



AUSTIN CAREER INSTITUTE, LLC

SCHOOL
CATALOG

7215 Cameron Rd
Austin TX 78752
512-371-0100
www.austincareerinstitute.edu

CATALOG VOLUME 45
EFFECTIVE 7.30.24

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History of ACI

Austin Career Institute LLC (ACI) was established in 2012 by a licensed professional engineer, Shahram Jamali, and a Texas State University Activate program graduate and computer programmer, Rosha Teimuri. ACI was licensed by Texas Workforce commission in 2013 and accredited by Council on occupational Education (COE) in 2018. ACI recognizes the worth and dignity of all people and is sensitive to the diversity of its student population. All students are encouraged to reach their potential within the framework of their individual needs, interests, and capabilities. ACI believes that education should promote the development of positive self-esteem and the ability to be self-sufficient. ACI provides services that support the students' efforts to succeed academically, vocationally, and personally. These services include individual advising, academic tutoring, and assistance in locating needed social services.

“GI BILL® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <https://www.benefits.va.gov/gibill>.”

Statement of Legal Control

The owners of the school are Rosha Teimuri and Shahram Jamali. Austin Career Institute, LLC

Approvals

ACI is approved by Texas Workforce Commission Career Schools and Colleges, and a vendor to Texas Workforce Solutions and the US Department of Veterans Affairs. ACI is provisionally approved by Department of Education to participate in Title IV Federal Student Financial Aid program

ACI is Accredited by the Commission of the Council on Occupational Education.

Council on Occupational Education
7840 Roswell Road, Building 300, Suite 325
Atlanta, GA 30350

Telephone: 770-396-3898 / FAX: 770-396-3790, www.council.org

Mission Statement

ACI leadership is committed to creating an environment that supports the well-being and exceptional experience of both our students and employees, all while maintaining the highest standards of regulatory compliance and integrity. These are ACI's core values.

Vision Statement

Transforming workforce challenges into opportunities through innovative education and collaborative partnerships with leading community service providers, enabling upward mobility.

Institutional Learning Outcomes

- Educate and develop skilled employees who can obtain employment and earn a living wage within the trades industry.
- Utilize innovative methods to help train, fund, and employ our students and graduates.

Ownership & Key Staff

Shahram (Shawn) Jamali, CTO and CEO, Campus Director, Director of Education, Substitute Instructor, and Distance Instructor. Mr. Jamali holds a BS in Mechanical Engineering from UT Austin specializing in HVAC-R systems and mechanical systems design. He also holds Professional Engineering (PE) and a Mechanical Contracting License in the State of Texas. He has twenty-four years of combined experience as a MEP Engineer and as an HVAC contractor. Shawn also has experience running a postsecondary school. He has served as a Campus Director for years, with four years of experience in Admissions and three years in Career Services. He is bilingual in Farsi and English.

The Co-Founder and President, as well as CFO, is Rosha Teimuri. Rosha Teimuri is a Texas State University Activate program graduate and has a BS in Computer Science. She has seventeen years of combined experience as CTO and programmer/analyst. She is bilingual in Farsi and English.

Jim Branham is the Campus President. Jim is a 21-year Air Force Veteran with over 21 years' experience in higher education.

Facilities, Equipment and Hours of Operation

The school is 15,000 square feet with six lab/classroom combos, eight offices, one resource room and one reception area. The classrooms have desks, chairs, a white board, a projector and the following lab equipment:

Equipment	Program	Student: Equipment Ratio
Air conditioning systems with gas furnace	HVAC-R	10:01
Heat pump air conditioning systems with electric furnace	HVAC-R/Maintenance Technician	10:01
Commercial refrigerator	HVAC-R	10:01

Torch Sets	HVAC-R/Advanced Electrical/Maintenance Technician	10:01
Vacuum Pumps	HVAC-R/Maintenance Technician	10:01
Evacuation Pumps	HVAC-R/Maintenance Technician	10:01
Evacuation Tanks	HVAC-R/Maintenance Technician	10:01
Basic Electrical Circuits	Advanced Electrical/Maintenance Technician	10:01
Meters (including Analog meter, Multimeter, Voltmeter, Clamp-on ammeter, Ohmmeter, Continuity Tester, and Voltage tester)	HVAC-R/Advanced Electrical/Maintenance Technician	10:01
Toolbox and Tools	HVAC-R/Advanced Electrical/Maintenance Technician	10:01
Panelboard	Advanced Electrical	10:01
Relays	HVAC-R/Advanced Electrical	10:01
Transformers	Advanced Electrical	10:01
Motors	HVAC-R/Advanced Electrical	10:01
Thermostats	HVAC-R/Advanced Electrical/Maintenance Technician	10:01
Heat Tracing Systems	HVAC-R/Advanced Electrical	10:01
Heat Pump System variable speed	HVAC-R	10:01
Heat Pump 3 speed on cart	HVAC-R/Maintenance Tech	10:01
Gas heat HVAC System variable speed	HVAC-R	10:01
Gas heat HVAC System 3 speed	HVAC-R	10:01
System Diagram Poster	HVAC-R/Advanced Electrical	10:01
Freezer Wiring Board	HVAC-R	10:01
Heat Pump Wiring Board	HVAC-R/Maintenance Technician	10:01
Lockout/tagout Devices	HVAC-R/Advanced Electrical	10:01
Various Motor Switches	HVAC-R/Advanced Electrical	10:01
Exam Table	Medical Assistant/Phlebotomy	1:15
Flat Top Treatment Table	Medical Assistant Assistant/Phlebotomy	1:15
Otoscope/Ophthalmoscope	Medical Assistant Assistant/Phlebotomy	1:15
Accucare Blood Pressure Wall Mount	Medical Assistant Assistant/Phlebotomy	1:15
Sphygmomanometer	Medical Assistant	1:15
EKG with Interpretation	Medical Assistant	1:15
Phlebotomy Chair	Medical Assistant Assistant/Phlebotomy	1:15
Sterilizer	Medical Assistant Assistant/Phlebotomy	1:15
Specula Dispenser	Medical Assistant Assistant/Phlebotomy	1:15

IV Pole Hanger	Medical Assistant Assistant/Phlebotomy	1:15
Pneumatic Adjustable Stools	Medical Assistant Assistant/Phlebotomy	1:15
Rolling Stools	Medical Assistant	1:15
Scale with Height Rod	Medical Assistant	1:15
Exam Light	Medical Assistant	1:15
Hemoglobin/Glucose Machine	Medical Assistant Assistant/Phlebotomy	1:15
Electronic Medical Records Software	Medical Assistant	1:15
Blood Pressure Cuff-Electric	Medical Assistant	1:15
Venipuncture Arm	Medical Assistant Assistant/Phlebotomy	1:15
Vein Viewer	Medical Assistant Assistant/Phlebotomy	1:15
Axis Scientific Life Size Skeleton Model Full Size	Medical Assistant	1:15
Thermometer - Electric	Medical Assistant	1:15
Surgical Instruments	Medical Assistant	1:15
Dishwasher	Maintenance Technician	1:15
Electric Dryer	Maintenance Technician	1:15
Washing Machine	Maintenance Technician	1:15
Garbage Disposal Unit	Maintenance Technician	1:15
Domestic Refrigerator	Maintenance Technician	1:15
Electric Oven	Maintenance Technician	1:15

All equipment used for instruction is owned by ACI.

Hours of Operation and Technical Assistance

ACI holds classes from 8:00am to 11:00pm Monday through Friday, 7:00am to 7:00pm on Saturdays, and 7:00am to 1:00pm on Sundays (excluding holidays). Technical assistance for students is available 10:00am to 6:00pm Monday through Thursday and 10:00am to 4:00pm on Fridays. Our administrative office hours are Monday through Friday 9:00am to 6:00pm.

Program Descriptions

Medical Assistant– Diploma

Length: 771 hours; Approximately 32 Weeks

Program Semester Credits: 34

Credential Awarded: Diploma

Mode of Delivery: Traditional & Hybrid, Traditional is when a student attends the class in person at the physical campus location and hybrid is when a student attends the laboratory portion of the program in person at the physical campus location and the lecture portion of the program is completed online within our cloud-based Learning Management System. Both Traditional and Hybrid modalities require the students to attend school 24 hours per week. Students in Hybrid

program must ensure that they complete the number of online hours per week required for the program in order to graduate.

Language of Delivery: English

Program Objectives:

- Recognize the duties and responsibilities of a medical assistant.
- Discuss healthcare trends and their relationship to medical assistant practice.
- Summarize the purpose of the following healthcare regulations: HCQIA, False Claims Act, OSHA and HIPAA
- Illustrate the cycle of infection and how to break it.
- Explain the importance of understanding both anatomy and physiology when studying the body.
- Describe the structures of the heart and the function of each.
- Describe the vital signs.
- Carry out the steps necessary to obtain an ECG.
- Describe the structure and function of each organ in the respiratory system.
- Describe the components of blood, giving the function of each component listed.
- Describe the pathways and organs of the lymphatic system.
- Summarize the organs of the male and female reproductive system including locations, structures, and functions of each.
- Relate growth and development to pediatric patient care.
- Describe the functions of muscle.
- Describe the organs of the alimentary canal and their functions.
- Describe the structure of bone tissue.
- Discuss the importance of first aid during a medical emergency.
- Define the medical assistant's role in minor surgical procedures.
- Describe the components of a medical office safety plan.
- Define the basic terms used by the insurance industry

Description:

The Medical Assistant program includes administrative and clinical competencies expected of entry-level positions in a variety of health care settings. Students develop skills in front office administration with an introduction to health insurance and basic billing practices. The back-office portion focuses on direct patient contact and typical clinical and laboratory skills, such as minor clinical procedures, EKG, phlebotomy, injections, and lab screenings.

