

HEALD COLLEGE POLICIES AND PROCEDURES



This is an official document publishing the policies, procedures, and regulations of Heald College (The College). Each student is responsible for knowing and complying with the information contained in this publication, other campus information bulletins, and the online catalog. Copies of this document and other printed bulletins are available by contacting an admissions advisor, financial aid advisor, or the director of academic affairs or a dean.

The College reserves the right to change or modify its regulations, curricula, courses, tuition, fees, or any aspect of its programs, policies, and procedures. Any exception to these policies, procedures, and regulations, due to extenuating circumstances, must be approved by the executive director of campus operations or senior director of campus operations or director of campus operations or other Heald administrator as noted in this document, and supported with documentation of mitigating circumstances. If an exception is approved, it may be granted for a specified period of time. The Policies and Procedures document on the Heald web site (www.heald.edu) is the official Heald Publication and takes precedence over previously printed material.

1-800-88-Heald
www.heald.edu

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ENROLLMENT

Admission to Heald College requires that applicants do the following:

- Interview with an admissions advisor.
- Indicate that they are a high school graduate or possess a GED or state certificate, or possess a certificate of completion of a home-study program recognized by the student's home state, or can produce a postsecondary academic transcript showing the successful completion of a minimum of an associate degree program at another institution.
- Complete an application for admission and submit the application fee.
- Pass the entrance examination(s) required for the desired program of study.

The admissions advisor reviews the applicant's qualifications and recommends admission to the executive director of campus operations or senior director of campus operations or director of campus operations, whose decision is considered final. Heald College reserves the right to deny admission to any person for any nondiscriminatory reason. Applicants are notified promptly of their acceptance status.

TUITION

Tuition is paid quarterly. There is a one-time, nonrefundable application fee of \$40 (\$250 for international students). Certain Heald campuses charge a graduation fee. Please inquire at the particular campus.

Quarterly tuition varies by program and quarter of enrollment.

Quarterly tuition is subject to change at any time at the discretion of Heald College. The College charges tuition based on a full-time course of study and does not recommend enrollment in two concurrent programs. If the student drops below full-time (12 or more units) within the first 14 calendar days following the official term start, the student may request an adjustment to tuition. The College does not charge tuition on a per-unit basis.

Part-Time Tuition

Reduced charges for reduced units will apply to students who request a schedule change in writing to the director of academic affairs or a dean within the first 14 calendar days following the official term start. If a student is approved to take a reduced course load within the first 14 calendar days following the official term start, tuition will be charged as follows:

Tuition Charge	Enrolled Units
100% of Tuition	full-time = 12 or more units
75% of Tuition	3/4 time = 9 - 11 units
50% of Tuition	1/2 time = 6 - 8 units
25% of Tuition	less than 1/2 time = 5 units or fewer

After the first 14 calendar days following the official term start, there are no adjustments to tuition for reduced units.

STUDENT FINANCING

Heald College tuition is due in full at the beginning of each quarter. Heald assists students in applying for government grants and student loans. Interested students should see a financial aid advisor. In order to apply, students must complete the Free Application for Federal Student Aid. Eligibility is determined using the Federal Needs Analysis Methodology.

Eligible students may apply for the following financial aid programs:

Government Grants and Loans

- Federal Pell Grants
- Federal SEOG Grants
- Federal Perkins Loans
- Federal Stafford Student Loans (subsidized and unsubsidized)
- Federal PLUS Loans
- Alternative Student Loans
- Federal Work-Study
- Federal Work-Study for Community Service
- State of California Grants
- Other Aid Opportunities

Grant and loan award amounts are determined on the basis of available funds, student eligibility, and demonstrated need. Funds are disbursed on a quarterly basis by crediting the student's tuition account or by disbursement directly to the student. A student will receive written notification each time student loan funds are applied to his/her account and has 14 calendar days to decline the funds in writing. If the student chooses not to accept a loan disbursement, satisfactory arrangements for tuition payment must be made.

All first-year, first-time recipients of student loans are required to attend loan entrance advising prior to the first disbursement. First-year, first-time student borrowers, including students transferring from another college, are subject to a delayed disbursement of 30 days for Stafford loans. The Financial Aid Award Notification informs students of their maximum loan eligibility. Heald College encourages students to borrow the minimum amount necessary to ensure repayment obligations can be met.

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The College operates a bookstore for the convenience of its students. Prices are competitive, and all required books for Heald programs are in stock. Each student is assigned a retail bookstore account to facilitate the purchase of books. A booklist is posted quarterly. If a student wants to purchase books off campus, he/she should consult the financial aid advisor or the business manager.

At the time of graduation or early withdrawal, the student is responsible for any outstanding tuition or book balances and any repayment of grant funds determined by the federal return of funds calculation, as well as any student loan obligations. Upon leaving Heald College, loan borrowers are required to attend a loan exit counseling session in which loan obligations and requirements for repayment are discussed. The College reserves the right to withhold certain services and eligibility from students who owe a financial obligation to the institution but otherwise meet the College's graduation requirements. This can include, but is not limited to, withholding the student's transcript, utilization of job placement services, re-enrollment privileges at any Heald campus, or other reasonable measures. Payment in full will reinstate the services and eligibility otherwise afforded to Heald graduates. With acceptable satisfactory arrangements for repayment, the College also has the discretion to determine whether any or all of these privileges can be prematurely reinstated in anticipation of full payment.

