



# **CTE BUSINESS PROGRAM HANDBOOK**

Revised 3/23/2021

# *Table of Contents*

<b>MISSION STATEMENT AND PHILOSOPHY.....</b>	<b>1</b>
CAE MISSION AND PHILOSOPHY .....	1
CTE BUSINESS MISSION.....	1
ABOUT ACCREDITATION .....	1
STUDENT LEARNING OUTCOMES.....	2
THE SIX PILLARS OF CHARACTERS .....	3
<b>ABOUT CTE BUSINESS PROGRAMS .....</b>	<b>4</b>
ADMISSION POLICY FOR THE CTE BUSINESS CERTIFICATE PROGRAM .....	4
PROGRAM COST AND TIME .....	4
REQUIRED CLASSES .....	6
SCHEDULE OF CLASSES .....	6
CAE TRANSFER POLICY .....	7
CLASSROOM EXPECTATIONS .....	8
<b>PROGRESS IN CLASS .....</b>	<b>8</b>
<b>TELEPHONE, CELL PHONE AND ELECTRONIC DEVICE USAGE.....</b>	<b>8</b>
<b>PROFESSIONAL SPEECH AND CONVERSATION .....</b>	<b>8</b>
<b>COMPUTER USAGE .....</b>	<b>8</b>
ONLINE BEHAVIOR.....	9
GRADING POLICY.....	9
<b>CTE POLICIES AND PROCEDURES.....</b>	<b>10</b>
GENERAL ATTENDANCE POLICY .....	10
<b>TARDIES.....</b>	<b>10</b>
MICROSOFT OFFICE PROFESSIONAL SUITE .....	11
DROP/WITHDRAWAL/RE-ENTRY POLICY .....	12
MEDICAL LEAVE OF ABSENCE.....	13
CONDITION FOR READMISSION .....	13

<b>STUDENT EXPECTATIONS</b> .....	<b>14</b>
DRESS CODE.....	14
PROFESSIONAL DRESS.....	15
<b>STUDENT RESOURCES</b> .....	<b>16</b>
CTE EXTERNSHIP .....	16
GUIDANCE AND PLACEMENT SERVICES .....	17
BOOKSTORE/PAYMENT CENTER .....	17
PARKING/DROP OFF/ PICK UP ZONES .....	17
DRUG FREE CAMPUS.....	17
SURVEY MONKEY .....	17
SEXUAL HARASSMENT/BULLYING .....	17
FINANCIAL AID.....	18
BUSINESS DEPARTMENT TEACHER AND STAFF .....	18
UNIFORM COMPLAINT PROCEDURES.....	19
<b>INDEX</b> .....	<b>20</b>

## **MISSION STATEMENT and PHILOSOPHY**

### **CAE Mission and Philosophy**

Clovis Adult Education offers 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 life-long 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

Prior to enrolling in classes, students must attend a Testing, Orientation and Registration (TOR) meeting. 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 July 1, 2020, the following are costs and time for each program:

Administrative Assistant	\$2,945	8 months (970 hours)
Medical Assistant - Front Office	\$3,405	8 months (1042 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 Records Information Management 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 90 hrs
- Microsoft Office Professional Suite 450 hrs
- Keyboarding 64 hrs
- Office Records Information Management 90 hrs
- Business Communications 96 hrs
- Accounting 90 hrs
- QuickBooks 90 hrs

### Medical Assistant - Front Office

- PEP 90 hrs
- Microsoft Office Professional Suite 450 hrs
- Keyboarding 64 hrs
- Office Records Information Management 90 hrs
- Business Communications 96 hrs
- Accounting 90 hrs
- QuickBooks 90 hrs
- Medical Terminology 24 hrs
- Medical Coding 48 hrs

## Schedule of Classes

	Fall I	Fall II	Winter	Spring I	Spring II	Summer
PEP	√	√	√	√	√	
Microsoft Office Professional Suite (MOPS)	√	√	√	√	√	√
Keyboarding	√	√	√	√	√	√
Office Records Information Management (ORIM)		√		√		√
Business Communications	√		√		√	
Accounting	√		√		√	
QuickBooks		√		√		√
Medical Terminology	√	√	√	√	√	√
Medical Coding	√	√	√	√	√	√

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. The student must provide a copy of the completed form to the new instructor prior to entering the program. Eligible students are permitted one program transfer per term.

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

Any new student enrolling in a CAE CTE program and wishing to transfer courses completed at a different school must show proof that:

1. The course was taken at an accredited school.
2. The student received a “C” grade or higher.
3. The course is approved or meets state license requirements (if applicable).

### **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 MOPS 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 Microsoft Office Professional Suite (MOPS), Accounting, QuickBooks and Professional 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.

## CTE POLICIES AND PROCEDURES

### General Attendance Policy

#### Absences

- The CTE Business Absence Policy for class states: a student will be “Discipline” dropped for excessive absences if they have 3 **consecutive** absences or more than 5 **non-consecutive** absences within an 8-week session.
- If a student exceeds this limit in any class, they will be dropped from that class.
- There are **no excused** absences.
- Any absence due to a mandatory court ordered appointment or any state agency indicating a mandatory appointment will not be counted against the student.
  - Notification must be turned in to the CTE Business Department Secretary prior to the day of the mandatory appointment to avoid the absence.
- Also see class syllabus for additional “*Attendance Policy*” for the Medical classes.

