

# Catalog

## Pulse Beauty Academy A Paul Mitchell Partner School

150 E. Pennsylvania Ave., Suite 250  
Downington, PA 19335  
610.873.8600  
Toll Free 877.821.8337

[info@pulsebeautyacademy.com](mailto:info@pulsebeautyacademy.com)

**January 2014–2015**

**Date of Publication: November 10, 2014**

This is to certify this catalog as being true and correct in content and policy.

Director signature: \_\_\_\_\_

**Joanne Myers**



# Table of Contents

MISSION STATEMENT .....	4
SCHOOL FACILITIES .....	4
ADMINISTRATION/OWNERSHIP .....	4
THE FACULTY .....	4
COURSE DESCRIPTIONS ( <i>All courses are taught in English</i> ) .....	4
PARKING .....	4
NONDISCRIMINATION .....	5
ADMISSION REQUIREMENTS .....	5
ADMISSIONS PROCEDURE .....	5
ACCEPTANCE .....	6
STATE LICENSING DISCLAIMER .....	6
ENROLLMENT INFORMATION .....	6
EDUCATION GOALS .....	7
COST OF TUITION AND SUPPLIES .....	7
TUITION – Cosmetology .....	7
TUITION – Cosmetology Instructor .....	7
PAYMENT OPTIONS .....	7
SCHOLARSHIP/FEE WAIVER POLICY .....	8
CONSTITUTION DAY .....	8
VOTER REGISTRATION .....	8
2014 CLASS START DATES .....	8
2015 CLASS START DATES .....	8
STUDENTS WHO WITHDRAW .....	8
REENTRY STUDENTS .....	9
TRANSFER STUDENTS .....	10
TERMINATION POLICY .....	10
COSMETOLOGY COURSE OVERVIEW .....	11
COSMETOLOGY COURSE OUTLINE .....	11
COSMETOLOGY INSTRUCTOR COURSE OVERVIEW .....	12
COSMETOLOGY INSTRUCTOR COURSE OUTLINE .....	12
STATE OF PENNSYLVANIA REQUIREMENTS .....	13
COSMETOLOGY PROGRAM TESTING AND GRADING PROCEDURE .....	14
COSMETOLOGY INSTRUCTOR PROGRAM TESTING AND GRADING PROCEDURE .....	14
MEASURABLE PERFORMANCE OBJECTIVES .....	15
SAFETY PRECAUTIONS FOR THE BEAUTY INDUSTRY .....	15
INDUSTRY REQUIREMENTS .....	15
STUDENT SERVICES .....	16

GRADUATION REQUIREMENTS IN COURSES.....	16
STATE LICENSURE AND TESTING PROCEDURES.....	16
GRADUATION, PLACEMENT, AND JOB OPPORTUNITIES .....	17
STUDENT KIT - Cosmetology.....	17
STUDENT KIT - Cosmetology Instructor .....	18
FINANCIAL AID – CONSUMER INFORMATION .....	18
FEDERAL RETURN OF TITLE IV FUNDS POLICY.....	26
TREATMENT OF TITLE IV FUNDS WHEN A STUDENT WITHDRAWS FROM A CLOCK-HOUR PROGRAM .....	27
INSTITUTIONAL REFUND/DROP POLICY.....	29
STUDENT FINANCIAL AID RELEASE .....	30
POLICY FOR VERIFICATION OF TITLE IV FUNDING .....	30
ELIGIBILITY OF FINANCIAL AID AFTER A DRUG CONVICTION .....	30
MAKEUP WORK.....	31
SATISFACTORY ACADEMIC PROGRESS POLICY .....	31
QUANTITATIVE AND QUALITATIVE FACTORS.....	31
COMPLETION OF COURSE WITHIN DESIGNATED PERIOD OF TIME .....	32
MAXIMUM TIME FRAME .....	32
LEAVE OF ABSENCE, INTERRUPTIONS, COURSE INCOMPLETES, WITHDRAWALS.....	32
EVALUATION PROCEDURES AND REQUIRED LEVEL OF ACHIEVEMENT.....	33
DETERMINATION OF PROGRESS STATUS .....	33
REINSTATEMENT OF FINANCIAL AID <i>for those who qualify</i> .....	33
PROBATION AND REESTABLISHMENT OF SATISFACTORY PROGRESS.....	34
APPEAL PROCEDURE .....	35
STUDENT RIGHT OF ACCESS AND RECORD RETENTION POLICY .....	36
PERFORMANCE STATISTICS/JOB OUTLOOK .....	38
PROGRAM INTEGRITY .....	40
STUDENTS RIGHT-TO-KNOW - DEPARTMENT OF EDUCATION RATES.....	40
STUDENT PROFESSIONAL DEVELOPMENT GUIDELINES .....	41
ATTENDANCE AND MAINTAINING INSTITUTIONAL SATISFACTORY PROGRESS.....	43
COACHING AND CORRECTIVE ACTION.....	48
POLICIES AND PROCEDURES FOR STUDENTS WITH DISABILITIES.....	49
STUDENT CONSUMER INFORMATION.....	55
SEXUAL HARASSMENT POLICY .....	56
HARASSMENT, INTIMIDATION, BULLYING, AND DISCRIMINATION POLICY .....	57
COPYRIGHT MATERIAL POLICY FOR PULSE BEAUTY ACADEMY .....	58
SOCIAL NETWORKING POLICY.....	59
REGULATORY AND ACCREDITATION AGENCIES .....	59
GRIEVANCE POLICY.....	60
ACADEMY ADMINISTRATION AS OF NOVEMBER 2014.....	60

## **MISSION STATEMENT**

Pulse Beauty Academy is dedicated to developing and cultivating the skills of future cosmetology professionals. Pulse Beauty Academy provides excellent education to prepare students to pass the Pennsylvania State Board Examination. Students will acquire training that will increase their marketability and create opportunities for salon employment.

## **SCHOOL FACILITIES**

Our cosmetology program offers the challenge of a very stimulating and rewarding career. Pulse Beauty Academy is fully equipped to meet all of the demands of modern hair designing, while at the same time providing a high-tech atmosphere and attitude for progressive personal development. The 14,000 square-foot facility includes a student lounge and lockers, client reception and work areas, management offices, private classrooms, workstations, and equipment.

## **ADMINISTRATION/OWNERSHIP**

Champion Beauty Academy Inc., dba PULSE BEAUTY ACADEMY A PAUL MITCHELL PARTNER SCHOOL, is an independently owned and operated franchisee of Paul Mitchell Advanced Education, LLC.

The institution is owned by Adam Sahagian and Mark Gigliotti.

## **THE FACULTY**

Under the controlling direction of prestigious designers, you will receive a quality education in the exciting and changing industry of hair design. Our instructors are licensed by the state, and are successful professionals who continue to work in salons and spas as time permits.

## **COURSE DESCRIPTIONS (All courses are taught in English)**

### **Cosmetology: Standard Occupational Classification (SOC 39-5012.00):**

### **Classification of Instructional Programs (CIP 12.0401)**

The curriculum involves 1250 hours to satisfy Pennsylvania State requirements. The course includes extensive instruction and practical experience in cutting, hair coloring, perming, customer service, personal appearance & hygiene, personal motivation & development, retail skills, client record keeping, business ethics, as well as sanitation, state laws & regulations, salon-type administration, and job interviewing.

*\*Student is prepared to become an entry level cosmetologist.*

### **Cosmetology Instructor: Standard Occupational Classification (SOC 25-1194.00, CIP Code 13.1399):**

The curriculum involves 500 hours to satisfy Pennsylvania State requirements. The course includes extensive instructional experience in Professional Practices, Teaching Techniques, Communication, Coaching, Servicing, Salon Management, Student Teaching and Game Planning.

*\*Student is prepared to become an entry level instructor.*

## **PARKING**

Students must abide by local (city and/or landlord) parking rules, which are announced during orientation. Pulse Beauty Academy will not be responsible for parking violations and/or towing fees. Pulse Beauty Academy does offer on-site parking.

## **NONDISCRIMINATION**

Pulse Beauty Academy, in its admission, instruction, and graduation policies and practices, does not discriminate on the basis of sex, race, religion, age, ethnic origin, color, disability, sexual orientation, or ancestry. The school does not allow or tolerate discrimination of any kind, bullying, harassment, or hazing of any sort. If any student or team member experiences or witnesses anyone being bullied, harassed, or hazed in any way, he or she is required to report the matter to the school's director, Joanne Myers in person or by calling 610-873-8600, or by mail at 150 E Pennsylvania Ave., Suite 250, Downingtown, PA 19335 immediately so appropriate action can be taken.

## **ADMISSION REQUIREMENTS**

Pulse Beauty Academy admits as regular students those who are high school graduates, or holders of high school graduation equivalency certificates (GED). Pulse Beauty Academy does not accept Ability-To-Benefit (ATB) students.

## **ADMISSIONS PROCEDURE**

- ① Complete an Application Form:** Complete and submit the application form to the school prior to registration. All forms may be obtained by requesting them from the school.
- ② Submit an Application Fee:** Action will not be taken on admission until a non-refundable application fee of \$100.00 is received. Please send the application fee in the form of a cash, credit card, check, or money order payable to Pulse Beauty Academy. This fee is not included in the cost of tuition.
- ③ Submit Two (2) Photos:** The photos should be a recent head and shoulder shot of the applicant and passport size.
- ④ Provide Verification Documents:** A copy of your high school diploma, high school transcripts\*\*, GED or transcripts from a college/university showing student went through at least two (2) years of post-secondary education towards a bachelor's degree, a copy of your social security card, a copy of your driver's license or birth certificate is required. Applicants for the Teacher/Learning Leader Training Program must meet the above requirements and provide proof of holding an applicable practitioners license.
- ⑤ Cosmetology Instructor Documents:** A student wishing to enroll in the cosmetology instructor program must meet the above requirements as well as provide proof of holding a valid and current cosmetology (practitioners) license.

**\*\*Foreign Diplomas or Transcripts:** The school will accept a foreign diploma or transcript, however the diploma or transcript MUST be equivalent to a U.S. high school diploma and must be translated into English by a certified translator. *It is the students responsibility to have the foreign diploma or transcript translated and evaluated as part of the admissions process.* Because the cost of evaluating a foreign diploma or transcript must be incurred as a charge of admissions prior to enrollment in an eligible program, the fee cannot be included in the cost of attendance (COA). Guidance on who to contact to secure an official translation and evaluation can be obtained from the school Financial Aid Leader.

If you have a disability and need an academic adjustment, please notify the admissions officer as soon as possible so the school can review your request. If you are interested in attending our school and you do not have a high school diploma or GED certificate, please contact our admissions office for a list of GED programs located near the school. Pulse Beauty Academy does not require a student to have immunizations / vaccinations to enroll in our school.

Transfer hours accepted by the school are applied to the total number of hours necessary to complete the program and are considered both attempted and completed hours for the purpose of determining when the allowable maximum time frame has been exhausted. Satisfactory academic progress (SAP) evaluation periods are based on actual contracted hours at the institution. *Please refer to the school Transfer policy for additional information.*

## ACCEPTANCE

After a prospect has completed the enrollment application process, the enrollment team and director reviews each applicant and his or her required admissions materials including the written entrance essay and personal interview to determine acceptance. Upon the decision of the enrollment team and director, the applicant receives written notification of acceptance or denial. Note: All applicants must go through the entire enrollment application process (detailed in the enrollment application) which includes re-entry students (withdrawals) and transfer students.

## STATE LICENSING DISCLAIMER

The state may refuse to grant a license if a student has been convicted of a crime; committed any act involving dishonesty, fraud, or deceit; or committed any act that, if committed by a licentiate of the business or profession in question, would be grounds for the State Board of Cosmetology to deny licensure. The State Board of Cosmetology may deny licensure on the grounds that the applicant knowingly made a false statement of fact required to be revealed in the application for such license. Students who are not U.S. citizens or who do not have documented authority to work in the United States will not be eligible to apply to take the state licensure examination. Pulse Beauty Academy is not responsible for students denied licensure.

## ENROLLMENT INFORMATION

- ① **Enrollment periods:** Pulse Beauty Academy usually begins a new cosmetology class about every eleven (11) weeks, depending upon space availability. Pulse Beauty Academy usually begins a new cosmetology instructor class every month, except July. Please refer to the tuition and registration schedule supplement or contact the Academy for exact starting dates.
- ② **Holidays and school closures:** Pulse Beauty Academy allows the following holidays off: New Year's Day, July 4, Thanksgiving, Christmas, Memorial Day and Labor Day. Extra days surrounding those holidays could be added.
- ③ **Enrollment contract:** Pulse Beauty Academy clearly outlines the obligation of both the school and the student in this contract. A copy of the enrollment contract and information covering costs and payment plans will be furnished to the student before the beginning of class attendance.
- ④ **Payment schedule:** Pulse Beauty Academy offers a variety of monthly financial payment schedules. See the Academy's Financial Aid Leader for details.

## EDUCATION GOALS

Pulse Beauty Academy strives to provide a quality educational system that prepares students to pass the state board examination and gain employment within their chosen field of study. Our quality education system includes an outstanding facility, experienced and competent instructors, and a curriculum developed through years of experience and expertise. Our education goals are:

- ① To educate students to be professional, knowledgeable, and skilled in their field for marketability within the industry.
- ② To maintain a constantly updated program that provides students with the knowledge to compete in their field of study.
- ③ To promote the continuing educational growth of our faculty and students, using current teaching methods and techniques.
- ④ To teach courtesy and professionalism as the foundation for a successful career in their chosen field of study.
- ⑤ To prepare students to successfully pass the state licensing exam for entry-level employment.
- ⑥ To train and graduate students while empowering them to become confident and excited to enter a successful career within the salon and beauty industry.

## COST OF TUITION AND SUPPLIES

Because of inflationary cycles, and because equipment change must occasionally be made in order to remain current, the Academy reserves the right that the following tuition information is subject to change.

### TUITION – Cosmetology

Tuition	\$15,750.00
Application Fee (nonrefundable)	100.00
Kit, Equipment, Textbook, Supplies and (nonrefundable)	2,350.00
Sales Tax (x .06%) (nonrefundable)	<u>141.00</u>
<b>TOTAL COSTS</b>	<b>\$18,341.00</b>

*Extra instructional charges as of 5/2012 are \$12.60 per hour.*

### TUITION – Cosmetology Instructor

Tuition	\$6,300.00
Application Fee (nonrefundable)	100.00
Kit, Equipment, Textbook, Supplies (nonrefundable)	300.00
Sales Tax (x.06%) (nonrefundable)	<u>18.00</u>
<b>TOTAL COSTS</b>	<b>\$6,718.00</b>

## PAYMENT OPTIONS

Pulse Academy offers a variety of ways to pay for tuition; check, cash, and credit card. Our Financial Aid Officers will help assist students in finding the best payment option for the student and school to meet the cost requirements.

*Financial aid is available to those who qualify.*

## **SCHOLARSHIP/FEE WAIVER POLICY**

Applicants for the Cosmetology Instructor Program will be considered for a waiver of tuition only with payment of the application and books fee, with a commitment to one year of employment with Pulse Beauty Academy after graduation, if offered.

## **CONSTITUTION DAY**

Pulse Beauty Academy celebrates Constitution Day on or near September 17 of each year. For more information visit [www.constitutionday.com](http://www.constitutionday.com)

## **VOTER REGISTRATION**

Students are encouraged to register to vote in State and Federal Elections. Voter Registration and Election Date information for the state of Pennsylvania can be found at <http://www.votespa.com>.