Externship:

An externship is included in this program to provide students with the opportunity to apply their knowledge and skills to real-life situations in a healthcare setting.

Credentialed Exams:

Medical and Allied Health licensing specialized Certifications will be offered by NAHP. The MA student graduates will be qualified to test for the following licenses:

NRCMA - Nationally Registered Certified Medical Assistant

NRCPT - Nationally Registered Certified Phlebotomy Technician

NRCEKG - Nationally Registered Certified EKG Technician

NRCAHA - Nationally Registered Certified Administrative Health Assistant

MA students are required to take only the NRCMA test.

TOTAL REQUIRED CLOCK HOURS:	771	SEMESTER CREDIT HOURS:	34.33
Total number of clock hours available via distance education	311	Total number of semester credit hours available via distance education	20.7

COURSE NAME (Use one line for EACH COURSE within the program.)	LECTURE Place an 'x' in the far right column if any course instruction is available via distance education delivery.			LABORATORY Place an 'x' in the far right column if any course instruction is available via distance education delivery.			WORK-BASED ACTIVITIES Place an 'x' in the far right column if any course instruction is available via distance education delivery.			Course Totals	
	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock	Credit
TOTAL ALL COLUMNS	311	20.7		310	10.3		150	3.33		771	34.33

Residential & Commercial HVAC & Commercial Refrigeration Certificate Program HVAC – R

Length: 720 hours; Approximately 30 weeks

Program Semester Credits: 35

Credential Awarded: Diploma

Mode of Delivery: Traditional & Hybrid, Traditional is when a student attends the class in person at the physical campus location and hybrid is when a student attends the laboratory portion of the program in person at the physical campus location and the lecture portion of the program is completed online within our cloud-based Learning Management System. Both Traditional and Hybrid modalities require the students to attend school 24 hours per week. Students in Hybrid program must ensure that they complete the number of online hours per week required for the program in order to graduate.

Language of Delivery: English & Spanish

Program Objectives:

- Use American National Standards Institute (ANSI) hand signals to identify components of residential and commercial heating, ventilation, and air conditioning systems.
- Describe the safety equipment used when installing or maintaining residential and commercial HVAC systems.
- Solve problems using basic algebra and geometry related to the measurement of lines, area, volume, weights, angles, pressure, vacuum, and temperature.
- Explain concepts of heat transfer and air flow measurement
- Interpret wiring diagrams, blueprints, and other industry-related schematics.
- Identify types of tubing and fittings used in the HVAC industry and how they are mechanically joined.
- Discuss principles of condensation, evaporation, and compression as they relate to refrigeration.
- Demonstrate use of equipment used to install or maintain residential HVAC systems.
- Demonstrate the troubleshooting, maintenance, and installation of residential HVAC systems.
- Use industry paperwork and recordkeeping methods.

- Define customer service and identify work habits that contribute to success on the job.
- Understand interworking of evaporator, its behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Understand interworking of refrigerant metering device, its behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Understand interworking of condenser, its behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Understand interworking of compressor, its behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Understand interworking of electrical system for residential HVAC systems, its behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Understand interworking of gas heat and heat pump systems, their behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Understand interworking of commercial and industrial HVAC systems, their behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Understand interworking of commercial and industrial refrigeration systems, their behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component

Graduates of this program will find entry level positions in the Residential and Commercial HVAC-R industry.

Credentialing Exams:

EPA 608: Section 608 of the Clean Air Act serves as the main form of occupational licensure for technicians in the heating, ventilation, and air conditioning industry.

TOTAL REQUIRED CLOCK HOURS:	720	Semester CREDIT HOURS:	35.52
Total number of clock hours <i>available</i> via distance education	348	Total number of semester hours <i>available</i> via distance education	21

COURSE NAME (Use one line for EACH COURSE within the program.)	LECTURE Place an 'x' in the far-right column if any course instruction is <i>available</i> via distance education delivery.			LABORATORY Place an 'x' in the far-right column if any course instruction is <i>available</i> via distance education delivery.			WORK-BASED ACTIVITIES Place an 'x' in the far-right column if any course instruction is <i>available</i> via distance education delivery.			Course Totals	
	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock	Credit
TOTAL ALL COLUMNS	348	23.16		372	12					720	35.52

Advanced Electrical and Renewable Energy Technician Certificate Program

Length: 720 hours; Approximately 30 Weeks

Program Semester Credits: 35

Credential Awarded: Diploma

Mode of Delivery: Traditional & Hybrid, Traditional is when a student attends the class in person at the physical campus location and hybrid is when a student attends the laboratory portion of the program in person at the physical campus location and the lecture portion of the program is completed online within our cloud-based Learning Management System. Both Traditional and Hybrid modalities require the students to attend school 24 hours per week.

Language of Delivery: English

Program Objectives:

- Describe the safety equipment used when installing or maintaining electrical systems.
- Define the units of measurement that are used to measure the properties of electricity.
- Demonstrate the use of equipment used to troubleshoot, install, or maintain electric systems.
- Define capacitive reactance and state how it is affected by frequency.
- Describe the component parts and operating characteristics of a three-phase motor.
- Explain the relationship between voltage and current in RL circuits, RC circuits, LC circuits, and RLC circuits.
- Solar Photovoltaics Systems Assessment, Design, Installation, Maintenance and Troubleshooting.
- Explain basic transformer action.
- Classify lighting fixtures by type and application.
- Properly select, install, and support pull and junction boxes and their associated fittings.
- Use NEC tables.
- Describe the wiring methods permitted for branch circuits and feeders in specific hazardous locations.
- Select branch circuit conductors and overcurrent protection devices for electric heat, air conditioning equipment, motors, and welders.
- Select contactors and relays for use in specific electrical systems.
- Calculate loads for various residential and commercial applications.
- Define the different categories for voice-data-video (VDV) cabling systems.
- Use industry paperwork and recordkeeping methods.
- Define customer service and identify work habits that contribute to success on the job.

Graduates of this program will qualify for entry level positions in the Commercial and Residential Electrician industry.

TOTAL REQUIRED CLOCK HOURS:	720	Semester CREDIT HOURS:	35.52
Total number of clock hours available via distance education	348	Total number of semester hours available via distance education	21

COURSE NAME (Use one line for EACH COURSE within the program.)	LECTURE Place an 'x' in the far-right column if any course instruction is available via distance education delivery.			LABORATORY Place an 'x' in the far-right column if any course instruction is available via distance education delivery.			WORK-BASED ACTIVITIES Place an 'x' in the far-right column if any course instruction is available via distance education delivery.		Course Totals		
	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock	Credit
TOTAL ALL COLUMNS	348	23.16		372	12.36					720	35.52

Phlebotomy Technician Certificate Program

Length: 80 hours; **Approximately 8 weeks**

Program Semester Credits: 0

Credential Awarded: Diploma

Mode of Delivery: Traditional only. Traditional is when a student attends the class in person at the physical campus location. This requires the students to attend school 20 hours per week.

Language of Delivery: English

Program Objectives:

- Evaluate legal implications of phlebotomy.
- Define basic medical terms.
- Describe the anatomy and physiology of body systems to the extent needed to relate basic laboratory tests to common pathologic conditions.
- Use of a variety of collection equipment properly.
- Perform venipunctures.
- Perform capillary punctures and collect specimens.
- Make acceptable blood smears from blood samples.
- Perform Ivy bleeding time tests.
- Demonstrate safe and aseptic technique and infection control measures in the laboratory environment.
- Identify different types of test requisition systems and specimen handling, transportation, and processing needs.
- State procedures to ensure proper patient identification and assure quality specimens.
- Communicate and interact with patients and colleagues in a professional manner.
- Demonstrate professional conduct and appearance.

Graduates of this program will qualify for entry level positions in the Healthcare industry, specifically Phlebotomy.

Description:

This course will introduce students to the commonly performed microbiology and laboratory procedures commonly performed in a physician's office or laboratory. Students learn specimen identification, collection, handling and transportation of procedures and practice venipuncture and routine diagnostic hematology.

Credentiaing Exams:

Medical and Allied Health licensing specialized Certifications will be offered by NAHP. The Phlebotomy student graduates will be qualified to test to be licensed under the NRCPT - Nationally Registered Certified Phlebotomy Technician

TOTAL REQUIRED CLOCK HOURS:	80	Semester CREDIT HOURS:	4
Total number of clock hours <i>available</i> via distance education	80	Total number of semester hours <i>available</i> via distance education	0

COURSE NAME (Use one line for EACH COURSE within the program.)	LECTURE Place an 'x' in the far right column if any course instruction is <i>available</i> via distance education delivery.			LABORATORY Place an 'x' in the far right column if any course instruction is <i>available</i> via distance education delivery.			WORK-BASED ACTIVITIES Place an 'x' in the far right column if any course instruction is <i>available</i> via distance education delivery.			Course Totals	
	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock	Credit
TOTAL ALL COLUMNS	40	2.67		40	1.33					80	4

Maintenance Technician Certificate Program

Length: 144 hours; Approximately 6 weeks

Semester Credits: 7

Credential Awarded: Diploma

Mode of Delivery: Traditional only. Traditional is when a student attends the class in person at the physical campus location. This requires the students to attend school 20 hours per week.

