
- You will be working alone and with others, so it will be necessary to work quietly, respect the personal property of others, and deal with any conflict in a considerate and professional manner.
- To maintain “satisfactory” progress in the MS Suite and Keyboarding lab, a student is expected to complete a minimum of one chapter a week, per 8-week session in their current book; excluding *Welcome to Computer Basics*, which should take significantly less time.
- Each book within the suite has an average expected completion timeframe.
- You must have a minimum 8GB flash drive to document your progress in class assignments.
- Social discussions should take place outside the classroom or in the student lounge during scheduled breaks or lunch.
- Students **may not** bring their children to class with them at any time.
- Food is not allowed in the classroom at any time. Water is the only beverage permitted and only with a secure lid on top.

### **Telephone, Cell Phone and Electronic Device Usage**

- Cell phones are to be **turned off** or on vibrate when in class.
- Cell phones are to be left in backpacks or purses and not on desks or in hands.
- Cell phones are to be used **only** in emergencies, and outside of the classroom. This rule also applies to “**texting**.”
- If your cell phone is left on by mistake and you receive an emergency call, immediately exit the classroom.

### **Professional Speech and Conversation**

- Use professional business language.
- Do not use profanity or vulgar language.

### **Computer Usage**

- Computers may not be used for any personal needs such as: personal emailing, internet music, internet chatting, or internet use of any kind, unless required by a class assignment.
- There is no printing in any labs unless required by your instructor. All assignments are collected electronically.

## Online Behavior

In some classes, such as MS Suite and Keyboarding, Office Accounting, QuickBooks, and Pre-employment Preparation (PEP), students will download and upload their assignments. The website will give students an opportunity to communicate with each other. All CUSD and CAE Policy and Procedures apply to your online activities.

Here are some tips:

- Professional Behavior:
  - Speech
  - Confidentiality
- Online image and your response should be professional:
  - Whenever you are online, you are under scrutiny
  - Readers are judging you
  - Your online activities are monitored
  - All online discussions are public
- Respect is essential:
  - Disagree with ideas, but do not make personal attacks
  - Watch your tone
- Grammar:
  - Avoid abbreviations
  - Do not type in all CAPS
  - Proper grammar gives you a professional image
  - Re-read your comments before sending them
- Be willing to change

## Grading Policy

- Many CTE Business classes are graded Pass/No Pass, with 75% being the minimum passing grade.
- Lecture classes:
  - Utilize a percentage formula:
    - 90-100: A
    - 80-89%: B
    - 75-79%: C
  - However, students must have a minimum 75% to be given a passing grade.

A minimum of 75% is required on all assignments, in every class, in order to successfully complete a Certificate Program.



## MS Suite and Keyboarding

**MS Suite and Keyboarding classes have an open/entry, open/exit policy.**

- A student may enroll at any time during an 8-week term, but the student's allowable absences are determined by the week the student enters the term.
- The following is a guideline for the allowable absences by week of enrollment

Week No.	Allowable Absences
1 <sup>st</sup> -2 <sup>nd</sup>	5
3 <sup>rd</sup> - 4 <sup>th</sup>	4
5 <sup>th</sup> -6 <sup>th</sup>	3
7 <sup>th</sup>	2
8 <sup>th</sup>	1

- If a student is dropped from a MS Suite and Keyboarding class, they may re-enroll in that class as long as there is space available, and they pay the required fee.

### Progress Reports, Documentation and Verification Forms

Request for documentation of completion must be submitted at least one week in advance of need. All student requests for documentation, including attendance printout requests, are handled through the CTE Business department.

### Completion Requirements

All assignments must be submitted, and all exams must be completed with a score of 75% or higher prior to your scheduled completion date. If all assignments and exams are not completed prior to your scheduled completion date you will not receive a Certificate of Completion for the program. You may extend your student planner with an additional MS Suite and Keyboarding class to complete the requirements to obtain your Certificate of Completion. Extending your program completion date will disqualify you for CTE externship.

