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September 10, 2020 Catalog and Consumer Information

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POINTS OF DIFFERENCE

All Programs

- Business training for careers
- Books and kits provided
- Salon-experienced educators
- All students part of a team
- One-on-one coaching monthly
- Celebration of success monthly
- Community service component
- Graduation ceremonies
- Steady salon clientele to practice on
- Guest speakers
- 85% grade standards
- Salon ready attendance standards
- Salon-like dress code
- Level System for success
- Social media training
- Business service & retail promos
- Placement assistance offered
- Continuing education at no charge

Specialized Programs

Cosmetology

- Redken certified color educators
- Redken certified design educators
- Color formulation and mixing by students
- Lash extension training

Esthetics

- Facial machine training
- Body treatments
- Skin treatments
- Lash extension training

Advanced Practice Esthetics

- Hydrofacial certification
- Micro-dermabrasion certification
- Several types of chemical peels
- Microneedling

Combination Esthetics and Advanced Practice Esthetics

- Facial machine training
- Body treatments
- Skin treatments
- Lash extension training
- Hydrofacial certification
- Micro-dermabrasion certification
- Several types of chemical peels
- Microneedling

Nail Technology

- Natural nail manicures and pedicures
- Nail Art
- Shellac Nails
- Acrylics
- Sculptured Nails
- Anti-aging hand and foot treatment

START DATES 2020**Cosmetology 2020**

Tuesday, March 3, 2020
 Tuesday, March 31, 2020
 Tuesday, April 28, 2020
 Tuesday, June 23, 2020
 Tuesday, August 4, 2020
 Tuesday, September 15, 2020
 Tuesday, October 27, 2020
 Tuesday, December 8, 2020

Esthetics and Combination Esthetics and Advanced Practice Esthetics 2020

Tuesday, January 7, 2020
 Tuesday, March 3, 2020
 Tuesday, April 28, 2020
 Tuesday, June 23, 2020
 Tuesday, August 18, 2020
 Tuesday, October 13, 2020
 Tuesday, December 8, 2020

Advanced Practice Esthetics 2020

Monday, February 3, 2020
 Monday, March 30, 2020
 Tuesday, May 26, 2020
 Monday, July 20, 2020
 Monday, September 14, 2020
 Monday, November 9, 2020

Nail Technology 2020

Not currently offering

START DATES 2021**Cosmetology 2021**

Tuesday, January 19, 2021
 Tuesday, February 16, 2021
 Tuesday, March 16, 2021
 Tuesday, April 13, 2021
 Tuesday, May 11, 2021
 Tuesday, June 8, 2021
 Tuesday, July 6, 2021
 Tuesday, August 3, 2021
 Tuesday, August 31, 2021
 September 28, 2021
 October 26, 2021
 November 23, 2021
 December 21, 2021

Esthetics and Combination Esthetics and Advanced Practice Esthetics 2021

Tuesday, February 2, 2021
 Tuesday, March 30, 2021
 Tuesday, May 25, 2021
 Tuesday, July 20, 2021
 Tuesday, September 14, 2021
 Tuesday, November 9, 2021

Advanced Practice Esthetics 2021

Monday, January 4, 2021
 Monday, March 1, 2021
 Monday, April 26, 2021
 Monday, June 21, 2021
 Monday, August 16, 2021
 Monday, October 11, 2021
 Monday, December 6, 2021

Nail Technology 2021

Not currently offering

Class start dates subject to change.**The Academy will be closed on the following days each year.**

New Year's Day – January 1
 Labor Day – First Monday in September
 Memorial Day – Fourth Monday in May
 Thanksgiving Day – Fourth Thursday in November
 Independence Day – July 4
 Christmas – December 25

TUITION AND FEES

Cosmetology \$20,012

Esthetics \$12,548

Advanced Practice Esthetics \$10,456

Combination Esthetics and Advanced Practice Esthetics \$20,099

Nail Technology \$4,224

Books, kits and products used to provide services are provided at no charge for all programs.

Application Fee \$100 is due when student completed application.

Federal Financial Aid is available to students who qualify for Cosmetology and Esthetics. We participate in Pell Grants, Direct Student Loans and Parent PLUS Loans.

State Financial Aid is available to students who qualify for all programs. We participate in Minnesota SELF Loans.

Cash payment plan for all programs

Minimum 10% down and monthly payments at 0% interest until paid in full

All cash payments are due the first day of class each month.

Payments may be cash, check or credit card.

Tuition must be paid in full to graduate.

To add scheduled hours during practical training, a student must receive permission from their team leader. To accelerate hours, the student must also accelerate tuition payments.

Students provide their own basic classroom school supplies.

Students follow the dress code for their program.

Room and board costs are dependent upon student needs

PROGRAM SCHEDULES

Cosmetology 20 hr./wk., 19 months	Mon	Tue	Wed	Thu	Fri	Sat
Fundamentals (1 st 12 weeks)	OFF	9-2	9-2	9-2	9-2	OFF
After Fundamentals: Schedule E	9-5	5-9	5-9	5-9	OFF	OFF
Schedule F	9-5	9-1	9-1	9-1	OFF	OFF
Schedule G	9-5	OFF	9-1	9-1	9-1	OFF
Schedule H	9-5	OFF	OFF	9-1	9-1	9-1
Schedule M	9-5	OFF	5-9	5-9	OFF	9-1
Schedule N	9-5	OFF	5-9	5-9	9-1	OFF
Schedule O	9-5	OFF	1-5	1-5	OFF	9-1
Schedule P	9-5	OFF	1-5	1-5	9-1	OFF

Cosmetology 30 hr./wk., 14 months	Mon	Tue	Wed	Thu	Fri	Sat
Fundamentals (1 st 12 weeks at 20 hr./wk.)	OFF	9-2	9-2	9-2	9-2	OFF
After Fundamentals: Schedule A	9-3	3-9	3-9	3-9	OFF	9-3
Schedule B	9-3	3-9	3-9	3-9	9-3	OFF
Schedule C	9-3	9-3	9-3	9-3	OFF	9-3
Schedule D	9-3	9-3	9-3	9-3	9-3	OFF

Cosmetology 40 hr./wk., 11 months	Mon	Tue	Wed	Thu	Fri	Sat
Fundamentals (1 st 12 weeks at 20 hr./wk.)	OFF	9-2	9-2	9-2	9-2	OFF
After Fundamentals: Schedule I	9-5	1-9	1-9	1-9	OFF	9-5
Schedule J	9-5	1-9	1-9	1-9	9-5	OFF
Schedule K	9-5	9-5	9-5	9-5	OFF	9-5
Schedule L	9-5	9-5	9-5	9-5	9-5	OFF

Esthetics 18 hr./wk., 8 months	Mon	Tue	Wed	Thu	Fri	Sat
Fundamentals (1 st 8 weeks at 18 hr./wk.)	OFF	5-9	5-9	5-9	OFF	9-3
After Fundamentals: Schedule A	OFF	5-9	5-9	5-9	OFF	9-3
Schedule B	OFF	5-9	5-9	5-9	9-3	OFF
Schedule C	1-5	1-5	1-5	OFF	9-3	OFF
Schedule D	3-9	9-1	OFF	5-9	9-1	OFF
Schedule E	9-3	9-1	9-1	9-1	OFF	OFF

Esthetics 24 hr/wk, 7 months	Mon	Tue	Wed	Thu	Fri	Sat
Fundamentals (1 st 8 weeks at 18 hr./wk.)	OFF	5-9	5-9	5-9	OFF	9-3
After Fundamentals: Schedule F	OFF	3-9	3-9	3-9	OFF	9-3
Schedule G	OFF	3-9	3-9	3-9	9-3	OFF
Schedule H	3-9	9-3	1-7	OFF	9-3	OFF
Schedule I	9-3	9-3	9-3	9-3	OFF	OFF

Advanced Practice Esthetics 18hr/wk, 7 months	Mon	Tue	Wed	Thu	Fri	Sat
Fundamentals (1 st 8 weeks at 18 hr./wk.)	5-9	5-9	5-9	OFF	OFF	9-3
Schedule A	5-9	5-9	OFF	5-9	OFF	9-3
Schedule B	5-9	OFF	5-9	5-9	9-3	OFF
Schedule C	9-1	9-1	9-3	5-9	OFF	OFF
Schedule D	9-1	OFF	9-1	5-9	OFF	9-3
Schedule E	1-5	OFF	1-5	5-9	9-3	OFF

Combination Esthetics and Advanced Practice Esthetics 18hr/wk for 64 weeks will choose an Esthetics 18hr/wk schedule option for the 1st 8 months and then will choose an Advanced Practice Esthetics 18hr/wk schedule option for the 2nd 7 months.

Nail Technology 12hr/wk, 7 months	Mon	Tue	Wed	Thu	Fri	Sat
	OFF	OFF	6-9	6-9	OFF	9-3

Students may change their schedule at no charge.

The change must be in force for three months before requesting another change.

ACADEMY STAFF

President

Angela Torgeson, licensed cosmetologist, licensed educator, co-owner

Vice President

Brady Snider, licensed cosmetologist, licensed educator, stockholder, Redken Color Certified

Inventory Manager & VAWA

Linda Lohman, licensed cosmetologist, licensed educator, stockholder, Redken Color Certified

Financial Aid Director & Treasurer

Stephanie Reasland, B.A., Central College, stockholder

Admissions Rep

Denise Miller, licensed cosmetologist, licensed educator, Redken Color Certified

Carina Plotnick

Financial Aid

Theresa Arroyo-esthetics, Laser Certification

School Manager

Sara Strouts, licensed cosmetologist and advanced practice esthetician, licensed educator, licensed school manager

All educators have salon experience, are licensed cosmetologists, estheticians, and/or nail techs, and are licensed educators in their specialty.

Educators:

Kayona Calvin – cosmetology, advanced practice esthetics, Redken specialist

Carrie Francen- advanced practice esthetics

Amanda Griffin- cosmetology, advanced practice esthetics

Stephanie Kunding – cosmetology, advanced practice esthetics, Color Certification, CND Master, Pure Artist, Redken Color Certified

Kate Manders – cosmetology, advanced practice esthetics

Denise Miller – cosmetology

Katie Penk – cosmetology

Sara Strouts – cosmetology, esthetics, nail technology, advanced practice esthetics, School Managers License, CND Master

Gilbert Valdez – cosmetology, advanced practice esthetics, Redken Color Certified, stockholder, Pure Artist

GENERAL INFORMATION

Mission Statement

PCI Academy's objective is to produce highly trained and well educated graduates for the salons and spas. We are committed to excellence in cosmetology arts and sciences education. Educational systems and programs are updated constantly to keep the student's interests first and our educational quality high.

Name

PCI Academy is hereinafter known as "PCI" in this document.

History

PCI Academy began as Professional Cosmetology Institute, the realization of founder Marian Lokken's dream. Her lifelong interest in quality education for her salons led her to create an institute of cosmetology in June 1978 located in Ames Iowa.

In 1987 PCI moved into its own building at 627 Main. Mary Lokken hired Randy Kunkel, KRS Consulting Group, in 1999 to help her grow the Institute.

In 2002, SPA~A School, our second school, opened in New Hope, Minnesota.

In 2005, PCI and SPA~A School became TSPA, The Salon Professional Academy. The Ames school moved to a brand-new building at 309 Kitty Hawk Drive in December 2005.

In 2011, we blended the original PCI with Academy and became PCI Academy, a name that will carry us into the future.

In 2013 we moved to Plymouth, Minnesota. In 2017, a building across the parking lot was added to the Plymouth campus.

In 2019 we opened our 3rd location in Iowa City, Iowa.

The PCI Creed

We have pride in our education, the joy of sharing with people whose hearts are one growing toward common professional goals, toward dreams come true.

We have confidence in our experience, equipping ourselves for the challenge of the lives we will touch.

The direction we take now is the path we choose to travel in the future; we know integrity is our example.

The watchwords of people learning to live with others honestly, openly, kindly are pride, confidence, integrity – PCI. (Circa 1978)

Community

The academy is in Plymouth, Minnesota, a community of 71,000 people located northwest of downtown Minneapolis. Concerts, sports, shopping and cultural events are available.

Facilities and Equipment

The academy is 9,000 square feet in two buildings housing classrooms, salon practice areas and offices. Our main building is located at 4315 Peony Lane North. We have an additional classroom space located at 4305 Peony Lane North.

Responsibility for Catalog Info

Each student is responsible for knowing the information in this catalog. The academy reserves the right to update policies and/or to revise curricula.