Language of Delivery: English and/or Spanish

Program Objectives:

- Basic Heating, Ventilation and Air Conditioning (HVAC) maintenance and repair.
- Leak detection of HVAC systems and appliances.
- Learn basic water heater maintenance and how to diagnose issues.
- Understand and repair/maintain electric heating, thermostats, 3-way switches and circuits.
- Diagnose, repair and maintenance of refrigeration systems.
- Learn to troubleshoot and repair domestic appliances including heaters, washing machines and dryers.
- Learn to troubleshoot and repair domestic appliances including electric ovens, garbage disposals and dishwashers.
- Communicate and interact with property residents and colleagues in a professional manner.
- Demonstrate professional conduct and appearance.
- Review, document and complete work orders.

Graduates of this program will find entry level positions in the property and/or appliance maintenance industries. The program is comprised of six modules. All modules are independent of each other and can be taken without prerequisite.

Description:

This program prepares students for entry-level employment in maintenance in the rental housing and/or property industry. It covers interior and exterior maintenance, electrical, HVAC, and appliance repair – and includes lectures and hands-on labs.

Credentialed Exams:

EPA 608: Section 608 of the Clean Air Act serves as the main form of occupational licensure for technicians in the heating, ventilation, and air conditioning industry.

TOTAL REQUIRED CLOCK HOURS:	144	Semester CREDIT HOURS:	7.2
Total number of clock hours <i>available</i> via distance education	144	Total number of semester hours <i>available</i> via distance education	0

COURSE NAME (Use one line for EACH COURSE within the program.)	LECTURE Place an 'x' in the far-right column if any course instruction is <i>available</i> via distance education delivery.			LABORATORY Place an 'x' in the far-right column if any course instruction is <i>available</i> via distance education delivery.			WORK-BASED ACTIVITIES Place an 'x' in the far-right column if any course instruction is <i>available</i> via distance education delivery.			Course Totals	
	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock	Credit
TOTAL ALL COLUMNS	72	4.8		72	2.4					144	7.2

Program Costs

Residential & Commercial Heating, Ventilation & Air Conditioning & Commercial Refrigeration Certificate Program 720 hours, 24 HR/WK, Approximately 30 weeks)*, 35 semester credits		
	Hybrid	Traditional
Registration	\$100.00	\$100.00
Tuition	\$18,395.00	\$18,395.00
Digital Books Subscription For Program Length	\$500.00	\$500.00
Total Cost	\$18,995.00	\$18,995.00

Medical Assistant Diploma Program 771 hours, 24 HR/WK, Approximately 32 weeks)*, 34 semester credits		
	Hybrid	Traditional
Registration	\$100.00	\$100.00
Tuition	\$15,395.00	\$15,395.00
Digital Books Subscription For Program Length & Supplies	\$500.00	\$500.00
Total Cost	\$15,995.00	\$15,995.00

Advanced Electrical and Renewable Energy Technician Certificate Program 720 hours, 24 HR/WK, Approximately 30 weeks*, 35 semester credits		
	Hybrid	Traditional
Registration	\$100.00	\$100.00
Tuition	\$18,395.00	\$18,395.00
Digital Books Subscription For Program Length	\$500.00	\$500.00
Total Cost	\$18,995.00	\$18,995.00

Phlebotomy Technician Certificate 80 hours, 20 HR/WK, approximately 4 weeks		
	Hybrid	Traditional
Registration	N/A	\$100.00
Tuition	N/A	\$2,295
Digital Books Subscription For Program Length & Supplies	N/A	\$500
Total Cost	N/A	\$2,995

Maintenance Technician Certificate 144 hours, 24 HR/WK, approximately 6 weeks, 7 semester credits		
	Hybrid	Traditional
Registration	N/A	\$100.00
Tuition	N/A	\$2,395
Digital Books Subscription For Program Length & Supplies	N/A	\$500.00
Total Cost	N/A	\$2,995

Current interest charged for self-pay students must be stated and disclosed on the enrollment agreement prior to student enrollment.

*The stated length months and weeks are an estimate.

Retaking Programs

Students will only be allowed to repeat modules as required by ACI due to academic problems or attendance violations, and only as scheduling permits. Students are permitted to repeat modules under the following conditions:

- Students who previously passed a module may only repeat that module one additional time (two total attempts).
- Students who have attempted but not passed a module may repeat the module two additional times (three total attempts).
- The highest grade received on the repeated modules become the final grade and supersedes all other grades for that module. It will replace all other grades for that module in the CGPA calculation.
- All final grades are reflected on the official transcript; repeated modules are designated by "***".
- Students who do not successfully pass a required module three times will be dismissed from the program. Students dismissed from a program for failing a required module three times cannot be readmitted into the same program or into another program that requires the same module.
- All program-specific grading requirements and restrictions on module repeats stipulated by state regulatory and accrediting bodies or the campus catalog must be followed.

Tuition Payment

Prior to enrolling at the Institution, all applicants are encouraged to explore the availability of financial funding through state agencies and the Veterans Administration. Financial assistance information and application assistance are provided to help each student and his/her family clearly understand their financial situation before entering into a contractual agreement. Payment plans are available for self-pay students.

Admissions Requirements

- 1) Applicants must be 17 years old or older.
- 2) Applicants must complete an Application for Admissions.
- 3) Applicants must have a Diploma or GED.
- 4) Applicants must speak English or Spanish
- 5) Applicants desiring to enroll in blended programs will be required to complete a Distance Learning Assessment to confirm they are well suited for online program.
- 6) Applicants must meet with an Admissions Representative to determine the type of class schedule that will best meet the applicant's objectives and sign an enrollment agreement.
- 7) FSA applicants must have valid proof of successful completion of high school as evidenced by any of the items on the following non-exhaustive list:
 1. Copy of the student's valid high school diploma or G.E.D. certificate (or equivalent)
 - i. In mitigating circumstances, as an alternate to show proof of completion of high school, an official high school transcript (bearing signature of a high school official) listing the student's graduation date.
 - ii. Austin Career Institute accepts online diplomas when the diploma comes from an online school that has accreditation from the proper regional board.
 - iii. Have evidence of completion of home schooling that state law treats as a home or private school; or a copy of state-issued credential for secondary school completion if homeschooled (if applicable).
 - iv. An academic transcript of a student who has successfully completed at least a two-year program that is acceptable for full credit towards an associate or bachelor's degree.

- v. Any foreign diploma must be verified for high school completion by an approved outside agency that is qualified to translate into English to confirm the academic equivalence to a U.S. High School Diploma.
- 8) A former member of the military who is unable to obtain documentation of his or her high school diploma (or its recognized equivalent), an institution may accept as alternative documentation a DD Form 214—Certificate of Release or Discharge from Active Duty—if the DD Form 214 indicates the individual is a high school graduate or equivalent. The DD214 is acceptable for admission, but for FSA the applicant would still need to provide one of the documents identified in i. – iv.

Home Schooling

To receive FSA Funds, a student must be qualified to study at the post-secondary level. A student qualifies if they:

- Have a high school diploma (for qualifying international students, it must be equivalent to a U.S. high school diploma)
- Have a recognized equivalent of a high school diploma, such as a general educational development or GED certificate or other state sanctioned test or diploma –equivalency certificate.
- Have completed homeschooling at the secondary level as defined by state law; or
- Have completed secondary school education in a homeschool setting, which qualifies for an exemption from compulsory attendance requirements under state law, as Texas state law does not require a homeschooled student to receive a credential for their education.
- A student may self-certify on the FAFSA that she / he has received a high school diploma or high school equivalency certificate or that she / he has completed secondary school through homeschooling as defined by state law. If a student indicates that she / he has a diploma or high school equivalency certificate, Austin Career Institute is required to ask for copy of the diploma or high school equivalency certificate and not rely on the student's self-certification alone.
- ACI identifies the validity of school by calling/searching; request transcript from the school to verify the authenticity of the diploma; verify the school's accreditation body; research of other institutions who also accept this diploma.

Admissions Process

Interested applicants can call or visit ACI to set up an appointment with an Admissions Representative. Applicants are encouraged to visit to see the facilities firsthand and meet the staff.

During the admissions appointment, the programs offered, the admissions requirements, program costs and the catalog will be reviewed with the applicant. Applicants will also need to take the Distance Learning Assessment.

Only after the applicant has satisfied all the admissions requirements will the applicant be provided an enrollment agreement. The enrollment agreement is the contract between the applicant and ACI. The enrollment agreement lists the program description, the program hours, class schedule, academic delivery and cost for program completion.

The applicant becomes a student only after the enrollment agreement has been accepted by ACI.

Recognized Holidays

ACI Holiday Class Closure

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day and the day after Thanksgiving
- Christmas Eve through New Year's Eve
- Spring Break
- Martin Luther King Jr. Day

ACI Holiday Office Closure

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day after Thanksgiving
- Christmas Eve, Christmas Day, New Year's Eve
- Martin Luther King Jr. Day

Academic Delivery

Programs will be delivered in some combination of classroom, lab, and online instruction. The Institute's online platform is located through Moodle. Through Moodle, students can access their online books. Programs are taught by qualified instructors. ACI's online content is a specialized Internet-based application presented to both the students and the instructor. Unlike traditional classroom instruction, which often relies on improvisation driven by a desire to cover the material, The Institute's online modules are fully developed and realized before the first lesson ever takes place. Following enrollment, students will have access to the following support services:

- Orientation to the campus
- Orientation to the traditional and digital classroom
- Technology and Equipment Requirements for Digital Instruction

In order to enroll in a program with a digital instruction component, students must have access to a computer with the minimum requirements.