### Keyboarding Requirements

All keyboarding must be completed in the MicroType application on the computer lab desktop. Timed keyboarding scores are only accepted until the week before your graduation date. To obtain a keyboarding certificate through the program you must reach a GWPM of 55 with 5 errors or less. Your final score (GWPM – Errors = NWPM) will be shown on the Certificate of Completion and the Program Data Sheet. No matter the score, there is no exception to this rule. For further information refer to the MS Suite and Keyboarding syllabus.

## Drop/Withdrawal/Re-Entry Policy

- If a student is dropped from any class due to a disciplinary action, their re-enrollment is subject to review by the CTE Learning Director and the Guidance and Placement Counselor.
- Students who withdraw from their program may re-enter to continue in their program **within one year** from the date of withdrawal.
- Students returning **after one year** will be required to retake ALL courses to be eligible for a program certificate.
- After two drops from our program, a student will be put on a contract informing them that a third drop will result in their dismissal and up to a one year waiting period to re-enroll.
- **NOTE:** If a student fails a course twice, they would be required to wait 6 months before being allowed to retake the course. Upon failing a 3<sup>rd</sup> time, the student would be ineligible to retake the course. They would not obtain a Program Certificate; however, they would receive a “Data Sheet” indicating all courses they had successfully completed while attending the school.

## Cheating Policy

**If a student is caught in the act of cheating it may result in permanent dismissal from the program**

CTE Business defines cheating in the following ways:

- Using anything other than what the teacher provides for test taking purposes.
- Presenting work to the teacher that has not been completed by the student alone.
- Copying test materials.
- Providing assistance to other students where no outside help is allowed.
- Talking during an exam.
- Any use of a cell phone/smart watches during an exam.
- Leaving the classroom for any reason during an exam.

Plagiarism/Cheating

- All individual assignments must be completed individually and uniquely.
- Talking during an exam is considered cheating and will result in failing the exam.
- Copying an example out of a book, a handout or work from another student and turning it in as your own work is PLAGIARISM.
- Any information found online must be properly cited as a reference, including a link to the source.

## **Medical Leave of Absence**

Students considering a Medical Leave of Absence should be aware that granting of such leave does not relieve a student of financial responsibility. A student, who is seeking a Medical Leave of Absence and is also a financial aid recipient, should contact the Financial Aid Office to discuss the leave and any potential implications for changes in financial aid eligibility.

Students requesting a Medical Leave of Absence must:

1. Provide a letter to the Financial Aid office, requesting the Medical Leave, identify the program of study, the proposed date on which the leave would begin and the proposed date of readmission.
2. Provide notification of medical leave from your doctor.
3. Students who choose to seek Medical Leave under the provisions of this policy should be aware that information they voluntarily disclose during the application and readmission processes will be handled under confidentiality guidelines and disclosed only to those persons associated with Clovis Adult Education with a direct academic need to know.

## **Condition for Readmission**

Condition for readmission may include, but are not limited to:

- Submission of documentation from a licensed health care professional directly involved in the treatment of the student's particular condition that is sufficiently comprehensive to provide reasonable assurance that the returning student will be able to meet all program, technical, and behavioral requirements.
- A required in-person meeting with the Guidance and Placement Officer or Department Head.
- Compliance with any new admission criteria implemented in the student's absence.
- Following a new curriculum plan that may have been implemented in the student's absence.
- Possibly repeating courses, tests, and/or externship experiences to ensure competency following an extended absence.

## **STUDENT EXPECTATIONS**

### **Dress Code**

Students attending CTE classes are enrolled in programs of professional development and their attire should be reflective of this “professional” environment. Clovis Adult encourages ALL students to dress in appropriate attire while attending.

The following guidelines must be observed to foster a safe and comfortable environment, in addition to wearing clothing suitable for the workplace.