IMPORTANT INFORMATION

How to Enroll

- Submit the application and \$100 application fee.
- Submit high school transcripts with graduation date or G.E.D certificate to the academy.
- Schedule an interview.

Educational Requirements

A student must have a high school transcripts or G.E.D. certificate. Students are admitted on the basis of educational background, aptitude and commitment. The academy does not admit ability-to-benefit students.

Admissions Requirements

The following are required for admission to all programs at PCI academy, and must be received prior to enrolling:

- Enrollment application and \$100 fee.
- If educated in the U.S., a copy of student's high school transcript with the graduation date or G.E.D. certificate.
- If educated outside the U.S., education documents must be evaluated by SpanTran at student expense (effective July 1, 2016). Complete the online application at <https://www.spantran.com/application/> and attach a copy of credential report to the application. This report must verify completion of an education equivalent to a U.S. high school diploma. If it does not, a GED will be required for admission. For more information, contact SpanTran at 713-266-8805 or spantran.com.
- Copy of the student's photo ID (examples: driver's license, passport)
- Signed contract

Terms of Re-entry with Satisfactory Progress

A student who must withdraw temporarily may re-enter the academy under the following conditions:

1. The student had satisfactory progress academically and in attendance when the temporary withdrawal began;
2. The student had extraordinary personal circumstances that made academic progress or attendance extremely difficult: and/or
3. The student or the student's family member required medical attention that required the student to temporarily withdraw.

Under any one or combination of these conditions the student will be re-admitted without prejudice.

Terms of Re-entry without Satisfactory Progress

If the student did not have satisfactory academic or attendance progress at the time of withdrawal, the following are required:

A letter from the student explaining why the student should be readmitted

Three letters from individuals explaining why the student should be readmitted (one of the three may be an adult friend who has known the student for a long time; two of the letters must be from professionals like a teacher, pastor, counselor, etc. who have known the student for a long time)

A determination will be made by the owners and reported to the student within two weeks after all documents have been received.

Photo Release

Student photos may be used in marketing. If you do not wish to be in such materials advise the admissions office.

Transfers

A transfer student may be accepted after careful evaluation of the student's academic records. Each transfer is evaluated individually. We do not recruit students already attending or admitted to other schools offering similar programs.

Objective

The academy trains students to become professionals in cosmetology, esthetics and nails.

Orientation

All programs have orientation the first day of classes.

Class Size

The academy limits the class size for all programs. Early enrollment is encouraged.

Hours

The academy is open Monday through Saturday plus evenings. Hours of attendance depend on the schedule selected. Program schedules are on page 5. Students may change their schedule at no charge. The change must be in force for three months before requesting another change.

Holidays

The academy is closed for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Class Starting Dates

Class starting dates are on pages 3. Day and evening classes are available.

Books and Kits

Books and kits are provided by the academy and issued to the student during training. Students provide their school supplies.

Required School Supplies (provided by student)

- Pens
- Pencils
- Notebooks
- Highlighters
- Clip Board with attached pen

Dress Code

Create a great first impression. If you are not professionally dressed, you could be sent home. Look the part of a professional and you will feel professional.

Shoes - Must be black and clean. No flip flops.

Uniform - Tops must meet bottoms. No bare midriiffs or backs. Black tops and bottoms neat and clean. Black tops, not too low cut, may be sleeveless. Black bottoms skirts or slacks, not too short. No denim, not even black. Tights if worn must be black or a neutral color.

Accessories - Be creative. Add jewelry, belts, scarves

Hair - Clean and finished look

Makeup - Appropriate for the individual

Nails - Neat and clean

Personal Services are a privilege.

A student maintaining 85% grades, 100% attendance and no tardies for the month prior will receive one service appointment each month worth up to \$40 in services and lasting no more than 2½ hours.

This reward begins after entering the styling area. Students perform all personal services on each other. Students may only perform services they have been trained to do. The services must be done all at one time and approved by a styling area educator.

The student will be given a voucher by her coach each month that she qualifies after fundamentals. It must to be signed by the coach when the services are scheduled and must be turned in at the desk when the student would normally pay for the service. The coach will schedule student service time. Personal services may not be scheduled on a Thursday, Friday or Saturday. The student having the service is a guest during this time.

Select any services. If the choice exceeds the \$40, the student pays one-half of the balance. The student performing the service will be graded on the work and it must be done in the time allotted by the computer for that student's level.

The student may have additional services outside of scheduled hours and will pay half price. Services are not transferable to a different month or another student. The voucher is void if on a leave of absence, dropped out or graduated. Rules for these services are those in force at the time of the service and are subject to change.

Community Service Component

Giving back to your community is part of becoming a professional and a good citizen.

Every student at PCI contributes some time to a community service organization while in school. Cosmetology students donate 10 hours, esthetics students donate 6 hours, advanced practice esthetics students donate 5 hours and nail students donate 4 hours.

All charitable hours are documented but do not count toward the total hours of training.

Our goal is to help graduates look at the communities where they will grow their careers and find opportunities to give something back after they are out of school.

Time Clock Policy

Students must use the fingerprint scanner to clock in at the beginning of their shift, lunch/dinner breaks, and at the end of their shift. Scan in up to 15 minutes before the scheduled starting time. As the finger is scanned it says, "thank you". If it doesn't scan properly it says, "please try again."

The time clock is how the student receives and records hours. It's an electronic signature. The student is responsible for their hours. Students risk being dropped for falsifying time clock records.

Get full credit for all your training and graduate on schedule. Use the time clock scanner to help achieve this goal. Accurate records affect meeting attendance standards and financial aid.

Student hours are posted weekly. Students may come to their coach with time clock questions.

The student ID card allows the student to buy professional products at local distributor stores.

Financial Aid

Financial aid is available to those who qualify. Once a student enters a financial aid agreement with the academy it is submitted to NSLDS (National Student Loan Data System) and will be accessible to guarantee agencies, lenders and other schools determined to be authorized users of the data system.

Federal Financial Aid is available to students who qualify for Cosmetology and Esthetics. We participate in Pell Grants, Direct Student Loans and Parent PLUS Loans.

State Financial Aid is available to students who qualify for all programs. We participate in Minnesota SELF Loans.

We are an approved program for GI Bill and other military benefits. Please contact admissions for further information.

Entrance Counseling and Exit Counseling

Borrower's Rights and Responsibilities

PCI will ask you to verify that you completed entrance and exit counseling.

I understand I have the right to:

- Written information on my loan obligations and information on my rights and responsibilities as a borrower
- A copy of my MPN either before or at the time my loan is disbursed
- A grace period and an explanation of what this means
- Notification, if I am in my grace period or repayment, no later than 45 days after a lender assigns, sells or transfers my loan to another lender
- A disclosure statement, received before I begin to repay my loan, that includes information about interest rates, fees, the balance I owe, and a loan repayment schedule
- Deferment or forbearance of repayment for certain defined periods, if I qualify and if I request it
- Prepayment of my loan in whole or in part anytime without an early-repayment penalty
- Documentation that my loan is paid in full

I understand I am responsible for:

- Completing exit counseling before I leave school or drop below half-time enrollment
- Repaying my loan per my repayment schedule even if I do not complete my academic program, I am dissatisfied with the education I received, or I am unable to find employment after I graduate
- Notifying my lender or loan servicer if I:
 - Move or change my address
 - Change my telephone number
 - Change my name
 - Change my social security number
 - Change employers or my employer's address or telephone number changes
- Making monthly payments on my loan after my grace period ends, unless I have a deferment or forbearance
- Notifying my lender or loan servicer of anything that might alter my eligibility for an existing deferment or forbearance

I have received entrance counseling materials for Direct Loan borrowers.

I have read, and I understand my rights and responsibilities as a borrower.

I understand that I have a loan from the Federal government that must be repaid.

Housing

Contact admissions for assistance in locating housing.

Extra Education

Extra educational events are held at the academy

ACADEMIC INFORMATION

Graduation Requirements

A grade average of 85% is required for graduation from any program at the academy. Both theory and practical work are important. Students are evaluated on a level system that prepares them for salon performance levels. All work must be completed to graduate.

The following are required for graduation from all programs:

- Completion of state required hours
- Completion of all assignments and tests
- Completion of project/grade sheets
- 85% grade average
- Meeting the attendance standard for your program
- Payment of all tuition & fees

Graduation

Graduates earn a diploma awarded at graduation.

Grades

The academy uses a 100-point grading scale: 93-100% = A, 85-92% = B. Below 85% is not passing. Grades are given for classroom work, projects, and styling area performance.

Work habits, appearance, conduct, initiative, cooperation, and attendance are also considered.

A student must be above average (85% or better) to graduate from the academy.

Student Grade Report Policy

Each student is provided with at least two written report cards during the program. The report evaluates the student's performance in theory, in practical work, and in attendance.

Suspension

Students may be suspended for poor performance, absence, tardiness or inappropriate behavior. If a student is suspended, the student will be advised about the problem and what the student must do to correct the problem.

It is the intent of the academy to prepare professional people for a career. If a student has limited likelihood of success in this career, it is the responsibility of the academy to advise the student how deficiencies could be corrected.

Termination

A student may be terminated for inadequate grades, failure to comply with attendance policies, or any failure to comply with student policies as outlined in this catalog. If a student chooses to re-enter it would be under the Re-Entry without Satisfactory Progress policy.

Terms of Re-entry with Satisfactory Progress

A student who must withdraw temporarily may re-enter the academy under the following conditions:

1. The student had satisfactory progress academically and in attendance when the temporary withdrawal began
2. The student had extraordinary personal circumstances that made academic progress or attendance extremely difficult and/or
3. The student or the student's family member required medical attention that required the student to temporarily withdraw.

Under any one or combination of these conditions the student will be re-admitted without prejudice.

Terms of Re-entry without Satisfactory Progress

If the student did not have satisfactory academic or attendance progress at the time of withdrawal, the following are required:

A letter from the student explaining why the student should be readmitted

Three letters from individuals explaining why the student should be readmitted (one of the three may be an adult friend who has known the student for a long time; two of the letters must be from professionals like a teacher, pastor, counselor, etc. who have known the student for a long time)

A determination will be made by the owners and reported to the student within two weeks after all documents have been received.

CAREER PLANNING

Placement

The academy assists students with job placement. Employers are encouraged to interview students, and efforts are made to place each graduate.

Students are prepared to seek employment. Job opportunities are posted.

The academy cannot guarantee placement.

Reciprocity

Licensed cosmetologists, estheticians and nail technologists from Minnesota may apply for licenses in their field of expertise in other states and must comply with each state's laws and rules to become licensed there.

Licensing Requirements

To become licensed in **cosmetology** in Minnesota, students must complete 1550 hours of approved training, graduate from an approved school, and pass the state board exam.

To become licensed in **esthetics** in Minnesota a student must complete 600 hours of approved training, graduate from an approved school, and pass the state board exam.

To become licensed in **advanced practice esthetics** in Minnesota a student must first complete 600 hours of approved esthetics training, or 1550 hours of approved cosmetology training, graduate from an approved school, and pass the state board exam. Then they must complete 500 hours of approved advanced practice esthetics training, graduate from an approved school, and pass the state board exam.

To become licensed in **nail technology** in Minnesota, a student must complete 350 hours of board approved training, graduate from an approved school, and pass the state board exam.

Career Opportunities

There are many opportunities open to licensed cosmetologists, estheticians, advanced practice estheticians and nail technologists. The academy prepares all graduates for the licensing exam and entry-level positions in hair studios, spa salons, medical spas and destination spas.

Additional industry experience could lead to employment as a manufacturer sales/education person, a distributor sales consultant, and in admissions and financial aid in cosmetology schools.

Additional licenses are usually required to become an educator in a school of cosmetology arts and sciences.

STUDENT POLICIES - Be pleasant and smile!

These policies are important to your success at the academy and are a condition of your enrollment. Your attitude must be positive to attract guests and friends. Demonstrate maturity and tolerance in the handling of difficult people and situations.

Learning

Subjects being taught are reviewed and built upon constantly. If you don't understand a subject, seek help from an educator. Our goal is to assist your learning. Your goal is to learn as much as you can. Learning and memorizing are not the same. Learning means you take what is covered into your thinking and can use it. Memorizing is short term and will not last.

Appearance

Students are required to follow the Dress Code.

Personal Services

Students in good standing will receive a monthly student service voucher after fundamentals.