Online Student Identity Authentication and Privacy

The online classroom has restricted access and is a password protected electronic environment. Prior to entering, an online student's identity must be verified by way of an assigned unique login

and password that is provided to each student upon enrollment and class registration. Verification of student information is provided at no extra cost to the student. Student identity will be maintained in a private format by ACI in accordance with established institutional privacy and confidentiality policies, with access provided only to agents of ACI who require immediate and necessary use of the information to fulfill the various activities. It is the student's responsibility to strictly preserve the privacy of their login and password information. Students are prohibited from sharing login and password information. Any such intentional compromise of the integrity of the privacy of a student's login and/or password (i.e., sharing of this information) will result in the student being subject to immediate termination from ACI. In the event a student believes the privacy associated with their login and password information has been compromised, they are required to contact school officials for an immediate reset of their information. This is also done at no extra cost to the student.

ACI's application for admission requires a driver's license number, which may be used for identity verification. Several other measures assist in verifying that the individual submitting work online is the enrolled student appearing for traditional lab work. For example, quizzes may be given in any lab, in class.

Technology Requirements for Online Coursework

The minimum computer requirements for participation in online coursework are as follows:

The Institution will assess a prospective student's ability to be successful in a digital instruction environment using the following assessments, prior to admission:

- Students must complete an online assessment to determine if digital instruction is a good fit for them. Additionally, as part of the admission process for programs that have a digital learning component, students are required to attest to certain competencies in the use of technology. Students must have the following skills:
 - Ability to use e-mail to correspond with faculty, staff, and students.
 - Ability to access, create, and save documents in Microsoft Office formats. At a minimum, students must be familiar with Microsoft Word
 - Ability to browse the Web, including downloading and installing common plug-ins (listed in the Technology and Equipment Requirements for Digital Instruction section of this catalog) and configuring common browser options.
- Students must have the ability to configure and run applications, including an antivirus application, to ensure that the student's system is secure and transmitted files are virus free. Students that enroll in an online program must have the following minimum technology requirements:
 - A functioning email address
 - Access to Microsoft 2010 or Microsoft Office 365
 - Intel I3 Processor or higher
 - A monitor capable of displaying 1024x768 at 16bit color.
 - Minimum 4 GB of RAM
 - High-speed Internet access on LAN connection (DSL or faster)
 - Wireless connection (802.11n or ac)
 - While dial-up may work, it may not be suitable for many applications.
 - A supported web browser
 - Mozilla Firefox, version 37 or greater
 - Internet Explorer, version 10 or greater
 - Safari, version 6 or greater
 - Chrome
 - Sound card and computer speakers to listen to audio presentations.

- Headset/microphone
- Adobe Flash, version 17 or greater
- Adobe Reader, version DC
- Java, version 8 or greater

ACI has computers at student disposal to be used at the school. These computers will meet the minimum requirements listed above.

Financial Aid

ACI is approved for Title IV Federal Financial Aid Programs for those that qualify to include Federal Pell Grant, and Federal Stafford Loans.

ACI accepts Veteran Benefits, for those Veterans that are qualified for Education benefits through the VA.

Helcim Payment Plans- are offered by ACI for those that qualify for payment plans, and payments begin while in school. Full Cash Pay students are required to pay one-third of total cost down as a deposit and the remaining balance will be set up on a monthly payment plan. For our Standard Payment Plan on balances for a student that borrowed Financial Aid, the payment plan amount is determined based on the student's Financial Need and Ability. However, tuition payments are due to begin while in the program.

Title IV Loans require repayment starting 6 months after a student's last date of attendance. Students may be dismissed for failing to pay tuition, Federal Student loans and other charges. Students who change their enrollment status also change their Financial Aid status, and this may impact eligibility for Financial Aid.

The first step toward qualifying for these programs is completing the Free Application for Federal Student Aid (FAFSA®), which serves as an application for all federal – and most state – student aid programs. The FAFSA® can be completed electronically via <https://studentaid.ed.gov/sa/fafsa> and should be completed as early as possible each year.

The FAFSA® becomes available October 1 each year. Though the application period runs through June 30 the following year, students are encouraged to apply for financial aid every year by the priority deadline, March 1, as funding for certain aid programs is awarded on a first come, first-served basis and may be exhausted. For specific deadlines visit studentaid.gov.

Students should complete the 2023-2024 FAFSA® using 2021 income tax information. Students should complete the 2024-2025 FAFSA® using 2022 income tax information.

Federal Pell Grants Federal Pell Grants help fund postsecondary education for undergraduate students who have not previously earned bachelor's degrees. These grants provide a foundation of financial aid to which aid from other sources may be added. The maximum grant for the 2024-2025 award year is \$7,850.

Loan Exit Counseling Federal student aid regulations require all borrowers to complete loan exit counseling for their Federal Direct loans. Students must complete loan exit counseling when graduating, leaving ACI or enrolling for fewer than six credit hours. Loan exit counseling

notifications are provided to all identified students. ACI contacts student borrowers via email or postal mail to advise them on how to complete loan exit counseling.

Federal Direct Subsidized and Unsubsidized Loans, and Federal Direct PLUS Loans through the Federal Direct Loan program are obtained from the U.S. Department of Education.

For more information see the Financial Aid Handbook.

Satisfactory Academic Progress

Satisfactory Academic Progress (SAP) ensures that students are progressing through their program of study both academically and in a timely manner. To be considered as making satisfactory progress, a student must both maintain a minimum cumulative grade point average (CGPA) and completion rate (pace). The Satisfactory Academic Progress Policy is consistently applied to all students enrolled at the school. The SAP Policy is in the Consumer Information of the Austin Career Institute website: (<https://www.austincareerstitute.edu/Consumer-information/>) and the Catalog to ensure that all students receive a digital link prior to enrollment. The policy complies with the guidelines established by the United States Department of Education.

INFORMAL EVALUATION PERIOD: Informal Academic Evaluation is performed after each unit of study which is called a module. A program is a full semester and has published semester credit hours in the catalog. Modules are NOT courses in the program and should not be treated as such. Each program course is designed with a set of modules that complete the program. Therefore, a program is an entire course made up of a set of modules also known as classes. Informal Academic evaluation is not SAP and is not related to SAP, rather it is an internal measurement to ensure that students are on the correct path to complete their course successfully. A warning may be issued to the students whose GPA falls below 2.0 during the informal Academic Evaluation.

SAP EVALUATION PERIOD: Students are evaluated for SAP at the end of each payment period for programs that are one academic year or less in length, at the point when the student's attended credit-hours for the payment period have elapsed, in this case SAP would be performed at midpoint of attended credit-hours. For programs of study longer than one academic year ACI evaluates SAP at end of each payment period.

Definition: Actual semester credit hours earned are semester credit hours the student actually completed and as a result earned. Actual semester credit hours are NOT the same as scheduled semester credit hours since if the student has not completed all of the scheduled semester credit hours, the student has not earned the hours.

SAP Evaluation Points for Each Program:

Medical Assistant:

- 16 weeks (actual) and 32 weeks (actual)

Residential & Commercial HVAC & Commercial Refrigeration Certificate Program:

- 15 weeks (actual) and 30 weeks (actual)

Advanced Electrical and Renewable Energy Technician Certificate Program:

- 15 weeks (actual) and 30 weeks (actual)

PROGRAM**ACTUAL MAX WEEK/HOURS**

Medical Assistant - Diploma

FT -24 hrs. per week/32 Weeks/24 FA semester credits 34 academic semester credits, 48 Weeks Maximum Time

Residential & Commercial HVAC & Commercial Refrigeration

FT -24 hrs. per week/30 Weeks/24 FA semester credits 35 academic semester credits, 45 Weeks Maximum Time

Advanced Electrical and Renewable Energy Technician Certificate

FT -24 hrs. per week/30 Weeks/24 FA semester credits 35 academic semester credits, 45 Weeks Maximum Time

If midpoint Title IV funding is scheduled as listed above for a program, it will not be drawn or disbursed until the student has successfully reached the midpoint which is half of the total weeks of the total length of a program listed above. This means for the above programs the students must complete the minimum number of weeks for funding to be drawn or disbursed.

SAP evaluations will determine if the student has met the minimum requirements for satisfactory academic progress.

SAP Evaluation

Each SAP evaluation includes the following program completion evaluations:

1. Qualitative (grade-based/GPA)
2. Quantitative (time-related)
3. Maximum Time Frame 150% of Program Length

Each student must meet the minimum requirement for each of the two evaluations separately to meet SAP.

1- QUANTITATIVE MEASURE (PACE)

Definition: To measure progress toward program completion.

Pace of progression required to ensure student completes within maximum time frame and is calculated as shown below:

- For semester credits, evaluating cumulative semester credits under the quantitative measure expressed in calendar time.
- Successfully completed weeks ÷ Scheduled weeks \geq 67%.

This means that a student in a program with length of less than one academic year and only two payment periods will have two SAPs, one at midpoint and one at the end of the program. If the student reaches midpoint within MAXIMUM TIME FRAME, and if the student is still active student in good standing (financial, academic, etc.) in the program, the student SAP will be measured and, if the student meets SAP, the student will considered to have met the Quantitative Measure (Pace) portion of the SAP.

- ACI uses standard rounding rules when calculating percentages under the program quantitative measurement.
- Example –66.5% could be rounded up to 67%.
- The minimum PACE required for maintaining SAP in the various programs is 67% completion rate.

2- QUALITATIVE MEASURE

Definition: To assess quality of academic work using standards measurable against a norm like Grades; work projects; etc.

- It is cumulative.
- CUMULATIVE GRADE POINT AVERAGE (CGPA).
- The CGPA measures the quality of a student’s coursework.
- The minimum cumulative grade point average (CGPA) required for maintaining SAP in the various programs is a 2.0 or greater than 70%.
- ACI calculates cumulative CGPA which must be 2.0 or greater at end of each payment period SAP evaluation.
- Students must make up missed tests or incomplete assignments to bring their SAP to minimum of C- to graduate.
- Grades will be determined using the following scale:

GPA	Grade Percentage	Grade
3.6 - 4.0	90% - 100%	A
2.8 - 3.5	80% - 89%	B
2.0 - 2.7	70% - 79%	C
1.0 - 1.9	60% - 69%	D
0.0	0% - 59%	F

F = Failed
 I = Incomplete
 W = Withdrawal
 DR = Drop

Incomplete Status: When a student receives an Incomplete, a grade will be issued once the student has completed the required academic work.