Students must meet satisfactory academic progress requirements described in this document to remain eligible for federal and state financial assistance programs. For a student to receive financial aid at a second academic year level, 36 units must be earned in the first academic year (three quarters) of the program.

Other Aid Opportunities

If the above resources are not sufficient to meet the student's full tuition and book costs, a number of alternative resources may be available. The financial aid advisor can help a student explore these alternatives:

- Scholarships
- Private Loans
- Alternative Loan Programs from various lenders

Federal Work-Study jobs are available on and off campus. Each Heald campus offers community service work-study job opportunities. If interested, a student should talk to his/her financial aid advisor and the director of career services.

Trustees' Scholarship Program

The Heald Board of Trustees offers scholarships to qualified enrolled students who have completed two or more quarters. Scholarship awards vary in amount and are based on established

criteria, such as financial need and academic achievement. The Scholarship Committee reviews applications with the required supporting material and advises the executive director of campus operations or senior director of campus operations or director of campus operations of its decision. Applications are made available when the scholarship cycle commences. Additional information on this scholarship program and the application deadlines is available in the Financial Aid Office.

ORIENTATION

A required Orientation for new students, usually held the day prior to the first day of classes, provides an opportunity for students to familiarize themselves with the campus and Heald College routines and to meet informally with faculty, staff, and other students.

CLASS SCHEDULES

Classes at Heald College typically are scheduled Monday through Friday. Day and evening sessions are available. Some campuses offer selected courses on Saturdays. Friday is an optional attendance day at Heald with no new material introduced in class and no attendance recorded. Friday's focus is on small group and individual instruction in all courses. Students requiring additional academic support may be requested to attend on Fridays as a condition of continued enrollment. At Heald College, education is a full-time commitment. Day and evening students may be assigned to instructor-guided workshops in addition to scheduled classes. Additional outside study is required for all courses.

COURSE CREDIT POLICY

Upon receipt of an official transcript from an institution with regional, national, or specialized accreditation, credit may be granted for equivalent courses completed within the last ten years with a grade of "C" or better. A "Credit" or "Pass" grade is equivalent to a "C" grade and may be accepted in transfer at the discretion of the director of academic affairs or a dean. Courses in which a "D" grade was earned may be transferred from program to program within the Heald system; however, courses with "D" grades are not accepted from other accredited institutions.

Heald College, with the exception of the campus in Portland, Oregon, accepts a maximum of 50% of the units required for the completion of a selected program in transfer and challenge credit. The State of Oregon mandates that no more than 25% of any degree program may be earned through challenge examinations. Heald students may have an opportunity to earn credit by

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demonstrating proficiency in some courses in their major. Students wishing to pursue these opportunities should see the director of academic affairs or a dean for procedures. Students can attempt to demonstrate alternative proficiency for course credit only once. Students who withdraw from a class after the last day to add a class – as published in the College catalog – are ineligible to challenge the class from which they withdrew.

Credit is given for courses for which proof of successful completion of any of the following areas is submitted:

- An Advanced Placement (AP) test score of three or higher is achieved.
- High school courses taken in accordance with approved Heald partnerships and alliances have been completed with a “C” grade or better.
- An equivalent College Level Examination Program (CLEP) examination has been completed successfully.
- An equivalent course which has been completed with a “C” grade or better at an institution with regional, national, or specialized accreditation is accepted for transfer credit.

A student must provide official documentation of the above in order to receive alternative credit for a course. Not all Heald courses are eligible for alternative credit.

Heald College does not accept experiential learning for course credit.

CAMPUS DESIGNATED COURSES

In certain programs, the director of academic affairs or a dean will schedule additional courses as needed to complement the student's program and help fulfill the total required units of study for that program. At the discretion of the director of academic affairs or a dean, transfer credits for equivalent Heald College courses may be accepted. An internship is a designated course option for some programs.

ACADEMIC SUPPORT SERVICES

Student advising at Heald begins at Orientation and continues to graduation. The director of academic affairs or a dean is the student's primary academic advisor.

The Learning Resource Center is an integral part of Heald's academic support services. The support system includes faculty-guided workshops, individual and group tutoring, informal study groups, open labs, and other academic assistance programs that help students achieve their goals.

GRADING POLICIES, COURSE WORK, AND UNITS

Students must be enrolled for at least 12 units each quarter to be considered full time. Students enrolled for nine to eleven units are considered three-quarter time; students enrolled for six to eight units are considered half time.

Achievement may be measured by a variety of criteria, such as tests, practice sets, textbook/workbook exercises, class participation, special team and individual projects, presentations, portfolios, and other assessments. Satisfactory completion of a course is based on achieving a grade of at least "D." However, a minimum grade of "C" is required in the major courses of the student's program or courses that are prerequisites for advanced courses. The major courses for each program are listed in the catalog, and prerequisites are noted on the course description pages of the catalog.