For information on Voter Registration and Election Dates for Federal Elections visit [www.eac.gov/voter\\_resources](http://www.eac.gov/voter_resources).

## **2014 CLASS START DATES**

<b>Cosmetology</b>	
<b>DAY SCHOOL:</b>	February 17, May 5, July 21, September 22, December 1
<b>NIGHT SCHOOL:</b>	February 17, May 5, July 21, September 22, December 1

<b>Cosmetology Instructor</b>	
<b>DAY AND NIGHT SCHOOL:</b>	Classes enroll the first Monday of every month (excluding July).

## **2015 CLASS START DATES**

<b>Cosmetology</b>	
<b>DAY SCHOOL:</b>	February 16, May 4, July 13, September 14, November 16
<b>NIGHT SCHOOL:</b>	February 16, May 4, July 13, September 14, November 16

<b>Cosmetology Instructor</b>	
<b>DAY AND NIGHT SCHOOL:</b>	Classes enroll the first Monday of every month (excluding July).

## **STUDENTS WHO WITHDRAW**

Students who withdraw from the program are required to empty their locker and gather all personal items. Any items left behind by the student will be stored for 60 days, at which time the items become the property of Pulse Beauty Academy.

Students wishing to transfer to another institution must pay all monies owed to Pulse Beauty Academy, and all applicable academic requirements must be met in order for the hours to be released.

## REENTRY STUDENTS

- ① Outstanding tuition, fee, and overtime expenses must be paid in advance or the student must make satisfactory arrangements with the Financial Aid Leader.
- ② Previous tuition payments will be credited to the student's balance.
- ③ Because tuition fees and costs are subject to change, reentering students will be contracted according to the current tuition costs and will be required to pay any additional fees if applicable.
- ④ Pay a \$100.00 reentry fee.

The school does not deny readmission to any service member of the uniformed services for reasons relating to that service.

Readmission is reserved to the sole discretion of Pulse Beauty Academy and may require special conditions.

Readmission for a student requires a personal interview with school administration. The reentering student will be placed on 30-day evaluation. During the 30-day evaluation period the student must demonstrate for that period that they can meet the school's minimum attendance and academic requirements for Satisfactory Academic Progress. The student will then be evaluated for Satisfactory Academic Progress at the next scheduled evaluation period to determine their new status. Students who fail to meet the minimum attendance and academic requirements for that 30-day evaluation period may be terminated. Students who re-enter the program are placed in the same Satisfactory Academic Progress standing as when they left. If a reenrolling student has previously used all of their excused absences provided under their original contract, the student will not receive any additional time for excused absences under the new reenrollment contract. In addition, a student may be responsible for any previous overtime charges that had previously accrued, but not yet assessed.

Students who withdraw from the course are required to empty their student locker and gather all personal items. Any items left behind by the student will be stored for 60 days, at which time the items become the property of the school.

## **TRANSFER STUDENTS**

Students wishing to transfer to Pulse Beauty Academy must submit a notarized transcript listing the hours earned before Pulse Beauty Academy will accept the students hours. Students wishing to transfer to Pulse Beauty Academy from an out-of-state cosmetology school must provide verification from the appropriate licensing authority documenting that the out-of-state school is licensed in that state.

Pulse Beauty Academy will accept transfer hours from other schools based on an evaluation of the student's comprehension of the course material. This evaluation will include a written and a practical exam. A maximum of 600 hours will be accepted for students who transfer from another school; all transfer students must attend a minimum of 650 hours at PAUL MITCHELL THE SCHOOL, to obtain the Paul Mitchell culture and educational program. All hours will be accepted if transferring from another Paul Mitchell school. Pulse Beauty Academy does not accept transfer students for the cosmetology instructor program.

The cost for transfer students is \$12.60 per hour attended at Pulse Beauty Academy; this does not include the cost of a complete and current Paul Mitchell student kit.

Please note that students transferring to another school may not be able to transfer all the hours they earned at Pulse Beauty Academy; the number of transferable hours depends on the policy of the receiving school.

Notarized transfer student hours from other schools will be accepted. Transfer hours will not be accepted after Pulse Beauty Academy contract has been signed.

*\*The number of accepted transferred hours will be determined by management.\**

## **TERMINATION POLICY**

Pulse Beauty Academy may terminate a student's enrollment for immoral and/or improper conduct, receiving seven (7) coaching sessions, failing to comply with educational requirements, and/ or the terms as agreed upon within the enrollment contract. For more information refer to the school Future Professional Advisory. The student will be charged an administrative termination fee of \$100.00. Any items left behind by the student will be stored for 60 days, at which time they become Academy property.

## COSMETOLOGY COURSE OVERVIEW

### Course Hours: 1250 clock hours

The course is divided into pre-clinical classroom instruction and clinical service learning experiences.

- ① **Pre-clinical Classroom Instruction:** The first 300 hours are devoted to classroom workshops where students learn design principles, technical information, and professional practices.
- ② **Clinic Learning Experience:** The remaining 950 hours are spent in the clinic area where practical experience is gained.

## COSMETOLOGY COURSE OUTLINE

The program is divided into five designations:

- ① **Core Curriculum:** A 10-week, 300-hour orientation, known as the CORE program, instills the basic fundamentals. Students are graded and evaluated using written, oral and practical testing methods. Students must successfully complete the Core Curriculum prior to attending regularly scheduled daily classes in cutting, coloring, permanent waving and chemical texture services.
- ② **Clinic Experience:** Your learning process will be guided with individual attention and group learning experiences from 300 to 650 hours, where workshops, monthly worksheets and periodic tests have been developed specifically for this monitor progress. This is when you will begin working on paying clients in the Clinic area.
- ③ **Classroom Learning:** Your time in the classroom from 300 to 1100 hours is divided into five (5) areas. Each of these areas has a specialist in that field that will conduct the different elective classes once a week. These areas are cutting, coloring, perming, texture, and specialty class. The specialty class includes guest artists, retail, motivation, and self-improvement, nail artistry, make-up, etc.
- ④ **Adaptive Curriculum:** From 300 to 650 hours you will enter a new phase of elective classroom workshops coupled with challenging practical services that will continue to build you into a confident designer.
- ⑤ **Final Phase / State board Curriculum:** You will spend your last 600 hours in Pulse Beauty Academy in "high gear" by dressing, acting and working like a true professional. You will use your own artistic and creative abilities, coupled with the assistance of the Learning Leaders, to prepare yourself for your future salon career.

## COSMETOLOGY INSTRUCTOR COURSE OVERVIEW

### Course Hours: 500 clock hours

The course is divided into pre-clinical instruction and clinical service learning experiences.

## COSMETOLOGY INSTRUCTOR COURSE OUTLINE

Your time in the Pulse Beauty Academy cosmetology teacher course will be divided into two designations:

- ① **Psychology and Methodology:** These classes focus on the theory of teaching, using *Milady's Master Educator* textbook, including weekly tests.
- ② **Student Teaching:** You will learn to write lesson plans and do actual teaching from your lesson plans. There will be a practical teaching evaluation of your teaching skills.

## STATE OF PENNSYLVANIA REQUIREMENTS

### Cosmetology:

The instructional program of Pulse Beauty Academy meets or exceeds these requirements.

Units of Instruction: Subject	Minimum Theory Instruction	Minimum Practical Instruction
<b>Professional Practices</b> <ul style="list-style-type: none"> <li>A. Bacteriology, Sterilization, Sanitation</li> <li>B. Professional Attitude</li> <li>C. Business Practices</li> <li>D. PA Beauty Culture Law</li> </ul>		50
<b>Sciences</b> <ul style="list-style-type: none"> <li>A. Histology</li> <li>B. Trichology</li> <li>C. Chemistry</li> <li>D. Physiology</li> <li>E. Cosmetic Dermatology</li> <li>F. Electricity</li> </ul>		200
<b>Cosmetology Skills - Cognitive and Manipulative</b> <ul style="list-style-type: none"> <li>A. Shampooing and Conditioning</li> <li>B. Hair Shaping</li> <li>C. Hair Styling/Fingerwaving</li> <li>D. Chemical Texturizing</li> <li>E. Permanent WAVING</li> <li>F. Hair Coloring</li> <li>G. Hair Straightening</li> <li>H. Skin Care</li> <li>I. Nail Technology</li> <li>J. Temporary Hair Removal</li> <li>K. Scalp Treatment</li> <li>L. Care of all hair types and textures</li> <li>M. Makeup</li> </ul>		1000
<b>TOTAL HOURS:</b>		<b>1250</b>

All practical subjects include product use and safety. The business and personal improvement classes include compensation packages and payroll deductions.

## **Cosmetology Instructor:**

The instructional program of Pulse Beauty Academy meets or exceeds these requirements.

<b>Subject</b>	<b>Recommended Hours</b>
<b>Cosmetology Teaching Techniques</b>	300
<b>Student Teaching</b>	100
<b>Professional Practices</b>	25
<b>Salon Management Theory</b>	75
<b>TOTAL HOURS:</b>	<b>500</b>

## **COSMETOLOGY PROGRAM TESTING AND GRADING PROCEDURE**

The following tests and grading procedures are incorporated during the student's 1250-hour course:

- ① Students must receive 75% or higher on each weekly theory exam. Students must receive a 75% or higher grade on all tests given.
- ② 300-hour CORE Cutting Certification.
- ③ 600-hour written exam. (There is not a required time frame for students to complete services. The information is for the student's use.)
- ④ 1000-hour written exam. This test is an overview of all related cosmetology subjects, i.e., anatomy, chemistry, etc. Law, and other items covered on the state cosmetology exam.
- ⑤ Practical assessment.

## **COSMETOLOGY INSTRUCTOR PROGRAM TESTING AND GRADING PROCEDURE**

The following tests and grading procedures are incorporated during the student's 500-hour course:

- ① Students must receive 75% or higher on each weekly theory exam. Students must receive a 75% or higher grade on all tests given.
- ② 150-hour skill evaluation test.
- ③ 300-hour written exam. (There is not a required time frame for students to complete services. The information is for the student's use.)
- ④ 400-hour written exam. This test is an overview of all related cosmetology subjects, i.e., anatomy, chemistry, etc. Law, and other items covered on the state cosmetology exam.
- ⑤ Practical monthly worksheets.

## MEASURABLE PERFORMANCE OBJECTIVES

- ① Complete the required number of clock hours of training.
- ② Achieve and receive passing grades on all practical graduation requirements and projects, including practical and theoretical examinations.
- ③ Satisfactorily pass final written and practical exams.
- ④ Upon completion, receive a graduation certificate.
- ⑤ Pass state board exam.

## SAFETY PRECAUTIONS FOR THE BEAUTY INDUSTRY

By following safety precautions you contribute to the health, welfare, and safety of the community. Always have good hygiene and be professionally dressed. Keep a first aid kit on hand, follow safety regulations, and keep equipment properly sanitized. The following precautions should always be taken with each client:

- ① Protect clients' clothing by appropriately draping them.
- ② Ask clients to remove any jewelry, hair accessories, glasses, etc.
- ③ Keep any and all chemicals away from the eyes. In case of eye contact with chemicals, thoroughly rinse eyes with cold water.
- ④ Wear gloves when dealing with chemicals.
- ⑤ Remember that anything containing chemically active ingredients must be used carefully to avoid injury to you and your client.

## INDUSTRY REQUIREMENTS

Students interested in pursuing a career in cosmetology should:

- ① Develop finger dexterity and a sense of form and artistry.
- ② Enjoy dealing with the public.
- ③ Keep aware of the latest fashions and beauty techniques.
- ④ Make a strong commitment to your education.
- ⑤ Be aware that the work can be arduous and physically demanding because of long hours standing and using your hands at shoulder level.

## STUDENT SERVICES

- ① **Housing:** Pulse Beauty Academy keeps a file of information about housing in the surrounding areas.
- ② **Advising:** Students are provided with academic advising and additional assistance as necessary. If referral to professional assistance is necessary, the school maintains a record of such referral. Information and advice on any financial assistance are accessible to students. The Academy also gives advice and information to students on these subjects:
  - A. Regulations governing licensure to practice, including reciprocity among jurisdictions.
  - B. Employment opportunities.
  - C. Opportunities for continuing education following graduation.

## GRADUATION REQUIREMENTS IN COURSES

- ① Receive the required number of clock hours of training.
- ② Complete and receive passing grades on all performance graduation requirements and projects to include examinations, both performance and theoretical.
- ③ Turn in monthly practical worksheets.
- ④ Satisfactorily passing of written and practical exams.
- ⑤ Complete the required theory hours.
- ⑥ Pay all tuition cost or make satisfactory arrangements for payment of all debts owed to the Academy.

*Once the student has met all these requirements, he/she will receive a DIPLOMA of GRADUATION.*

Pulse Beauty Academy reserves the right to retain a student in school if the student's progress is not satisfactory as determined by the school's administration and/or the student fails to complete all listed requirements or fails to pass the written and practical exams. Pulse Beauty Academy can retain the student until all graduation requirements are met.

A student who withdraws will receive a certified transcript, which will include the number of hours for which the school has been compensated. For the purposes of transfer or graduation, hours will not be released by the school until all monies owed to the institution have been paid and all academic requirements pertaining to those hours have been completed.

## STATE LICENSURE AND TESTING PROCEDURES

As of December 24, 2012, the State Board of Cosmetology will now permit students to take the Theory Examination before completing the required 1250 for Cosmetology Program. Students will now be able to take the Theory Portion of the exam at a minimum of 900 hours. Students that wish to take this portion of the Exam while attending Pulse Academy must be compliant with testing and grades to take the exam. Students must have completed the academic requirements as set forth by the Education Department before any Transcripts are sent to the State Board to qualify for the Exam. This new Act will also apply to our Cosmetology Instructor Program. At a minimum of 400 hours, students in the Instructor Program will be allowed to test for the Theory portion of their exam. Students wishing to take that exam will also have to be compliant with testing and grades and all academic requirements before transcripts will be sent.

## GRADUATION, PLACEMENT, AND JOB OPPORTUNITIES

There are many wonderful career opportunities available within the beauty industry. In addition to hair design, this industry also offers opportunities in areas such as skin care, makeup, aromatherapy, nail artistry, product education, platform artistry, and salon management.

Although Pulse Beauty Academy **does not guarantee employment upon graduation**, Pulse Beauty Academy does maintain a job placement program and will inform students of job openings and opportunities. Pulse Beauty Academy coordinates placement programs with local and national salons by sending out surveys and inviting salon owners and guest artists to teach and speak at Pulse Beauty Academy.

## STUDENT KIT - Cosmetology

A standard student kit is included in the total fee. Please note that students are responsible for the purchase of stationary supplies.