3- MAXIMUM TIME FRAME

Definition: Maximum time a student can receive Title IV financial aid to complete a program of study. If the student does not graduate within the Maximum Time Frame allowed of 150% of the program length at ACI, ACI may dismiss the student. The decision as to which students will be dismissed will be decided on a case-by-case basis by the ACI management team. The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning and attendance.

Maximum Time Frame Calculation example:

A Program is 30 weeks long.

30 weeks X 1.5 (150%) = 45 weeks maximum time frame

Students must complete 67% of the original scheduled weeks each evaluation period to complete the program within the Maximum Time Frame.

Students who have not completed the program within the maximum time frame may be required to pay in cash for the remaining hours of the program to continue as a student at the institution.

Incompletes

An “I” may be awarded by ACI when a student has been placed on a leave of absence, dropped, or has been called for active duty prior to completing a program. Incomplete Grades do not affect the student CGPA however student must re-take the module and successfully pass the module.

Withdrawals

A ‘W’ is awarded to students who withdraw prior to completion of a program.

Transfer of Credit

Transfer Out

The transferability of credits you earn at ACI is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn is also at the complete discretion of the institution to which you may seek to transfer. If the credits that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all your program work at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals.

Transfer In

All credits earned towards the completion of a certificate must be earned at ACI. No credit will be offered for past education or experience except for military service Veterans who use VA education benefits or programs at ACI. A review of military service transcripts is required for Veteran students using VA education benefits to pay for their program.

Excused Absences

Up to 5% of a student’s attendance in a payment period can be comprised of excused absences for Title IV purposes. Excused absences always count as successfully completed for Title IV purposes.

Leave of Absence

An authorized Leave of Absence (LOA) is a temporary interruption in the student’s program of study.

- The LOA refers to a specific period of time in which a student is not in attendance.

- An LOA is not required during an institutional break, however; a scheduled break may occur during an LOA.
- An LOA must meet certain conditions to be counted as a temporary interruption (LOA) instead of being counted as a withdrawal, which would then require Austin Career Institute to perform a withdrawal calculation.
- Austin Career Institute will not assess the student any additional charges as a result of the LOA.
- A student who must take an approved Leave of Absence (LOA) or must withdraw from training for nonacademic reasons may return to Austin Career Institute with no loss of SAP if the student was making SAP when the student left.
- To qualify for an authorized LOA:
 - The student must follow Austin Career Institute’s Leave of Absence Policy when requesting an LOA.
 - There must be reasonable expectations that the student will return from the LOA.
 - The LOA must be requested and approved in writing according to Austin Career Institute’s LOA Policy and prior to LOA occurring unless there is an unforeseen circumstance that would prevent the student from requesting in advance.
 - The LOA must be dated and signed by the student.
 - The student must provide documentation to substantiate the LOA.
 - The student is required to list the reason for the LOA.
 - Emergency LOA, without prior written request, may be granted provided the student completes the LOA form and returns it to Austin Career Institute via mail or in person within a reasonable resolution of the emergency.
 - The first date of the LOA would be the beginning date of the approved LOA where the student, due to an emergency, was unable to attend Austin Career Institute.
 - A student granted an LOA that meets the criteria is not considered to have withdrawn, and no refund calculation is required at that time.
 - A student may be granted a LOA for any of the following reasons:
 1. Emergency medical issues
 2. Military requirements
 3. Jury duty
 4. Mitigating circumstances beyond the student’s control
 5. Academic staff recommendation
- The day the student returns from an LOA, the student is required to inform staff in the financial aid office and education office of their return.
- A leave of absence extends the student’s contract period and maximum time frame by the same number of days taken in the Leave of Absence without penalty to the student.
 - All parties must initial changes to the contract period on the Enrollment Agreement or an addendum must be signed and dated by all parties to reflect the new contract end date.
- If the student takes an unapproved LOA or does not return from an approved LOA, at the expiration of the LOA:
 - Austin Career Institute is required to take attendance, therefore; the withdrawal date for the purpose of calculating a refund is always the last date of attendance as listed in the student’s attendance records.
- Austin Career Institute permits more than one LOA provided the total number of days of all LOAs does not exceed 180 calendar days in any 12-month period.

- If a student needs an extension to their LOA, pending all 180 calendar days have not been used in prior LOA(s), the student must complete a new LOA request form, prior to concluding the current LOA, outlining the details for the requested extension.
- If the student is receiving consumer loans and/or federal funding, no aid (consumer or federal aid funding) will be disbursed during the LOA.
- If the student does not return from the LOA, the student will be dropped from Austin Career Institute.
 - The student's Title IV loans (if applicable) will enter into repayment 6 months from the students last date of attendance.
 - Any consumer loan repayment will be per the terms of the consumer loan.

Non-Credit Remedial

ACI does not offer remedial classes for any program.

Changing Programs/Additional Credentials

When a student changes programs or wants to enroll in another program to seek an additional credential, any earned credits applicable to the new program/credential must be included in the calculation of the CGPA and Maximum Time Frame for the new program.

Determination of Progress Status

Students meeting the minimum requirements for CGPA and attendance at the SAP evaluation point making satisfactory academic progress until the next scheduled SAP evaluation. Students deemed not maintaining Satisfactory Academic Progress may have their Title IV Funding interrupted, unless the student is on warning or has prevailed upon appeal resulting in a status of probation.

SAP Warning

Students who fail to meet minimum requirements for attendance or academic progress are placed on Warning Status and **not** considered to be making Satisfactory Academic Progress during the warning period. The student will be advised in writing of the actions required to attain Satisfactory Academic Progress by the next evaluation performed, which will be completed upon completion of the required time frame. **Students must sign Warning Status documentation for their file. All students, regardless of funding source, must sign the Warning Status document.** Students on Warning Status may continue to receive Title IV funding.

If a student is determined to not be making Satisfactory Academic Progress, the student may appeal the determination within 10 calendar days. Reasons for which students may appeal a negative progress determination include death of a relative, an injury or illness of the student, or any other allowable special or mitigating circumstances. Students are not required to appeal a Warning Status.

If the appeal is denied, ACI will determine whether the student can continue or needs to be placed on Probation. At the end of that time, ACI will determine whether the student can continue or needs to be dismissed from the program.

SAP Probation

Students who fail to meet minimum requirements for attendance or academic progress after the warning period will lose their Title IV funding. The student has the right to appeal and, if the student appeals the decision, and prevails upon appeal, the student will be placed on Title IV, HEA Probations for one payment period. If the student fails to regain SAP at the end of the payment period, the student will once again lose their Title IV eligibility.

Additionally, only students who do not have the ability to meet the Satisfactory Academic Progress Policy standards at the end of each evaluation period may be placed on Probation. Students placed on an academic plan must be able to meet requirements set forth in the academic plan by the end of the next evaluation period. Students who are progressing according to their specific academic plan will be considered making Satisfactory Academic Progress. The Director of Student Services will advise the student in writing of the actions required to attain satisfactory academic progress by the next evaluation. If at the end of the probationary period, the student has still not met both the attendance and academic requirements required for satisfactory academic progress or by the academic plan, he/she will be determined as NOT making satisfactory academic progress and, if applicable, students will not be deemed eligible to receive Title IV funds.

Title IV Appeal Process

A student who loses their financial aid eligibility due to not making SAP at the end of a financial aid warning has the right to file an appeal regarding their Satisfactory Academic Progress Evaluations.

A student who wished to appeal Academic Warning Status and with a loss of Title IV eligibility, must submit a written request to the Campus President within three (3) business days of being notified that they are in a non-satisfactory academic progress status.

The student must describe any extenuating circumstance(s) that the student believes deserve special consideration. The extenuating basis on which a student may file an appeal: death of a relative, an injury, or illness of the student or other special circumstance. The student must provide supporting documentation with information as to why they did not make SAP and what has changed that will allow them to make SAP by the next evaluation point.

Once the Campus President receives the appeal, the appeal will be evaluated and provide a decision will be made three (3) within business days. The Campus President will notify the student in writing of the decision and all decisions are final.

If the student is granted an appeal, they will then be placed on Financial Aid Probation, which is a status assigned by the institution to a student who fails to meet SAP requirements. Note: the appeal has been granted for one payment period only.

Financial Aid Appeal Granted

Should the student prevail upon their appeal they will be placed on a Financial Probation status for that payment period. The student will then be eligible for Title IV funds for that payment period. While on Financial Aid Probation, the student must meet the institutions

Satisfactory Academic Progress standards and complete the requirements of the Academic Improvement Plan, which was developed by the institution to assist the student in regaining their Title IV eligibility. A student on Financial Aid Probation because of a successful appeal is eligible for Title IV funds for ONE payment period.

Financial Aid Probation Status

A student placed on Financial Aid Probation may receive Title IV programs funds for one payment period. The student may also be placed on an individual development plan to assist the student in regaining SAP at the end of this payment period. Those who are not making SAP at the end of the Financial Aid Probation period will be ineligible to receive Title IV funds for the next payment period. A student must meet SAP prior to having eligibility reinstated.

If the student is not granted a probation they will remain on Academic Warning with a loss of Title IV funding for at least one payment period, at which time they must be making SAP in order to regain Title IV funding for the next payment period. If a student does not meet SAP, they will meet with the Campus President and/or the Director of Student Services to determine whether the student needs to be dismissed from the program.