Conduct

Choose your words carefully. Swearing and other improper language is not tolerated. A professional does not complain or gossip. Do not gather at the reception desk, in the styling area or around a station where another student is working with a guest. Students will be under the supervision of educators always. Always get an educator's consultation before you proceed with guest services.

Phones and Cell Phones

Students may not use the academy phones for personal calls. Cell phone use is restricted to the lounge or outside on breaks or lunch periods. Cell phone use in the salon area is restricted to professional use.

Absences

Salon owners are looking for high level performance and attendance. Make it your plan to miss no more than the following days to graduate. Our goal is to help you graduate on time ready for the real world.

Cosmetology 1550 hours	7 days including no more than 1 day missed in fundamentals
Combination Esthetics and Advanced Practice Esthetics 1100 hours	5 days including no more than 1 day missed in fundamentals
Esthetics 600 hours	3 days including no more than 1 day missed in fundamentals
Advanced Practice Esthetics 500 hours	2 days
Nail Technology 350 hours	1 day

Your coach will help you track these dates, if you know in advance that you will need to be absent please arrange with your coach to make up the time prior to your absence. If you reach the maximum days listed above, you may submit an appeal to help determine the course of action needed to remedy the situation, make up the missed time and missed lessons.

In addition, your participation in classes will be tracked by syllabus to ensure that you have had all the classes you need to be job ready. This will be your responsibility to track and keep for your records.

Absences must be reported 30 minutes prior to your schedule. Call the financial aid office at 763-536-0772 to report an absence.

Students should not leave the academy during their day except for meal breaks. Special and emergency time off can be granted by an educator.

If absent the day of an exam, the student will take the missed exam upon returning to school. Exams can be taken in advance for an approved absence.

Tardiness

A student may be suspended for one day after the student has been tardy three times in one month. If a student is tardy after the suspension, the student will be advised that further tardiness may result in being dropped from the academy.

Other absences may be approved if requested at least seven days in advance, and the student has an 85% grade average, 85% meeting the attendance standard, no tardy issue, no absence issue (meaning the student does not call to report an absence, failing to call 30 minutes prior to schedule, or leaving school without permission), and makes up all work missed. (See absence request form.)

Taking time off may put you over your contracted graduation date and may hurt your chances of receiving financial aid if you are not making satisfactory progress.

Care of Books, Kits, and Equipment

Books and kits are provided. Bring them to the academy every day. If an item is lost or broken, replace it promptly. An educator will order replacements for you at cost. Borrowing is not allowed. Lock up your professional tools. Your books are your personal, professional library. Write notes in them to aid your learning. Keep your work area (classroom or styling area) clean and neat always. Clean up all work spaces after using them. You will be responsible for sanitation duties daily. These duties must be checked by an educator before leaving each day. The academy equipment is not to leave the academy at any time.

Supplemental Educational Materials

Access to professional magazines, DVDs and websites are available to supplement student learning.

Hours

The academy hours are assigned by the program taken. Your schedule is part of your enrollment agreement and is subject to change. The academy holidays include New Years, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas. The electronic scanner time clock keeps your hours record in minutes. Even one minute late is a tardy.

Smokers

The academy is a smoke-free campus.

Lockers

Each student will use a locker to store personal items. Students are provided with a padlock that must be returned in working condition or a fee will be charged. Keep your locker clean.

Grades

All training must be completed with an 85% average. Any student who does not earn this average will be assigned remedial work to continue with their program.

Food and Beverages

Please keep all eating and drinking in the lounge. Water in bottles is allowed in the classroom during class. No beverages or food are allowed at styling stations.

Parking Area

Park a distance away from the building. This leaves room for our guests to park close by and walk into the academy.

Interruptions

When a class is being held in any room of the academy, it is important that class not be interrupted. Please stay in the classroom or styling area where you are assigned for the day. Do not roam about interrupting other students in training.

Educator in Charge

When you are working on practical skills either in the classroom or the styling area, please work with the educator who has responsibility for that area.

Standards

Students must be an example of good grooming and should be in the best of health. All state cosmetology laws and rules are practiced and taught. Lack of basic honesty and integrity will result in termination.

PROGRAMS OF STUDY

COSMETOLOGY (SOC 39-5012)

Description

Cosmetology training at PCI Academy includes theory and practical instruction that prepares the student to perform hair, skin and nail services on the public. The school offers a 1550-hour training program in cosmetology that meets Minnesota state standards including 420 hours of cosmetology theory, and 1130 hours of supervised practical instruction.

Goals

The academy provides education in all phases of the cosmetology profession. The graduate will be a knowledgeable, skilled professional cosmetologist. The graduate will have the background and skills to pass the state board exams, and to work as an entry-level cosmetologist.

Content

The first 240 hours is preclinical instruction in the sciences of anatomy, dermatology, trichology, manicuring, and chemistry as related to cosmetology; infection control; safety procedures related to the practice of cosmetology; and Minnesota Statutes and rules which pertain to the regulation of the practice of cosmetology; student orientation and elementary service skills.

There is instruction in applied science and skills in the following areas. The planned clinical instruction and experience includes the hours and minimum number of clinical exercises listed.

Hours and Practical Exercises

Related theory and lecture hours 420

Shampooing - 300 services – 50 hours

Scalp & hair conditioning - 150 services – 80 hours

Hair design and shaping - 75 services – 150 hours

Chemical hair control - 60 services – 200 hours

including 6 chemical relaxing services

Hair coloring - 50 services – 100 hours

Hair styling - 300 services – 200 hours

Manicures and pedicures - 50 services including 10 sets of artificial nails 3 of which are sculptures – 150 hours

Facials, makeup and waxes – 60 facial services, 40 makeup applications, 20 facial waxes, and 20 body waxes with ½ or all waxes being soft and ½ of all waxes being hard wax – 200 hours

Total skill hours 1130

Total hours 1550

There shall be instruction in business practices and in Minnesota laws regulating those practices and labor relations.

Methods

Instruction in cosmetology at the academy uses a combination of teaching styles and techniques to present the information for maximum student learning. Lecture, discussion, tests, written assignments, practical skills, observation, and instructional games are some of the teaching techniques used. Audio-visual aids include DVDs and power point presentations. Every effort is made to stimulate growth in knowledge and skills for the individual.

Grading

Students are evaluated regularly on daily assignments, tests, salon area experience, and a variety of projects specific to different units of instruction.

Educators

Licensed cosmetologists/licensed instructors teach this course. Guest instructors with expertise in a specific area may be involved in this program.

Books and Kit (Subject to change)

Cosmetology students receive the following books and kit items at the appropriate time in their training. PCI pays each graduate's first-time state board testing and license fees.

Books Pivot Point Cosmetology Fundamentals books and LAB, Minnesota Cosmetology Laws and Rules, Over the Top, Stylist Planner, iPad
Kit Blow dryer, curling iron, flat iron, manicure kit, tweezer, shear, texture shear, razor, clipper/trimmer set

Accessories Tool bag, color apron, name badge

Levels of Achievement

An 85% grade average in written and practical work as well as meeting the attendance standard is required for graduation. The student will be taught a career building system to develop salon readiness skills in client development, client retention, chemical sales performance, add on services and retail performance.

ESTHETICS (SOC 39-5094)

Description

Esthetics training at PCI Academy includes theory and practical instruction that prepares the student to perform esthetic (skin care and makeup) services on the public. The academy offers a 600-hour training program in esthetics that meets Minnesota state standards.

Goals

The academy provides education in all phases of the esthetics profession. The graduate will be a knowledgeable, skilled professional esthetician. The graduate will have the background and skills to pass the state board exams, and to work as an entry-level esthetician.

Content

Preclinical Hours	120 hours
Professional Sciences	80 hours
Esthetics Topics	200 hours
Applied Skills	200 hours
Total	600 hours

The first 120 hours shall be preclinical instruction in the sciences of anatomy, dermatology, and chemistry related to skin care; sanitation; safety procedures related to the practice of skin care; and Minnesota Statutes and rules which pertain to the regulation of the practice of skin care; and elementary service skills.

The program includes instruction in applied science and skills in the cleaning, conditioning, shaping, reinforcing, coloring, and enhancing of the skin quality through the use of facials and makeup. There is planned clinical instruction and experience of 200 hours in the applied sciences.

Esthetics Minimum Practical Exercises

Facials – 60 services

Makeup application – 40 services

Facial waxing – 20 services including 10 each hard and soft wax

Body waxing – 20 services including 10 each hard and soft wax

There shall be instruction in business practices and in Minnesota laws regulating those practices and labor relations.

Methods

Instruction in esthetics at the Academy uses a combination of teaching styles and techniques to present the information for maximum student learning. Lecture, discussion, tests, written assignments, practical skills, observation, and instructional games are some of the teaching techniques used. Audio-visual aids include DVDs and power point presentations. Every effort is made to stimulate growth in knowledge and skills for the individual.

Grading

Students are evaluated regularly on daily assignments, tests, spa area experiences, and a variety of projects specific to different units of instruction.

Educators

Licensed cosmetology and esthetics instructors teach this course. Guest instructors with expertise in a specific area may be involved in this program.

Books and Kit (Subject to change)

Esthetics students receive the following books and kit items at the appropriate time in their training. PCI pays each graduate's first-time state board testing and license fees.

Books Salon Fundamentals Esthetics books and lab, Minnesota Cosmetology Laws and Rules, Over the Top, Planner, iPad

Kit tweezers, brow scissors, bald mannequin

Accessories Tool bag, apron, name badge

Levels of Achievement

An 85% grade average in written and practical work as well as meeting the attendance standard is required for graduation. The student will be taught a career building system to develop salon readiness skills in client development, client retention, add on services and retail performance.

ADVANCED PRACTICE ESTHETICS (SOC 39-5094)

Description

Advanced Practice Esthetics training at PCI Academy includes theory and practical instruction that prepares the student to perform advanced esthetic (skin care) services on the public. The academy offers a 500-hour training program in esthetics that meets Minnesota state standards.

Goals

The academy provides education in all phases of the esthetics profession. The graduate will be a knowledgeable, skilled professional advanced practice esthetician. The graduate will have the background and skills to pass the state board exams, and to work as an entry-level advanced practice esthetician.

Content

Professional Sciences & Esthetics Topics 112 hours

Applied Skills 388 hours

Total 500 hours

The practice of advanced practice (AP) esthetic is the cosmetic treatment of the epidermal layer of the skin. AP esthetics includes esthetic services from the 600-hour esthetics program and advanced exfoliation including dermaplaning, microdermabrasion, chemical or enzyme exfoliation, and other exfoliation methods that exceed the stratum corneum. Advanced skin care treatments using electrical energy treatments including light therapy, galvanic current, microcurrent, high frequency, radio frequency, sound waves, lymphatic drainage, advanced extractions and skin needling are all taught as part of the AP esthetics program.

Advanced Practice Esthetics Minimum Practical Exercises

30 Advanced Exfoliation Chemical Peels, including at least:

- 10 beta hydroxy acid peels (BHA)
- 10 alpha hydroxy acid peels (AHA)
- 2 trichloroacetic acid peels (TCA)
- 8 other peels, which may include any of the above, blends, or another type of advanced exfoliation chemical peel

30 Advanced Exfoliation Machine or Device Treatments, which may include:

- Dermaplaning
- Microdermabrasion
- Hydradermabrasion
- Another type of advanced exfoliation machine or device treatment
- Note: all 30 quotas in this category could be performed with one device or machine type or split across multiple device or machine types.

30 Electrical Energy Treatments, including at least:

- 5 treatments using direct current
- 5 treatments using indirect current
- 5 treatments using light energy
- 5 treatments using sound energy
- 10 treatments, which may include any of the above or another type of advanced practice esthetics electrical energy treatment

10 Skin Needling Treatments

3 Advanced Extractions

20 Lymphatic Drainage Treatments

There shall be instruction in business practices and in Minnesota laws regulating those practices and labor relations.

Methods

Instruction in esthetics at the Academy uses a combination of teaching styles and techniques to present the information for maximum student learning. Lecture, discussion, tests, written assignments, practical skills, observation, and instructional games are some of the teaching techniques used. Audio-visual aids include DVDs and power point presentations. Every effort is made to stimulate growth in knowledge and skills for the individual.

Grading

Students are evaluated regularly on daily assignments, tests, spa area experiences, and a variety of projects specific to different units of instruction.

Educators

Licensed Advanced Practice instructors teach this course. Guest instructors with expertise in a specific area may be involved in this program.

Books and Kit (Subject to change)

Advanced Practice Esthetics students receive the following books and kit items at the appropriate time in their training. PCI pays each graduate's first-time state board testing and license fees.