BRUSHES	COMBS	STUDENT EDUCATION MATERIALS
202 407 Styling Brush	103 Standard Cutting Combs	1 Cutting System DVD Box Set
203 413 Styling Brush	100/101/102/104/105/106/200 Specialty Combs	1 Cutting System Cutting Cards
201 427 Paddle Brush	107 Detangler Comb	1 Men's Cutting DVD
204/205/206 Round Boar Brushes	Pm Carving Comb(silver)	1 Color System DVD Box Set
209 Medium Thermal Brush		1 <i>Connecting to My Future</i> Book
207 Large Thermal Brush		600 <i>Success For The Modern Salon</i> CD
208 XL Thermal Brush		1 <i>Be Nice (Or Else!)</i> Book
210 Mannequin Brush		602 Multiple Intelligence Letter
TOOLS	ACCESSORIES	
PM The Color Beaker	Soft-N-Style bobby pins	603 Masters CD
PM The Color Bowl	Soft-N-Style hair pins	604 PMAE Materials
501 "Shelby" Mannequin Head (2)	Soft-N-Style single prong (2)	605 Black Carry Bag
502 Ionic 1000 Blow Dryer	Soft-N-Style e-z flow (2) perm	1 Tablet (nexus 7)
Applicator Bottle	Soft-N-Style e-z (2) flow perm	
503 Marcel Curling Iron	Soft-N-Style e-z flow (2) perm	
Pulse T-Shirts (3)	Soft-N-Style e-z flow (2) perm	
504 Paul Mitchell Smoothing Iron	ScalpMaster nylon chemical	
Pulse Bag	Fantasea nail polish kit	
505 Clipper/Trimmer	Soft-N-Style roller rack	
6 pc. Manicure set	Debra lynn practice finger	
507 Black Hand Mirror	300 Cutting Apron	
508 Scissor and Thinner	400 Butterfly Clips	
509 Mannequin Scissor	402 Skinny Clips	
510 Mannequin Tripod	403 Paul Mitchell Clips	
500 Metal Carrying Case	401 Classic Razor	
1"Debra" Mannequin	404 Aluminum Spray Bottle	
1 " Naomi" Mannequin	301 Chemical Cape	
	TEXTBOOKS	
	1 <i>Milady's Standard Cosmetology 2012</i> / Textbook (hardcover)	
	ISBN-13: 9781439059302, \$114.95	
	1 <i>Milady's Standard Cosmetology 2012 Theory Workbook</i> ;	
	ISBN-13: 9781439059234-4, \$49.95	
	1 <i>Milady's Standard Cosmetology 2012 Exam Review</i> ;	
	ISBN-13: 9781439059210, \$35.95	

## STUDENT KIT - Cosmetology Instructor

A student kit is included in the tuition fee. Please note that students are responsible for the purchase of stationary supplies.

1 Milady's Master Educator Student Course Book, 3rd Edition; ISBN-13: 9781133693697, \$161.50

1 Milady's Master Educator Exam Review, 3rd Edition; ISBN-13: 9781133776598, \$48.50

## FINANCIAL AID – CONSUMER INFORMATION

In accordance with federal regulations set forth by the Higher Education Act of 1965, as amended, Paul Mitchell the Schools provides the Student Catalog as means to disseminate required student consumer and "Right-To-Know" Act information. The school's Financial Aid Office offers assistance to students seeking financial aid for their educational costs while complying with all federal, state and institutional regulations. Anyone seeking financial aid information or assistance, or seeking consumer information at the school will be provided with access to the required financial aid forms and disclosures, the school Student Handbook and the school catalog which provides a brief description of the Financial Aid process and explains how financial aid information and assistance may be obtained.

**Financial Aid Office** — The Financial Aid Office's mission is to provide optimal customer service while helping students secure financial assistance to cover as much of their educational expenses as possible. The school's Financial Aid Representative is available in person or by telephone during normal business operating hours to help students determine an affordable way to pay for school.

**Student Financing Options** — Paul Mitchell the Schools offers a variety of financing options and payment terms to help students finance their education. Financing options consist of federal grants, loans and cash pay options.

### Primary Financing Options

**① Cash Payment** — The Cash option allows students to either pay their program costs in full prior to the start date of the program or make monthly payment until the balance is paid in full.

*Documents required for full Cash paying students are:* ● Enrollment Agreement and ● Disclosure Statements.

**② VA Contract Billing Program (if applicable)** — Students who are eligible to receive tuition assistance from the Veteran's Administration must submit the military form to the school's Financial Aid Office prior to the first class session in order for the school's Financial Aid Office to bill the Veteran Affairs for the student's program costs.

*Documents required for students participating in the Employer/Agency Contract Billing Program are:*

- Enrollment Agreement
- Disclosure Statements
- Approved Tuition Authorization Form, Tuition Voucher or Military Form(s).

**Financial Aid Programs** — Financial aid consists of funding provided through federal sources to help cover educational expenses. This funding consists of Pell Grant that not have to be repaid and loans that have a variety of repayment options. Financial Aid is available for those who qualify and there are different types of Financial Aid Programs. The school Financial Aid Representative can assist students in determining if they qualify for any of the following types of Financial Aid:

- ① **Federal Pell Grant:** The Federal Pell Grant is a need-based federal grant for undergraduate students and it does not require repayment.
- ② **William D. Ford Direct Loan Program:** The William D. Ford Direct Loan Program offers low interest, government-funded loans that include Direct Stafford Loans (subsidized and unsubsidized), Direct Parent Loans (PLUS) and Direct Consolidation Loans. These long-term loans are available to students who are enrolled at least half-time in school.

*Direct Subsidized Stafford Loan:* The Direct Subsidized Stafford Loan is a need-based loan. The interest rate varies annually and is paid by the government while students are in school at least half-time and during any periods of deferment. Loan repayment begins six months after students graduate, leave school or drop below half-time enrollment status.

*Direct Unsubsidized Stafford Loan:* The Direct Unsubsidized Stafford Loan is a non-need-based loan available to all eligible students regardless of income. The interest rate varies annually and begins to accrue at the time of disbursement. Students are responsible for paying accrued interest but may choose to defer and capitalize interest payments. Loan repayment begins six months after students graduate, leave school or drop below half-time status.

*Direct Parent Loans for Undergraduate Students (PLUS):* For students who qualify as a dependent, parents may choose to use the Direct Parent Loans for Undergraduate Students to borrow up to the total cost of their child's education, minus any other aid the child may be eligible for. The loan is credit based, the interest rate varies annually and loan interest begins to accrue at the time of disbursement. Loan repayment typically begins within 60 days after the loan has been fully disbursed.

*Documents required for students applying for any type of Federal Financial Aid are:*

- ① Enrollment Agreement and Disclosure Statements
- ② Free Application for Federal Student Aid (FAFSA)
- ③ Federal Student Loan Entrance Counseling Confirmation Page
- ④ Direct Loan Master Promissory Note
- ⑤ Title IV Credit Balance Authorization
- ⑥ Other Documents as Required

*Note:* Students whose parents are applying for a PLUS loan will require additional documents such as credit approval and a PLUS Master Promissory Note. Students who are selected for verification will require additional documents upon the school's request.

**Admissions Disclosure Statement (Only for Recipients of Stafford Student Loans)** — The school is required by federal law to advise you that, except in the case of a loan made or originated by the institution, your dissatisfaction with or non-receipt of the educational services being offered by this institution, does not excuse you (the borrower) from repayment of any Stafford loan made to you (the borrower) for enrollment at this institution.

**Veterans Assistance and Loans (VA)** — Veterans, active duty service persons, reservists or otherwise eligible members (such as spouses and dependents) may be eligible to qualify for various VA educational assistance programs. Eligibility criteria for military educational assistance and benefits vary by state and school. Applicants must first check with the Veterans Affairs Administration Office to see if they qualify for benefits.

Students who receive VA educational benefits are still required to select one of the school's primary financing options (e.g. Financial Aid, Cash) to cover educational costs and related expenses not covered directly by the VA. All payments must be made in accordance with the school's financial policies and procedures.

Students who have questions about these benefits should contact the U.S Department of Veteran Affairs.

### **Financial Aid Process and Information**

**Applying for Financial Aid** — Students who are interested in applying for Federal Financial Aid assistance are required to complete and sign a Free Application for Federal Student Aid (FAFSA) and several forms (electronic and/or hard copy) to begin the process. All documents must be submitted in a timely manner to allow the Financial Aid Office adequate time to process an application for Financial Aid. To apply for Financial Aid, the student must complete the following steps 1-4 by accessing the website <https://studentloans.gov>:

- ① Apply and obtain a federal student aid PIN
- ② Complete and submit the Free Application for Federal Student Aid (FAFSA)
- ③ Complete a Federal Student Loan Entrance Counseling Session
- ④ Complete and submit the Direct Loan Master Promissory Note

In addition, the student must complete and submit other required forms or documentation as requested by the school's Financial Aid Office.

**Compliance Statement** — The Federal Privacy Act of 1974 requires that students be notified in the event the disclosure of their social security number is mandatory. Students' social security numbers are used to verify students' identities and to process the awarding of funds, collection of funds, and tracing of individuals who have borrowed funds from Federal, State or private programs.

**Student Eligibility for Financial Aid** — The Free Application for Federal Student Aid will ask a series of questions that will determine a student's eligibility and dependency status. If a student is considered a dependent, the student will need to provide their parents' information as well.

**Federal eligibility requirements to apply for Financial Aid include:**

- ▶ Being a U.S. citizen or eligible non-citizen such as a permanent resident, or in the United States for other than temporary purposes.
- ▶ Having a valid social security number.
- ▶ Having a valid form of identification.
- ▶ Being registered for the draft with the Selective Service, for males who are at least 18 years old and born after December 31, 1959.
- ▶ Having a high school diploma, GED or equivalent.
- ▶ Not owing a refund on a federal grant or being in default on a federal educational loan.
- ▶ Being enrolled or accepted for enrollment as a regular student in an eligible program.
- ▶ Making satisfactory academic progress (refer to the school catalog for the definition of satisfactory progress).
- ▶ Not having previously received a Bachelor's degree for Federal Supplemental Educational Opportunity Grant (FSEOG) and Federal Pell Programs.

*Note:* For the purposes of applying for Financial Aid, a dependent student is an undergraduate who is under the age of 24, not married, has no legal dependents, is not an orphan or ward of the court, and is not a Veteran of the U.S. Armed Forces.

**Submitting the FAFSA** — Once a student completes and submits a FAFSA, the information contained on the FAFSA is reviewed by the Department of Education's Central Processing System (CPS). An estimated family contribution (EFC) will be calculated using a formula approved by Congress, which is based on the student's (and/or spouse or parent's) income and asset information. The student's EFC will determine the amount of Federal Pell Grant funds the student may be eligible to receive. In certain cases, verification of information submitted may be required. If the student's FAFSA is selected by the Department of Education's CPS, the school will be required to complete additional steps to ensure the information the student provided on the FAFSA is correct.

**Determining Financial Need** — The student's financial need is the difference between the actual cost of their education and the amount that the student (or parents) will contribute (the EFC). Financial Aid is then used to cover the gap between these contributions and the total cost of the student's education.

*Here's how it works:*

**Cost of Attendance (COA)** tuition, fees, books, supplies, room & board, transportation, & miscellaneous personal expenses

- The student's Expected Family Contribution (EFC)**
- = The student's financial need**

**Each school and each program within the school has a different student expense budget. This will depend upon the tuition, course length, books, fees, supplies, etc. To illustrate how student budgets are determined, refer to the following sample chart provided by the Student Aid Commission for 2013-2014 award year using an adequate standard of living for various conditions. Actual tuition, books, fees, and supplies for a program in which the student enrolls can be obtained from the school's Financial Aid Office.**

<b>Sample Student Expense Budget</b> <i>Based on 6 months/26 weeks of instructional time</i>		
	Student Expense Budgets (With Parents)	Student Expense Budgets (Without Parent or Off Campus)
<b>Room &amp; Board</b>	<b>\$3,012</b>	<b>\$7,512</b>
<b>Personal Expenses</b>	<b>\$2,064</b>	<b>\$1,896</b>
<b>Transportation</b>	<b>\$786</b>	<b>\$882</b>

*Note:* These amounts are used in the determination of a student's need only. The need calculation estimates total living costs for an academic year. This amount does not represent the amount a student will need to pay the school or the amount of Financial Aid that can be awarded to a student.

**Verifying FAFSA Information** — A student applying for Financial Aid may be required to verify the information submitted on their Free Application for Federal Student Aid (FAFSA). This inquiry is known as Verification and is required by the Department of Education. If a student's application is selected for verification, the school will require the student to submit any or several of the following items within a specified time frame in order to continue processing Financial Aid:

- ▶ Adjusted gross income (AGI) for the base year
- ▶ U.S. income taxes paid for the base year
- ▶ Number of family members in the household
- ▶ Number of family members attending postsecondary education as at least half-time students
- ▶ Any child support received
- ▶ Any food stamps received
- ▶ Other untaxed income and benefits
- ▶ High school completion status
- ▶ Identity/Statement of Educational Purpose

All of the required information must be submitted by the due date in order for the student applying for Financial Aid to be eligible for federal assistance. In cases where this is not possible, the student will be required to pay cash or set up a satisfactory payment arrangement to maintain their regular enrollment status.

**Receiving an Award Notification** — After careful evaluation of a student's Financial Aid application, the student's eligibility for Financial Aid is determined and the school issues an Award Letter detailing the student's estimated Cost of Attendance, the Financial Aid awards by fund type, the estimated disbursement dates and estimated disbursement amounts of aid. The school's Financial Aid Representative will discuss the contents of the Award Letter with the student and the student will acknowledgement receipt of the Award Letter.

**Maintaining Regular Enrollment Status and Satisfactory Academic Progress** — After the student's eligibility is determined, the amount of Financial Aid and the receipt of funds are contingent upon the student's (a) enrollment status and (b) ability to meeting satisfactory academic progress:

**A. Maintaining Enrollment Status**

- To receive benefit of a grant, a student must be enrolled as a full time student, as defined by the school for financial aid purposes.
- To receive Federal Direct Loan funds, a student must be enrolled in at least half-time, as defined by the school for financial aid purposes.
- The amount of certain federal grants and loans may be adjusted or prorated, depending on the student's enrollment status. The school must administer federal aid in accordance with federal regulations.
- A student's financial aid award may be adjusted up through the last day of attendance for tuition adjustment due to enrollment changes.
- A student who registers for classes but does not attend at least one class session is not eligible to receive federal, state, or institutional funds.

**B. Meeting Satisfactory Academic Progress**

- A student receiving Financial Aid must maintain certain standards of academic progress toward graduation, and the school is required to have and enforce a policy to check academic progress throughout the course of the student's program of study. Therefore, an eligible student applying for Financial Aid must maintain the school's standards of academic progress in order to be eligible to receive Financial Aid funds.

**Disbursing Financial Aid Funds** — Financial Aid is disbursed in increments throughout the student's payment periods or period of enrollment. A payment period is the length of time the student takes to earn a specific number of hours of attendance in school. Upon a student meeting eligibility, a student's Financial Aid funds are disbursed at the beginning of each payment period. The following is an example of how funds are scheduled to disburse for an eligible student in a 1250-hour program:

Academic Grade Level Year 1 (900 Hours)			Academic Grade Level Year 2 (350 Hours)	
Payment Period 1	Payment Period 2		Payment Period 3	
450 hours	450 hours		350 hours	

**Receiving a Disbursement Notification** — The school must notify a student (or parent) of when Financial Aid funds are disbursed and credited to the student's account by issuing a Dear Borrower Letter and student ledger card. The student (or parent) will be notified upon funds are being credited to the student account.

*Note:* The Ledger Card indicates the net disbursement amount received by the school. The actual loan disbursements received may differ slightly from the amount expected to be received due to loan fees and rounding differences.

**Changing Enrollment Status after Receipt of Financial Aid** — A student's decision to drop or change a program of study is based on academic and personal considerations and should be made in consultation with the School Director and the Financial Aid Office. Changing program schedules, dropping coursework, withdrawing from school has implications for student eligibility of Financial Aid funds and may result in a balance owed to the school.

**Returning Title IV Funds (R2T4)** — A student earns their Financial Aid (Title IV) funds on a prorated basis over the first 60% of the scheduled hours for each payment period. After attending 60% of scheduled hours of the payment period, the student is eligible to retain 100% of the Title IV funds scheduled for that payment period.