Reinstatement of Title IV Funding:

This process is limited to the period under evaluation. Students making SAP by the conclusion of the probation period will be removed from the probation status and will regain eligibility for Title IV aid funding.

Satisfactory Academic Progress Appeals, Probation, and Academic Plans

A student may appeal ACI's determination of withdrawal due to failure to re-establish satisfactory academic progress by the end of the Academic Warning period to the Director of Student Services based upon extenuating circumstances. These might include the death of a relative, an illness of or injury to the student or other extraordinary situations. The student's appeal must be received within 3 days of final SAP evaluation.

The written appeal must contain 1) an explanation of why the student failed to meet the SAP standards; and 2) a description of what has changed in the student's situation that will enable him or her to again meet the satisfactory progress standards. Supporting documentation should be submitted if possible.

The Campus President and/or the Director of Student Services will review the information submitted in the context of the student's entire academic record and notify the student of the decision within 3 business days. This decision is final. If the appeal is granted, the student will be placed on probation for the evaluation period, and the notice to the student will outline the requirements of the academic plan the student must follow. The terms of the academic plan must ensure the student will be able to complete the program within the maximum time frame (1.5 times the program length) and with the required CGPA for graduation.

At the end of the probationary period of evaluation, the student's progress will be evaluated based upon the academic plan. If the student is meeting SAP standards, the student will be notified and removed from a probationary status and will be graduated.

If the student fails to meet the terms of the academic plan at the end of a probationary period of evaluation, the student will be notified and dismissed from school.

Procedure for re-establishing Satisfactory Academic Progress (SAP)

A student can re-establish SAP by improving their CGPA and/or completion rate to the minimum requirements specified for SAP. A student who is placed on Academic Warning and re-establishes SAP at the end of the Academic Warning period will be removed from Academic Warning. A student who is placed on Probation and re-establishes SAP at the end of the Probation period will be removed from Probation.

Re-entry for students dismissed due to failure to meet SAP

If a student is terminated for unsatisfactory progress and pursuant to Title 40, Texas Administrative Code, Section 807.221.224, the student cannot be readmitted until a minimum of one grading period has passed. Upon reentering the program, the student would be placed on academic probation for one grade period. If the student does not show satisfactory progress during their academic probation period, they will again be terminated and will not be readmitted to the program.

Pursuant to the Texas Education Code, Section 132.061(f), students who withdraw from a program for an appropriate reason, not related to their academic status, and who are paying full tuition, may request a grade of incomplete. A student receiving a grade of incomplete may reenroll during the 12 months following their withdrawal in the class or classes they are receiving an incomplete in at no additional tuition cost.

Student Participation / Attendance

Any student who does not provide documented attendance either in class or online for ten (10) consecutive days may be automatically withdrawn from the program if contact with the student cannot be made to confirm he/she intends to return to class by participating in the required activities. If contact is made with the student, and the student intends to continue, an additional seven (7) days may be granted to provide time for the student to post attendance.

Due to the nature of the hybrid distance learning format provided by ACI, students are required to attend online classes AND the traditional scheduled lab hours. Students are required to read the online material. Participation in the on-demand online classes will be evaluated per ACI's Distance Education Policy. Currently all the online portions of the hybrid programs must be completed in class in traditional format. This means that students registered in hybrid programs attend classes in traditional format.

Assignments and critiques are most often done in the live lab sessions, which are both crucial and beneficial for students to scrutinize. The work posted by the student on the online test and quizzes

and their understanding of the lab material will reflect the participation and understanding of the program content.

Lack of attendance at either the traditional or online scheduled hours will result in failure to maintain SAP which will result in probation and potentially termination from the program.

For students receiving VA funding, once five consecutive absences occur the school is required to report to the Department of Veteran's Affairs, which could impact the student's VA benefits.

Documented Attendance/Attendance Process

To receive credit for hours spent in the class students must scan in using their student ID and physically sign the attendance roster. When class is over or when the student leaves class, they must scan and sign out. Failure to complete the attendance process (in and out) could result in the student not being given credit for their time spent receiving instruction in the classroom.

Students will not be given documented attendance if they scan in and are not receiving instruction or meeting with ACI staff. Repeated instances of these actions could result in the student being involuntarily withdrawn from the school.

Student Conduct Policy

Depending on the severity of the conduct students may be involuntarily withdraw for the following actions:

1. Academic dishonesty, such as cheating, plagiarism, or knowingly furnishing false information to ACI.
2. Forgery, alteration, misuse, or mutilation of ACI documents, records, identifications, educational materials, or ACI property
3. Intentionally not following the Attendance Process.
4. Obstruction or disruption of teaching, administration, disciplinary procedures, or other activities, including public service functions or other authorized activities on the campus.
5. Interfering with the learning process of other students, classroom presentations, or individual instruction being conducted in any class, laboratory, authorized activity or online session of the school.
6. Physical or verbal abuse of, or threats toward, any person, including harassment or stalking, or conduct which threatens or endangers health or safety of individuals or the campus community at large.
7. Theft of or unauthorized removal of or damage to property of ACI or using or attempting to use ACI property in a manner inconsistent with its designed purpose.
8. Unauthorized entry to, use, or occupation of ACI facilities
9. Intentional and unauthorized interference with a right of access to ACI facilities or freedom of movement or speech of any person on the premises
10. Use or possession of illegal drugs, firearms, ammunition, knives, or other dangerous weapons, substances, or materials (except as expressly authorized by ACI), bombs, explosives, or incendiary devices prohibited by law.
11. Disorderly conduct or lewd, indecent, or obscene conduct or expression
12. Violation of a federal, state, or local ordinance including, but not limited to, those covering alcoholic beverages, narcotics, dangerous drugs (as detailed in the Drug Free Schools Act),

peer-to-peer file sharing, identity theft, gambling, sex offenses, or arson, which violation occurs on or through use of ACI property.

13. Rioting, or aiding, abetting, encouraging, or participating in a riot.
14. Failure to comply with the verbal or written directions of any ACI official acting in the performance of his/her duty and in the scope of his/her employment or resisting designated campus security personnel while acting in the performance of his/her duties.
15. Aiding, abetting, or inciting others to commit any act of misconduct set forth in numbers 1 through 12 above.
16. Conduct which leads to formal charges and/or a conviction for a serious crime. (Upon the filing of formal charges involving an offense which is of a serious nature including felonies and some drug-related offenses, a student may be suspended pending disposition of the charges in civil court.)
17. Violation of fellow students' physical space
18. Disrespectful behavior towards instructors, fellow students, or ACI staff and administration
19. Any student who engages in bullying may be subject to disciplinary action up to and including expulsion.
20. Students are expected to immediately report incidents of bullying to the principal or designee.

Student Re-entry Policy

In some cases, students wishing to re-enter may be required to appeal for readmission. This appeal must be approved by an appeals committee comprised of representatives from Admissions, Financial Aid and Student Services.

Procedure:

- Students are eligible for re-entry within one calendar year of the date which they were voluntarily or involuntarily withdrew.
- Students who were withdrawn voluntarily or involuntarily and who wish to re-enter may initiate the process with an admissions representative.
- Admissions will coordinate the re-entry process for the student.
- The student is required to meet with the Re-entry Committee that includes representatives from Admissions, Financial Aid and Student Services.
- The Financial Aid Office will review the re-entry request to ensure that any financial aid issues are resolved or that any payment plans are current or need revision.
- The Re-entry Committee will review and approve the re-entry ensuring:
 - The student has no conduct or behavioral issues which will impede campus operations, security, externship, or clinical placement.
 - There is seat availability to accommodate the student's re-entry into the next module.
 - The student has resolved financial aid issues, and any payment plans are up to date.
 - The student participates in academic advisement with Student Services if there are issues with grades or attendance.
 - Students in good standing who drop due to scheduling or availability of a module need only the signature of the Campus President or Campus Vice President to approve the re-entry.

- If approved for re-entry Student Services will develop an action plan for the student. The student must follow the action plan and meet at least monthly with Student Services to discuss their progress.
- Failure to follow the plan will/may result in the student being involuntarily withdrawn from the school.

Requirements for Graduation

To graduate from the programs offered by ACI, students must satisfy the following requirements:

1. Complete all required modules and meet SAP requirements.
2. Complete the program within the scheduled time frame (within 150% of the program length)
3. Satisfactory progress and turning in the assigned homework.

Academic Transcripts and Certificates

Copies of unofficial academic transcripts may be requested at a cost of \$5.00. Current or former students may request a free copy of their unofficial transcript by submitting a written request to the Institution including their name and physical address and/or email address where the unofficial transcript should be mailed or emailed. Transcripts will be marked to indicate they are unofficial copies. Official transcripts may be requested at a cost of \$15.00. Graduates will be provided with a Diploma once all graduation requirements have been met and their remaining balance is under \$1,000.

Placement Assistance

ACI offers placement assistance. ACI works closely with local employers to assist in placement of the students after graduation at no charge to the graduate. Employment opportunities from prospective companies contacting the school are made available to students upon graduation as well as assistance with resume preparation, assistance with creating accounts for online job matching platforms and contact data for placement service personnel who may assist students with locating a position. ACI does not guarantee graduate employment.

Grievances

Student grievances should first be directed to the instructor. If the grievance cannot be resolved with the instructor, then the student may meet with the Campus President to discuss his or her grievance.

If the grievance cannot be resolved with the Campus President, then the student may direct unresolved grievances to:

**Texas Workforce Commission
Career Schools and Colleges
101 East 15th Street
Austin, Texas 78778-0001
&**

Council on Occupational Education
7840 Roswell Road
Building 300, Suite 325
Atlanta, GA 30350
<http://council.org/>

Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas. ACI is Accredited by the Commission of the Council on Occupational Education. TWC school number is S4226 and COE school ID number is 348100.