#### **Students clothing may not have:**

- Tobacco, alcohol or drug related pictures, writing or advertisements
- Clothing with hate-related designs, symbols or writing
- Gang related items of clothing – Bulldog symbol – excessive red, excessive blue clothing
- Rags/Handkerchiefs hanging out of pockets
- Jeans that are torn, with holes, frayed or shredded
- Pajamas, pajama-like clothing or slippers
- Leggings without a top of approved length

#### **Students may not wear or show:**

- Spaghetti straps
- Backless or Strapless tops
- Racer back tank tops
- Excessively short shorts or skirts
- Revealing low cut jeans
- Visible undergarments
- Halter tops
- Bare midriffs
- Sagging pants
- Hairnets or handkerchiefs used as head coverings

#### **Additionally:**

- Proper hygiene must be maintained at all times for health purposes and the consideration of others.
- Shoes must be worn at all times in deference to health and safety standards.
- Recommended hair color should be of a shade occurring naturally, to promote a professional appearance.



## **Professional Dress**

In an effort to better prepare students for the demands of employment, we ask our students to “dress for work” on **Wednesday** of every week. This will encourage a professional atmosphere and align our students with the rigors of day-to-day employment.

Clothing worn on *Professional Dress Day* should be that which is acceptable in an office setting. An incentive plan to encourage students to dress on Wednesdays will result in recognition given at the end of each month. Student must be present to win.

### **Professional Business Attire:**

- Dresses or skirts should be just above the knee or lower.
- Slacks are appropriate.
- No denim (Levi’s), Capri’s, pedal pushers, or other short pants styles.
- Shoes should be stylish with the heel secured (no tennis shoes, flip-flops, sandals, Ugg’s, or recreational type footwear).
- Blouse or top should not be sleeveless, unless accompanied by a jacket.
- Blouse or top should not be transparent and should cover all straps.
- Shirts must have a collar and should be tucked in unless designed to be worn out.
- No Sweatshirts
- No Baseball caps

### **Professional Business Medical Attire (Medical Assistant – Front Office Only):**

- Scrubs should be black, gray or dark blue.
- Hair should be in a neat bun, ponytail, or braid – hair should be kept out of face and off of shoulders.

Participation is optional but *does* count towards Externship points.

The standard Clovis Adult ***Dress Code*** is always in effect.

## **STUDENT RESOURCES**

### **CTE Business Externship**

The CTE Business offers externship opportunities for those students who have completed a certificate program. Students qualify based on a Rubric using a point system of 1-4, in grades, attendance, and professionalism. An assessment of “1” in any area would automatically disqualify a student from this opportunity. Completion of the Exit survey with the CTE Guidance and Placement Officer (CPO) before graduation is a requirement. Below are some important items to keep in mind when considering an externship placement:

#### **Qualification**

- The student must score a minimum of 80% of all points possible on the student Rubrics while consistently meeting satisfactory progress in each course per term.
- No single category on the Rubric can have a score lower than “3” points in any subject area.

#### **Application Process**

- Graduating students that have expressed a desire to enter the Externship Program and meet all qualifications, may request an Externship Application packet from the CTE Business Careers department.
- Completed Externship Application packet must be submitted along with resume, cover letter & student’s personal copy of rubric to the CTE Business Careers department.
- Submitted application packets will be verified for completeness and eligibility.
- Qualified applicants will be required to pass placement interview for Externship site.
- Upon completion of the 8 weeks, the Extern student will go through an exit interview with the Career Placement Office to evaluate their experience.

#### **Rubric**

- A Rubric will be used to assess competence in each of 4 categories: Attendance, Professional Dress, Respect Others, Work Ethics and Communication.
- Student receives points for each of these categories based on performance level.
- Only those students within the acceptable range will be eligible to apply.
- All students will have a Rubric completed by the teachers when they finish each class.
- This Rubric can then be accessed for any student who has completed their program within 12 months of their graduation date, should they request the Externship Program at a later time.

## **Guidance and Placement Services**

The CTE Guidance and Placement Counselor is available to meet with current students needing assistance in their program or to answer questions about our department. For further information, please contact our Guidance and Placement Officer at 559-327-2822.

CTE offers Career Placement Services to every student completing one of our Certificate Programs. The Guidance and Placement Counselor is available to meet with any student having career placement questions during their course of study. Prior to graduation, students should make an appointment with the Guidance and Placement Counselor to begin the placement process. For further information, please call 559-327-2822.