Books Milady Standard Advanced Esthetics textbook, workbook, exam review book, Minnesota Cosmetology Laws and Rules, Over the Top, Planner, iPad

Kit derma blade handle

Accessories Tool bag, apron, name badge

Levels of Achievement

An 85% grade average in written and practical work as well as meeting the attendance standard is required for graduation. The student will be taught a career building system to develop salon readiness skills in client development, client retention, add on services and retail performance.

COMBINATION ESTHETICS AND ADVANCED PRACTICE ESTHETICS (SOC 39-5094)**Description**

Combination Esthetics and Advanced Practice (AP) Esthetics training at PCI Academy includes theory and practical instruction that prepares the student to perform advanced esthetic (skin care) services on the public. The academy offers a 1100-hour training program in esthetics that meets Minnesota state standards.

Goals

The academy provides education in all phases of the esthetics profession. The graduate will be a knowledgeable, skilled professional advanced practice esthetician. The graduate will have the background and skills to pass the state board exams, and to work as an entry-level advanced practice esthetician.

Content

Preclinical Hours for Esthetics	120 hours
Professional Sciences for Esthetics	80 hours
Esthetics Topics for Esthetics	200 hours
Applied Skills for Esthetics	200 hours
Professional Sciences & Esthetics Topics for AP Esthetics	112 hours
Applied Skills for AP Esthetics	388 hours
Total	1100 hours

The first 120 hours shall be preclinical instruction in the sciences of anatomy, dermatology, and chemistry related to skin care; sanitation; safety procedures related to the practice of skin care; and Minnesota Statutes and rules which pertain to the regulation of the practice of skin care; and elementary service skills.

The program includes instruction in applied science and skills in the cleaning, conditioning, shaping, reinforcing, coloring, and enhancing of the skin quality through the use of facials and makeup. There is planned clinical instruction and experience of 200 hours in the applied sciences of Esthetics.

The practice of advanced practice (AP) esthetic is the cosmetic treatment of the epidermal layer of the skin. AP esthetics includes esthetic services from the 600-hour esthetics program and advanced exfoliation including dermaplaning, microdermabrasion, chemical or enzyme

exfoliation, and other exfoliation methods that exceed the stratum corneum. Advanced skin care treatments using electrical energy treatments including light therapy, galvanic current, microcurrent, high frequency, radio frequency, sound waves, lymphatic drainage, advanced extractions and skin needling are all taught as part of the AP esthetics program.

Esthetics Minimum Practical Exercises

Facials – 60 services

Makeup application – 40 services

Facial waxing – 20 services including 10 each hard and soft wax

Body waxing – 20 services including 10 each hard and soft wax

There shall be instruction in business practices and in Minnesota laws regulating those practices and labor relations

Advanced Practice Esthetics Minimum Practical Exercises

30 Advanced Exfoliation Chemical Peels, including at least:

- 10 beta hydroxy acid peels (BHA)
- 10 alpha hydroxy acid peels (AHA)
- 2 trichloroacetic acid peels (TCA)
- 8 other peels, which may include any of the above, blends, or another type of advanced exfoliation chemical peel

30 Advanced Exfoliation Machine or Device Treatments, which may include:

- Dermaplaning
- Microdermabrasion
- Hydradermabrasion
- Another type of advanced exfoliation machine or device treatment
- Note: all 30 quotas in this category could be performed with one device or machine type or split across multiple device or machine types.

30 Electrical Energy Treatments, including at least:

- 5 treatments using direct current
- 5 treatments using indirect current
- 5 treatments using light energy
- 5 treatments using sound energy
- 10 treatments, which may include any of the above or another type of advanced practice esthetics electrical energy treatment

10 Skin Needling Treatments

3 Advanced Extractions

20 Lymphatic Drainage Treatments

There shall be instruction in business practices and in Minnesota laws regulating those practices and labor relations.

Methods

Instruction in esthetics at the Academy uses a combination of teaching styles and techniques to present the information for maximum student learning. Lecture, discussion, tests, written assignments, practical skills, observation, and instructional games are some of the teaching techniques used. Audio-visual aids include DVDs and power point presentations. Every effort is made to stimulate growth in knowledge and skills for the individual.

Grading

Students are evaluated regularly on daily assignments, tests, spa area experiences, and a variety of projects specific to different units of instruction.

Educators

Licensed Advanced Practice instructors teach this course. Guest instructors with expertise in a specific area may be involved in this program.

Books and Kit (Subject to change)

Esthetics students receive the following books and kit items at the appropriate time in their training. PCI pays each graduate's first-time state board testing and license fees.

Books Pivot Point Salon Fundamentals Esthetics textbook, workbook, LAB, Milady Standard Advanced Esthetics book, workbook, exam review book, Minnesota Cosmetology Laws and Rules, Over the Top, Planner, iPad

Kit Bare Minerals brushes, tweezers, 5pc tool kit, brow scissors, bald mannequin

Accessories Tool bag, apron, name badge

Levels of Achievement

An 85% grade average in written and practical work as well as meeting the attendance standard is required for graduation. The student will be taught a career building system to develop salon readiness skills in client development, client retention, add on services and retail performance.

NAIL TECHNOLOGY (SOC 39-5092)

Description

Nail Technology training at PCI Academy includes theory and practical instruction that prepares the student to perform nail services on the public. The school offers a 350-hour training program in nail technology that meets Minnesota state standards.

Goals

The Academy provides education in all phases of the nail profession. The graduate will be a knowledgeable, skilled professional nail technologist. The graduate will have the background and skills to pass the state board exams, and to work as an entry-level nail technologist.

Content

Preclinical Hours	50 hours
Professional Sciences	50 hours
Nail Topics	100 hours
Applied Skills	150 hours

Total **350 hours**

The first 50 hours includes preclinical instruction in the sciences of anatomy, dermatology, and chemistry as related to manicuring; electricity and light; sanitation; safety procedures related to the practice of manicuring; and Minnesota Statutes and rules which pertain to the regulation of the practice of manicuring; and elementary service skills.

The program includes instruction in applied science and skills in the cleaning, conditioning, shaping, reinforcing, coloring, and enhancing of nails and in the application and repair of artificial nails.

There is planned clinical instruction and experience of 150 hours in applied sciences and skills including the clinical exercises listed.

Nail Technology Minimum Practical Exercises

Manicures and pedicures - 50 services including 10 sets of artificial nails 3 of which are sculptures

There shall be instruction in business practices and in Minnesota laws regulating those practices and labor relations.

Methods

Instruction in nail technology at the academy uses a combination of teaching styles and techniques to present the information for maximum student learning. Lecture, discussion, tests, written assignments, practical skills, observation, and instructional games are some of the teaching techniques used. Audio-visual aids include DVDs and power point presentations. Every effort is made to stimulate growth in knowledge and skills for the individual.

Grading

Students are evaluated regularly in daily assignments, tests, salon area experiences, and a variety of projects specific to different units of instruction.

Educators

Licensed cosmetology and nail technology instructors teach this course. Guest instructors with expertise in a specific area may be involved in this program.

Books and Kit (subject to change)

Nail Technology students receive the following books and kit items at the appropriate time in their training. PCI pays each graduate's first-time state board testing and license fees.

Books Salon Fundamentals Nail Tech books and lab, Minnesota Cosmetology Laws and Rules, Over the Top, Planner

Kit CND student kit, CND Brisa gel kit

Accessories Tool bag, apron, name badge

Levels of Achievement

An 85% grade average in written and practical work as well as meeting the attendance standard is required for graduation. The student will be taught a career building system to develop salon readiness skills in client development, client retention, add on services and retail performance.

REGULATORY INFORMATION

Owners

PCI Academy, Inc., 4315 and 4305 Peony Lane North, Plymouth, Minnesota 55446 is an accredited branch campus of PCI Academy, Inc., 309 Kitty Hawk Drive, Ames, Iowa 50010, an Iowa corporation owned by Angela Torgeson, Brady Snider, Linda Lohman, Steph Reasland, Michelle Duncan and Gilbert Valdez. The Minnesota academy has been training students since 2002.

Licensure & Organizations

PCI Academy is licensed by the Minnesota Board of Cosmetology Examiners, 1000 University Ave W, Suite 100, St. Paul, Minnesota 55104. Phone 651-201-2742.

PCI Academy is licensed as a private career school with the Minnesota Office of Higher Education, 1450 Energy Park Drive, Suite 350, St. Paul, MN 55108-5227, pursuant to Minnesota Statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions.

The academy is a member of American Association of Cosmetology Schools and Twin West Chamber of Commerce, Plymouth.

Accreditation

The academy is an additional location of PCI Academy, Ames, Iowa, both accredited by the National Accrediting Commission of Career Arts & Sciences (NACCAS), 3015 Colvin Street, Alexandria, Virginia 22314. Phone (703) 600-7600.

Family Educational Rights and Privacy Act (FERPA)

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 students certain rights with respect to their education records. If the student is not 18 or older, the student and parent or guardian of a dependent minor has these rights to access.

Students have the right to inspect and review their education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for the student to review the records. Schools may charge a fee for copies.

Students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the student has the right to place a statement with the record setting forth the student's view about the contested information.

Generally, schools must have written permission from the student to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

1. School officials with legitimate educational interest
2. Other schools to which a student is transferring
3. Specified officials for audit or evaluation purposes
4. Appropriate parties about financial aid to a student
5. Organizations conducting certain studies for or on behalf of the school
6. Accrediting organizations
7. To comply with a judicial order or lawfully issued subpoena
8. Appropriate officials in cases of health and safety emergencies and
9. State and local authorities, within a juvenile justice system, pursuant to specific state law

Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell students about directory information and allow students a reasonable amount of time to request that the school not disclose directory information about them.

Schools must notify students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.

For additional information or technical assistance, you may call 1-800-USA-LEARN (1-800-872-5327) (voice). Individuals who use TDD may call 1-800-437-0833. Or you may contact us at the following address: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, D.C. 20202-8520

Rights and Privacy

It is the policy of PCI Academy to abide by the Family Educational Rights and Privacy Act of 1974.

This act guarantees a student's right of access to the student's personal file and the student's rights to the privacy of that file.

Information from a student's file will only be released upon written permission from the student.

Parents/guardians of a dependent minor student, accrediting agencies, and government officials may gain access to a student's files without the expressed permission of that student.

It is the policy of PCI Academy to comply fully with the Family Educational Rights and Privacy Act. We comply with the Act and in addition we have the following policies:

1. Only owners or financial aid personnel may release student information when complying with FERPA.
2. No records are released without a signed and dated release of information form completed by the eligible student or parent.
3. Most of our students are eligible students because they are 18 years of age or older. When a student is not 18 or older written permission must come from the parent.
4. No records are released to other schools unless all tuition or other charges due from the student have been paid in full.
5. We do not publish a directory.
6. Students receive copies of their grades and attendance records on a regular basis and may distribute them as they see fit. We recommend the student provide such information to their parents rather than requiring the parent to go through the financial aid office.
7. Each request for a release of information is good for a single time only. No such request can be a "blanket" or continuing and all-inclusive request.
8. We will conform with any future updates to FERPA.

Vaccinations

Proof of Vaccinations is not required to attend PCI Academy.

Copyright

Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement. 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).

Safety Procedures

First Aid

A first aid kit is in the dispensary and the educators' office.

Cut finger: Educator should immediately check the wound to see how deep the cut is. Small cuts should be washed, dried, and then covered with a bandage. Bandages and first aid kits are kept in the dispensary.

Cut requiring stitches: If possible, a staff member should take the student to the doctor.

Fainting: Do not move the person; call 911. Give facts as much as possible. Keep calm and notify other staff members for help, if necessary. Make the person comfortable.

Fire Exits

If you smell smoke or see fire, report it immediately to an educator. Warning will then be given by the educators. Do not panic.

Proceed as follows:

1. Students exit single file out the closest door. If you have a guest at the time, the guest is your responsibility. After exiting the academy, proceed to safety away from building.
2. Support staff at the front desk will help guests in reception area out the front doors. Proceed into the parking lot.
3. Students in the classrooms, student lounge, and spa area should exit through the nearest door single file. Locate and join the other students and guests.

Tornado Warning

All students, staff and guests will walk to the areas without windows. Remain there until instructed to return to your previous activity.

CONSUMER INFORMATION**Campus Security Act Information Disclosure Plymouth MN 10-4-19**

Under the Crime Awareness Campus Security Act, the academy is required to provide you with the following safety information about our campus.