As a result, the school is required to return Financial Aid (Title IV) funds, if a student receiving Financial Aid withdraws during the first 60 percent of the scheduled hours for that payment period. The refund calculation and process is governed by federal regulation, and the school is required (a) to determine the portion of aid earned by the student up until the date of withdrawal and (b) to refund or repay the amount of unearned aid.

*Note:* For the purposes of the Title IV refund policy, the student's official withdrawal is the date the student initiated the withdrawal process or notified the school of their intention to withdraw. In the event of an unofficial withdrawal, the school determines the student's last date of attendance that is documented in the school's records and uses that date as the withdrawal date. The U.S. Federal Government determines the amount of Title IV funds a student has earned, as of the withdrawal date.

If a student withdraws, the school is required to calculate and return all unearned financial aid for that payment period and is subject to the Return of Title IV policy. As a result, the school must (a) Complete the refund calculation in a timely manner, (b) Adjust the awards, (c) Refund/repay the unearned aid, and (d) Notify the student in writing of the refund calculation results. If a refund of Title IV funds is required, funds are returned to the appropriate Federal Aid Program(s) in the following order:

① Federal Unsubsidized Direct Loan Program	⑤ Federal SEOG Program
② Federal Subsidized Direct Loan Program	⑥ Other Title IV Programs
③ Federal Direct PLUS Program	⑦ Other federal, state, private and institutional programs
④ Federal Pell Grant Program	⑧ Student

**Institutional Refund Calculation** — If a student withdraws prior to the completion of their program of study the school is required to perform an institutional refund calculation to determine whether the student is eligible for a refund of monies paid based on a pro-rata calculation formula up to sixty percent (60%) of the scheduled hours completed within their period of enrollment. Should the number of scheduled hours completed during student's enrollment exceed sixty percent (60%) of the total hours in their period of enrollment, the institution shall have earned and retained 100 percent of the institutional charges assessed to the student. If a student withdraws from their program of study after the enrollment cancellation period, the student is entitled to a refund per the pro rata calculation mentioned above less a registration fee not to exceed \$100.00, within forty-five (45) days of the student withdrawal or termination from the program.

**Reapplying for Financial Aid** — As eligibility for Financial Aid is evaluated at the beginning of each academic year, a student must submit a new financial aid application for each academic year of their enrollment. If the student does not complete their term or payment period by June 30 of each award year, financial assistance may change and the student will need to reapply for Financial Aid by submitting a new financial aid application.

**Seeking Additional Information** — Students (and/or parents) who wish to seek additional information about Financial Aid and the Financial Aid process can refer to:

- ▶ The school's Financial Aid page located on the school home page via the intranet
- ▶ The Department of Education's guide to Funding Your Education, which can be downloaded from the websites [www.studentloans.gov](http://www.studentloans.gov) or [www.fafsa.ed.gov](http://www.fafsa.ed.gov)
- ▶ The School's Enrollment Agreement
- ▶ The School's Catalog
- ▶ The Federal Student Aid Information Center: 1-800-4-FED-AID (1-800-433-3243)
- ▶ The Department of Education websites: [www.studentaid.ed.gov](http://www.studentaid.ed.gov), <https://studentloans.gov> or [www.fafsa.ed.gov](http://www.fafsa.ed.gov)
- ▶ The FA Representative listed on the Staff List for the specific campus.

## FEDERAL RETURN OF TITLE IV FUNDS POLICY

*The school participates in federal financial aid. Please refer to the following refund policy for specific consumer information pursuant to the Federal Financial Aid program.*

- ① Students who receive loans are responsible for repaying the loan amount, plus any interest, less the amount of any refunds, and if the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid for federal student financial aid program funds.
- ② For students who have received Title IV financial assistance, the Federal Return of Title IV Funds calculation will be completed first and applicable funds returned. Returned funds will be reduced from the payments received on behalf of the student before applying the institutional refund policy to determine whether the student is owed a refund or if a balance is owed to the institution.
- ③ If a student has received less aid than that student earned, he/she may be eligible for a post-withdrawal disbursement. If a student is eligible for this disbursement, the school will notify the student in writing of the amount he/she is eligible. The student will have 14 days to accept or decline the disbursement. If an acceptance is not received within this time frame, the institution will not make the post-withdrawal disbursement to the student.
- ④ The Federal Return of Title IV Funds formula dictates the amount of federal Title IV aid that must be returned to the federal government or the lending institution by the school and/or the student. The federal formula is applicable to an eligible student receiving federal aid when that student withdraws on or before the 60% point in time in the payment period.
- ⑤ The federal formula requires a return of Title IV aid if the student received federal financial assistance in the form of Stafford Loans, Pell Grants, or Plus loans and withdraws on or before completing 60% of the payment period. The percentage of Title IV aid earned is equal to the percentage of the payment period that was completed as of the withdrawal date if this occurs on or before the 60% point of time. The percentage that has not been earned is calculated by determining the complement of the percentage earned (e.g., if 40% was earned, 60% was unearned).
- ⑥ The amount to be returned is calculated by subtracting the amount of Title IV assistance earned from the amount of Title IV aid that was or could have been disbursed as of the withdrawal date. The percentage of the payment period scheduled to complete is calculated by dividing the total number of clock hours scheduled to complete by the payment period as of the last date of attendance.
- ⑦ If a student unofficially withdraws and has received federal loans, the loans will go into repayment.

*NOTE: A student who withdraws prior to completing 60% of the charging period may be required to repay some of the funds released to the student because of credit balance on the student's account.*

The following Title IV refund distribution is used for all financial aid applicants/students due a refund:

- ① Federal Unsubsidized Stafford Loan
- ② Federal Subsidized Stafford Loan
- ③ Federal Plus Loan
- ④ Federal Pell Grant

## TREATMENT OF TITLE IV FUNDS WHEN A STUDENT WITHDRAWS FROM A CLOCK-HOUR PROGRAM

<b>Treatment of Title IV Funds When a Student Withdraws From a Clock-Hour Program</b>					
Student's Name:	John Doe		Social Security #:	123-45-6789	
Date of school's determination that student withdrew:			1/6/11		
Period used for calculation (check one): <input type="checkbox"/> 1st Payment Period <input type="checkbox"/> Period of Enrollment					
<i>Monetary amounts should be in dollars and cents (rounded to the nearest penny). When calculating percentages, round to three decimal places. (for example, 4486 = 449 = 44.0%)</i>					
<b>STEP 1: Students Title IV Aid Information</b>					
<b>Title IV Grant Programs:</b> 1. Pell Grant 2. Academic Competitiveness Grant 3. National SMART Grant 4. FSEOG 5. TEACH Grant		Amount Disbursed <div style="border: 1px solid black; width: 100px; height: 100px; margin-bottom: 10px;"></div> A. 2,775.00 (sub-total)	Amount that Could Have Been Disbursed <div style="border: 1px solid black; width: 100px; height: 100px; margin-bottom: 10px;"></div> C. 0.00 (sub-total)	E. Total Title IV Aid Disbursed for the Period A. 2,775.00 + B. 6,727.00 = E. 9,502.00	
<b>Title IV Loan Programs:</b> 6. Unsubsidized FDLP / FFELP 7. Subsidized FDLP / FFELP 8. Perkins Loan 9. PLUS FDLP / FFELP (Grad Student) 10. PLUS FDLP / FFELP (Parent)		Net Amount Disbursed <div style="border: 1px solid black; width: 100px; height: 100px; margin-bottom: 10px;"></div> B. 6,727.00 (sub-total)	Net Amount that Could Have Been Disbursed <div style="border: 1px solid black; width: 100px; height: 100px; margin-bottom: 10px;"></div> D. 0.00 (sub-total)	F. Total Title IV grant aid disbursed and that could have been disbursed for the period A. 2,775.00 + C. 0.00 = F. 2,775.00	
				G. Total Title IV aid disbursed and aid that could have been disbursed for the period A. 2,775.00 B. 6,727.00 C. 0.00 + D. 0.00 = G. 9,502.00	
<b>STEP 2: Percentage of Title IV Aid Earned</b>					
Last Day Attended:			12/30/11		
<b>H. Determine the percentage of the period completed:</b> Divide the clock hours scheduled to have been completed as of the last day of attendance in the period by the total clock hours in the period.					
271.00 / 450.00 = 60.2%					
Hours scheduled to complete period					
► If this percentage is greater than 60%, enter 100% in Box H and proceed to Step 3.					
► If this percentage is less than or equal to 60%, enter that percentage in Box H and proceed to Step 3.					
H. 100.0%					
<b>STEP 3: Amount of Title IV Aid Earned by the Student</b>					
Multiply the percentage of Title IV aid earned (Box H) by the Total Title IV aid disbursed and that could have been disbursed for the period (Box G).					
100.0% x 9,502.00 = 9,502.00					
Box H      Box G      Box I					
<b>J. Post-withdrawal disbursement</b> From the amount of Title IV aid earned by the student (Box I) subtract the Total Title IV aid disbursed for the period (Box E). This is the amount of the post-withdrawal disbursement.					
9,502.00 - 9,502.00 = 0.00					
Box I      Box E      Box J					
<b>K. Title IV aid to be returned</b> From the Total Title IV aid disbursed for the period (Box E) subtract the Amount of Title IV aid earned by the student (Box I). This is the amount of Title IV aid that must be returned.					
9,502.00 - 9,502.00 = 0.00					
Box E      Box I      Box K					



## INSTITUTIONAL REFUND/DROP POLICY

- ① Any monies due the applicant or student shall be refunded within 30 days of official cancellation or withdrawal. Official cancellation or withdrawal shall occur on the earlier of the dates that:
  - a. An applicant is not accepted by the school. This applicant shall be entitled to a refund of all monies paid to the school except a non-refundable application fee.
  - b. A student (or in the case of a student under legal age, his/her parent or guardian) cancels his/her contract and demands his/her money back in writing, within three (3) days of signing the enrollment contract. In this case all monies collected by the school shall be refunded except a non-refundable application fee. This policy applies regardless of whether or not the student has actually started training.
  - c. A student who cancels his/her contract after three (3) days of signing the contract but prior to entering classes is entitled to a refund of all monies paid to the school less a non-refundable application fee of \$100.00.
  - d. A student notifies the institution of his/her official withdrawal in writing.
  - e. A student is expelled by the institution.
  - f. For official cancellations as defined in paragraphs b, c, d, or e, the cancellation date will be determined by the postmark on written notification, or the date said information is delivered to the school administrator/owner in person.
  - g. Monies paid for student kit is nonrefundable unless the student cancels within 3 (three) business days of signing the enrollment contract or the student cancels prior to entering class.
- ② Any monies due a student who unofficially withdraws from the institution shall be refunded within 45 days of a determination by the institution that the student has withdrawn without notifying the institution. Unofficial withdrawals are monitored every 30 days and a determination is made to withdraw a student who has been absent from school for 14 or more consecutive calendar days; the withdrawal date that will be used in this calculation is the student's actual last date of attendance.
- ③ When situations of mitigating circumstances are in evidence, such as serious illness, a disabling accident, or death in the immediate family, the school may make a settlement that is reasonable and fair to both parties.
- ④ All extra costs, such as books, equipment, graduation fees, application fee, rentals, and other such charges, are not considered in the tuition adjustment computation if the charges are itemized separately in the enrollment contract.
- ⑤ If a course and/or program is cancelled subsequent to a student's enrollment, and before instruction in the course and/or program has begun, the school shall either provide a full refund of all monies paid or provide completion of the course and/or program.
- ⑥ If a course and/or program is cancelled and ceases to offer instruction after the student has enrolled and instruction has begun, the school shall either provide a full refund of all monies paid or provide completion of the course and/or program.
- ⑦ For students who terminate prior to completion, an administration fee in the amount of \$100.00 will be assessed.
- ⑧ A student's account may be sent to collections for nonpayment.
- ⑨ If the school closes permanently and no longer offers instruction after a student has enrolled and instruction has begun, the school will provide a pro rata refund of tuition to the student.

The following refund table distribution is used for all students due a refund. Upon withdrawal, drop or termination, a student may owe tuition or be entitled to a refund based on his/her scheduled hours:

<b>Percentage Length Scheduled to Complete to Total Length of Course and/or Program</b>	<b>Amount of Total Tuition Owed to the School</b>
0.01% - 4.9%	20%
5% - 9.9%	30%
10% - 14.9%	40%
15% - 24.9%	45%
25% - 49.9%	70%
50% and over	100%

### **STUDENT FINANCIAL AID RELEASE**

The undersigned agrees that Pulse Beauty Academy does not guarantee the student loan process in any respect. A Federal Parent Plus loan requires a credit check and is based on the parent's credit. Pre-approval for a Parent Plus loan does not guarantee that the parent will receive a Federal Parent Plus loan. It is critical that the parent be able to pass a credit check when the loan is certified. The school has no control over the approval or decline of a parent's credit history. Nor does the school assume any responsibility for mistakes on any Department of Education financial aid forms. It is up to the student to make sure all forms are accurate and complete.

### **POLICY FOR VERIFICATION OF TITLE IV FUNDING**

The school has policies and procedures that it follows for verification of Title IV funding. Verification is a requirement by the U.S. Department of Education. Students are randomly selected to provide additional information. The school provides students with a verification form so they can collect the necessary information. The school gives the student a 30-day deadline to return the form to the financial office with verification items attached. If verification documents are not submitted by the due date, the student will be placed on a monthly cash pay status until verification is completed. If the school makes a change to the EFC they will have the student sign their EFC changes. FAME handles our student overpayments and alerts the school so it can make changes to the award packet, which is reported to Common Origination and Disbursement (COD) for the Department of Education.

### **ELIGIBILITY OF FINANCIAL AID AFTER A DRUG CONVICTION**

Students will be given written notice advising them that a conviction of illegal drugs, of any offense, during an enrollment period for which the student was receiving Title IV financial aid will result in the loss of eligibility for any Title IV per HEA Sec. 484(r)(1) and 20 U.S.C. 1091(r)(1). Students whose eligibility has been suspended due to a drug conviction may resume eligibility if they successfully pass two (2) unannounced drug tests conducted by a drug rehabilitation program that complies with criteria established under HEA Sec. 484(r)(2) (20 U.S.C. 1091(r)(2)).

## MAKEUP WORK

Students must complete all required assignments and tests. To accommodate students, makeup test days and worksheet periods are scheduled. Students must complete makeup work at the scheduled time.

## SATISFACTORY ACADEMIC PROGRESS POLICY

Students enrolled in programs approved by NACCAS must meet formal standards that measure their satisfactory progress toward graduation. The Satisfactory Academic Progress policy is provided to all students prior to enrollment. The policy is consistently applied to all applicable students. *Evaluations are maintained in the student file.* The school will develop an academic plan to address the specific needs of those students who fail to meet the academic requirements at specific SAP evaluation points.

## QUANTITATIVE AND QUALITATIVE FACTORS

Factors for measuring the student's progress toward satisfactory completion of the program include maintaining:

- ① A minimum cumulative Theory grade level of 75% or higher.
- ② A minimum cumulative academic level of 75% or higher on practical worksheet completion.\*
- ③ To determine whether a student meets the academic requirements for Satisfactory progress, theory and practical grades are averaged together to give a cumulative academic grade of 75% or higher.
- ④ A minimum cumulative attendance of 75% of their scheduled hours\*\*

*\*To meet the state practical requirements for graduation, students must eventually complete monthly practical worksheets 100%. See LEARNING PARTICIPATION GUIDELINES.*

*\*\*To determine your rate of attendance, divide the cumulative number of hours completed by the scheduled hours to date.*

A student who has not achieved the minimum cumulative GPA of 75% and/or who has not successfully completed at least a cumulative rate of attendance of 75% is not eligible for Title IV assistance, if applicable, unless the student is on warning or has prevailed upon appeal of the determination that has resulted in status of probation.