## **Bookstore/Payment Center**

The Bookstore/Payment Center is located in the main Administration building. Hours are 7:30 am to 6:00 pm and may vary when a night CTE class starts at the beginning of a term. We accept Visa and Master Card with a \$5.00 minimum purchase. Bookstore hours are posted on the CAE website. Please note all sales are final.

## **Parking/Drop Off/ Pick Up Zones**

Parking is permitted in the two Adult School parking lots directly north and east of the campus. Please park in the designated areas only. Improperly parked vehicles may be ticketed. When dropping off or picking up a student, please use the drop off zone located at the west end of the north parking lot. Please **DO NOT** stop on David E. Cook Way at any time.

## **Drug Free Campus**

The use of alcohol and illegal drugs is prohibited on our campus, or any district property, including the CAE parking lots. CAE will follow district policy should a violation be reported. The use of tobacco products on campus is also prohibited. This includes e-cigarettes and vapors. However, smoking is allowed **ONLY** on the west sidewalk, outside the gate, along Sunnyside avenue during break and lunch time.

## **Survey Monkey**

Students will have an opportunity at the end of each session to evaluate each course completed. Here, students can share their thoughts and insights on program improvements and concerns. This is an anonymous online survey. The link will be sent to the student via email the last week of the course.

## **Sexual Harassment/Bullying**

Sexual harassment or bullying of or by any employee or student will not be tolerated. Offenders will face disciplinary actions that may include dismissal from school, and/or legal actions. Posters regarding the reporting of an incident are found in all classrooms. CAE will follow district policy should a violation be reported.

## **Financial Aid**

CAE offers Federal Student Aid to full time certificate program students through the PELL Grant Program, which is available for those who qualify. There are certain criteria that must be met in order to be eligible for financial aid. The Financial Aid Coordinator is available to meet with potential and current students should they have financial aid questions. You may also visit our website for specific eligibility criteria at [www.clovisadultschool.com](http://www.clovisadultschool.com). Please direct all PELL questions to our Financial Aid Office at 559-327-2803.

## **Financial Aid Withdrawals and Return to Title IV Policy**

Clovis Adult Education only participates in the Federal Pell Grant Program for Title IV funds. Federal Student Aid regulations determine the amount of federal aid the school and/or the student may retain. Students who withdraw from a program within a segment/term may be required to repay some or all the Federal Student aid disbursed to them during the “unearned” portion. The amount of aid earned is determined by the Return to Title IV guidelines set by federal regulations. At the time of withdrawal, the student’s eligibility will be verified. The refund/return will be calculated as follows:

- Clovis Adult Education determines the student’s official and unofficial withdrawal date based on the student's last day of attendance. Title IV recipients who withdraw from all classes, or who are administratively withdrawn from all classes may be required to return a portion or all of the aid they received.
- If a student attends between 0 to 60 percent in each payment period or period of enrollment, a pro rata schedule is calculated to determine the amount of Title IV aid a student has earned.
- If a student attends more than 60 percent in the payment period or period of enrollment, pro rata schedule is calculated to determine if that student has earned all the Title IV aid for that payment period or period of enrollment.
- If the student received more Federal Student aid than earned, the unearned aid must be returned to the Title IV Federal Student aid program by either the student or the school. The return will be dependent upon if the Pell Grant aid was paid to the student or to the school.

### **Repayment of Unearned Financial Aid (Overpayment)**

Responsibility for repayment of unearned Federal Student aid under the Pell Grant program will be shared by the institution and the student according to the requirements of the Federal Formula for Return of unearned Title IV aid. The school will determine if the return to Title IV funds is the responsibility of the student or the school. The student will be notified if an overpayment was given and due to be returned. Failure to return Title IV funds will result in the loss of eligibility for financial aid and could affect future financial aid awards.

- Title IV recipients who withdraw from all classes, or who are administratively withdrawn from all classes may be required to return a portion or all of the aid they received.
- Unearned Title IV aid due from the school will be returned to the Federal Pell Grant program for which the student was not eligible. The school must return the entire amount of unearned aid on or before 45 days from the date the student withdrawals. You the student, may be required to repay this amount to the school.