All criminal actions must be reported to an educator or owner immediately. The authority to which a crime is reported will assist the student or client in reporting a crime to the Plymouth Police Department or other appropriate security force.

The facilities are open Monday through Saturday according to assigned class and styling area schedules.

The building may also be open for educational classes for licensed professionals in cosmetology arts and sciences or to groups securing the use of the facilities through the owner. Only educators and owners shall have keys to the building.

An educator made aware of a crime will notify the rest of staff as soon as possible, perhaps even prior to notifying police, depending on the situation. It is critical that all staff be aware of any report of crime and that the police be notified immediately.

This information will be provided to every enrolling student prior to contract signing in the catalog. Students also receive a copy of campus security data during orientation.

Staff and students are reminded about security and safety procedures including crime prevention, personal safety, fire safety and dangerous weather procedures.

Local police speakers will be scheduled annually for all staff and students.

The local police and the academy report for 2016-2018 no acts of murder, manslaughter, sex offenses, robbery, aggravated assault, motor vehicle theft, arson, simple assault, larceny-theft, burglary, intimidation or vandalism, hate crimes, dating violence, domestic violence, stalking and no reports of liquor law violations, drug abuse violations or weapons violations that lead to disciplinary action and/or arrest on or near the campus.

If there are student organizations meeting off campus, appropriate safety procedures will be explained prior to the meeting. At this time we have no off campus student organizations.

Students and staff will be notified of emergency response and evacuation procedures. Internally, staff will evacuate students and guests through the closest exits if possible. Externally, staff will notify students and staff of emergency response and evacuation procedures using cell phone, telephone, email and text messaging.

The academy will test the emergency response and evacuation procedures annually.

The academy will test the emergency response and evacuation procedures annually.

PCI Academy prohibits the unlawful possession, use or distribution of illicit drugs and alcohol by students and staff on our property or as part of any of our activities. The academy will immediately contact law enforcement officials to report these activities. The health risks of the use of illicit drugs and alcohol abuse require providing education and referral for students and staff. The academy provides education annually and refers students and staff to local services. Area drug abuse information, counseling, referral and treatment centers information is made available to students and staff members. The academy will expel students and terminate staff involved in unlawful possession, use or distribution of illicit drugs and alcohol. The academy will refer such cases to the proper authorities for prosecution. Students and staff may be reinstated upon completion of an appropriate rehabilitation program. There are serious legal sanctions for illegal use of drugs and/or alcohol. There are serious health risks associated with drug and/or alcohol use including impaired mental and physical health, neurological disease/damage, memory and intellectual performance interference, mental and physical depression, uncontrollable violence, impulsive behavior, convulsive seizures, homicide, suicide, cardiac disease or damage, cardiovascular collapse or heart failure, gastrointestinal disease or damage, ulcers or erosive gastritis, anemia, liver and pancreatic disease, liver failure or pancreatitis, deteriorating relationships, and death. As a student and/or staff member at PCI Academy, I understand the academy's policies as stated above and recognize their impact on my future at the academy I if I break the law related to drug and/or alcohol use. Agencies where the student can get assistance are available in the student lounge.

The website for the Minnesota Sex Offender Registry is as follows: <http://www.homefacts.com/offenders/Minnesota/Hennepin-County/Plymouth.html>

Refund Policy (cosmetology example)

Buyer's Right to Cancel - If the student (or the student's parent or guardian if the student is a dependent minor) cancels the enrollment in writing or in person within five business days of the execution of this contract, all monies paid herein, shall be refunded by the academy to the student.

The cancellation date will be determined by the postmark on the written notification or the date said information was delivered to the academy in person. This policy applies regardless of whether the student has started training.

If the student cancels enrollment prior to the commencement of classes for which the student is enrolled, the student shall be entitled to a refund of all monies paid to the academy, less \$50.

Students are charged tuition by payment period. When a student has been accepted and gives notice of cancellation after the program has begun, but before completion of 75% of the payment period, all monies shall be prorated based on the number of days in the payment period as a portion of the total charges for tuition, fees and all other charges.

After completion of 75% of the payment period, no refund is due. Student will have no liability for any future payment period not attended.

Students using Title IV funds will follow the above refund policy AFTER the return of unearned Title IV funds calculation has been made. This calculation often results in the student owing tuition and fees to the academy.

The Federal return of Title IV funds calculation will be used for students who have received financial assistance under the Higher Education Act, i.e. Pell Grants or Direct Student Loans or Direct PLUS Loans awarded under the Direct Loan Program.

If the enrollment is terminated during the first 60% of the scheduled hours of any payment period (*1-450 hours, 451-900 hours, 901-1225 hours and 1226-1550 hours*) the Federal return of Title IV funds calculation will apply. If 60% of the class scheduled hours within the payment period have passed, no refund is due.

Any monies due the student shall be refunded within 30 business days after the student's last day of attendance or, in the case of a leave of absence, the date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the academy that the student will not be returning.

The academy shall give written notice to the student verifying cancellation within 10 business days after the receipt of student's notice. Within 30 business days the Academy shall refund any monies due and conclude the student's obligation to pay any sum in excess of any money due under the refund policy.

An applicant not accepted by the academy shall receive a refund of all monies paid including tuition and application fee.

Appendix 9a from the Minnesota SELF Loan Manual will be used for students who have received financial assistance through the Minnesota SELF Loan program. Minnesota State Financial Aid (SELF Loan) refunds are calculated based on the above outlined refund policy after the Federal Return of Title IV calculation has been completed.

If the academy is permanently closed and is no longer offering training after a student has enrolled and begun training, the student shall be entitled to a pro-rata refund of tuition.

If the course is cancelled after the student's enrollment, the academy shall provide a full refund of all monies or provide for completion of the course.

Return to Title IV

Students using Federal Title IV Funds will follow the above refund policy AFTER the Return of Unearned Title IV Funds Calculation has been made. In most cases, this calculation will result in the student owing tuition and fees to the academy.

The Federal Return of Title IV Funds Calculation will be used for students who have received financial assistance under the Higher Education Act, including Federal Pell Grants, Direct Loans or Direct PLUS Loans.

If the enrollment is terminated during the first 60% of the scheduled hours of any payment period the Federal return of Title IV funds calculation will apply.

Once 60% of the scheduled payment period has passed, no refund is due as 100% of tuition for that particular payment period is considered earned.

The student's last date of attendance will be used to determine scheduled hours, whether they did not return from a Leave of Absence, officially or unofficially withdrew from the academy.

However, if the student must terminate due to physical incapacity or the transfer of a spouse's employment, the student will receive a refund based on the formula above.

The results of the refund, after the Return to Title IV and Institutional Refund Worksheet have been completed, are provided to the students in writing.

If a student did not receive all the funds they were entitled to after the Return to Title IV was completed, a post-withdrawal disbursement may be due. The Academy will notify the student and get permission in writing to have the funds disbursed. The student may decline some or all the loan funds as it is additional debt. The Academy may use all or a portion of the post-withdrawal grant disbursement for tuition charges. If the student does not give permission for The Academy to use the funds toward tuition charges, the student will be offered the funds. It may be in the best interest of the student to allow The Academy to keep the funds to reduce institutional debt.

Veterans Benefits and Transition Act of 2018 Compliance

The Academy will not impose any penalty including: 1) the assessment of late fees; 2) the denial of access to classes; 3) libraries or other institutional facilities and/or 4) the requirements that a Chapter 31 or Chapter 33 recipient borrow additional funds to cover the individual's inability to meet their financial obligations to institution due to the delayed disbursement of a payment by the U.S. Department of Veterans Affairs.

Student Property in Event of Drop or Termination

If a student drops, does not return from a leave of absence or is terminated by the academy, the student has 10 days to claim personal property including books and kit. If such property is not claimed in that time frame, the property will be destroyed.

Satisfactory Academic Progress Policy

The Satisfactory Academic Progress Policy is consistently applied to all students enrolled at the academy. **3-** It is printed in the catalog to ensure that all students receive a copy prior to enrollment. The policy complies with the guidelines established by the National Accrediting Commission of Career Arts and Sciences (NACCAS) and the federal regulations established by the United States Department of Education.

Evaluation Periods

Students are evaluated for Satisfactory Academic Progress as follows:

Cosmetology	450, 900, 1225, 1550 actual hours
Esthetics	300, 600 actual hours
Advanced Practice Esthetics	250, 500 actual hours
Combination Esthetics and Advanced Practice Esthetics	550, 1100 actual hours
Nail Technology	175, 350 actual hours

Transfer Students - midpoint of the contracted hours or the established evaluation periods, whichever comes first.

Evaluations will determine if the student has met the minimum requirements for satisfactory academic progress. **13-**The frequency of evaluations ensures that students have had at least one evaluation by midpoint in the course.

Transfer Hours

With regard to Satisfactory Academic Progress, a student's transfer hours will be counted as both attempted and earned hours for the purpose of determining when the allowable maximum time frame has been exhausted. The midpoint of the contracted hours or the established evaluation periods, whichever comes first.

Academic Year

Cosmetology- 900 hours

Esthetics- 900 hours

Advanced Practice Esthetics- 900 hours

Combination Esthetics and Advanced Practice Esthetics- 1100 hours

Nail Technology- 900 hours

Attendance Progress Evaluations

Students are required to attend a minimum of 85% of the hours possible based on the applicable attendance schedule to be considered maintaining satisfactory attendance progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements.

The attendance percentage is determined by dividing the total hours accrued by the total number of hours scheduled. At the end of each evaluation period, the academy will determine if the student has maintained at least 85% cumulative attendance since the beginning of the course which indicates that, given the same attendance rate, the student will graduate within the maximum time frame allowed.

Enrollment Status

A student is considered **full time** if they are enrolled 40 hours per week for Cosmetology.

A student is considered **three-quarter time** if they are enrolled 30 hours per week for Cosmetology.

A student is considered **half-time** if they are enrolled 20 hours per week for Cosmetology, 24 hours per week for Esthetics, 18 hours per week for Esthetics, and 18 hours per week for Nail Technology.

Grade Level Classifications

1st Academic Year- 0-900 hours

2nd Academic Year- 901-1550 hours

Maximum Time Frames

The maximum time (which does not exceed 117% of the course length) allowed for students to complete each course at satisfactory academic progress is stated below:

Cosmetology 20 Hours

Half time, 80 weeks, 20 hrs/wk 1550 hours;
 Max. time allowed 92 weeks; scheduled hours 1814
 2 Academic Years

Cosmetology 30 Hours

Three-quarter time, 58 weeks, 30 hrs/wk 1550 hours;
 Max. time allowed 67 weeks; scheduled hours 1814
 2 Academic Years

Cosmetology 40 Hours

Full time, 47 weeks, 40 hrs/wk 1550;
 Max. time allowed 54 weeks; scheduled hours 1814
 2 Academic Years

Advanced Practice Esthetics 18 Hours

Half time, 29 weeks, 18 hrs/wk 500 hours;
 Max. time allowed 34 weeks; scheduled hours 585

Combination Esthetics and Advanced Practice Esthetics 18 Hours

Half time, 64 weeks, 18 hrs./wk. 1100 hours;
 Max. time allowed 75 weeks, scheduled hours 1,287
 1 Academic Year

Esthetics 18 Hours

Half time, 35 weeks, 18 hrs./wk. 600 hours;
 Max. time allowed 41 weeks; scheduled hours 702
 1 Academic Year

Esthetics 24 Hours

Half time, 29 weeks, 24 hrs/wk 600 hours;
 Max. time allowed 33 weeks; scheduled hours 702
 1 Academic Year

Nail Technology

Half time, 31 weeks, 12 hrs/wk 350 hours;
 Max. time allowed 35 weeks; scheduled hours 410
 1 Academic Year

The maximum time allowed for transfer students who need less than the full course requirements or part-time students will be determined based on 85% of the scheduled contracted hours. If a student exceeds the maximum time frame they will be dropped from their program and any loans will go into repayment 6 months from the last date of attendance.

Interruptions, Course Incompletes, Withdrawals

If enrollment is temporarily interrupted for a Leave of Absence, the student will return to academy in the same progress status as prior to the leave of absence. Hours elapsed during a leave of absence will extend the student's contract period and maximum time frame by the same number of days taken in the leave of absence and will not be included in the student's cumulative attendance percentage calculation.

Students who withdraw prior to completion of the course and wish to re-enroll will return in the same satisfactory academic progress status as at the time of withdrawal.

Academic Progress Evaluations

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences.

Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory (85%) or better (the computer system will reflect completion of the practical assignment on a 100% scale).