#### Lecture Class Absences

Lecture Classes are 8 weeks in length with no enrollment permitted after the first week.

- If a student enrolls in a Lecture Class and misses the **first two days of class**, they will be dropped from that class.
- If a student is dropped from a Lecture Class, they may not re-enroll in that class until the new term begins.
- If a student is dropped from a Lecture Class, they will be allowed to enroll in a MOPS Class for the remainder of that term, providing the class has space available, and they pay the required fee for the remainder of the term.

#### Tardies

Arriving late to class is unacceptable. Arrive on time! If you are late, you are assessed 1 tardy. If you leave early, you are assessed 1 tardy. If you arrive late and leave early, you will earn 2 tardies.

**Three tardies is equal to 1 absence.**

- If class starts at 8:00 am and you arrive before or at 8:00 am, no tardy is assessed.
- If you are 1 to 59 minutes late, you are assessed 1 tardy.
- If you arrive 60 or more minutes late, you will be assessed 2 tardies
- Anything less than 15 minutes remaining in class is considered an absence.
- For example, if your class runs 8:00 to 10:15 am:

○ Arrive on time	No tardy
○ Arrive 1 to 59 minutes late	1 tardy
○ Arrive 60 or more	2 tardies
○ Arrive more than 2 hours late	Absent

## Microsoft Office Professional Suite

**Microsoft Office Professional Office Suite (MOPS) 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 Microsoft Office Professional Office Suite (MOPS) 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 MOPS class to complete the requirements to obtain your Certificate of Completion. Extending your program completion date will disqualify you for CTE externship.

## 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 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 term. The student must be present to win.

### Professional 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

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

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

## **STUDENT RESOURCES**

### **CTE Externship**

The CTE Department 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 Department.
- Completed Externship Application packet must be submitted along with resume, cover letter & student’s personal copy of rubric to the CTE Business 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, and Work Ethics.
- 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 7:00 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 completed in the Microsoft Office Lab.

## **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.

## 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.

TEACHERS:	Email Address
Mary Miranda	<a href="mailto:marymiranda@cusd.com">marymiranda@cusd.com</a>
Lila Young	<a href="mailto:lilayoung@cusd.com">lilayoung@cusd.com</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>

STAFF	Email Address
Courtney McMahon, Learning Director	<a href="mailto:courtneymcmahon@cusd.com">courtneymcmahon@cusd.com</a>
Morgan Smith, CTE Department Secretary	<a href="mailto:morgansmith@cusd.com">morgansmith@cusd.com</a>
TBD, Instructional Assistant	<a href="mailto:TBD@cusd.com">TBD@cusd.com</a>

FINANCIAL AID/AGENCY	
Josie Gallegos, Financial Aid Coordinator	<a href="mailto:josiegallegos@cusd.com">josiegallegos@cusd.com</a>
Lisa Strong, Agency Specialist	<a href="mailto:lisastrong@cusd.com">lisastrong@cusd.com</a>
Debbie Sickler, Agency Specialist	<a href="mailto:debbiesickler@cusd.com">debbiesickler@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.

Department	Name	Room	Phone
Career Technical Ed.:	Courtney McMahon	Admin.	327-2872
Academics Department:	Barbara Hansen	Admin.	327-2861
Nurse Education:	Gwen Ross	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.

Barbara Hansen	Guidance Lrng Dir.	Admin.	327-2861
Courtney McMahon	Learning Director	Admin.	327-2872

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

Ed Schmalzel	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 Ofc.	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

INDEX

**A**

**Absences** ..... 10, 11  
Accreditation ..... 1  
Admission Policy ..... 4  
Attendance Policy ..... 10

**B**

Bookstore ..... 17  
Bullying ..... 17

**C**

**Cell Phone** ..... 8  
Certificates ..... 4  
Cheating Policy ..... 12  
Children ..... 8  
Complaint ..... 19  
**Computer Usage** ..... 8  
CTE Guidance and Placement Counselor  
..... 17

**D**

Dress Cod ..... 14  
Drop ..... 12

**F**

Financial Aid ..... 18  
Food ..... 8

**G**

Grading Policy ..... 9  
Guidance and Placement Services ..... 17

**K**

**Keyboarding** ..... 4, 6

**M**

Medical Leave of Absence ..... 13

**O**

Online Behavior ..... 9

**P**

Parking ..... 17  
**PEP** ..... 4, 6  
Pick Up Zones ..... 17  
Professional Dress ..... 15  
**Progress in Class** ..... 8

**R**

Re-Entry ..... 12  
**Refund Policy** ..... 5

**S**

Sexual Harassment ..... 17

**T**

**Tardies** ..... 10  
Transfer Policy ..... 7

**W**

Withdrawal ..... 12