- Unearned Title IV aid will be due from the student and will be returned to the Federal Student aid program. This is required in order for the student to remain eligible for any future Federal Student aid programs.
- In cases where the student earns more aid than they were disbursed, a post-withdrawal disbursement will be made to the student within 45 days of the date the student withdrew. This disbursement will cover any remaining costs including but not limited to books and supplies.
- In cases where the R2T4 calculations result in a credit on the student's account, the credit balance will be disbursed as soon as possible and no later than 14 days after the R2T4 calculation.
- Cost of living expenses are included in the calculation to determine earned/unearned portions of Federal Student aid. If calculations indicate that there was an overpayment or original miscalculation to the student, we will notify the student as to the amount that needs to be repaid to the Federal Student aid program.

## Satisfactory Academic Progress & Attendance Requirements

Before any Financial Aid award is disbursed, SAP will be verified and documented for all award recipients. In accordance with the U.S Department of Education regulations, financial aid recipients must maintain satisfactory progress towards the achievement of a degree or certificate. All attempted courses, during a period of enrollment, regardless of aid status, or the program of study will be included when calculating qualitative and quantitative measures for SAP. The standards are consistently applied to all students enrolled in CTE programs. These are the standards by which all Clovis Adult Education certificate program students must meet and show progress.

**Qualitative measure:** Students must show a grade level of **C** or better, during the selected reporting period. A, B, C, and F grades are used to calculate GPA. Incomplete (I) grades are not used in the GPA calculation. A student that receives an incomplete grade will have until the end of their program to make up the incomplete grade. The instructor may change a student's incomplete grade when it is appropriate and justified. A student's failure to complete the class will result in changing the incomplete grade to an "F" on the student's record. Students will receive individual grades for all classes in which they are enrolled for that term. If you are a Business Certificate student, to maintain SAP standards for the Microsoft office courses, all students must consistently turn in completed chapters, weekly.

**Quantitative measure:** Students must be attending/complete at least, **80%** of the class/program during the selected reporting period, for all classes in which they are enrolled. The standards in some classes/programs may require more frequent attendance. Incompletes (I), Fail (F), Drop (D), are considered attempted courses that count toward program completion.

**Maximum timeframe:** Clock hour programs are limited to **125%** of the class/program hours required to complete the student's program of study. If a student is unable to complete a certificate program within the maximum timeframe calculation, the student is ineligible for financial aid as the student is not capable of completing the requirements within the regulatory guidelines.

*See publish program length below and mark applicable box.*

□ *Administrative Assistant – 970/1213* □ *Medical Assistant-Front Office – 1042/1302* □ *Vocational Nurse-1530/1912*

**Completion requirement/repeat courses:** All attempted courses will be counted toward the program's course completion requirement, regardless of the final grade. Repeat courses are counted as both attempted and completed and may negatively impact your CR by extending your completion date. A student can only repeat a class where an F grade was previously earned. The F grade will be removed from the student's transcript if a grade of C or higher is earned in the

repeated class. The student's GPA will be recalculated with the higher grade. The deadline for any class Withdrawal (W), must be before 50% of the class is completed to not affect SAP measure. After the 50% point, the student will receive their current standing grade not "W". Courses within a program may be repeated once, a third attempt will negatively impact your eligibility, as these will also be counted as attempted and completed.

All program courses must be completed within the program in which a student is enrolled at Clovis Adult Education. Transfer credit only applies to Pre-Requisite courses for VN. These will count as both attempted and completed hours.

If a student fails to progress, attend, or drops out of their program, they become ineligible for Federal Student Aid. Withdrawals from a class/program within satisfactory progress requirements will apply from the 1st day of the payment period to the last day of attendance. It is the responsibility of the student, to inform the Financial Aid office, of a change in their enrollment status.

Failure to consistently meet the SAP standards at the end of a payment period will cause the student to be ineligible to receive their Pell Grant disbursement for that progress reporting period. The disbursement for that payment period will be returned to the Federal Government.

There will be a waiting period of two business days after your appeal is determined and notification is received by the Financial Aid office before your disbursement will be released. Progress /attendance reports are initiated by the Financial Aid office. Both the Nurse Education and Business career departments will complete a Progress/Attendance Report for each Pell Grant recipient for the reporting/payment period.