At least two comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures and set forth in practical skills evaluation criteria adopted by the academy.

Students must maintain a written grade average of 85% and pass written and practical exams prior to graduation. Students must make up failed or missed tests and incomplete assignments.

Numerical grades are considered per the following scale: 93-100 = A, 85-92 = B, and 84 and below = not passing.

Determination of Progress Status

Students meeting the minimum requirements for academics and attendance at the evaluation point are making satisfactory academic progress until the next scheduled evaluation.

Students will receive a hard-copy of their Satisfactory Academic Progress Determination at the time of each of the evaluations.

Students deemed not maintaining Satisfactory Academic Progress may have their Title IV Funding interrupted, unless the student is on warning or has prevailed upon appeal resulting in a status of probation.

Warning

Students who fail to meet minimum requirements for attendance or academic progress are placed on warning and considered to be making satisfactory academic progress while during the warning period. The student will be advised in writing on the actions required to attain satisfactory academic progress by the next evaluation.

If at the end of the warning period, the student has still not met both the attendance and academic requirements, he/she may be placed on probation and, if applicable, students may be deemed ineligible to receive Title IV funds.

Probation

Students who fail to meet minimum requirements for attendance or academic progress after the warning period will be placed on probation and considered to be making satisfactory academic progress while during the probationary period, if the student appeals the decision, and prevails upon appeal.

Additionally, only students who can meet the Satisfactory Academic Progress Policy standards by the end of the evaluation period may be placed on probation. Students placed on an academic plan must be able to meet requirements set forth in the academic plan by the end of the next evaluation period.

Students who are progressing per their specific academic plan will be considered making Satisfactory Academic Progress. The student will be advised in writing of the actions required to attain satisfactory academic progress by the next evaluation. If at the end of the probationary period, the student has still not met both the attendance and academic requirements required for satisfactory academic progress or by the academic plan, he/she will be determined as NOT making satisfactory academic progress and, if applicable, students will not be deemed eligible to receive Title IV funds.

Re-Establishment of Satisfactory Academic Progress

Students may re-establish satisfactory academic progress and Title IV aid, as applicable, by meeting minimum attendance and academic requirements by the end of the warning or probationary period.

Appeal Procedure

If a student is determined not to be making satisfactory academic progress, the student may appeal the determination within 10 calendar days. Reasons students may appeal a negative progress determination include death of a relative, an injury or illness of the student, or any other allowable special or mitigating circumstance.

The student must submit a written appeal to the academy on the designated form describing why they failed to meet satisfactory academic progress standards, along with supporting documentation of the reasons why the determination should be reversed.

This information should include what has changed about the student's situation that will allow them to achieve Satisfactory Academic Progress by the next evaluation point. Appeal documents will be reviewed, and a decision will be made and reported to the student within 30 calendar days.

The appeal and decision documents will be retained in the student file. If the student prevails upon appeal, the satisfactory academic progress determination will be reversed, and federal financial aid will be reinstated, if applicable.

Scheduled hours will continue to accrue while the student is going through the appeal procedure.

Noncredit, Remedial Courses, Repetitions

Noncredit, remedial courses, and repetitions do not apply to this institution. Therefore, these items have no effect upon satisfactory academic progress standards.

Leave of Absence Policy

Reasons for Approved Leave of Absence (LOA)

1. Medical/health issues
2. Family Emergencies
3. Financial Hardship

A student must follow this policy in requesting a LOA. The LOA request must be made in advance unless unforeseen circumstances prevent the student from doing so.

Leave of Absence requests must be presented in writing to an owner, the request must include the reason for the LOA and be signed by the student. If at all possible, a student needs to present documentation to support the request for a LOA. Paperwork for the LOA is processed in the financial aid office.

PCI Academy may grant a LOA to a student who did not provide the request prior to the LOA due to unforeseen circumstances if the Academy documents the reason for its decision, collects the request from the student at a later date; and establishes the start date of the approved LOA as the first date the student was unable to attend.

A student will not be assessed any additional charges as a result of a requested LOA.

A student will not be granted a LOA if the LOA, together with any additional LOAs previously granted, exceed a total of 180 calendar days in any 12-month period.

If a student has been granted a LOA in accordance with the Academy's policy the student will not be considered to have withdrawn and that no refund calculation is required at that time.

The student's contract period will be extended by the same number of calendar days taken in the LOA and that such changes to the contract period will be documented by an addendum to the enrollment agreement signed by all parties.

PCI Academy reserves the right to deny a LOA based on the facts provided. A student may take a maximum 180 days in a calendar year for a LOA. If the student has federal loans, no disbursements will be released while the student is on LOA.

If the student takes an unapproved LOA or does not return from the LOA, the student will be considered a drop student and termination paperwork will be started, in these instances, the student's withdrawal date will be the student's last date of attendance. A student's loans will go into repayment.

RIGHT to KNOW Disclosures 9-1-2018 to 8-31-2019

Cosmetology for the period 9-1-18 to 8-31-19

Graduation Rate: 79% of students graduated within normal time

Placement Rate: 93% of students were placed in the cosmetology industry or a related field

Licensure Rate: 100% of graduates were licensed

Compensation Expected

Cosmetology graduates earn from \$20,000 to \$30,000 in salary and gratuities in an entry-level position depending on the work schedule and the area population. A commission scale is commonly used to pay cosmetologists resulting in much higher pay after an introductory period of several months. Retail commission is also common.

Esthetics for the period 9-1-18 to 8-31-19

Graduation Rate: 71% of students graduated within normal time

Placement Rate: 48% of students were placed in the cosmetology industry or a related field

Licensure Rate: 100% of graduates were licensed

Compensation Expected

Esthetics graduates earn from \$16,000 to \$20,000 in salary and gratuities in an entry-level position depending on the work schedule and the area population. A commission scale is commonly used to pay estheticians resulting in much higher pay after an introductory period of several months. Retail commission is also common.

Nail Technology for the period 9-1-18 to 8-31-19

We did not have any nail technology students during this time frame.

Compensation Expected

Nail technology graduates earn from \$18,000 to \$22,000 in salary and gratuities in an entry-level position depending on the work schedule and the area population.

A commission scale is commonly used to pay nail technologists resulting in much higher pay after an introductory period of several months. Retail commissions are also common.

Drug Prevention Policy

PCI Academy prohibits the unlawful possession, use or distribution of illicit drugs and alcohol by students and staff on our property or as part of any of our activities. The academy will immediately contact law enforcement officials to report these activities.

The health risks of the use of illicit drugs and alcohol abuse require providing education and referral for students and staff.

The academy provides education annually and refers students and staff to local services. Area drug abuse information, counseling, referral and treatment centers information is made available to students and staff members.

The academy may expel students and terminate staff involved in unlawful possession, use or distribution of illicit drugs and alcohol. The academy may refer such cases to the proper authorities for prosecution. Students and staff may be reinstated upon completion of an appropriate rehabilitation program.

As a condition of employment, employees must notify the academy of any criminal drug statute conviction for a violation occurring in the

workplace not later than five days after such conviction.

There are serious legal sanctions for illegal use of drugs and/or alcohol. There are serious health risks associated with drug and/or alcohol use including impaired mental and physical health, neurological disease/damage, memory and intellectual performance interference, mental and physical depression, uncontrollable violence, impulsive behavior, convulsive seizures, homicide, suicide, cardiac disease or damage, cardiovascular collapse or heart failure, gastrointestinal disease or damage, ulcers or erosive gastritis, anemia, liver and pancreatic disease, liver failure or pancreatitis, deteriorating relationships, and death.

As a student and/or staff member at PCI Academy, I understand the academy's policies as stated above and recognize their impact on my future at the academy if I break the law related to drug and/or alcohol use.

Agencies where the student can get assistance are available in the student lounge.

Drug Trafficking Penalties

Federal penalties and sanctions for illegal possession of a controlled substance can include imprisonment, fines, forfeiture of personal and real property, forfeiture of vehicles, denial of Federal benefits, such as student loans and grants, ineligibility to receive or purchase firearm, and revocation of Federal licenses and benefits.

Note: These are only Federal penalties and sanctions. Additional state penalties and sanctions may apply.

Grievance Procedure

If a student has a complaint that cannot be resolved with their coach, the student should follow this procedure. Submit a signed written complaint to the lead educator. Upon receipt of the complaint, the lead educator will review it and notify the student the complaint's resolution. If this is not satisfactory, the complaint will be referred to an owner who will notify the student of its resolution.

Non-Discrimination Policy

The academy admits students without regard to race, age, sex, gender, sexual preference, creed, religion, color, citizenship, national origin, or ethnic origin.

Harassment Policy

Harassment is defined as any physical, verbal or nonverbal behaviors that cause another to be uncomfortable. It includes creating a hostile, offensive or intimidating climate which interferes with the learning environment.

Reporting Guidelines

PCI Academy takes any case of harassment very seriously and these guidelines are provided to effectively deal with harassment. If you experience or are a witness to harassment, follow this procedure:

1. Let the person know immediately that you are uncomfortable with the behaviors and you would like them to stop.
2. If you feel the situation is too intimidating or after you ask them to stop the behavior it continues, go immediately to an educator or to the admissions office to report it.

PCI Academy Responsibility

After the suspected harassment, has been brought to the attention of administrators or educators, the situation will be dealt with through an investigation. You may not know the outcome, but cases of harassment may result in dismissal from the program. An environment conducive to learning is a top priority at PCI Academy.

Voter Registration Information

Before you can vote, you must register. In Minnesota, you may register 20 days before Election Day or on Election Day at your polling place. Your registration remains current until you move, change your name, or do not vote for four consecutive years. You may update your registration information by completing another Voter Registration Application.

Qualifications to register and vote include that you will be at least 18 years old on Election Day, are a citizen of the United States, will have resided in Minnesota for 20 days immediately preceding Election Day, have any felony conviction record discharged, expired, or completed, are not under court-ordered guardianship where a court has revoked your voting rights, and have not been ruled legally incompetent by a court of law.

Voter registration forms are available online at www.sos.state.mn.us

Health and Safety Resources

Chrysalis Women's Center, Counseling & Therapy Services, Minneapolis www.chrysaliswomen.org 612-871-0118

West Metro Recovery, Substance Abuse Treatment, Robbinsdale, 763-531-9488 800-559-9503

Annex Teen Clinic, Sexual Health Clinic, Robbinsdale

Teen Clinic 763-533-1316 Medical Services 612-813-6125 West Suburban 952-474-3251

Hennepin County WIC Program, Supplemental Nutrition Program for Women, Infants & Children, Minneapolis

612 348-6100

Home Free Women’s Shelter, Domestic Violence & Shelter, Plymouth, 24-hour Crisis line 763-559-4945 Business Line (Shelter) 763-559-9008

Drug, Alcohol, and Sexual Abuse Resources

National

Alcoholics Anonymous

<http://www.aa.org/>

National Institute on Alcohol Abuse and Alcoholism

Alcohol & Your Health

<http://www.niaaa.nih.gov/alcohol-health>

Public education materials

<https://niaaa.nih.gov/publications/brochures-and-fact-sheets>

Federal Substance Abuse and Mental Health Services Administration

Behavioral Health Treatment Services Locator

<https://findtreatment.samhsa.gov/locator/home>

[DEA –United States Drug Enforcement Administration](https://www.dea.gov/druginfo/factsheets.shtml)

<https://www.dea.gov/druginfo/factsheets.shtml>

Rape, Abuse & Incest National Network (RAINN)

(800) 656 HOPE (4673)

Safety and Prevention

<https://www.rainn.org/safety-prevention>

Center for Changing our Campus Culture

Victim Services/Advocates

<http://changingourcampus.org/category/victim-services/>

NACCAS Annual Report 2018 (reported 11-30-2019)

Number of students scheduled to graduate	268
Number of students who graduated	192
Number of students eligible for employment	183
Number of eligible individuals employed in a field for which training prepared them	134
Number of individuals who took all portions of their licensing exam	175
Number of individuals who passed all portions of licensing exam	175
Length of longest NACCAS approved program taught in 2015 or 2016 in weeks	101

Completion rate 71.64% meets the standard

Placement rate 73.22% meets the standard

Licensure rate 100% meets the standard

These numbers reflect data from both our academies located in Ames, Iowa and Plymouth, Minnesota.