If a student attends class for the entire quarter and has not completed the required assignments by the end of the quarter, an incomplete grade may be granted at the discretion of the instructor.

If granted, the student must arrange to complete all work – and a grade must be awarded – no later than the end of the ensuing quarter. If the incomplete course is a prerequisite for an advanced course in which the student is enrolled, the incomplete work must be completed and a grade awarded no later than the end of the first week of the current quarter in which the student is enrolled. If the incomplete grade remains by the end of the first week, the student must withdraw from the advanced course.

Non-course requirements outstanding at the time course work is completed for the program of study must be completed within three years of the last day of attendance at Heald College. The degree will not be awarded until course and non-course requirements are completed. For example, a student receives an “A” grade in Office Skills 101 Keyboarding with a keyboarding speed of 35 net words per minute, and the required keyboarding speed for completing the business administration program is 40 net words per minute. In such a case, the student must reach the required keyboarding speed of 40 net words a minute within the three-year time period. If the requirements are not met prior to the end of the three-year time period, the student must re-enroll in a currently offered program and complete the requirements for the current program of study in order to be awarded a diploma or degree.

If an enrolled student adjusts his/her course load on or before the published “Last Day to Adjust a Course Load without Financial

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Penalty," no grade is recorded nor record retained of the course enrollment. If an enrolled student withdraws from a course between the published "Last Day to Adjust a Course Load without Financial Penalty" and the published "Last Day to Withdraw without a Failing Grade," a grade of "W" is recorded. If a student withdraws from a course after the published "Last Day to Withdraw without a Failing Grade," a grade of "WF" is recorded.

If a student with attendance in a prior quarter withdraws from all courses and thus withdraws from school, a grade of "W" is recorded for each course. If a student withdraws from all courses after the published "Last Day to Withdraw without a Failing Grade," a grade of "WF" is recorded for each course.

If a first-time, first-quarter student withdraws from all courses within the first seven calendar days of the published "First Day of Instruction," no grade is recorded nor record retained of the enrollment nor is tuition assessed.

The units associated with a grade of "W" are not calculated in the Grade Point Average (GPA) in measuring "qualitative progress"; however, the WF grade is included in the GPA calculation. The units associated with a "W" or "WF" grade are included as units attempted in measuring "quantitative progress." Quantitative progress is the ratio of the units attempted to units earned. Further information on measuring qualitative and quantitative progress, may be found under *Satisfactory Academic Progress* in this document. Students can view their grades online at any time.

A	90% – 100%	= Superior
B	80% – 89%	= Above Average
C	70% – 79%	= Average
D	60% – 69%	= Below Average
F	59% or below	= Failing - Class performance and subject knowledge are below academic and job acceptability; class must be repeated
CR		= Credit
NC		= No Credit
INC		= Incomplete
W		= Withdraw during Drop Period
WF		= Withdraw with a failing grade after the published drop period

GRADE POINT AVERAGE

The Cumulative Grade Point Average (CGPA) indicates the overall achievement of the student for all courses in which a letter grade

was earned. It is computed by dividing the sum of the grade points earned by the sum of graded units taken. For courses that are repeated, only the higher grade is used in computing the GPA.

Grade points are earned as follows:

- A earns 4 points
- B earns 3 points
- C earns 2 points
- D earns 1 point
- F earns 0 points
- W earns 0 points
- WF earns 0 points

REPEATING COURSES

If a grade of "F," "WF," or "W" is received, the course must be repeated. If a grade of "D" is received, the course must be repeated if it is noted as a major course in the program of study or is a prerequisite for an advanced course. A course in which a student earned a "D" grade may be repeated to improve the Grade Point Average (GPA) at the student's option. A course may be repeated only once. Courses in which a student received a "W" grade are not counted under the one-repeat policy. Students who withdraw from a class after the last day to add a class, as published in the College catalog, are ineligible to challenge the class from which they withdrew.

All repeated courses may delay the student's graduation date and result in additional tuition and other costs. The student is also responsible for purchasing any new, updated, or additional textbooks or materials. All repeated courses are counted as units attempted in determining satisfactory quantitative progress.

A student who is meeting the following criteria may repeat a course he/she failed a third time at the discretion of the executive director of campus operations or senior director of campus operations or director of campus operations:

- Earned a 2.0 cumulative grade point average
- Earned 66.67 percent of the units attempted
- Attended the failed course a minimum of 90 percent of the time

A student given this privilege may enroll in no more than a total of nine units while repeating a specific course for which he/she has not earned the required grade to complete his/her program. A student must agree to meeting with the instructor and/or a tutor on each Friday to assess current progress in the repeated course and to receive additional academic support if needed.

SATISFACTORY ACADEMIC PROGRESS

There are two components to the College's Satisfactory Academic

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Progress (SAP) policy. This policy applies to all students enrolled in all programs regardless of how they pay for or finance their tuition.