**Financial Aid Warning:** If a student does not meet all academic requirements at the end of a reporting period for a graded term or segment, the student is considered to be on WARNING status. Students on WARNING status may continue to be eligible during *the graded term or segment*, after which the student must meet the requirements of the Satisfactory Academic Progress (SAP) Policy. Students who complete the following term or segment on WARNING will have their academic progress reviewed at the end of the payment period to determine continued financial aid eligibility. *See Satisfactory academic progress Disqualification & Appeal Petition for additional details and policy*

## **Satisfactory Academic Progress Disqualification & Appeal Petition**

**Financial aid disqualification:** If a student does not meet academic requirements for two consecutive graded periods or fails courses in the program in which they are enrolled, the student will be placed on financial aid DISQUALIFICATION. Generally, a student who is disqualified from financial aid may reestablish financial aid eligibility by meeting SAP requirements. Students will be notified in writing that they have been placed under Disqualification and will remain under Disqualification until they once again meet the Satisfactory Academic Progress Policy standards. This will be communicated via student email. Students considered on DISQUALIFICATION status are not eligible to receive financial aid. Students who remain enrolled in the program and complete the term or segment on DISQUALIFICATION must have their academic progress reviewed by appeal before financial aid eligibility is re- determined for the following term or segment. Due to the short time between terms and segments, there may be a delay in the notification of eligibility. All grades are available via CA Adult Ed Courses – Moodle, directly from your instructor.

**Appealing financial aid disqualification:** Students may appeal a non-satisfactory progress report if the student feels the circumstances that caused the non-satisfactory status was for reasons beyond their control. This typed statement must be submitted to the Financial Aid office within 7

business days of notification of the non-satisfactory status. The Financial Aid Coordinator will review your case with the school Administration and/or the Program Director. A decision will be made within 7 business days of submitting your appeal. All decisions regarding the appeal will be final.

**Appeal Process/Petition for Financial Aid Reinstatement:** Under certain conditions, students placed on DISQUALIFICATION may file an appeal for consideration of reinstatement of financial aid eligibility. To file an appeal, the student must submit a typed statement to the Financial Aid Office. The typed statement should be signed and must explain the circumstance(s) that prevented the student from making SAP and why courses were failed. The student must explain what has been done or what has changed for the student to ensure remaining at SAP. Grades received during the disqualification period, an academic plan, and supporting documentation should be included with the petition. The Financial Aid Office reserves the right to limit the number of academic appeals a student may file to one appeal. If the petition is denied, the student may not be allowed to submit another appeal. All decisions regarding the appeal are final.

**The following are not considered extenuating circumstances beyond a student's control:**

- Personal problems not requiring professional intervention
- Poor time management
- Unaware of academic progress policies or other requirements
- Not following academic recommendations
- Transportation problems
- Childcare problems

**The following are mitigating circumstances and suggested documentation:**

- Death in the immediate family – Death Certificate, Obituary
- Domestic Violence – Restraining order, Police records
- Imposed residential changes – Eviction notice
- Involuntary call to Military Service – Official Military orders

### **Financial Aid Probation - Approved Appeals**

Students on an approved appeal are considered to be on Financial Aid Probation. Students on PROBATION must meet ALL of the following requirements to maintain financial aid eligibility:

1. Be enrolled in and attending the approved certificate program for the purpose of completion
2. Follow the academic plan outlined in the appeal
3. Receive at least a C grade in all of the subjects in which you are enrolled

Students who complete PROBATION must have their academic progress reviewed before their financial aid eligibility is determined. Due to the short time between terms and segments, there may be a delay in the notification of eligibility. All grades are available via CA Adult Ed Courses – Moodle, directly from your instructor. If eligible, any disbursements of student aid may also be delayed. If a student meets all requirements during the PROBATION term or segment, the PROBATION status will end, and the student will be considered in good standing for the next term or segment.

## CTE Business Department Teachers and Staff

You may contact these staff members at their school email address regarding any concerns you may have; however, please remember the computers at school may not be used for any personal needs.