Cancellation Policy

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays, and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

GI BILL® and VR&E BENEFICIARIES

GI Bill® and VR&E beneficiaries (Chapter 33 and Chapter 31 beneficiaries) can attend a courses of education or training for up to 90 days from the date the beneficiary provides a certificate of eligibility, or valid VAF 28-1905. This allows a student to attend the course until VA provides payment to the institution. ACI will not impose a penalty or require the beneficiary to borrow additional funds to cover tuition and fees due to late payments from VA. Section 103 requires a State Approving Agency (SAA), or the Department of Veterans Affairs (VA) when acting in the role of the SAA, to disapprove certain course of education. VA can grant a waiver to these requirements.

Refund Policy

1. Refund computations will be based on scheduled time through the last documented day of an academically related activity. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
 - a) the date of termination, if the student is terminated by the school;
 - b) the date of receipt of written notice from the student; or
 - c) ten school days following the last date of attendance.
3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72-hour cancellation privilege the student does not enter school, not more than \$100 in any administrative fees charged shall be retained by the school for the entire residence program or synchronous distance education program.

4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than \$100 in administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination. (More simply, the refund is based on the precise number of scheduled hours the student has paid for, but not yet used, at the point of termination, up to the 75% completion mark, after which no refund is due.)
5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.
6. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the program.
7. A full refund of all tuition and fees is due and refundable in each of the following cases:
 - a) an enrollee is not accepted by the school;
 - b) if the program is discontinued by the school and this prevents the student from completing the program; or
 - c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

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1. Refund computations will be based on the period of enrollment computed on basis of scheduled time (clock hours).
 2. The effective date of termination for refund purposes will be the earliest of the following:
 - (a) the last date of attendance; or
 - (b) the date of receipt of written notice from the student.
 3. If tuition and fees are collected in advance of entrance, and the student does not enter school, not more than \$100 shall be retained by the school.

4. If the student fails to enter the seminar, withdraws, or is discontinued at any time before completion of the seminar, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the seminar after the effective date of termination bears to the total number of class hours in the seminar.
5. A full refund of all tuition and fees is due in each of the following cases:
 - (a) an enrollee is not accepted by the school;
 - (b) if the seminar of instruction is discontinued by the school and thus prevents the student from completing the seminar; or
 - (c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.

Refund Policy for Students Called to Active Military Service

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

- (a) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
- (b) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than modules for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
- (c) the assignment of an appropriate final grade or credit for the modules in the program, but only if the instructor or instructors of the program determine that the student has:
 - 1) satisfactorily completed at least 90 percent of the required coursework for the program; and
 - 2) demonstrated sufficient mastery of the program material to receive credit for completing the program.

Refunds will be totally consummated within 60 days after the effective date of termination.

Title IV Refund Policy

RETURN OF TITLE IV, HEA POLICY

When you apply for financial aid, you sign a statement that you will use the funds for educational purposes only. Therefore, if you withdraw before completing your program, a portion of the funds you received may have to be returned. Austin Career Institute will

calculate the amount of tuition to be returned to the Title IV, HEA Federal fund programs according to the policies listed below.

RETURN TO TITLE IV FUNDS POLICY

This policy applies to students who **withdraw officially, unofficially or fail to return from a Leave of Absence or are dismissed from enrollment** at Austin Career Institute. It is separate and distinct from the Austin Career Institute refund policy. (Refer to Austin Career Institute’s Refund Policy.)

The calculated amount of the Return of Title IV, HEA (R2T4) funds that are required for the students affected by this policy are determined according to the following definitions and procedures as prescribed by regulations.

The amount of Title IV, HEA aid earned is based on the amount of time a student spent in academic attendance and the total aid received; it has no relationship to the student’s incurred institutional charges. Because these requirements deal only with Title IV, HEA funds, the order of return of **unearned** funds do not include funds from sources other than the Title IV, HEA programs.

Title IV, HEA funds are awarded to the student under the assumption that they will attend school for the entire period for which the aid is awarded. When student withdraws, they may no longer be eligible for the full amount of Title IV, HEA funds that were originally scheduled to be received. Therefore, the amount of Federal funds earned must be determined. If the amount disbursed is greater than the amount earned, unearned funds must be returned.

The institution has 45 days from the date that the institution determines that the student withdrew to return all unearned funds for which it is responsible. The school is required to notify the student if they owe a repayment via written notice.

The school must advise the student or parent that they have 14 calendar days from the date that the school sent the notification to accept a post-withdraw disbursement. If a response is not received from the student or parent within the allowed time frame or the student declines the funds, the school will return any earned funds that the school is holding to the Title IV, HEA programs.

“Official” Withdrawal from the School

A student is considered to be “Officially” withdrawn on the date the student notifies the Financial Aid Director or School Director, in writing, of their intent to withdraw. The date of the termination for return and refund purposes will be the earliest of the following for official withdrawal:

1. Date student provided official notification of intent to withdraw, in writing or orally.
2. Date the student began the withdrawal from Austin Career Institute records. A student is allowed to rescind their notification in writing and continue the program. If the student subsequently drops, the student’s withdrawal date is the original date of notification of intent to withdraw.

Upon receipt of the official withdrawal information, Austin Career Institute will complete the following:

1. Determine the student's last date of attendance as of the last recorded date of academic attendance on the school's attendance record;
2. Two calculations are performed:
 - a. The student's ledger card and attendance record are reviewed to determine the calculation of Return of Title IV, HEA funds the student has earned, and if any, the amount of Title IV funds for which the school is responsible. Returns made to the Federal Funds Account are calculated using the Department's Return of Title IV, HEA Funds Worksheets, scheduled attendance and are based upon the payment period.
 - b. Calculate the school's refund requirement (see school refund calculation)
3. The student's grade record will be updated to reflect their final grade.
4. Austin Career Institute will return the amount for any unearned portion of the Title IV funds for which the school is responsible within 45 days of the date the official notice was provided.
5. They will provide the student with a letter explaining the Title IV, HEA requirements:
 - a. The amount of Title IV assistance the student has earned. This amount is based upon the length of time the student was enrolled in the program based on scheduled attendance and the amount of funds the student received.
 - b. Any returns that will be made to the Title IV, HEA Federal program on the student's behalf as a result of exiting the program. If a student's scheduled attendance is more than 60% of the payment period, he/she is considered to have earned 100% of the Federal funds received for the payment period. In this case, no funds need to be returned to the Federal funds.
 - c. Advise the student of the amount of unearned Federal funds and tuition and fees that the student must return, if applicable.
6. Supply the student with ledger card record noting outstanding balance due to the school and the available methods of payment. A copy of the completed worksheet, check, letter, and final ledger card will be kept in the student's file.

In the event a student decides to rescind their official notification to withdraw, the student must provide a signed and dated written statement that they are continuing their program of study and intends to complete the payment period. Title IV, HEA assistance will continue as originally planned. If the student subsequently fails to attend or ceases attendance without completing the payment period, the student's withdrawal date is the original date of notification of intent to withdraw.

Unofficial Withdrawal from School

In the event that the school unofficially withdraws a student from school, the school Director and/or Admissions Director must complete the Withdrawal Form using the last date of attendance as the drop date.

Any student that does not provide official notification of their intent to withdraw and is absent for more than 10 days (14 consecutive calendar days), will be subject to termination and considered to have unofficially withdrawn.

Within one week of the student's last date of academic attendance, the following procedures will take place:

1. The Student Services Department will make three attempts to notify the student regarding their enrollment status;
2. Determine and record the student's last date of attendance as the last recorded date of academic attendance on the attendance record;
3. The student's withdrawal date is determined as the date the day after 14 consecutive calendar days of absence;
4. Notify the student in writing of their failure to contact the school and attendance status resulting in the current termination of enrollment;
5. Austin Career Institute calculates the amount of Federal funds the student has earned, and, if any, the amount of Federal funds for which the school is responsible;
6. Calculate the school's refund requirement (see school refund calculation); Austin Career Institute's Director of Financial will return to the Federal fund programs any unearned portion of Title IV funds for which the school is responsible within 45 days of the date the withdrawal determination was made and note return on the student's ledger card.
7. If applicable, Austin Career Institute will provide the student with a refund letter explaining Title IV requirements:
 - a. The amount of Title IV aid the student has earned based upon the length of time the student was enrolled and scheduled to attend in the program, and the amount of aid the student received.
 - b. Advise the student in writing of the amount of unearned Title IV aid and tuition and fees that they must return, if applicable
 - c. Supply the student with a final student ledger card showing outstanding balance due the school and the available methods of payment.

Disbursement Restrictions – 30 Day, First time, First Year Undergraduate Students

There are some Title IV, HEA funds that the student was scheduled to receive that cannot be disbursed to them once they withdraw because of other eligibility requirements.

For example, if they are a first-time, first-year undergraduate student and they have not completed the first 30 days of their program before they withdraw, they will not receive any Direct Loan funds that they would have received had they remained enrolled past the 30th day.

Earned AID:

Title IV, HEA aid is earned in a prorated manner on a per diem basis (calendar days or clock hours) up to the 60% point in the payment period. Title IV, HEA aid is viewed as 100% earned after that point in time. A copy of the worksheet used for this calculation can be requested from the financial aid director.

Withdraw Before 60%

The institution must perform a R2T4 to determine the amount of earned aid through the 60% point in each payment period or period of enrollment. The institution will use the Department of Education's prorate schedule to determine the amount of the R2T4 funds the student has earned at the time of withdraw.