Academic - Qualitative Progress

For continued enrollment, a student must maintain a Cumulative Grade Point Average (CGPA) of at least 2.0. If the CGPA falls below 2.0, the student is advised and, at the discretion of the College, either may be allowed a probationary quarter in which to achieve a CGPA of 2.0 or may be dismissed. The student may continue to be eligible to receive financial aid during a probationary quarter.

Academic - Quantitative Progress

A student must be achieving quantitative progress sufficient to graduate within 150% of the required units to complete his/her program of study (i.e. student's program requires 100 units, student must not exceed a total of 150 units attempted in completing program). This means that to maintain satisfactory quantitative progress, a student must successfully complete at least two-thirds of all units attempted in progressing toward his/her degree, diploma, or certificate objective. Units attempted include all units for which the student has been enrolled at Heald College, regardless of the grade earned. If the student is not making satisfactory quantitative progress, one quarter is allowed in which to earn sufficient units to resume satisfactory quantitative progress or the student is subject to dismissal.

The institution reserves the right to retain a student who is out of satisfactory academic progress provided he/she has an Education Plan on file outlining quarter-by-quarter expectations and is meeting these expectations. If he/she is not meeting the expectations, he/she will be dismissed from the College. However, a student who is out of quantitative satisfactory academic progress compliance, as determined by the units attempted to the units earned, will not be eligible for federal or state financial aid except during probationary quarters. The student may continue to be eligible to receive financial aid during a probationary quarter, but eligibility is restricted to 150% of the published units to complete the program.

The quantitative measurement of satisfactory academic progress will be re-evaluated if the student changes programs of study, re-enrolls, or enrolls having transfer credits from another institution. If the student transfers from outside of Heald College, progress will be measured based upon 150% of the remaining units required to complete the program of study.

Exception

Any exception to the policy on satisfactory qualitative or quantitative progress must be approved by the executive director of campus operations or senior director of campus operations or

director of campus operations and supported with an Exception to Policy Form and an Education Plan documenting mitigating circumstances. The decision of the executive director of campus operations or senior director of campus operations or director of campus operations is final. If an exception is approved, the exception will be granted for a specified period of time.

RE-ENROLLMENT AFTER DISMISSAL FOR UNSATISFACTORY ACADEMIC PROGRESS

A student dismissed for unsatisfactory academic progress is required to wait for at least one complete quarter before applying for re-admission. If permitted to return in a subsequent quarter, the student will be enrolled with probationary status for the first two quarters. The student is eligible to apply for financial aid during the probationary period. During the first probationary quarter the student must attain a GPA of 2.0 for the units attempted for the quarter and must achieve a CGPA of 2.0 within two probationary quarters. Within the two-quarter time frame, the student must also achieve the satisfactory quantitative progress toward his/her degree, diploma, or certificate objective at the College.

SPECIAL NOTICE TO VETERANS STANDARDS OF PROGRESS (CFR SEC. 21.4253(D)(4))

Heald College works closely with the Veterans' Affairs Administration to ensure the success of students enrolled for veterans' benefits under Title 38. A veteran or eligible person who remains on probation for grade point deficiency below a 2.0 CGPA beyond one quarter will have his/her veteran's educational benefits discontinued. There will be no further certification of benefits until the student's cumulative academic standing reflects improvement to a 2.0 CGPA.

The conditions for re-admittance after dismissal for unsatisfactory academic progress are also subject to the above standards of progress for veteran students.

PROGRAM COMPLETION REQUIREMENTS

To receive an associate degree, diploma, or certificate of completion, a student must fulfill the following requirements:

1. Complete the courses, keyboarding, and ten-key requirements as outlined in the academic catalog under which the student enrolled.
2. Complete unit and course requirements with a minimum 2.0 CGPA.
3. Achieve a minimum grade of "C" in the program's major courses. Refer to the Programs and Course Descriptions in a

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separate section of this document for identification of major courses.

4. Complete at least 50% of the units while attending Heald College.
5. Be in attendance at Heald College the last full quarter prior to completing the requirements for graduation.

KEYBOARDING POLICY

Some programs require that students demonstrate keyboarding proficiency. (See the individual program pages of the academic catalog for program completion keyboarding requirements.)

Keyboarding requirements must be met before the diploma, degree, or certificate is awarded. It is the student's responsibility to fulfill the applicable keyboarding requirement. To assist students in meeting the requirement, they may be enrolled in a keyboarding workshop.

CAREER SERVICES

The campus director of career services advises students and alumni in career assessment, job-search procedures, and interview techniques. During their course of study, students may receive part-time job-search assistance.

Students who have met all program and career services requirements for the diploma or degree are eligible for lifetime career services assistance related to their Heald degree at any Heald campus. Graduates and alumni using placement assistance should remain in regular contact with the career services department and must submit an updated resume when returning for subsequent placement assistance as alumni. Graduates of certification training programs or recipients of certificates of completion are not eligible for placement assistance services.

CAREER SERVICES GRADUATION CEREMONY REQUIREMENT

All diploma and degree graduates must register with the career services office and indicate their employment search needs via the online application through the public web site prior to participating in the graduation ceremonies. Graduates requesting placement assistance must submit an updated resume with the online application.