## **COMPLETION OF COURSE WITHIN DESIGNATED PERIOD OF TIME**

Full-time CORE, Adaptive, and Creative day students attend five (5) days (Monday through Friday), 30 hours per week, from 9:00 a.m. to 4:00 p.m. Full-time Final Phase/state board students attend five (5) days (Tuesday through Saturday) 9:00 a.m. to 4:00 p.m. Part-time night school students attend four (4) days (Monday through Thursday), 20 hours per week, from 5:00 p.m. to 10:00 p.m. Information regarding other course schedules may be available upon inquiry.

*\*Students must qualify for Final Phase, please see the school director.*

The state of Pennsylvania requires 1250 clock hours for the cosmetology course. Students are expected to complete the course in no more than 133.33% of the program length. If a student is never absent, he/she should complete the course within 41.67 weeks for a full-time student and 62.50 weeks for a part-time student.

The state of Pennsylvania requires 500 clock hours for the cosmetology course. Students are expected to complete the course in no more than 133.33% of the program length. If a student is never absent, he/she should complete the course within 16.67 weeks for a full-time student and 25 weeks for a part-time student.

## **MAXIMUM TIME FRAME**

Students must complete the educational program within the maximum time frame which is based on attending at least 75% of the scheduled hours.

<b>COURSE</b>	<b>LENGTH</b>	<b>MAXIMUM TIME FRAME</b>
Cosmetology – Full Time	41.67 Weeks	55.56 Weeks
Cosmetology – Part Time	62.5 Weeks	83.33 Weeks
Cosmetology Instructor – Full Time	16.67 Weeks	22.23 Weeks
Cosmetology Instructor – Part Time	25 Weeks	33.33 Weeks

## **LEAVE OF ABSENCE, INTERRUPTIONS, COURSE INCOMPLETES, WITHDRAWALS**

The school does not have a leave of absence policy. If the student needs to take off more time than allotted in the contract or more than 14 consecutive calendar days, he/she must drop and reenroll when ready to return. Students who withdraw prior to completing the course of study and who wish to reenter will reenter at the same progress status as applicable at the time of withdrawal. Course incompletes, repetitions, and noncredit remedial courses have no effect upon the school's satisfactory progress standards.

## **EVALUATION PROCEDURES AND REQUIRED LEVEL OF ACHIEVEMENT**

Satisfactory Progress elements will be monitored monthly. Formal Satisfactory Progress Evaluations in both attendance and academics will occur every 450 and 900 *actual hour* and cosmetology instructor will occur at 250 *actual hours*. At least one evaluation will occur prior to the mid-point to the academic year.

The following grading system is used to evaluate a student's academic ability:

- ① Examinations are given in all subjects.
- ② Grades and attendance (Satisfactory Academic Progress) records are reviewed and signed by the student and maintained in the student's financial file. The student may request to review their financial aid file from the Financial Aid Leader or Director.

The following system of grading is to be used for the evaluation of a student's academic ability. Practical grade reports will be issued monthly to each student. Examinations are given in all subjects. Records are kept of grades and attendance. The following grading scale is used for theory progress:

**A = 90 – 100%      B = 80 – 89%      C = 75 – 79%      Below 75% = Failing**

Practical and clinical work is graded by a signature on their worksheet or client ticket. A signature from an instructor represents a grade of 100%. No signature indicates a score of less than 75% and the student did not meet minimum satisfactory standards on the practical application. The student is required to continue the practical application until they receive a signature from an instructor.

Transfer hours accepted by the school are applied to the total number of hours necessary to complete the program and are considered both attempted and completed hours for the purpose of determining when the allowable maximum time frame has been exhausted. SAP evaluation periods are based on actual contracted hours at the institution.

## **DETERMINATION OF PROGRESS STATUS**

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

## **REINSTATEMENT OF FINANCIAL AID *for those who qualify***

If applicable, Title IV financial aid will be reinstated to qualified students who have prevailed upon appeal or who have reestablished satisfactory progress by meeting the minimum cumulative attendance and academic requirements.

## **PROBATION AND REESTABLISHMENT OF SATISFACTORY PROGRESS**

Students failing to meet minimum requirements will be notified in writing and placed on Financial Aid Warning for the next evaluation period. They will be counseled regarding actions required to attain satisfactory requirements by the next evaluation point. During the Financial Aid Warning period, students are eligible, if applicable, to receive financial aid funds.

If, at the end of the Financial Aid Warning period, the student still has not met both the attendance and academic progress requirements, he/she will be ineligible for Title IV assistance.

A student may appeal the Financial Aid ineligible decision if he/she has a reason for not making satisfactory progress and if he/she can document that the circumstances that caused the unsatisfactory progress determination have in some way changed and that satisfactory academic progress standard can be met by the end of the next evaluation period. A student has five (5) calendar days from the date of notification that they are not meeting the second consecutive satisfactory progress determination to appeal the unsatisfactory progress determination. If the student appeals the decision, and prevails on appeal, they will be placed on Financial Aid Probation.

The basis for filing an appeal, such as death of a relative, injury or illness of the student, or other special circumstances, must be documented. The student may obtain an Appeal Form from the Financial Aid office, once the Appeal Form has been completed by the student it must be returned to the Financial Aid Office. *Please see the Appeal Procedures.* If the school grants the appeal, it may impose conditions for the student's continued eligibility to receive Title IV, such as changing schedules. If the appeal is granted the student will be placed on Financial Aid Probation for one evaluation period. If at the end of the Financial Aid Probation period the student has not met both academic and attendance requirements all federal aid will be suspended. Students may reestablish satisfactory progress by meeting minimum attendance and academic requirements at the next evaluation period.

If the student has not met academic and attendance requirements for two (2) consecutive evaluation periods, and does not prevail on appeal, the student will be determined as not making satisfactory progress and may be terminated.

This policy applies to all students regardless of whether or not they are eligible for Title IV funding programs. In order to comply with DOE requirements the terminology financial aid warning or financial aid probation will be used for both Title IV and non-Title IV students.

## **APPEAL PROCEDURE**

If a student is determined as not making satisfactory progress or is terminated for not making satisfactory progress, the student may appeal the negative determination. The student must submit a written appeal to the school administration within five (5) business days of not making satisfactory progress or termination. The student must include any supporting documentation of reasons why the determination should be reversed. If the student fails to appeal the decision, it will stand.

An appeal hearing will take place within 15 business days of receipt of the written appeal. This hearing will be attended by the student, parent/guardian (if the student is a dependent minor), the student's learning leader, the future professional advisor, and the school director. A decision on the student's appeal will be made within three (3) business days by the director of education and will be communicated to the student in writing. This decision will be final. *Appeal documentation will be kept in the student's permanent file.*

Should a student prevail on his or her appeal and be determined as making satisfactory progress, the student will be automatically reentered in the course, and financial aid funds will be reinstated to eligible students.

If a student is terminated for gross misconduct, which includes but is not limited to reporting to school under the influence of alcohol or illegal drugs, cheating, stealing, insubordination, threats, and/or bullying, such termination is final and may not be appealed.

## **STUDENT RIGHT OF ACCESS AND RECORD RETENTION POLICY**

The Family Educational Rights and Privacy Act (FERPA) sets a limit on the disclosure of personally identifiable information from school records and defines the rights of students to review and request changes to the records. FERPA generally gives postsecondary students the rights to:

- ① Review their education records,
- ② Seek to amend inaccurate information in their records, and
- ③ Provide consent for the disclosure of their records.

Students (or parents or guardians, if the student is a dependent minor) are guaranteed access to their school records, with a staff member present, within 45 days from the date of the request. Copies of all records can be requested at \$0.20 per page.

### **General Release of Information**

Except under the special conditions described in this policy, a student must provide written consent before the school may disclose personally identifiable information from the student's education records. The written consent must:

- ① State the purpose of the disclosure,
- ② Specify the records that may be disclosed,
- ③ Identify the party or class of parties to whom the disclosure may be made, and
- ④ Be signed and dated.

### **FERPA Disclosures to Parents**

While the rights under FERPA have transferred from a student's parents to the student when the student attends a postsecondary institution, FERPA does permit a school to disclose a student's education records to his or her parents if the student is a dependent student under IRS rules.

Note that the IRS definition of a dependent is quite different from that of a dependent student for Financial Student Aid (FSA) purposes. For IRS purposes, students are dependent if they are listed as dependents on their parent's income tax returns. (If the student is a dependent as defined by the IRS, disclosure may be made to either parent, regardless of which parent claims the student as a dependent.)

A school may disclose information from a student's education records to parents in the case of a health or safety emergency that involves the student.

A school may let parents of students under age 21 know when the student has violated any law or policy concerning the use or possession of alcohol or a controlled substance.

A school official may share with parents information that is based on that official's personal knowledge or observation and that is not based on information contained in an education record.

### **Release of Information to Regulatory Agencies**

Disclosures may be made to authorized representatives of the U.S. Department of Education for audit, evaluation, and enforcement purposes. "Authorized representatives" include employees of the Department, such as employees of the Office of Federal Student Aid, the Office of Postsecondary Education, the Office for Civil Rights, and the National Center for Education Statistics, as well as firms under contract to the Department to perform certain administrative functions or studies.

In addition, disclosure may be made if it is in connection with financial aid that the student has received or applied for. Such a disclosure may only be made if the student's information is needed to determine the amount of the aid, the conditions for the aid, or the student's eligibility for the aid, or to enforce the terms or conditions of the aid.

Pulse Beauty Academy provides and permits access to student and other school records as required for any accreditation process initiated by the school or by the National Accrediting Commission of Career Arts and Sciences (NACCAS), or in response to a directive of said Commission.

### **Disclosures in Response to Subpoenas or Court Orders**

FERPA permits schools to disclose education records, without the student's consent, to comply with a lawfully issued subpoena or court order.

In most cases, the school must make a reasonable effort to notify the student who is the subject of the subpoena or court order before complying, so the student may seek protective action. However, the school does not have to notify the student if the court or issuing agency has prohibited such disclosure.

The school may also disclose information from education records, without the consent or knowledge of the student, to representatives of the U.S. Department of Justice in response to an ex parte order issued in connection with the investigation of crimes of terrorism.

### **Disclosures for Other Reasons**

There are two FERPA provisions concerning the release of records relating to a crime of violence. One concerns the release to the victim of any outcome involving an alleged crime of violence (34 CFR 34 CFR 99.31[a][13]). A separate provision permits a school to disclose to anyone the final results of any disciplinary hearing against an alleged perpetrator of a crime of violence where that student was found in violation of the school's rules or policies with respect to such crime or offense (34 CFR 99.31[a][14]).

### **Directory Information**

Pulse Beauty Academy does not publish "directory information" on any student.

### **Record Maintenance**

All requests for releases of information are maintained in the student's file as long as the educational records themselves are kept. Student records are maintained for a minimum of seven (7) years for withdrawal students; transcripts of graduates are kept indefinitely.

### **Amendment to Student Records**

Students have the right to seek an amendment to their school records. To seek an amendment, students must meet with the school director and bring any supporting documentation to show that the record is incorrect.

## PERFORMANCE STATISTICS/JOB OUTLOOK

PULSE BEAUTY ACADEMY'S performance statistics for the calendar year 2012:

Graduation	Placement	Licensure
<b>70.45%</b>	<b>88.17%</b>	<b>93.85%</b>

In today's beauty conscious world, there is an increasing demand for the educated hairstylist. There are many wonderful career opportunities available within the beauty industry. Men and women have equal career opportunities, equal ability to earn an income, and are able to live and work wherever their heart desires. Career choices are plentiful, and growth potential is nearly limitless: depending on your individual interests and abilities. There is security in knowing that as a professional, educated in the art and science of beauty, your skills and knowledge are always in demand.

As a Professional Cosmetologist, there is a multitude of challenging career choices available. In addition to hair design, this industry also offers opportunities in areas such as skin care, makeup, aromatherapy, nail artistry, and product educators. As your career progresses, it is possible to become platform artists, salon management, state board examiner, and image consultant.

According to the United States Department of Labor, Occupational Outlook Handbook Statistics 2010-2011, Barbers, cosmetologists, and other personal appearance workers held about 821,900 jobs in 2008. Of these, barbers and cosmetologists held 684,200 jobs, manicurists and pedicurists 76,000, skin care specialists 38,800, and shampooers 22,900.

Most of these workers are employed in personal care services establishments, such as beauty salons, barber shops, nail salons, day and resort spas. Others were employed in nursing and other residential care homes. Nearly every town has a barbershop or beauty salon, but employment in this occupation is concentrated in the most populous cities and States.

About 44 percent of all barbers, cosmetologists, and other personal appearance workers are self-employed. Many of these workers own their own salon, but a growing number of the self-employed lease booth space or a chair from the salon's owner. In this case, workers provide their own supplies, and are responsible for paying their own taxes and benefits. They may pay a monthly or weekly fee to the salon owner, who is responsible for utilities and maintenance of the building.

Overall employment of barbers, cosmetologists, and other personal appearance workers is projected to grow much faster than the average for all occupations. Opportunities for entry-level workers should be favorable, while job candidates at high-end establishments will face keen competition.

Employment change. Personal appearance workers will grow by 20 percent from 2008 to 2018, which is much faster than the average for all occupations.

Employment trends are expected to vary among the different occupational specialties. Employment of hairdressers, hairstylists, and cosmetologists will increase by about 20 percent, much faster than average, while the number of barbers will increase by 12 percent, about as fast as average. This growth will primarily come from an increasing population, which will lead to greater demand for basic hair services. Additionally, the demand for hair coloring and other advanced hair treatments has increased in recent years, particularly among baby boomers and young people. This trend is expected to continue, leading to a favorable outlook for hairdressers, hairstylists, and cosmetologists.

Continued growth in the number full-service spas and nail salons will also generate numerous job openings for manicurists, pedicurists, and skin care specialists. Estheticians and other skin care specialists will see large gains in employment, and are expected to grow almost 38 percent, much faster than average, primarily due to the popularity of skin treatments for relaxation and medical well-being. Manicurists and pedicurists meanwhile will grow by 19 percent, faster than average.

**Job Prospects** — Job opportunities generally should be good, particularly for licensed personal appearance workers seeking entry-level positions. A large number of job openings will come about from the need to replace workers who transfer to other occupations, retire, or leave the labor force for other reasons. However, workers can expect keen competition for jobs and clients at higher paying salons, as these positions are relatively few and require applicants to compete with a large pool of licensed and experienced cosmetologists. Opportunities will generally be best for those with previous experience and for those licensed to provide a broad range of services.

Median hourly wages in May 2008 for hairdressers, hairstylists, and cosmetologists, including tips and commission, were \$11.13. The middle 50 percent earned between \$8.57 and \$15.03. The lowest 10 percent earned less than \$7.47, and the highest 10 percent earned more than \$20.41.

Median hourly wages in May 2008 for barbers, including tips, were \$11.56. The middle 50 percent earned between \$8.93 and \$14.69. The lowest 10 percent earned less than \$7.56, and the highest 10 percent earned more than \$19.51.

Among skin care specialists, median hourly wages, including tips, were \$13.81, for manicurists and pedicurists \$9.46, and for shampooers \$8.32.

**Earnings** — While earnings for entry-level workers usually are low, earnings can be considerably higher for those with experience. A number of factors, such as the size and location of the salon, determine the total income of personal appearance workers. They may receive commissions based on the price of the service, or a salary based on the number of hours worked, and many receive commissions on the products they sell. In addition, some salons pay bonuses to employees who bring in new business. For many personal appearance workers, the ability to attract and hold regular clients is a key factor in determining earnings.