Withdraw After 60%

After the 60% point in the payment period or period of enrollment, a student has earned 100% of the Title IV, HEA funds he or she was scheduled to receive during this period. The institution must still perform a R2T4 to determine the amount of aid that the student has earned.

The Calculation Formula:

Determine the amount of Title IV, HEA aid that was disbursed plus Title IV, HEA aid that could have been disbursed.

Calculate the percentage of Title IV, HEA aid earned:

- a. Divide the number of clock hours scheduled to be completed in the payment period as of the last date of attendance in the payment period by the total clock hours in the payment period.

$$\frac{\text{HOURS SCHEDULED TO COMPLETE}}{\text{TOTAL HOURS IN PERIOD}} = \% \text{ EARNED}$$

- b. If this percentage is greater than 60%, the student earns 100%.
- c. If this percent is less than or equal to 60%, proceed with calculation.

Percentage earned from (multiplied by) Total aid disbursed or could have been disbursed = AMOUNT STUDENT EARNED.

Subtract the Title IV aid earned from the total disbursed = AMOUNT TO BE RETURNED.

100% minus percent earned = UNEARNED PERCENT

Unearned percent (multiplied by) total institutional charges for the period = AMOUNT DUE FROM THE SCHOOL.

If the percent of Title IV aid disbursed is greater than the percent unearned (multiplied by) institutional charges for the period, the amount disbursed will be used in place of the percent unearned.

If the percent unearned (multiplied by) institutional charges for the period is less than the amount due from the school, the student must return or repay one-half of the remaining unearned Federal Pell Grant.

Student is not required to return the overpayment if this amount is equal to or less than 50% of the total grant assistance that was disbursed /or could have been disbursed. The student is also not required to return an overpayment if the amount is \$50 or less.

Austin Career Institute will issue a grant overpayment notice to the student within 30 days from the date the school's determination that student withdrew, giving student 45 days to either:

1. Repay the overpayment in full to Austin Career Institute or Sign a repayment agreement with the U.S. Department of Education.

Order of Return

Austin Career Institute is authorized to return any excess funds after applying them to current outstanding Cost of Attendance (COA) charges. A copy of the Institutional R2T4 work sheet performed on the student's behalf is available through the office upon student request.

In accordance with Federal regulations, when Title IV, HEA financial aid is involved, the calculated amount of the R2T4 Funds is allocated in the following order:

- Unsubsidized Direct loans (other than PLUS loans).
- Subsidized Direct loans.
- Parent Plus loans – received on behalf of the student.
- Direct PLUS loans - received on behalf of the student.
- Federal Pell Grants for which a Return is required.
- Iraq and Afghanistan Service Grant for which a Return is required.
- Federal Supplemental Educational Opportunity Grant.
- Other Title IV, HEA assistance.

Post-Withdrawal Disbursement

If the student did not receive all the funds that they earned, they may be due a post-withdrawal disbursement. If the post-withdrawal disbursement includes loan funds, Austin Career Institute must get the student's permission before it can disburse them. The student may choose to decline some or all the loan funds so that they don't incur additional debt. Austin Career Institute may automatically use all or a portion of the student's post-withdrawal disbursement of grant funds for tuition, and fees (as contracted with the student).

Austin Career Institute needs the student's permission to use the post-withdrawal grant disbursement for all other school charges. If the student does not give their permission (some schools ask for this when students enroll), they will be offered the funds. However, it may be in the student's best interest to allow Austin Career Institute to keep the funds to reduce the student's debt at the school.

Time frame for returning an unclaimed Title IV, HEA credit balance

If a school attempts to disburse the credit balance by check and the check is not cashed, the school must return the funds no later than 240 days after the date the school issued the check.

If a check is returned to a school or an EFT is rejected, the school may make additional attempts to disburse the funds, provided that those attempts are made not later than 45 days after the funds were returned or rejected. When a check is returned or EFT is rejected and the school does not make another attempt to disburse the funds, the funds must be returned before the end of the initial 45-day period.

The school must cease all attempts to disburse the funds and return them no later than 240 days after the date it issued the first check.

Institution Responsibilities in regards to return of Title IV, HEA funds

Austin Career Institute's responsibilities in regard to Title IV, HEA funds follow:

- Providing students information with information in this policy;
- Identifying students who are affected by this policy and completing the return of Title IV, HEA funds calculation for those students;
- Returning any Title IV, HEA funds due to the correct Title IV, HEA programs.

The institution is not always required to return all the excess funds; there are situations once the R2T4 calculations have been completed in which the student must return the unearned aid.

Overpayment of Title IV, HEA Funds

Any amount of unearned grant funds that you must return is called overpayment. The amount of grant overpayment that you must repay is half of the grant funds you received or were scheduled to receive. You must make arrangement with Austin Career Institute or the Department of Education to return the amount of unearned grant funds.

Return of Title IV, HEA Funds: Student Responsibilities

- Return to the Title IV, HEA programs any funds that were dispersed to the student in which the student was determined to be ineligible for via the R2T4 calculation.

- Any notification of withdraw should be in writing and addressed to the appropriate institutional official.
- A student may rescind their notification of intent to withdraw. Submissions of intent to rescind a withdraw notice must be filed in writing.
- Either these notifications, to withdraw or to rescind a withdraw, must be made to the official records/registration personnel at the school.

Refund vs. Return to Title IV, HEA Funds

The requirements for the Title IV, HEA program funds when students withdraw are separate from any refund policy that Austin Career Institute may have to return to the student due to a cash credit balance. Therefore, the student may still owe funds to the school to cover unpaid institutional charges. Austin Career Institute may also charge the student for any Title IV, HEA program funds that it was required to return on the student's behalf.

Students may ask Austin Career Institute for a copy of the Refund Policy.

Return to Title IV, HEA Questions

If the student has questions regarding Title IV, HEA program funds after visiting with Austin Career Institute's Financial Aid Director, they may call the Federal Student Aid Information Center at 1-800-4-fedaid (800-433-3243). TTY users may call 800-730-8913. Information is also available on student aid on the web at www.studentaid.ed.gov.

***This policy is subject to change at any time, and without prior notice.**

Leave of Absence:

- An authorized Leave of Absence (LOA) is a temporary interruption in the student's program of study.
- The LOA refers to a specific period of time in which a student is not in attendance.
- An LOA is not required during an institutional break, however; a scheduled break may occur during an LOA.
- An LOA must meet certain conditions to be counted as a temporary interruption (LOA) instead of being counted as a withdrawal, which would then require Austin Career Institute to perform a withdrawal calculation.
- Austin Career Institute will not assess the student any additional charges as a result of the LOA.
- A student who must take an approved Leave of Absence (LOA) or must withdraw from training for nonacademic reasons may return to Austin Career Institute with no loss of SAP if the student was making SAP when the student left.
- To qualify for an authorized LOA:
 - The student must follow Austin Career Institute's Leave of Absence Policy when requesting an LOA.
 - There must be reasonable expectations that the student will return from the LOA.
 - The LOA must be requested and approved in writing according to Austin Career Institute's LOA Policy and prior to LOA occurring unless there is an unforeseen circumstance that would prevent the student from requesting in advance.
 - The LOA must be dated and signed by the student.

- The student must provide documentation to substantiate the LOA.
 - The student is required to list the reason for the LOA.
 - Emergency LOA, without prior written request, may be granted provided the student completes the LOA form and returns it to Austin Career Institute via mail or in person within a reasonable resolution of the emergency.
 - The first date of the LOA would be the beginning date of the approved LOA where the student, due to an emergency, was unable to attend Austin Career Institute.
 - A student granted an LOA that meets the criteria is not considered to have withdrawn, and no refund calculation is required at that time.
 - A student may be granted a LOA for any of the following reasons:
 - 6. Emergency medical issues
 - 7. Military requirements
 - 8. Jury duty
 - 9. Mitigating circumstances beyond the student's control
 - 10. Academic staff recommendation
- The day the student returns from an LOA, the student is required to inform staff in the financial aid office and education office of their return.
 - A leave of absence extends the student's contract period and maximum time frame by the same number of days taken in the Leave of Absence without penalty to the student.
 - All parties must initial changes to the contract period on the Enrollment Agreement or an addendum must be signed and dated by all parties to reflect the new contract end date.
 - If the student takes an unapproved LOA or does not return from an approved LOA, at the expiration of the LOA:
 - Austin Career Institute is required to take attendance, therefore; the withdrawal date for the purpose of calculating a refund is always the last date of attendance as listed in the student's attendance records.
 - Austin Career Institute permits more than one LOA provided the total number of days of all LOAs does not exceed 180 calendar days in any 12-month period.
 - If a student needs an extension to their LOA, pending all 180 calendar days have not been used in prior LOA(s), the student must complete a new LOA request form, prior to concluding the current LOA, outlining the details for the requested extension.
 - If the student is receiving consumer loans and/or federal funding, no aid (consumer or federal aid funding) will be disbursed during the LOA.
 - If the student does not return from the LOA, the student will be dropped from Austin Career Institute.
 - The student's Title IV loans (if applicable) will enter into repayment 6 months from the students last date of attendance.
 - Any consumer loan repayment will be per the terms of the consumer loan.

Completed forms, inquiries, or corrections to the individual information contained in this form shall be sent to the TWC Career Schools and Colleges, 101 East 15th Street, Room 226T, Austin, Texas 78778-0001, (512) 936-3100. Individuals may receive and review information that TWC collects about the individual by emailing to open.records@twc.state.tx.us or writing to TWC Open Records, 101 E. 15th St., Rm. 266, Austin, TX 78778-0001.



“The information contained in this catalog is true and correct to the best of my knowledge.”

(Signature)

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