ATTENDANCE STANDARDS

Policies and standards at Heald College prepare graduates to meet the demands of future employers. Attendance is considered in the evaluation of each student's performance when making recommendations to employers. Heald College also follows all policies related to federal financial aid refunds.

Students are expected to attend all classes and are expected to be ready for all classes at the scheduled time. The student's participation in class is essential to success in academic achievement and in the workplace. The official student transcript reflects both an academic grade and an attendance percentage for each class.

Students who do not attend classes on a regular basis are subject to dismissal. If dismissed, grades will be posted as "W" or "WF" depending on whether the student is dismissed before the last date to drop a class without penalty. (See "Grading Policies, Course Work, and Units" in this catalog.) Students dismissed for lack of attendance must sit out at least one complete quarter before applying to re-enter the College.

PROFESSIONAL APPEARANCE

At Heald College, student appearance standards have been established to be at or above those normally required in a professional business, industry, or healthcare workplace. The dress standard helps prepare a student for the workplace and fosters a professional appearance, which is a positive factor in job placement. The professional appearance policy is discussed in the enrollment process and is available in the campus academic affairs department. Following medical professional dress practices, healthcare students are required to wear appropriate medical uniforms.

STUDENT CONDUCT AND DISCIPLINE

The standards of conduct for Heald students are patterned after those expected of professional employees in business, industry, and healthcare. Students are expected to observe Heald policies and to act in a manner that is a credit to the College and to themselves. Students are expected to be cooperative and to show respect for Heald College officials who are acting in the performance of their duties. Misuse of property and behavior that is disruptive, violent, intimidating, destructive, dishonest, or discourteous are examples of misconduct that can subject a student to disciplinary action.

Heald maintains the right, at its sole discretion, to discipline a student in violation of college standards or policies. Violations are subject to a two-step process: first offense - written warning; second offense - dismissal, subject to the executive director of campus operations or senior director of campus operations or director of campus operations's discretion. Some violations may warrant immediate dismissal. These include, but are not limited to: threatening the safety of others; possessing alcohol, drugs, other foreign substances, or dangerous weapons on campus; theft, misuse, or vandalism of the College or another's property; academic dishonesty; or harassment or intimidation of others.

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ACADEMIC FREEDOM STATEMENT

The primary object of Heald College is to provide quality education to our students. Students are encouraged to explore, discuss, and participate in thoughtful learning experiences that examine differing perspectives. All Heald students are expected to be honest, responsible, and respectful of others and their opinions.

ACADEMIC INTEGRITY

True learning only can take place when students do their own work honestly, without copying from other students or other sources. Heald College enforces the highest standards of academic integrity, both to preserve the value of the education offered and to prepare students to become productive members of the workforce and society. At Heald, it is considered a breach of academic honesty for students to employ any form of deception in the completion of academic work, including but not limited to:

- copying work, ideas, or projects from any other person or media
- allowing another person to copy or borrow original work in any form
- allowing another person to copy answers on a quiz or test or to communicate with another person during a quiz or a test
- representing the work of another team member as one's own
- stopping or delaying another student in the completion of any work
- plagiarism in any form, including failing to give credit to the source of thoughts, words, ideas, or work from any other person, printed material, or web site

When a violation of this policy occurs, disciplinary action will be taken. Subject to the severity of the violation or repeated/multiple occurrences, academic dishonesty may result in an "F" grade for an assignment, project, assessment, or the course itself, or may result in dismissal from the College. All violations of the Academic Integrity Policy are documented and made a permanent part of a student's record. Further information is available from the campus director of academic affairs or a dean.

STUDENT RECORDS

An official academic transcript for each student provides:

- a complete history of all attempted or completed courses taken at all Heald Colleges attended
- grades earned for each course
- percentage of attendance for each class

Students may review their academic records at any time with the director of academic affairs or a dean.

Financial records chronicle a student's tuition charges, payment, refunds, and financial transactions. A student may review these records at any time with a financial aid advisor.

STUDENT RECORDS AND PRIVACY RIGHTS

The Family Educational Rights and Privacy Act of 1974 (FERPA), 20 USC § 1232g, protects the student from having his/her records released to persons or institutions without the student's written consent and allows the student to review his/her own official education records to make sure that no misleading, inaccurate, or otherwise inappropriate information has been included in his/her file. FERPA does not require the student's written consent for the release of "directory information," which includes:

- name
- address
- e-mail address
- major field of study
- quarters of attendance
- degrees and honors received
- name of the most recent educational institution attended
- photograph
- other information defined as "directory information" by FERPA

A student has the right to refuse release of "directory information." The refusal must be presented in writing to the director of academic affairs or a dean within 14 calendar days of the beginning of the student's first quarter of classes or indicated electronically through Heald's computer information system. A student may review his/her records with the director of academic affairs or a dean upon request. A student requesting copies of records may be charged a copying fee. A student has the right to ask for amendments to records that he/she feels are inaccurate or misleading. Heald's Student Records Access policy, as required under FERPA, is distributed annually to students. It may also be obtained by contacting the campus academic affairs department.