<b>TEACHERS:</b>	<b>Email Address</b>
Michelle Alexander	<a href="mailto:michellealexander2@clovisusd.k12.ca.us">michellealexander2@clovisusd.k12.ca.us</a>
Maggie Lott	<a href="mailto:mymaggiedoll@yahoo.com">mymaggiedoll@yahoo.com</a>
Mick Stott	<a href="mailto:michaelstott@cusd.com">michaelstott@cusd.com</a>
Lila Young	<a href="mailto:lilayoung@cusd.com">lilayoung@cusd.com</a>

<b>STAFF</b>	<b>Email Address</b>
Courtney McMahon, Learning Director	<a href="mailto:courtneymcmahon@cusd.com">courtneymcmahon@cusd.com</a>
Morgan Smith, School Secretary I	<a href="mailto:morgansmith@cusd.com">morgansmith@cusd.com</a>
Kamalini Wijayarathne, Instructional Assistant	<a href="mailto:kamaliniwijayarathne@cusd.com">kamaliniwijayarathne@cusd.com</a>

<b>FINANCIAL AID/AGENCY</b>	
Josie Gallegos, Financial Aid Coordinator	<a href="mailto:josiegallegos@cusd.com">josiegallegos@cusd.com</a>
Crystal Potter, Clerical Specialist II	<a href="mailto:crystalpotter@cusd.com">crystalpotter@cusd.com</a>



## Uniform Complaint Procedures

### UNIFORM COMPLAINT PROCEDURES

**If you should have a concern or complaint about a CAE employee/policy/procedure/ or student, we need to know about it! We recommend that you take the following steps:**

1. If possible, try to discuss and settle your concerns with the individual. If your unsettled concern is with another student, notify your teacher immediately.
2. Any unresolved concerns or complaints should be taken to the designated department personnel listed below. An appointment will be scheduled within 5 working days. These employees are trained to listen to your concerns and can help you get a response. If the designated employee is not available, report your concerns to the appropriate department office.

<b>Department</b>	<b>Name</b>	<b>Room</b>	<b>Phone</b>
Career Technical Ed.:	Courtney McMahan	Admin.	327-2872
Academics Department:	Patricia Thomas	Admin.	327-2861
Nurse Education:	Chun Hee McMahan	A-8	327-2841
CAE Office Manager:	Marie Lackey	Admin.	327-2871
Community Education:	Kelly Peterson	G-1	327-2858

3. If your concern should need further attention, the following school administrators will address your issue.

Courtney McMahan	Learning Director	Admin.	327-2872
Patricia Thomas	Learning Director	Admin.	327-2861

4. The site lead administrator will also be notified of your concerns.

Marci Panoo	Clovis Adult Principal	Admin.	327-2870
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5. District complaint review will rest in Education Services Area Administrator:

Steve France	Education Services	District	327-9380
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6. Clovis Adult Education is accredited by both the Accrediting Commission for Schools, Western Association of Schools and Colleges (ACS WASC) and the Council on Occupational Education (COE). Should you have concerns or complaints regarding the school as a whole, direct them to: ACS WASC, 533 Airport Blvd., Ste. 200, Burlingame, CA 94010, Phone: 650-696-1060 / FAX: 650-696-1867, [mail@acswasc.org](mailto:mail@acswasc.org). Should you have concerns or complaints regarding CTE Programs, direct them to: Council on Occupational Education, 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Phone: 770-396-3898 / FAX: 770-396-3790, [www.council.org](http://www.council.org).

### FORMAL COMPLAINT PROCEDURES

**Individuals wishing to file a formal written complaint may pick up a form in any of the CAE department offices, or from the district website, [www.cusd.com](http://www.cusd.com). Any of the persons listed on this page can help you complete the complaint form. When filing a formal complaint, please follow these guidelines.**

1. A complaint is a written statement alleging discrimination, or a violation of Federal or State law within the programs listed in the CUSD Complaint Procedures pamphlet.
2. Submit your form in a timely manner. All deadlines and procedures are posted on the district website under Administrative Regulation No 9207
3. Include important information such as: who, what, where, when, how, and why. Also list any witnesses involve

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