NACCAS Annual Report by Program

Cosmetology

Completion Rate 61.98%

Placement Rate 86.30%

Licensure Rate 98.67%

Esthetics

Completion Rate 79.41%

Placement Rate 64.93%
Licensure Rate 92.20%

Massage Therapy

Completion Rate 82.35%
Placement Rate 56.00%
Licensure Rate 78.57%

Nail Technology

Completion Rate 72.73%
Placement Rate 87.50%
Licensure Rate 100%

TITLE IX POLICIES

Notice of Nondiscrimination

PCI Academy does not discriminate based on sex in its education programs or activities and is committed to ensuring an educational environment free of sexual harassment, including sexual violence, and to full compliance with Title IX of the Education Amendments Act of 1972 and other federal and state laws governing such conduct.

The following individual has been designated as the Title IX Coordinator by PCI Academy to handle inquiries regarding PCI Academy's Title IX policies, including receiving and responding to information about any incident of sex discrimination:

Linda Lohman, 309 Kitty Hawk Drive, Ames, Iowa 50010 llohman@pci-academy.com 515-956-3781

Information regarding sexual discrimination, including sexual harassment or sexual violence, may also be reported by anyone to: U.S. Office for Civil Rights by email at ocr@ed.gov or at the addresses provided at the following website:
<http://www2.ed.gov/about/offices/list/ocr/docs/howto.html>

"Sexual harassment" is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that may constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly as a term or condition of an evaluation of a student's academic performance, or a term or condition of participation in student activities or in other events or activities sanctioned by PCI Academy;
- Submission to or rejection of such conduct by an individual is used as the basis for academic decisions or other decisions about participation in student activities or other events or activities sanctioned by PCI Academy; or
- Such conduct otherwise has the purpose or effect of threatening an individual's academic performance; or creating an intimidating, hostile, or offensive educational environment.

Forms of sexual harassment include, but are not limited to, sexist remarks or behavior, constant offensive joking, sexual looks or advances, repeated requests for dates, unwelcome touching, and promise of reward for sexual favors. Students, faculty, or staff who experience sexual harassment should be encouraged to make it clear to the alleged offender that such behavior is offensive. However, failure to comply with this provision does not defeat the Institute's obligation to investigate the incident and take appropriate steps if sexual harassment has occurred.

Sexual violence includes, among other conduct, domestic violence, dating violence, sexual assault, and stalking. These acts will not be tolerated at PCI Academy as such acts are inappropriate and create an environment contrary to the goals and mission of PCI Academy. Any such acts will be thoroughly investigated and will subject an individual to appropriate disciplinary sanctions and/or possible action by appropriate law enforcement agencies.

It is the responsibility of all persons within PCI Academy community to work to ensure an educational environment free from sex discrimination. Violations of this policy may be grounds for disciplinary action under PCI Academy's policies and procedures [cross reference the procedures applicable to students and employees utilized by the academy to investigate and discipline sexual discrimination (including sexual harassment and sexual violence) incidents].

All students and staff of PCI Academy are expected to report incidents of sexual discrimination (including sexual harassment or sexual violence) to the Title IX Coordinator.

Education Programs to Promote Awareness of Domestic Violence, Dating Violence, Sexual Assault, and Stalking

PCI Academy educates the incoming and current student and employee community about sexual violence, violence prevention, and all relevant PCI Academy policies and procedures during all orientations held for new and current students at the onset of a class and at least annually.

In addition, PCI Academy conducts new and current employee training on these topics at least annually. The Title IX Coordinator is responsible for training all current students and employees about PCI Academy's policies regarding sexual violence and for conducting

the new student and employee training.

The new and current employee and student training sessions include:

- A statement that PCI Academy prohibits crimes of dating violence, domestic violence, sexual assault, and stalking;
- The definitions of those crimes under federal and state law;
- The definition of consent, about sexual activity, if available under state law;
- A description of safe and positive options for bystander intervention;
- Information on risk reduction;
- Information contained in PCI Academy's policies and procedures related to preventing, reporting, and responding to sexual offenses, including disciplinary procedures and victim rights; and
- A description of PCI Academy's ongoing prevention and awareness campaigns for students and employees.

The Title IX Coordinator undergoes annual training in the administration of Title IX policies.

Sanctions and Protective Measures

Following a final determination of PCI Academy's institutional disciplinary proceeding regarding domestic violence, dating violence, sexual assault, or stalking, PCI Academy may impose the following sanctions on the perpetrator and protective measures for the complainant:

Sanctions

Sanctions that may be imposed by PCI Academy include, but are not limited to:

- Written warning;
- Mandatory counseling;
- Mandatory education and training;
- No contact order;
- Changes in academic, working, or living arrangements;
- Revocation of certain campus privileges; suspension; or expulsion.

PCI Academy has flexibility in the type and range of sanctions to impose on the perpetrator depending on the severity of the incident but has a process in place to ensure that sanctions imposed are consistent with sanctions imposed in past incidents of similar conduct and are not imposed unequally based on gender or gender identity.

Protective Measures

Protective measures that the academy may utilize to protect the complainant include, but are not limited to:

- An order of protection, a no contact order, restraining order or similar lawful order from the institution;
- Changes to transportation, working, academic, and/or living situations;
- Providing increased monitoring, supervision, or security at locations or activities where the misconduct occurred;
- Providing an escort to ensure that the complainant can move safely between classes and activities;
- Ensuring the complainant and perpetrator do not share classes or extracurricular activities;
- Providing comprehensive, holistic victim services including medical, counseling, and academic support services, such as tutoring; or
- Arranging for the complainant to have extra time to complete or re-take a class or withdraw from a class without an academic or financial penalty.

When determining what protective measures to establish, PCI Academy will consider a number of factors including the specific needs and requests expressed by the complainant; the age of the students involved; the severity or pervasiveness of the conduct; any continuing effects on the complainant; whether the complainant and alleged perpetrator share the same residence hall, dining hall, class, transportation, or job location; and whether other judicial measures have been taken to protect the complainant (e.g., civil protection orders).

Sexual Violence – Victim Procedures

If you are victim of sexual violence, including sexual violence, dating violence, domestic violence, or stalking, your priority should be to get to a place of safety. You should then obtain any necessary medical treatment. Information about the alleged offense should be provided to the Institute's Title IX Coordinator as soon as possible. Time is a critical factor for evidence collection and preservation.

PCI Academy strongly advocates that a victim of sexual violence reports the incident to police in a timely manner and, if requested to do so by the victim, the Title IX Coordinator will assist the victim in contacting the police. Filing a police report will not obligate the victim to prosecute, nor will it subject the victim to scrutiny or judgmental opinions from officers. The victim has the right always to decline to notify police of the incident.

Filing a police report will:

- Ensure that a victim of sexual assault receives the necessary medical treatment and tests, at no expense to the victim;

- Provide the opportunity for collection of evidence helpful in prosecution or establishing a no contact order, which cannot be obtained later (ideally a victim of sexual assault should not wash, douche, use the toilet, or change clothing prior to a medical/legal exam); and
- Assure the victim has access to free confidential counseling from counselors specifically trained in sexual assault crisis intervention.

When a victim contacts the Police Department, the local Police Sex Crimes Unit will typically be notified as well.

The victim may choose for the investigation to be pursued through the criminal justice system. The Title IX Coordinator will guide the victim through the available options and support the victim in his or her decision. Various counseling options are available through the Rape and Sexual Abuse Center and the Victim Intervention Program of the local Police Department.

Procedures for Disciplinary Action in Cases of Sexual Violence

PCI Academy's Title IX Coordinator has primary responsibility for receiving, evaluating, and investigating allegations of sexual violence, including alleged domestic violence, dating violence, sexual assault, and stalking. The Title IX Coordinator is responsible for informing the Owner(s) and the Campus Security Authority within 24 hours after receiving a sexual violence report, for purposes of maintaining accurate Clery Act crime statistics.

The Title IX Coordinator has primary responsibility for ensuring that any disciplinary proceeding involving an allegation of sexual violence is conducted promptly, fairly, and impartially and in accordance with these and other related institutional procedures.

Once the Title IX Coordinator receives a report of sexual violence, the following steps will be followed:

1. The Title IX Coordinator will immediately assess whether the information in the report warrants a timely warning and, if so, will contact the Owner(s) immediately to execute that procedure in accordance with the institution's timely warning procedures [cross reference to those procedures]. The Title IX Coordinator will immediately inform the victim of his/her right to "interim measures" during the pendency of an investigation of the alleged sexual violence, including obtaining an order of protection, a no contact order, restraining order or similar lawful order from the police or the institution. PCI Academy's obligation is to protect the identity of the victim in any Clery Act report or in other publicly available recordkeeping. PCI Academy is also required to keep any interim measures provided to the victim confidential, to the extent that maintaining such confidentiality would not impair the ability of the institution to provide the accommodation or protective measure.
2. The Title IX Coordinator will, within 24 hours of receipt of the report, provide to the individual making the report of an alleged sex offense:
 - a) A copy of these procedures;
 - b) Information on counseling, health, mental health, victim advocacy, legal assistance services, immigration assistance, student financial aid, and any other services available to the victim at PCI Academy or in the community;
 - c) Information on the victim's right to report the incident to local police and the fact that PCI Academy's institutional investigation and disciplinary procedure and any criminal proceeding may occur simultaneously; and
 - d) Options to facilitate changes to transportation, working, academic, and/or living situations, or additional protective measures, if requested, while the investigation is pending, even if the victim chooses not to report the crime to police.
3. The Title IX Coordinator will investigate the incident by interviewing: the individual filing the report, the accused, PCI Academy employees, witnesses, and others as necessary to gather facts about the alleged incident. The Title IX Coordinator may be assisted by other employees after determining that such employees do not have a conflict of interest and have received training in Title IX and VAWA.
4. The Title IX Coordinator will ensure that all individuals involved in the disciplinary procedure apply a "preponderance of the evidence" standard when evaluating sexual violence reports. PCI Academy does not provide for a formal hearing process but both parties may be assisted by a support person of choice, including an attorney.
5. In all cases, the Title IX Coordinator will maintain regular communications with both the accuser and accused and provide both parties with equal opportunity to provide information, witness statements, evidence, and other information that may be necessary for PCI Academy to fully evaluate the alleged offense.
6. The Title IX Coordinator will, barring extenuating circumstance, complete the investigation and make a determination regarding any necessary discipline of accused and remedies to accuser within 60 days of the date that the report is first received by the Title IX Coordinator.
7. The Title IX Coordinator will inform both parties of its final determination. PCI Academy does not provide for an appeal of final determinations.
8. The sanctions that may be imposed by PCI Academy following a determination that dating violence, domestic violence, sexual assault, or stalking occurred include, but are not limited to, counseling, education, changes in academic or living arrangements, no contact orders, suspension or expulsion of a student, or termination of employment.
9. Both the accuser and accused shall be simultaneously informed in writing of:

- a) The outcome of any disciplinary proceeding that arises from an allegation of domestic violence, dating violence, sexual assault, or stalking;
 - b) The institution's procedures for the accused and victim to appeal the results of the institutional disciplinary proceeding (if any such appeal rights become available);
 - c) Any change to the results that occurs prior to the time that such results become final; and
 - d) When such results become final.
10. The Title IX Coordinator will determine if the incident is indicative of a systemic issue and, if so, work with PCI Academy employees, including the Campus Security Authority and Owner(s), to recommend changes to PCI Academy's policies, procedures, or training to prevent re-occurrence.

PCI Academy requires the Title IX Coordinator and all employees involved in the investigation and disciplinary process to receive training at least annually on issues related to dating violence, domestic violence, sexual assault, and stalking and on how to investigate and hearing process that protects the safety of victims and promotes accountability.

Protection of Confidentiality of Victim of Sexual Violence

There are no pastoral or professional counselors on campus. Confidential crisis, mental health, and victim resource hotline numbers are posted on campus as well as listed in the PCI Academy Catalog, should students need to contact these agencies. Victims of sexual violence reported to the Title IX Coordinator will be provided with information regarding local rape crisis centers and other counseling services.

Reports about sexual violence or other crimes may be provided informally and in confidence to PCI Academy's Title IX Coordinator, who will make every attempt to maintain privacy of the information in accordance with your request and Family Educational Rights and Privacy Act of 1974 (FERPA) regulations unless PCI Academy is under an obligation to disclose your identity to protect the safety of others. You will be informed if PCI Academy cannot maintain the requested confidentiality of the information.