INFORMATION TECHNOLOGY POLICY

The use of any computer software or information technology equipment by students shall be in compliance with all laws and Heald policies. The policy is distributed to all students prior to their attending class. Students may not violate any intellectual property rights and may not compromise, tamper with, or utilize the software or equipment for inappropriate or unauthorized purposes. All such property belonging to

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Heald or under Heald's control may be inspected or monitored by Heald personnel at any time and for any purpose. When a violation of this policy occurs, disciplinary action may be taken. Heald College's complete information technology policy is distributed to all new students at Orientation, and a copy may be obtained at any time by contacting the campus academic affairs department.

EXTRACURRICULAR ACTIVITIES

The College supports extracurricular activities that are consistent with its mission and appropriate to its business, technology, and healthcare programs. Students are encouraged to participate in activities that may enhance their employability or workplace success.

SMOKING

Heald College is a nonsmoking facility. Smoking is restricted to designated areas outside the building.

DRUG AND ALCOHOL ABUSE

The use of illicit drugs and abuse of alcohol are dangerous to students, employees, and the general welfare of Heald College. There are local, state, and federal sanctions for unlawful possession, use, or distribution of illicit drugs and abuse of alcohol. Such sanctions include fines and imprisonment. The College maintains a drug- and alcohol-free environment and considers the dangers of drug and alcohol abuse a serious concern. A copy of the College's drug and alcohol abuse policy is distributed to students annually with the Campus Security Report, and a copy may be obtained at any time by contacting the campus academic affairs department.

SAFE WORKPLACE AND CAMPUS POLICIES

Heald College strives to provide a safe work and campus environment and encourages personal health and safety for all students and employees. Each campus maintains a Daily Crime Log that is available in either the Academic Affairs Office or Business Office of the campus. The preceding 60 days of reporting are available immediately for inspection within normal business hours. Upon request, prior information will be made available within two business days. A Campus Security Report is published and distributed annually. The most current annual report is posted in the student lounge area of the campus. Occurrences of serious campus crime are posted on the student information board. If you are aware of or are the victim of a campus crime, please notify the executive director of campus operations or senior director of campus operations or director of campus operations or director of academic affairs or a dean immediately.

NONDISCRIMINATION AND EQUAL OPPORTUNITY POLICY

Heald College is committed to nondiscrimination and equal opportunities in its admissions, college policies, academic programs, activities, and employment regardless of race, color, national origin, ancestry, religion, creed, physical or mental disability, medical condition, age, sex, marital status, sexual orientation, or any other basis protected by federal, state, or local law, ordinance, or regulation.

HARASSMENT

Heald College is committed to providing an educational environment that is free of fear, intimidation, or hostility. In keeping with this commitment, Heald maintains a strict policy prohibiting unlawful harassment, including sexual harassment and harassment because of race, color, national origin, ancestry, religion, creed, physical or mental disability, medical condition, age, sex, marital status, sexual orientation, or any other basis protected by federal, state, or local law, ordinance, or regulation. This policy prohibits harassment in any form, including verbal, physical, and visual harassment and applies to all Heald College students, employees, and agents. Students are encouraged to report incidences of harassment to campus administration.

STUDENTS WITH DISABILITIES

It is the student's responsibility to make his/her disability known and to present certified documentation of the disability. A student who chooses to make his/her disability known and needs accommodation should contact the director of academic affairs or a dean immediately upon recognizing the need for an accommodation. The director of academic affairs or a dean will discuss the recommended accommodations with the student to determine a reasonable means for delivering a specific accommodation. Documentation of recommended accommodations from a physician or other healthcare professional will be required prior to provision of the accommodation.

GRIEVANCE AND APPEAL PROCESS

Heald College offers students a two-fold process to resolve concerns that have not been resolved through routine procedures - grievance and appeal.

A student who has a grievance regarding a disability accommodation, harassment, discrimination, or school-related matter should discuss the issue with a dean. If the issue is not resolved through discussion, the student files a written complaint with the director of academic

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affairs or a dean. The complaint should include the date, time, location, and nature of the incident, names of individuals involved, and the names of any witnesses.

The director of academic affairs or a dean will make an appropriate, thorough, and objective investigation, shall render a decision within a reasonable time, and communicate the decision to all relevant parties. The decision can be appealed to the executive director of campus operations or senior director of campus operations or director of campus operations, who will return a decision on the appeal within 10 school days.

If a student's appeal is denied by the executive director of campus operations or senior director of campus operations or director of campus operations, he/she may request an appeal hearing by writing to the Chief Academic Officer or Corporate director of academic affairs of the College. The Chief Academic Officer or the Corporate director of academic affairs will first determine if sufficient grounds for further appeal appear to exist and, if so, will convene an Appeal Board within fifteen business days of the request. The student will be asked to participate in an appeal hearing, either in person or by telephone. Members of the faculty or academic affairs staff of the College also may be requested to participate. A decision will be rendered within fifteen business days after the hearing. The student submitting the request for appeal will be notified in writing by the Chief Academic Officer or the Corporate director of academic affairs that the request will move forward to the Appeal Board or that sufficient grounds do not exist for further appeal. The decision of an Appeal Board will be considered representative of the College's decision toward supporting or denying the student's appeal.