Although some salons offer paid vacations and medical benefits, many self-employed and part-time workers in this occupation do not enjoy such benefits. Some personal appearance workers receive free trial products from manufacturers in the hope that they will recommend the products to clients.

## PROGRAM INTEGRITY

Pulse Beauty Academy is accredited by NACCAS and uses its calculation for student placement based on each program offered. For the most recent annual reporting period, the school shows the following data for the **cosmetology program**:

Placement rate	On-time graduation rate	Median Loan Debt
88.17%	2%	<b>2010–2011 Title IV: \$8,856.00. Private: \$0. Institutional: \$0.</b>

For the most recent annual reporting period, the school shows the following data for the **cosmetology instructor program**:

Placement rate	On-time graduation rate	Median Loan Debt
N/A	N/A	N/A

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our Web site at:

[pulse.paulmitchell.edu/programs](http://pulse.paulmitchell.edu/programs).

## STUDENTS RIGHT-TO-KNOW - DEPARTMENT OF EDUCATION RATES

Graduation	Placement
75%	74%

Pulse Beauty Academy must prepare the completion and graduation rate of its certificate- or degree-seeking, first-time, full-time undergraduate students each year. The annual rates are based on the 12-month period that ended August 31 of the prior year. The rates will track the outcomes for students for whom 150% of the normal time for completion or graduation has elapsed. Normal time is the amount of time necessary for a student to complete all requirements for a degree or certificate according to the institution's catalog. These rates are generated from the school student record management system.

## STUDENT PROFESSIONAL DEVELOPMENT GUIDELINES

The following are a list of guidelines that all students must commit to and follow during their enrollment at Pulse Beauty Academy. The guidelines were established to assist in creating a safe, focused and enjoyable learning experience.

### A. Attendance and Documentation of Time

- ① The Academy records attendance in clock hours and gives appropriate attendance credit for all hours attended or does not add or deduct attendance hours as a penalty. Attendance is calculated using a computerized time clock and does not round hours to nearest whole hour.
- ② The Academy is open from 9:00 a.m. – 4:00 p.m. Monday through Saturday for Day students. Night school students attend, Monday through Thursday 5:00 – 10:00 p.m. All courses require continuous attendance.
- ③ The prescribed attendance schedule must be maintained each week.
- ④ Students must be on time as it inhibits the learning process. They may “clock in” and could be assigned special projects or assignments pertaining to their course study. Students who are late for an elective cutting, coloring, perming, or special class may attend the class, but must be accompanied into the classroom by a Learning Leader. Students are never excused from mandatory theory class to work in the clinic.
- ⑤ During the enrollment contract period, Applicant must maintain a 90% attendance average each month in order to complete the program within the Scheduled program length. The Applicant is allowed to miss 10% of his or her scheduled hours before having to pay extra instructional charges. The Applicant may use the allowed 10% of his/her scheduled hours for vacation, doctor appointments, illness, etc. If the Applicant must attend additional Program hours beyond his/her maximum Scheduled Program length due to attendance problems or to complete academic graduation requirements, the applicant will be charged an additional \$12.60 for each hour scheduled to complete after the Scheduled Program length is reached.

#### Scheduled Program Length is defined as:

<i>Cosmetology:</i> Hours in program = 1250 hours 10% absent hours = 125 hours Scheduled Program Length = 1375 hours	<i>Cosmetology Instructor:</i> Hours in program = 500 hours 10% absent hours = 50 hours Scheduled Program Length = 550 hours
---	---

***Please note that if a student misses more than 14 consecutive calendar days, the student will be terminated from the program.***

- ⑥ Students must request time off from school from the Financial Aid Leader.
- ⑦ Students are required to be in attendance a minimum of: 6 hours per day, 30 hours per week for the full-time schedule; 20 hours per week for part-time students. Holidays such as Thanksgiving, Christmas and New Year's Day will be set according to the calendar each year.
- ⑧ Lunches and breaks are scheduled for all students. Day students will take a one (1) hour lunch between 11:30 a.m. and 1:30 p.m., if possible, according to their booking. Students should communicate with their Learning Leader if they have not had lunch by 1:30 p.m. Night students get two (2) 10 minute breaks.

**Observe the appropriate breaks for your school schedule. Breaks are as follows:**

Student Schedule	Breaks	Lunch
8 or 7 1/2 hr/day	10 min. in the morning & 10 min in the afternoon	60 min.
6 hr/day	10 min. in the morning & 10 min in afternoon	n/a
5 hr/day	10 min at mid-point of schedule	n/a
4 hr/day	10 min at mid-point of schedule	n/a

⑨ Documentation of Time — Students may not leave the Academy premises during regular hours without the permission of a Learning Leader. Students who will be leaving the Academy premises for more than 15 minutes or leaving early must document their time by:

- a. Clocking out on the time clock.
- b. Signing the sign-out sheet.
- c. Having a Learning Leader book them out.

If it is less than 10 minutes, the student must sign out on the sign-out sheet. Day students must check out for lunch for 1 hour every day. Students will not receive credit for the hour if he/she fails to clock in/out for lunch.

⑩ Students may not clock in or out for another student.

⑪ Students may be suspended for failure to comply with Academy rules or general policies, leaving the school without permission, failing to notify the Academy regarding absences and tardiness, incomplete practical worksheets, failing to attend theory or maintain current theory tests, or insubordination.

## ATTENDANCE AND MAINTAINING INSTITUTIONAL SATISFACTORY PROGRESS

Pulse Beauty Academy, A Paul Mitchell Partner School seeks to not only prepare our Future Professionals for achieving their professional licensure, we are also committed to fully preparing them for success in the cosmetology industry. Part of this success hinges on their ability to commit fully to their employers and to be able to handle the rigors that this industry demands. In today's cosmetology market, employees are expected to come to work **on time** and ready to work. A typical work day usually consists of eight continuous hours of work, with little or no breaks. With cosmetology being a "service" business, an employee is expected to be present and working when the clients wish to come in. Typically, this means that salons are open on weekends and most holidays.

Attendance takes on a very serious role from the beginning of our program, which we call CORE. CORE represents the time in our curriculum where you are learning all the rules. As importantly, there really is no way to "make up" hours during this extremely important time frame. Every day brings new instruction and new techniques. Therefore, missing time here can have a severely detrimental impact on future skill development.

**Pulse Beauty Academy only allows a Future Professional to miss a total of eighteen {18} hours during the first 300 hours (CORE) of our curriculum. Once a Future Professional passes this threshold, they must restart CORE with the next incoming class.**

Our role as an educational facility is to present the best practices of our industry and to hold our Future Professionals accountable. With that expectation, Future Professionals are required to achieve a minimum of 90% attendance rate for the program. Attendance will be posted into our computer system on a weekly basis and recorded on each Future Professional's permanent record. Future Professionals are required to be on time and remain in school for the entire scheduled day. The Management Team must approve all early dismissals.

Future Professionals must **not be late** as it inhibits the learning process. If you are late or cannot attend school, you must contact Pulse Beauty Academy and speak with the Financial Aid Leader immediately or leave a voice mail message for the Financial Aid Leader. Future Professionals must call in by 9:00 a.m. Future Professionals who are late for theory class may not enter the classroom until the next scheduled break, but may clock in and be assigned special projects or assignments pertaining to their course study.

**A Future Professional who does not call in by 9:00 a.m. to announce their lateness or to excuse themselves from school for that day, will have a write up put into the Advisory Binder. In addition, a Future Professional who calls in late, but then does not come in when they noted they would or does not come in at all, will be written up. After five (5) write ups, the Future Professional may receive an in-school suspension. One more write up (for any reason) and a Future Professional may be DROPPED from the program.**

**Please note that you may not continuously call in late. While we appreciate the effort to let us know if/when you are delayed, it is your responsibility to ensure you have given yourself enough travel time to arrive on time to start your day. Pulse understands that things can create challenges in your lives, so we allow THREE (3) late arrivals each month. After that, you are written up for each late arrival even if you call in.**

In order to closely facilitate a normal salon work environment, Pulse Beauty Academy, A Paul Mitchell Partner School has designated specific all-day clinic days, depending on your level. The purpose of these days is to get Future Professionals used to the rigors of the "real world" salon environment. All-day clinic days are mandatory. You may not arrive late or leave early on all day clinic days.

In the event of a weather emergency or disaster, it is the responsibility of the Future Professional to check for school closings or delays. You may find it helpful to sign up for text alerts through a reputable new agency such as Fox Philly at [www.myfoxphilly.com/story/18673080/get-schooklosing-alerts](http://www.myfoxphilly.com/story/18673080/get-schooklosing-alerts) (standard text messaging rates may apply). Pulse Beauty Academy follows Chester County, PA emergency

scheduling. A message will be placed on both the school answering service and our Facebook page ([www.facebook.com/PulseBeautyAcademyDownlntown](http://www.facebook.com/PulseBeautyAcademyDownlntown)) notifying both Future Professionals and clients of the closing/delay.

**The general rule to follow is that IF THE SCHOOL IS OPEN, YOU ARE REQUIRED TO BE HERE. This is not high school. There is a responsibility to plan your day accordingly if you know inclement weather is imminent.**

The thing to remember is that Pulse Beauty Academy, A Paul Mitchell Partner School is a "clock hour" institution. One of your graduation requirements is to complete your clock hours within a certain period of time and meet a specific attendance ratio. Failure to attend will result in an incomplete graduate status and you will need to reenroll to finish your remaining hours. At that time, you will be subject to the fees and requirements outlined for Re-Entry and Transfer Students. There are no "excused absences" and make up time is not allowed. Pulse Beauty Academy grants each Future Professional 125 absent hours to be used at their discretion. This is more than one month of time for the entire length of the course.

**If you cannot commit to maintaining a good attendance standard and the contracted schedule, please give serious thought to enrollment.**

<b>Instructions for Absences and Tardiness</b>	
<b>Same Day:</b>	A Future Professional needs to call (610) 873-8600 and either leave a voicemail for the Financial Aid Leader or speak directly with the Financial Aid Leader before 9:00 a.m. Be sure to clearly state:  <ul style="list-style-type: none"><li>① Your full name and FP clock number</li><li>② The current date and time</li><li>③ The hours and dates you will be absent</li><li>④ If you are running late, you must note the time that you will report to school</li></ul> For example: <i>"Good morning, this is Adam Sahagian, #1234. It is Monday, September 1 at 7:00 a.m. I will not be in today until 10:45 a.m. Thank you."</i>
<b>In Advance:</b>	A Future Professional that knows they will be gone specific days must fill out a Time Off Request Form. This form must be filled out and turned in at least <b>one week</b> before the requested time off. This form is turned in to the Education Leader and will be approved or denied.

**B. Professional Image** - A professional image is a requirement for successful participation in school. Students must maintain the following professional dress code:

- ① Phase II students must wear black with minimal white accents.
- ② Future Professionals must wear a "The Color" apron at all times. Future Professionals must wear their student name tag at all times.
- ③ A minimal print in clothing is acceptable only if it is in black and white print.
- ④ Clothing must be professional, clean, and free of stains and tears.
- ⑤ Shoes should be black, professional and comfortable for all Future Professionals.
- ⑥ Hair must be clean and styled prior to arriving at school.
- ⑦ Cosmetics must be applied using trend appropriate make-up techniques and applied prior to arriving at school.
- ⑧ The following is a list of unacceptable dress
  - Tennis shoes or, gym shoes, foot thongs or beach sandals.
  - Jeans or clothing made of jean material.
  - Tank, sleeveless tops or sheer clothing.
  - Sweatpants and shirts.
  - Printed t-shirts other than those with a PAUL MITCHELL logo.
  - The t-shirt must be clean and professional, and you must dress it up!
  - Short skirts that fall above fingertips.
  - Shorts, spandex or biking shorts.
  - Yoga pants or leggings without a long tunic length top.
- ⑨ Future Professionals who fail to comply with this professional dress code will be asked to leave and return with appropriate attire.

### **C. Sanitation and Personal Services**

- ① Students must keep workstations and classroom areas clean, sanitary and clutter free at all times.
- ② Students must clean their station, including the floor, after each service.
- ③ Hair must be swept up immediately after a service is completed, before blow-drying.
- ④ Workstations must be cleaned at the end of the day prior to receiving a time card to clock out for the day.
- ⑤ Students may have their hair or other services done Monday through Thursday. To receive a service students must do the following prior to starting the service:  
Notify a Learning Leader:
  - a. Student services can not be done during regular scheduled hours. Please see a Learning Leader for more information
  - b. Pay for service supplies for personal including perms, tints, bleaches, rinses, conditioning treatments, manicures, nails, etc.
  - c. Personal services must be rescheduled when the service desk personnel has a regularly scheduled service client. Students must re-schedule their personal service and complete the service appointment assigned to them.
  - d. Personal services are considered rewards and scheduled for students who are up to date with all projects, tests and worksheets. Academy assignments and successful learning are the priority.

### **D. Communication Guidelines and Professional Conduct**

- ① Visitors are allowed in the reception area only. Visitors are not allowed in the classrooms, student lounge or clinic floor area.
- ② Only emergency calls are permitted on the business phone. Students may use their student phones for a limited time. Please keep your calls to 3 minutes.
- ③ Cell phones are not permitted in the school during class or design floor time.
- ④ Students may not visit with another student who is servicing a client.
- ⑤ Students may not gather around the reception desk, the reception area, or the offices.
- ⑥ Food or drinks are allowed only in the lunchroom.
- ⑦ Smoking is prohibited in the building or on the campus of Pulse Beauty Academy.
- ⑧ Stealing or taking school or another's personal property is unacceptable.

## **E. Learning Participation Guidelines**

- ① Peer teaching and tutoring are encouraged. Taking credit for another's work or cheating during exams is unacceptable.
- ② Students will be expected to maintain an average of 75% on all theory tests and assignments.
- ③ Students must take all appointments assigned to them. This includes last minute walk-ins. Students may **NOT** refuse to take a guest.
- ④ Students may not be released from required theory class to take a client.
- ⑤ Only Desk Personnel may schedule or change client service appointments.
- ⑥ All services must be checked and the service ticket initialed by an instructor.
- ⑦ Students are expected to be continuously working on school related projects, assignments, reading or test preparation during school hours.
- ⑧ Students will receive clock hours during the times they fully participate in their learning experience.
- ⑨ When students are not scheduled with service appointments or are not scheduled to attend theory or an specialty class the following may be focused on:
  - Completion of monthly worksheets.
  - Completion theory review worksheets.
  - Performing a service on another student.
  - Listening or reading school resource center materials to include educational videos, audiotapes and books.
- ⑩ Students must comply with Academy personnel's and Learning Leader's assignments and requests as required by the curriculum and student guidelines and rules.
- ⑪ Students may not perform hair services outside of the school unless authorized to do so by Academy Administration.
- ⑫ Students are responsible for his/her own equipment, and may use a station drawer only while working at that station. All equipment, tools and personal items must be secured in their assigned locker. The Academy is not responsible for any articles that are lost or stolen.
- ⑬ Parking is allowed in assigned parking areas only or cars may or towed at their own expense
- ⑭ Students must always come to school prepared and have full kit, books and writing utensils, etc.

## COACHING AND CORRECTIVE ACTION

Part of your learning experience includes fine-tuning and mastering the skills and behaviors of a salon professional. The school team will coach all students to correct noncompliant or destructive behavior.