PCI Academy strongly encourages persons who are victims of sexual violence who do not want to report the incident to police or file a complaint using PCI Academy's institutional procedures to report the incident to the Title IX Coordinator voluntarily and on a confidential basis solely to permit the inclusion of that information in PCI Academy's annual crime statistics. With such information, PCI Academy can keep an accurate record of the number of similar incidents, determine where there is a pattern of crime regarding a location, method, or assailant, and alert the campus community to potential danger. PCI Academy will make best efforts to maintain the privacy of that information and to comply with FERPA.

PCI Academy is required to, and will, keep the identity of victims of sexual violence private in any public report of Clery Act crimes. Reporting to the institution will also enable the victim to receive protective measures. At the victim's request, PCI Academy will maintain as confidential any protective measures provided to the victim, to the extent that making such information confidential does not impair the ability of the institution to provide those protective measures. The victim will be informed by the institution if providing a protective measure may reveal the identity of the victim.

PCI Academy encourages reporting of sexual violence to the police. Filing a police report will:

- Ensure that a victim of sexual assault receives the necessary medical treatment and tests, at no expense to the victim;
- Provide the opportunity for collection of evidence helpful in prosecution, which cannot be obtained later (ideally a victim of sexual assault should not wash, douche, use the toilet, or change clothing prior to a medical/legal exam); and
- Assure the victim has access to free confidential counseling from counselors specifically trained in sexual assault crisis intervention.

Police reports are public records under state law, and therefore PCI Academy cannot guarantee the absolute confidentiality of reports of crime obtained from police records but will make every effort to maintain the confidentiality of such information to the greatest extent permitted by law.

Victim Support Services

Once the Title IX Coordinator receives a report of sexual violence, the Title IX Coordinator will provide the individual making the report with written information regarding existing counseling, health, mental health, victim advocacy, legal assistance, and other services available for victims, both on campus and in the community.

National Resources:

- National Sexual Assault Hotline 800-656-4673
- National Domestic Violence Hotline 800-799-7233

Local Resources:

- Plymouth Police Department Non-Emergency 763-509-5160 Emergency 9-1-1
- Minnesota Coalition Against Sexual Assault (MNCASA) – Referrals to local rape crisis centers www.mncasa.org
- Chrysalis Women's Center, Counseling & Therapy Services Minneapolis www.chrysalisdwomen.org or Crisis Line 6120871-9118
- NISAA (African Women's Refugee Project) Sexual abuse comprehensive services, culturally specific to African Immigrant communities. <http://muawi.org> 515-288-0881

- LUNA (Latinas Unidas por un Nuevo Amanecer) Sexual abuse comprehensive services, culturally specific to Latino population. www.lunaiowa.org Services 800-256-7668 or 866-256-7668
- Domestic/Sexual Assault Outreach Center Crisis Line 888-356-5006 or 515-955-2273

The Title IX Coordinator will work with all students affected by sexual misconduct to ensure their safety and support their well-being. This assistance may include providing accommodations to support or protect a student after an incident of sexual misconduct and while an investigation or disciplinary proceeding is pending. Such accommodations may include the ability to alter class schedules, withdraw from/retake a class without penalty, and access academic support (e.g., tutoring). PCI Academy may be able to provide additional interim measures to victims while an investigation is pending, such as no contact orders and changing the alleged perpetrator's class schedule.

Interim Measures

Within 24 hours of a Title IX Coordinator receiving a report of sexual violence, the Title IX Coordinator will provide written notification to the victim about options for, and available assistance in, changing academic, living, transportation, and working situations, if so requested by the victim and if such accommodations are reasonably available, regardless of whether the victim chooses to report the crime to campus police or local law enforcement.

Rights and Options of Victims of Sexual Violence

Within 24 hours of a Title IX Coordinator receiving a report of dating violence, domestic violence, sexual assault, or stalking, whether the offense occurred on or off campus, the institution will provide the student or employee with a written explanation of the student's or employee's rights and options. That notice will contain the following information:

This document outlines your rights under Title IX. You may have additional rights under other federal and state laws. Title IX of the Education Amendments of 1972 prohibits sex discrimination—which includes sexual violence—in educational programs and activities. All public and private schools, school districts, colleges, and universities receiving federal funds must comply with Title IX. If you have experienced sexual violence, here are some things you should know about your Title IX rights:

Your School Must Respond Promptly and Effectively to Sexual Violence

- You have the right to report the incident to your school, have your school investigate what happened, and have your complaint resolved promptly and equitably.
- You have the right to choose to report an incident of sexual violence to campus or local law enforcement, but, a criminal investigation does not relieve your school of its duty under Title IX to respond promptly and effectively.
- Your school must adopt and publish procedures for resolving complaints of sex discrimination, including sexual violence. Your school may use student disciplinary procedures, but any procedures for sexual violence complaints must afford you a prompt and equitable resolution.
- Your school should ensure that you are aware of your Title IX rights and any available resources, such as victim advocacy, housing assistance, academic support, counseling, disability services, health and mental health services, and legal assistance.
- Your school must designate a Title IX coordinator and make sure all students and employees know how to contact him or her. The Title IX coordinator should also be available to meet with you.
- All students are protected by Title IX, regardless of whether they have a disability, are international or undocumented, and regardless of their sexual orientation and gender identity.

Your School Must Provide Interim Measures as Necessary

- Your school must protect you as necessary, even before it completes any investigation. Your school should start doing this promptly once the incident is reported.
- Once you tell your school about an incident of sexual violence, you have the right to receive some immediate help, such as changing classes, dorms, or transportation. When taking these measures, your school should minimize the burden on you.
- You have the right to report any retaliation by school employees, the alleged perpetrator, and other students, and your school should take strong responsive action if this occurs.

Your School Should Make Known Where You Can Find Confidential Support Services

- Your school should clearly identify where you can go to talk to someone confidentially and who can provide services like advocacy, counseling, or academic support. Some people, such as counselors or victim advocates, can talk to you in confidence without triggering a school's investigation. Because different employees have different reporting obligations when they find out about sexual violence involving students, your school should clearly explain the reporting obligations of all school employees.
- Even if you do not specifically ask for confidentiality, your school should only disclose information to individuals who are responsible for handling the school's response to sexual violence. Your school should consult with you about how to best protect your safety and privacy.

Your School Must Conduct an Adequate, Reliable, and Impartial Investigation

- You have the right to be notified of the time frames for all major stages of the investigation.
- You have the right to present witnesses and evidence.
- If the alleged perpetrator can have a lawyer, you have the right to have one too.

- Your school must resolve your complaint based on what they think is more likely than not to have happened (this is called a preponderance-of-the-evidence standard of proof). Your school cannot use a higher standard of proof.
- You have the right to be notified in writing of the outcome of your complaint and any appeal, including any sanctions that directly relate to you.
- If your school provides for an appeal process, it must be equally available for both parties.
- You have the right to have any proceedings documented, which may include written findings of fact, transcripts, or audio recordings.
- You have the right not to “work it out” with the alleged perpetrator in mediation. Mediation is not appropriate in cases involving sexual violence.

Your School Must Provide Remedies as Necessary

- If an investigation reveals that sexual violence created a hostile environment, your school must take prompt and effective steps reasonably calculated to end the sexual violence, eliminate the hostile environment, prevent its recurrence, and, as appropriate, remedy its effects.
- Appropriate remedies will generally include disciplinary action against the perpetrator but may also include remedies to help you get your education back on track (like academic support, retaking a class without penalty, and counseling). These remedies are in addition to any interim measures you received.
- Your school may also have to provide remedies for the broader student population (such as training) or change its services or policies to prevent such incidents from repeating.

If you want to learn more about your rights, or if you believe that your school is violating federal law, you may contact the U.S. Department of Education, Office for Civil Rights, at (800) 421-3481 or (800) 421-3481 or ocr@ed.gov.

If you wish to fill out a complaint form online, you may do so at <http://www.ed.gov/ocr/complaintintro.html>.

Complaints About Private Colleges and Career Schools

Colleges and career schools that are licensed or registered with the Office of Higher Education are required to:

- comply with Minnesota Statutes 136A.61 to 136A.833
- comply with Minnesota Administrative Rules Chapter 4840 and 4880
- follow their internal policies and procedures, and
- use marketing materials or recruiting practices that are not deceptive, misleading, or inaccurate.

If you did not have a good experience or believe that a career school or college has not met these requirements, you can file a complaint with the Office of Higher Education. As a part of the Agency's regulatory oversight, we will investigate and respond to complaints and, if justified, take action to prevent future problems.

Minnesota Office of Higher Education Complaint Process

When a Complaint May Be Filed with the Office of Higher Education

Please take the following steps prior to filing a complaint with the Office of Higher Education:

1. Bring the problem to the institution's attention.

Many issues can be handled quickly and informally once the institution is aware of your concern. For more serious problems, you must follow the institution's formal grievance policy, first. If you call us before you have pursued all internal options, we may have to defer taking your complaint until you can verify that the institution will not respond adequately.

2. Determine whether your institution is regulated by the Office of Higher Education.

The Office of Higher Education cannot deal with complaints about the University of Minnesota or Minnesota State Colleges and Universities. Complaints about public institutions should be made to the institution or to the system's central administration. Please refer to the list of licensed or registered institutions to determine whether our office regulates your institution. If your institution is not on these lists, contact our office if you feel like the institution should be on this list.

3. Determine whether the problem is with the requirements we administer.

The Office of Higher Education can only act to assure that private institutions comply with the state statutes that we administer. Some problems fall outside of our jurisdiction. When another state or federal office should address your concern, we will refer you. For example, if you feel discriminated against on the basis of race, color, national origin, sex, sexual identity, handicap, age, or membership in a patriotic youth organization we will refer you to the US Department of Education Office of Civil Rights and the Minnesota Department of Human Rights.

4. Complaints should be submitted to the office within six years of the alleged violation.

It can be challenging to fully investigate your concerns if you wait too long to file a complaint with our office. As more time passes, the ability to secure documentation on your concern is reduced. Our office cannot investigate a complaint if the alleged issue occurred greater than six years ago.

5. Identify yourself.

Our ability to take action is restricted or reduced if you file an anonymous complaint. We prefer that you give your name, address, telephone number, and email address on the written complaint form. Our office will be unable to follow-up with you on the status of your complaint if you do not provide your contact information.

How to File a Complaint

1. If you are unsure about whether you should file a complaint:

Consider contacting us first to discuss your complaint. We can explain the complaint procedures and let you know whether the Office of Higher Education, or another agency, can address your problem.

2. You must fill out the student complaint form in order for us to address your complaint.

Include as much detail as possible, including the exact nature of the complaint, dates of incidents, names of people at the institution that have been involved, who you have worked with in trying to resolve the complaint internally, and copies of any written documentation. Specificity will be critical to our office's investigation.

3. Attach documentation to the student complaint form.

Keep records that provide evidence of the problem and your efforts to solve it through internal processes. Documentation will help you make your case with the institution and help us learn about the issue and investigate.

4. Send the student complaint form to the Office of Higher Education.

Our office needs a "wet" signature as the signature on the back is the privacy release that our office needs to speak to the school about your academic file. The complaint form can be digitized (by scanning or taking a photo with a smart phone) and then emailed, mailed, or faxed it to the contact information below: Registration & Licensing, Office of Higher Education, 1450 Energy Park Drive, Suite 350, St. Paul, MN 55108 651-259-3975 or 1-800-657-3866 secure fax 651-797-1664 betsy.talbot@state.mn.us

How Complaints are Handled

The Office of Higher Education takes the following steps when you file a written complaint about a private college or career school:

We will review your written complaint and initiate an investigation

We will prepare a letter to the institution outlining the nature of the allegations and provide the institution with a copy of the complaint. The letter will request a written response regarding the specific situation in the complaint.

If our office finds that the nature of your complaint is not related to our office's requirements or standards, you will notify you in writing that we are not taking any further action on your complaint.

We may contact you

We may ask clarifying questions or gather additional evidence in support of your complaint. We may also seek verification of the complaint from independent sources who may have witnessed events or have other documentation.

We will review the institution's response and offer you the opportunity to respond.

We will determine whether your school failed to comply with our office's requirements and standards.

We may request more information from the institution or from you after we received the institution's response to your complaint. We may conduct additional investigation, including an on-campus review.

We will take final action on the complaint

If we determined that a school did not comply with our office's requirements and standards, we will notify you and the institution of any required action necessary to bring the institution into compliance.

If the complaint does not appear to indicate a violation of legal requirements, we will inform you and the school in writing.

NOTE: The Family Educational Right to Privacy Act (FERPA) generally limits what can be disclosed from complaint files, and under the Minnesota Government Data Practices Act, the Office of Higher Education cannot disclose unsubstantiated complaints to other parties.