If the grievance is not resolved to the student's satisfaction by the Appeal Board, the student may request arbitration before a mutually agreed-upon neutral arbitrator. The decision of the arbitrator shall be final and binding for both Heald College and the student. The student should understand that this grievance/ arbitration procedure is intended to be a substitute for a trial by a judge or jury of all matters subject to the procedure. The fees and costs of arbitration will be shared equally between Heald College and the student.

TRANSFERABILITY OF HEALD COLLEGE CREDIT

Transfer of credits from Heald to another college is entirely up to the receiving college. While Heald is accredited by the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges (WASC), it is not possible to

guarantee that other colleges will accept any of the College's credits.

The College has articulation agreements with a number of accredited institutions. Some provide for transfer of most of the A.A.S. degree program; others evaluate equivalencies on a course-by-course basis. A student should talk with the director of academic affairs or a dean for additional information about the transferability of credit to local institutions.

INTERCAMPUS TRANSFER POLICY

Transfer from one Heald College campus to another is subject to a review and approval process. Before a transfer is approved, the student interviews with staff in Admissions, Academic Affairs, Financial Aid, and the Business Office of the transferring and receiving schools. They review areas that include, but are not limited to: conduct, attendance, academic progress, financial status, and impact upon the student's financial aid eligibility. Both executive director of campus operations or senior director of campus operations or director of campus operations must agree to the transfer, and their decision is considered final. A student's official transcript will include a complete history of all attempted or completed courses taken at all Heald Colleges attended and percentage of attendance for each class in which the student was enrolled.

BRUSH-UP PRIVILEGES

Brush-up privileges are offered to degree and diploma graduates who wish to refresh the skills they learned at Heald College. The privilege applies only to those courses successfully completed in the student's original program, provided space is available and such courses are currently offered. The privileges are subject to the discretion of the executive director of campus operations or senior director of campus operations or director of campus operations. Due to continuing changes in the technology field, brush-up privileges do not include training in software upgrades or networking technology courses. Neither internship nor externship experiences are eligible for brush up.

WITHDRAWAL FROM SCHOOL

A student may withdraw from Heald College at any time for any reason. Any student desiring to withdraw must first meet with the director of academic affairs or a dean to initiate the required withdrawal process. Not doing so may result in a delay in determining the student's last day of attendance and affect student costs. The College reserves the right to withdraw a student if, at any time, a student's attendance, punctuality, conduct, or class performance falls below the level deemed appropriate by the College. See "Return of Funds Policy and Procedures" regarding

POLICIES AND PROCEDURES

tuition refunds related to withdrawals. See the sections entitled Re-entry Policy or Re-admit Policy for re-enrollment information.

Tuition and credits, based on last day of attendance, are listed below. All days are calculated from the official first day of instruction listed in the academic calendar.

	Calendar Days from first day of instruction	Tuition Charge
Week 1	1 - 7	95% of tuition
Week 2	8 - 14	85% of tuition
Week 3	15 - 21	75% of tuition
Week 4	22 - 28	65% of tuition
Week 5	29 - 35	55% of tuition
Week 6	36 - 42	45% of tuition
Week 7	43 - end of term	0%

RETURN OF FUNDS POLICY AND PROCEDURES

In the event of withdrawal, dismissal, or early completion of classes, all payments due toward tuition must be paid. The institution will calculate a return of any unearned tuition payments and a return of Title IV financial aid. This return is calculated using the Federal Return of Funds Policy as specified in Section 484B of the Higher Education Act. Unearned tuition will be returned first to the federal student aid programs or to the student if federal funds have not been disbursed. Federal Financial Aid must be returned to the federal government based upon the percentage of unearned aid using the following formula:

- Percentage Earned = Number of calendar days completed from first day of class up to the withdrawal date divided by the total days in the quarter.
- Percentage Unearned = 100% minus percentage earned.
- Aid to be Returned = Percentage unearned multiplied by the amount of aid disbursed.

All quarterly financial aid funds are considered 100% earned after 60% of the quarter has passed. A portion of the Federal Financial Aid to be returned may be the responsibility of the student, while another portion may be the responsibility of the College. The College's share is limited to unearned tuition (and fees) for the quarter.

The College's share will be returned to the appropriate fund source according to the priority established by Federal statute. The amount the student must return is subject to the following rules:

- The return of funds will first be from federal loans for the withdrawal quarter (Unsubsidized Stafford, Subsidized Stafford, Perkins, PLUS). Any return from loans will not have to be returned immediately but will be returned as the student repays the loan.

- If there is a balance to return after federal loans are applied, federal grants (Pell and FSEOG) will be assessed a return amount.
- The student will be required to repay only 50% of the calculated return amount due from grants.
- Within 30 days of the student's withdrawal or date of determination of the withdrawal, Heald College will notify the student of his/her repayment obligation and offer the following options:
 - Repayment in full, or
 - The opportunity to make satisfactory arrangements with the federal government.
- The student will have 45 days to respond to Heald College. A choice of one of the two options will demonstrate the student's intent to satisfy the obligation.
- Any outstanding grant repayment will be reported to the federal government for collection.
- The student will not be eligible for Title IV financial aid at any institution until the debt is fully repaid or satisfactory arrangements are made for repayment with the U.S. Department of Education.