The following actions may be inspected for noncompliance:

- ① **Attendance and Documentation of Time Guidelines:** Attendance, promptness, and documentation of work are cornerstones of successful work practices. Students may be clocked out, released for the day, or suspended when they do not comply with guidelines.
- ② **Professional Image Standards:** Professional image standards were created to provide guidance and direction to students as they develop their professional image and persona. Students may be clocked out and released for the day when they do not meet professional image standards.
- ③ **Sanitation and Personal Service Procedures:** Sanitation and personal service procedures have been established to comply with state laws and to provide a safe and clean service environment. Students may be clocked out and released for the day when they do not follow sanitation and personal service procedures.
- ④ **Communication Guidelines and Professional Conduct:** It is the school's responsibility to provide a learning environment that is professional, positive, and conducive to learning. Staff and students all contribute to a mutually respectful learning environment that fosters effective communication and professional conduct. Students who fail to follow communication guidelines and who do not conduct themselves in a respectful and professional manner may experience suspension or termination.
- ⑤ **Learning Participation Guidelines:** The learning participation guidelines have been established to provide a creative, fun, interactive, and collaborative learning environment that empowers students to act as "future salon professionals" and committed learners. Positive behavior is required to create a mutually beneficial learning environment for all students. Students who fail to meet the guidelines and create challenges for other students or staff may be released from school, suspended, or terminated.

### Corrective Action Steps

Once a student has received five (5) coaching sessions, the student may be suspended from school for five (5) days. Suspended students may only be readmitted to school upon paying the administrative termination fee. If a student receives two (2) more coaching sessions after readmission from a five (5) day suspension, the student's attendance may be permanently terminated. A student may be terminated without prior coaching sessions for improper and/ or immoral conduct. Refer to the school Future Professional Advisory.

*When monitoring students for unofficial withdrawals, the school is required to count any days that a student was out of school on suspension as a part of the 14 consecutive days of non-attendance used to determine whether the student will be returning to school.*

We believe in providing a quality environment with an exceptional educational program. This framework gives everyone the opportunity to enjoy the experience! The entire staff appreciates the students' respect of these guidelines.

## POLICIES AND PROCEDURES FOR STUDENTS WITH DISABILITIES

- ① **Accommodation Procedures for Students with Disabilities**
- ② **Grievance Procedures for Students who have Complaints on the Basis of Disability**

\*\*\*\*\*

### ① **Accommodation Procedures for Students with Disabilities**

**Non-Discrimination Policy** — It is the policy of Pulse Beauty Academy to comply with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act which are Federal laws that prohibit discrimination on the basis of disability. Pulse Beauty Academy does not discriminate on the basis of disability against a qualified person with a disability in regard to application, acceptance, grading, advancement, training, discipline, graduation, or any other aspect related to a student's participation in a program of Pulse Beauty Academy. This applies to all students and applicants for admission to The School. Pulse Beauty Academy will provide reasonable accommodations to students with disabilities.

**Definition of an Individual with a Disability** — An *individual with a disability* is a person who has a physical or mental impairment which substantially limits one or more major life activities of the individual. These persons are protected by Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA). Individuals with a record of such an impairment and individuals who are regarded as having such an impairment are also protected by these Federal laws. The definition of "disability" in Section 504 and the ADA should be interpreted to allow for broad coverage.

The phrase *physical impairment* means a physiological disorder or condition, a cosmetic disfigurement, or an anatomical loss, that affects one or more of the following body systems: neurological; musculoskeletal; special sense organs (which would include speech organs that are not respiratory such as vocal cords, soft palate, tongue, etc.); respiratory, including speech organs; cardiovascular; reproductive; digestive; genitourinary; hemic and lymphatic; skin; and endocrine. Examples include, but are not limited to, orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism.

The phrase *mental impairment* means any mental or psychological disorder, including but not limited to, mental retardation, organic brain syndrome, emotional or mental illness, specific learning disabilities, post-traumatic stress disorder, depression and bi-polar disorder. The phrase substantially limits must be interpreted without regard to the ameliorative effects of mitigating measures, other than ordinary eyeglasses or contact lenses. Mitigating measures are things like medications, prosthetic devices, assistive devices, or learned behavioral or adaptive neurological modifications that an individual may use to eliminate or reduce the effects of an impairment. These measures cannot be considered when determining whether a person has a substantially limiting impairment. An impairment that is episodic or in remission is a disability if, when in an active phase, it would substantially limit a major life activity. For example, a student with bipolar disorder would be covered if, during manic or depressive episodes, the student is substantially limited in a major life activity (e.g., thinking, concentrating, neurological function, or brain function).

The phrase *major life activities* means functions such as caring for one's self, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating and working. Major life activities also includes major bodily functions such as functions of the immune system, normal cell growth, and digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

## **The School's Responsibilities to Students with Disabilities**

The School must provide *academic adjustments, auxiliary aids and reasonable accommodations* to students with disabilities, that are necessary to ensure students are not denied the benefits of, or excluded from participation in, The School's program. The School must make modifications to its academic requirements that are necessary to ensure that the requirements do not discriminate against students with disabilities. The School must ensure that it provides physical access to students with disabilities. It is also the responsibility of Pulse Beauty Academy to permit students with disabilities to use service dogs on each campus.

The person responsible for implementing these responsibilities at Pulse Beauty Academy Campus is: Jillian Sbarbaro ; ADA Compliance Coordinator; 150 E. Pennsylvania Ave., Suite 250, Downingtown, PA 19335; (610) 873-8600; [jills@pulsebeautyacademy.com](mailto:jills@pulsebeautyacademy.com).

When a student informs a School staff member that the student is disabled, or needs accommodations or assistance due to disability, the staff member will refer the Student to The School's ADA Compliance Coordinator.

## **Procedures for Students and The School**

**Documentation of disability by students** — Students with disabilities who wish to request reasonable accommodations (including academic adjustments, auxiliary aids, or modifications) must contact the ADA Compliance Coordinator named above for their campus. Students must provide documentation of disability from an appropriate professional, which depends on the nature of the disability. For example, a student with a psychological disability should provide documentation from a psychologist, psychiatrist or social worker.

This documentation may be the student's existing medical records, or reports created by the student's medical provider or an appropriate professional who conducts an assessment of the student. It may be documentation from the student's past educational records such as reports from teachers or school psychologists, or records that show the student's educational history, disability assessment, and the accommodations the student previously received. It may be records from the state department of rehabilitation or the U.S. Department of Veterans Affairs. Documentation should be current and relevant, but that does not mean that a recent report or record is needed in all cases. Some disabilities are stable lifelong conditions and historic documentation will be sufficient. Some disabilities are readily apparent and observable and thus little or no documentation will be needed.

The documentation of disability is kept at all times in a locked, private file at The School. To protect privacy, direct access to this documentation is by written consent only. The ADA Compliance Coordinator will determine what information needs to be shared with Pulse Beauty Academy staff and Learning Leaders, on an "as needed basis," in order to facilitate academic accommodations or other services.

### ***Student requests for accommodations and interactive discussion with ADA Compliance Coordinator***

**Coordinator** — Students who plan to request accommodations should contact the ADA Compliance Coordinator promptly, so there is time for the Coordinator to review the student's documentation and discuss accommodations with the student before the student begins the class or program for which the accommodation is being requested. When a student contacts the Coordinator, the Coordinator will keep a record of the dates and contacts with the student, including a record of the accommodations requested by the student. Students who have questions about the type of documentation they need to provide should contact the Coordinator to discuss this.

The student and the ADA Compliance Coordinator will discuss how the student's impairment impacts the student, how the student expects the impairment to impact the student in The School's program, the types of accommodations the student has previously received (if any), and the accommodations being requested by the student from The School. The Coordinator and the student should discuss accommodations needed during all phases of the program (Core, Adaptive and Creative), and for classroom instruction, skills based instruction and skills practice.

The documentation (or observation) must show the nature of the student's disability and how it limits a major life activity. The accommodations requested by the student should be related to these limitations. There are no pre-set accommodations for specific disabilities. Instead, the Coordinator and the student must discuss and determine what the student's limitations are, and how they can be accommodated.

*Here are some examples:*

- A student with an orthopedic disability may need cushioned floor mats and scheduled times to sit down. These students may also need particular kinds of chairs.
- A student with a learning disability or attention deficit disorder may need extra time to take tests, such as ninety minutes to take a test instead of the sixty minutes allowed to other students. These students may need to take their tests in a location that is quiet and has no distractions, such as an office rather than the classroom.
- A student with a learning disability or psychological disability may need a note taker, a copy of the instructor's notes or presentation, or to use a tape recorder during instruction.
- A student with post-traumatic stress disorder or an anxiety disorder may need to take periodic leaves of absence, or may need to structure their program so that it is scheduled over a longer period of time than usual. These students may need to take breaks in a quiet room during skills practice.
- A student with a hearing impairment may need instructors to use voice amplification systems, or may need the School to provide a sign language interpreter.
- A student with diabetes may need periodic breaks to check his or her blood sugar level.

***Decision about accommodations, and ensuring implementation of accommodations*** — The ADA Compliance Coordinator will decide the accommodations to be provided to the student. The Coordinator will consider any past accommodations that have been effective for the student, and will give primary consideration to the type of accommodation requested by the student. Alternate accommodations may be provided if there is an alternative accommodation that would be equally effective for the student.

The Coordinator will make a decision no later than two weeks after the student states the request for an accommodation. If the student does not submit documentation of a disability at the time the student requests an accommodation, the Coordinator will make a decision no later than two weeks after the student provides the documentation.

The Coordinator will list the approved accommodations in writing and provide this to the student. The Coordinator will inform the appropriate Learning Leaders and school staff of the accommodations they are responsible for providing to the student, how to provide the accommodations, and when to provide the accommodations. The Coordinator will keep a written record of these contacts about the student's accommodations. The Coordinator will verify that the accommodations are being implemented for the student through direct observation, report by the student, and/or documentation from The School staff. If the student informs the Coordinator that an accommodation is not being fully implemented, the Coordinator will immediately intervene with relevant staff members to ensure the accommodation is provided to the student.

After accommodations have been approved for a student, the Coordinator will make an appointment with the student for a time when the student's program is expected to change. The purpose of the appointment is to determine whether the student's accommodations should be changed when the student's program phase changes, or the type of instruction changes.

**Additional factors** — The School is not obligated to provide accommodations that would result in a fundamental alteration of The School's program. In this case, the Coordinator will promptly search for an equally effective alternate accommodation for the student that would not fundamentally alter the program. The Coordinator will offer the alternate accommodation to the student.

The School is not obligated to provide accommodations that would result in an undue financial or administrative burden on The School. If the Coordinator decides that a requested accommodation might impose such a burden, the Coordinator will discuss the issue with The School owner, who will take into account the overall financial resources of The School. The School owner will make the final decision, in accord with the requirements of Section 504 of the Rehabilitation Act and the Americans with Disabilities Act. If The School owner determines that the requested accommodation would be an undue burden, the Coordinator will promptly search for an equally effective alternate accommodation for the student and offer the alternate accommodation to the student.

### **Appeals by Students**

A student may appeal any accommodation decision made by the ADA Compliance Coordinator if the student disagrees with the decision. Here are some examples: A student may appeal the Coordinator's decision to deny a requested accommodation. A student may appeal a decision by the Coordinator to provide an alternate accommodation rather than the specific accommodation requested by a student. A student may appeal a decision by the Coordinator that the student has not presented sufficient documentation to support the requested accommodation. A student may also file an appeal when a school staff member fails to provide an approved accommodation, and the Coordinator has not effectively addressed the situation.

When a student wishes to file an appeal, the student must notify Joanne Myers IV; Director; 150 E. Pennsylvania Ave., Suite 250, Downingtown, PA 19335; (610) 873-8600; [joannem@pulsebeautyacademy.com](mailto:joannem@pulsebeautyacademy.com). The student must explain his/her reasons for disagreeing with the Coordinator's decision, or explain how the student's accommodation is not being implemented, and submit any relevant documentation.

Within five calendar days of receiving a student's appeal the Director will meet with the student and the Coordinator to discuss the issues presented by the student's appeal. If appropriate, the Director will also discuss the issues with other School staff members.

When a student appeals a decision made by the Coordinator, the Director will determine whether the Coordinator's decision should be revised or remain the same. If the decision is revised, the Director will ensure that the revised decision is implemented.

When a student files an appeal on the basis that an approved accommodation is not being implemented, the Director will determine whether the accommodation is being fully implemented, and if it is not, ensure that the accommodation is implemented. The Director will inform the student of the decision in writing no later than fourteen days after receiving the student's appeal.

## **Training and Mediation Responsibilities of the ADA Compliance Coordinator**

The ADA Compliance Coordinator at each campus will deliver disability training sessions for all campus staff members at least once each calendar year. In these training sessions the Coordinator will explain the basic requirements of Section 504 of the Rehabilitation Act and the Americans with Disabilities Act as they apply to The School. The Coordinator will address: The School's responsibility to provide accommodations to students with disabilities; how to appropriately interact with students with particular kinds of disabilities; how to go about implementing accommodations that the Coordinator has approved for students; how to support students with disabilities in The School's programs; that students with disabilities cannot be penalized for using approved accommodations. The Coordinator will keep a record of each training session.

The Coordinator may also provide trainings for students who wish to learn about The School's process for providing accommodations, or about The School's grievance procedures.

To help ensure that future campus staff members and students are aware of The School's policies, the Coordinator will make sure that the Accommodations Procedures and the Grievance Procedures are continually posted at the campus.

The Coordinator will assist students with disabilities who have concerns about implementation of their accommodations or their treatment by The School staff members or other students. At the request of a student, the Coordinator will informally mediate or attempt to resolve issues related to the student's disability. If this informal process does not resolve the student's concerns, the student may file a grievance as described in Section II below.

## **② Grievance Procedures for Students who have Complaints on the Basis of Disability**

Pulse Beauty Academy is responsible for providing a grievance procedure to students who feel they have been discriminated against on the basis of disability. The grievance procedure provides students the opportunity to file a complaint. The School then has the responsibility to objectively investigate the allegations in the complaint and determine whether the student has been discriminated against. If The School determines that discrimination occurred, The School must take appropriate steps to correct the discrimination and prevent it from reoccurring.

***Grievance complaints*** — A student may file a grievance if the student feels he or she has been discriminated against because the student is disabled, or because the student is regarded as being disabled, or because the student has a record of being disabled. A student may also file a grievance if the student feels that he or she has been retaliated against for advocacy based on disability. Here are some examples of discrimination:

- An instructor or other students refer to the student in a derogatory way related to the student's disability.
- An instructor generally refers to students with particular types of disability in a derogatory way.
- Other students refuse to work with the student because the student is disabled.
- A School staff member refuses to provide a service to the student that the staff member provides to other students.
- A school staff member takes a negative action toward the student after the student asked for accommodations for a disability.
- A guest presenter at The School makes derogatory statements about students with disabilities, or states that students with disabilities can never be employed in the presenter's field.
- A student's request for accommodation was denied by The School, or an instructor did not implement an accommodation for the student that was approved by The School.

A student must file a grievance complaint within 90 days of the date the discriminatory act occurred, or within 90 days of the end of an informal attempt to resolve the complaint, whichever is later. The complaint must be written. In the complaint, the student must describe what happened and the dates the acts took place, and state who was involved. The student should explain why the student believes the acts were taken based on disability. The student should describe or provide copies of any relevant documents or emails, if available.

A student may ask the Campus ADA Compliance Coordinator to try and informally resolve the student's complaint before the student files a written complaint. However, the student is not required to try informal resolution before filing a written complaint.