The following steps are performed in determining the return of funds required:

1. Heald College determines the last date of attendance (LDA) from the student's attendance record.
2. The LDA establishes the percent earned and unearned based upon the number of calendar days completed in the quarter. Vacation periods of longer than five days that occur during the quarter are excluded.
3. All future quarter charges are reversed.
4. Any credit balance is returned. It is Heald College policy to return these funds to the lender to reduce the student's indebtedness.
5. After resolving any credit balance, the Federal Return of Funds Policy Calculation is applied.
6. If this calculation indicates that not all funds that were due to the student have been disbursed, a post-withdrawal disbursement may be done.
 - If a balance is due on the student's account, an appropriate amount will be credited to the student's account and the student will be notified.
 - If a balance is due the student, an offer of the additional funds will be made within 30 days.
 - The student will have 14 calendar days to respond. If the student requests the funds, a disbursement will be done within 90 days.

Note the following important information about the Heald College refund policy:

- The application fee is a one-time, nonrefundable charge.

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POLICIES AND PROCEDURES

- An applicant may cancel enrollment prior to entering classes by giving written notice to the College. If the cancellation occurs within three business days of the acceptance by Heald College of the enrollment application, all money paid (including the nonrefundable application fee) will be returned. After three business days, the school may retain the application fee.
- The College follows strict federal guidelines regarding the receipt of financial aid for which a student is eligible. Certain financial aid received after the student's LDA may be retained by the school to apply against amounts owing.
- The student is billed by the College for unpaid charges that remain after the Federal Return of Funds Calculation is completed and the appropriate return is made to the financial aid fund sources. The College reserves the right to enforce all legal means to collect outstanding balances, including but not limited to the use of collection agents and reporting to credit reporting bureaus.
- Examples of the Return of Funds Calculation are available in the Business Office of the College.
- The College allows the student to receive a 100% refund of tuition and fees (except the application fee) if the student is in his/her first quarter of study at Heald College and withdraws within the first seven calendar days of the official term start.
- Books are noninstitutional charges at Heald and are not included in the Federal Return Of Funds Calculation.

Calculated returns or credit balances are applied in the following order:

1. Perkins Loan
2. Unsubsidized FFELP/Stafford Loans
3. Subsidized FFEPL/Stafford Loans
4. FFELP/PLUS Loans
5. Federal Pell Grant
6. FSEOG
7. Other programs (if applicable due to program requirements)

Credit Balances on the Student Account

Periodically a credit balance may appear on the student's tuition account because certain expenses (such as books) must be estimated at the time the student is financed. A student may authorize these funds to be carried over to a subsequent quarter to cover expected charges. However, at the end of each loan period for federal student loan balances, and June 30 each year for Pell or FSEOG balances, these funds are returned.

RE-ENTRY POLICY

A student who was enrolled in a Heald College program within the previous eighteen months and withdrew prior to completion of requirements may apply for re-entry by contacting the campus

academic affairs department. Re-entry students are subject to the programs, policies, procedures, tuition, and fees outlined in the catalog in effect at the time of re-entry. The director of academic affairs or a dean evaluates the student's Heald transcript of courses previously completed, or for which previous alternative credit was awarded, to determine whether the content satisfies current course/program requirements. After meeting with the director of academic affairs or a dean, the re-entering student meets with a financial aid advisor to complete the enrollment process. Before re-entry will be approved, the re-entering student must meet with a business office representative to clear any prior financial obligation to the institution. Heald College reserves the right to deny re-entry to any person for any nondiscriminatory reason.

RE-ADMIT POLICY

A student who was enrolled previously in a Heald College program, who has been out of school longer than eighteen months and who withdrew prior to completion of requirements, may apply for re-enrollment by contacting the campus admissions department. Re-enrolling students are subject to the programs, policies, procedures, tuition, and fees outlined in the catalog in effect at the time of re-enrollment. Re-enrolling students may be asked to sit for the current entrance examination for course placement purposes. After meeting with a member of the admissions department, the re-enrolling student meets with director of academic affairs or a dean and a financial aid advisor to complete the re-enrollment process. The campus director of academic affairs or a dean evaluates the student's Heald transcript of courses completed within the last ten years to determine whether course content satisfies current course/program requirements. Before re-admit will be approved, the re-admitting student must meet with a business office representative to clear any prior financial obligation to the institution. Heald College reserves the right to deny re-enrollment to any person for any nondiscriminatory reason.

GRADE FORGIVENESS POLICY

If a student is applying for re-enrollment and five or more years have elapsed since the student last attended classes at Heald College, the student may petition the director of academic affairs or a dean in writing to have all former grades removed from the cumulative grade point average (CGPA). If granted, all former grades remain on the student's official transcript but are not calculated in the CGPA. A student may petition for this grade forgiveness only once.

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