The complaint must be sent to Joanne Myers IV; Director; 150 E. Pennsylvania Ave., Suite 250, Downingtown, PA 19335; (610) 873-8600; [joannem@pulsebeautyacademy.com](mailto:joannem@pulsebeautyacademy.com).

**Investigation of the Complaint** — When the Director receives a written complaint, the Director will immediately begin an objective investigation. The School has the right to contract with an independent investigator to conduct any investigation. Within seven days, the Director will discuss the allegations in the complaint with the student, and obtain any needed additional information from the student. The Director will obtain from the student the names of any persons the student believes will have relevant information. The Director will gather all information necessary to determine what took place. To do so, the Director will interview any School staff members or students who engaged in the actions or may have witnessed the actions that the student is complaining about. The Director will interview persons that the student stated may have relevant information. The Director will gather any relevant documents such as emails, student work or instructor's records. During the investigation, the Director will disclose the complaint, and confidential information about the student, only to the extent necessary to investigate the allegations of the complaint.

After reviewing all the evidence gathered, the Director will determine whether the student was treated differently from other students based on disability; or whether the student was harassed based on disability; or whether the student was retaliated against because the student advocated on the basis of disability; or whether the student was denied an accommodation that The School should have provided to the student.

**Written Decision** — The Director will provide the student with a written decision no later than sixty days after the date the student filed the complaint. The decision will state the determination reached by the Director at the conclusion of the investigation, and the reasons the Director reached that determination. If the Director concludes that the student was discriminated against on the basis of disability, the decision will state the types of remedial action that The School has taken or will take to correct the discrimination. The decision will also state how The School will prevent the discriminatory acts from occurring again.

**Appeals by Students** — If the student who filed the complaint disagrees with the decision made by the Director, or disagrees with the remedial action specified, the student may appeal the decision to The School Owner. The appeal must be written and sent to Adam Sahagian; Owner; 150 E. Pennsylvania Ave., Suite 250, Downingtown, PA 19335; (610) 873-8600; [adams@pulsebeautyacademy.com](mailto:adams@pulsebeautyacademy.com). The appeal must state the specific reasons that the student disagrees with the decision. Appeals must be filed no later than thirty days after the student receives the written decision from the Director.

The Owner will review all the information provided by the student in the appeal, the decision by the Director, the interview records made by the Director and the documents gathered by the Director. The Owner will issue a written decision to the student within fourteen days after receiving the student's appeal. The Owner will determine whether the decision should be revised or remain the same. If the Owner determines that the decision should be revised, the Owner will ensure that any necessary changes in the remedies are implemented.

## **U.S. Department of Education**

Students or The School staff who have questions or concerns about disability issues may contact the Office for Civil Rights (OCR), U.S. Department of Education. OCR enforces Section 504 of the Rehabilitation Act and the Americans with Disabilities Act as they apply to post-secondary educational institutions.

The OCR National Headquarters is located at:

**U.S. Department of Education, Office for Civil Rights**  
**Lyndon Baines Johnson Department of Education Bldg**  
**400 Maryland Avenue, SW**  
**Washington, DC 20202-1100**  
**Telephone: (800) 421-3481**  
**FAX: (202) 453-6012; TDD: (877) 521-2172**  
**Email: OCR@ed.gov**

OCR has regional offices located throughout the country. To find the office for our state, you can check the OCR website at: <http://wdcrobcolp01.ed.gov/CFAPPS/OCR/contactus.cfm>, or call the telephone number above.

## **STUDENT CONSUMER INFORMATION**

Provisions of the Higher Education Amendment of 1976 require that effective July 1, 1977, each post-secondary institution which receives Federal Financial Aid funds must make certain student consumer information available to any enrolled or prospective student who request such information.

This section compiled by the Financial Aid office staff attempts to meet the requirements.

The school is approved for and participates in Federal Pell Grants, Subsidized Direct loans, Unsubsidized Direct Loans, and Parent PLUS loans. Such programs help to defray the costs of attending school for those students eligible for financial aid consideration.

Financial aid is any mechanism that reduces out of pocket costs that the students and/or parents must pay to obtain a specific post-secondary education. Put differently, financial aid is monies made available to help students meet the cost of the program. Financial aid includes grants and need and non-need loans.

Need-based financial aid is available to families that demonstrate a financial need for additional resources. The formula below is used to determine how much financial need a student has:

**Cost of Attendance – Expected Family Contribution (EFC) = Financial Need**

Non-Need is the difference between the cost of education and Financial Need.

Based on these calculations Federal Aid may not cover all the cost of attendance.

All financial aid is awarded to students who qualify based on the following:

- ① Criteria making a student ELIGIBLE includes citizen or permanent non-citizen alien recipient codes 1-151, 1-551, and 1-94.
- ② Criteria making a student INELIGIBLE includes codes F-1, F-2, J-1, J-2; students who are in federal loan default; students who receive grant overpayments; or male students who meet Selective Service registration criteria, but are not registered.

## **SEXUAL HARASSMENT POLICY**

Pulse Beauty Academy is committed to maintaining a working and learning environment that provides for fair and equitable treatment, including freedom from sexual harassment. This policy covers anyone who engages in sexual harassment on school property or at school activities.

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

- ① Submission to the conduct or communication is either explicitly or implicitly made a term or condition of an individual's employment, work opportunity, education, or other benefit;
- ② Submission to or rejection of the conduct or communication is used as a factor for employment decisions or other school-related decisions affecting an individual; and/or
- ③ Such conduct or communication has the purpose or effect of substantially interfering with an individual's work or school performance or creates an intimidating, hostile, or offensive work or school environment.

Sexual harassment can occur between staff to student, student to staff, student to student, staff to staff, female to male, male to female, female to female, and male to male. Administration will take prompt, equitable, and remedial action on reports and complaints that come to the attention of school personnel, either formally or informally. Allegations of criminal misconduct will be reported to the appropriate law enforcement agency.

Sexual harassment may include but is not limited to:

- ① Verbal harassment or abuse of a sexual nature
- ② Subtle pressure for sexual activity
- ③ Inappropriate or unwelcome touching, patting, or pinching of a sexual nature
- ④ Intentional brushing against a student's or an employee's body
- ⑤ Demanding sexual favors accompanied by implied or overt threats concerning an individual's employment or educational status
- ⑥ Demanding sexual favors accompanied by implied or overt promises of preferential treatment with regard to an individual's employment or educational status
- ⑦ Use of sexually or gender-degrading words or comments, verbal or written (e.g., graffiti)
- ⑧ Display in the school, on school grounds, or at school-sponsored events of sexually suggestive pictures
- ⑨ Leering of a sexual nature
- ⑩ Spreading of sexual rumors

Engaging in sexual harassment will result in appropriate discipline or other appropriate sanctions against offending students, staff, or contractors. Anyone else engaging in sexual harassment on school property or at school activities will have their access to school property and activities restricted or revoked, as appropriate.

The school shall respect the confidentiality of the complainant and the individual(s) against whom the complaint is filed as much as possible, consistent with the school's legal obligations and the necessity to investigate the allegations and take disciplinary action when the conduct has occurred.

Retaliation is prohibited against any person who makes a complaint or is a witness under this policy and will result in appropriate disciplinary action against the person responsible for the retaliation. Individuals who knowingly report or corroborate false allegations will be subject to appropriate disciplinary action.

Each staff member is responsible to immediately report alleged discrimination and/or harassment to his/her supervisor or other appropriate school personnel. Staff members who fail to take prompt action to report allegations or violation(s) of this policy may be subject to disciplinary action up to and including termination.

## **HARASSMENT, INTIMIDATION, BULLYING, AND DISCRIMINATION POLICY**

Pulse Beauty Academy is committed to maintaining a working and learning environment that provides for fair and equitable treatment, including freedom from bullying, harassment, intimidation, and discrimination of any kind. This policy includes anyone who engages in such behavior on school property, at school activities, or an electronic act through the use of cell phones, computers, personal communication devices, or other electronic gaming devices.

Harassment, intimidation, bullying, and discrimination may take many forms, including verbal aggression and name calling; physical aggression; relational aggression; graphic and written statements, which may include use of cell phones, computers, or gaming systems; and other conduct that may be physically threatening, harmful, or humiliating. Harassment, intimidation, bullying, and discrimination include intent to harm, they are directed at a specific target, and typically involve repeated incidents. Harassment, intimidation, bullying, and discrimination create a hostile environment and will not be tolerated in Paul Mitchell Schools.

Such conduct or communication has the purpose or effect of substantially interfering with an individual's work or school performance and creates an intimidating, hostile, or offensive work or school environment. Harassment, intimidation, bullying and discrimination can interfere and limit a person's ability to participate in or benefit from the services, activities, or opportunities offered by the Paul Mitchell School. Administration will take prompt, equitable, and remedial action on all reports and complaints that come to the attention of school personnel, either formally or informally. Allegations of criminal misconduct will be reported to the appropriate law enforcement agency.

Engaging in harassment, intimidation, bullying or discrimination will result in appropriate discipline or other appropriate sanctions against offending students, staff, or contractors. Anyone engaging in these behaviors on school property or at school activities will have their access to school property and activities restricted or revoked, as appropriate.

The school shall respect the confidentiality of the complainant and the individual(s) against whom the complaint is filed as much as possible, consistent with the school's legal obligations, state laws and policies, and the necessity to investigate the allegations and take disciplinary and/or restorative action to resolve the problem.

Retaliation is prohibited against any person who makes a complaint or who is a witness under this policy and will result in appropriate disciplinary action against the person responsible for the retaliation. Individuals who knowingly report or corroborate false allegations will be subject to appropriate disciplinary and /or restorative action. Each staff member is responsible for immediately reporting alleged harassment, intimidation, bullying or discrimination to his/her supervisor or other appropriate school personnel. Staff members who fail to take prompt action to report allegations or violation(s) of this policy may be subject to disciplinary and/or restorative action up to and including termination.

For a list of state anti-bullying laws and policies please go to: [www.stopbullying.gov](http://www.stopbullying.gov).

## **COPYRIGHT MATERIAL POLICY FOR PULSE BEAUTY ACADEMY**

All material in this program is, unless otherwise stated, the property of Pulse Beauty Academy. Reproduction or retransmission of the materials, in whole or in part, in any manner, without the prior written consent of the copyright holder, is a violation of copyright law.

At Pulse Beauty Academy we abide by the provisions of the federal Digital Millennium Copyright Act (DMCA), which requires prompt response to claims of copyright infringement by copyright holders or their agents. If the school receives an allegation of copyright infringement based on your use of the school's computers, the matter will be referred to the school director for further investigation. If you are found responsible after meeting with the school director, you are subject to disciplinary action including loss of network access, suspension or termination from school, and/or restitution or community service.

The Internet is an essential tool in everyone's lives for both academic and everyday pursuits. Along with these benefits come responsibilities. One of the most critical is conforming to the copyright laws governing music, movies, games, and software over the Internet. You must have the consent of the copyright holder to make copies.

The consequences of copyright infringement also extend outside of the school. Copyright holders may assess civil liability and even criminal prosecution. Recently, the Recording Industry Association of America (RIAA) has adopted the practice of sending schools pre-litigation settlement letters to be forwarded to individuals offering them "the opportunity to resolve copyright infringement claims against them at a discounted rate." Published reports indicate that the minimum settlement is \$3,000.00 per case.

Another reason to be careful with file-sharing programs is that the installation procedures for most of them enable default open access worldwide to information on your system; thus, the integrity of your computer and personal information can be compromised through illegal file sharing, including making you vulnerable to identity theft.

To facilitate student access to legal sources of music and video online, we have listed a couple of sites below:

- ① **iTunes:** This Apple store works with both Windows and Mac operating systems. Currently, over 99% of their song catalog is "unlocked," meaning you can transfer the songs to any device or computer you own.
- ② **eMusic.com:** This site features mostly independent and jazz/blues music. They offer low prices for signing up (up to 45 songs for free), and a good portion of their catalog can be purchased for about \$0.50 to \$0.89/song.
- ③ **Netflix.com:** For about \$7.99/month, you can set up an online list of over 20,000 movies that can be streamed directly to your computer.

## **SOCIAL NETWORKING POLICY**

Pulse Beauty Academy respects the rights of students to use social media during their personal time. Social media includes all forms of publicly accessible communications which include, but are not limited to, written and verbal communications (including podcast and video uploads) and all forms of electronic communication including discussion groups, forums, news groups, e-mail distribution, blog postings, and or social networking sites (such as Facebook, MySpace, Twitter, You Tube, Friendster, etc.). Students are personally responsible for the content they publish on social networking sites. Students are expected to treat each other with fairness and respect, consistent with the Paul Mitchell Schools culture.

Pulse Beauty Academy does not permit ethnic slurs, personal insults, obscenity, and intimidation, cyber bullying or engaging in conduct that would be unbecoming of a Paul Mitchell Future Professional and misrepresent Paul Mitchell culture. Paul Mitchell Schools reserves the right to request the removal of any posts at its discretion and take necessary disciplinary action as appropriate.

## **REGULATORY AND ACCREDITATION AGENCIES**

The following institutions license and regulate our institution:

### **State Board of Cosmetology**

PO BOX 2649  
Harrisburg, PA 17105-2649  
(717) 783-7130

### **U.S. Department of Education**

400 Maryland Avenue, SW  
Washington, D.C. 20202

### **National Accrediting Commission of Career Arts & Sciences, Inc. (NACCAS)**

4401 Ford Avenue, Suite 1300  
Alexandria, VA 22302  
(703) 600-7600

Nationally accredited by National Accrediting Commissions of Career Arts & Sciences, Inc (NACCAS). The National Accrediting Commission of Career Arts and Sciences (NACCAS) is recognized by the United States Department of Education as a national accrediting agency for postsecondary school and departments of cosmetology arts and sciences, and massage therapy.

If you are interested in reviewing or receiving a copy of the school's state license/approval or a copy of the school's letter of accreditation, please contact the school director.

The Campus Crime Report is provided to the each student prior to enrollment. The Campus Crime Statistics are updated annually (October). If you are interested in reviewing or receiving a copy of the school's Campus Crime Report, please see the school director and/or the Financial Aid Office.

## **GRIEVANCE POLICY**

In the event a student has a concern or grievance that cannot be resolved with the student's immediate Learning Leader or Education Leader, the student must file the concern in written form. The complaint will then be referred to the Academy's Management Team which consists of the Academy Supervisor, the Admissions Leader, the Operations Leader, and the School Education Leader. The team will receive and attempt to resolve each complaint or concern within 21 days of receiving the written complaint. If more information is needed, a letter requesting the additional information will be sent to the student. If not further information is needed, the team will determine a resolution and notify the student in writing within 15 calendar days of the steps taken to correct the concern or an explanation as to why no action was required. Pulse Beauty Academy will maintain records of the complaint and response in accordance with the published record retention policy.

*Upon request, the school will provide its annual campus security report to a prospective student or prospective employee.*

## **ACADEMY ADMINISTRATION AS OF NOVEMBER 2014**

**Owners:** Champion Beauty Academy Inc. with Adam Sahagian and Mark Gigliotti as owners

**Director:** Joanne Myers

**Operations Leader:** Johnny Chambers

**Education Leader:** Adam Sahagian

**Financial Aid Leader:** Caity Salinsky

**Sales Leader:** Heather Sahagian

**Admissions Leaders:** Jillian Sbarbaro

**Learning Leaders:** Keshona Robinson, Marianne Mitros, Kenn Williams, Marianne Gallagher, Holly Prowant, Regina Schellhammer, Christine Klimaszewski, Bobbi Bentzel

**Front Desk Coordinators:** Maggie Norwood and Starr Spann