

APPROVED
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Bureau of Proprietary
School Supervision

Infoserve Technologies Institute (ITI)

Program Catalog

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INTRODUCTION
INFOSERVE TECHNOLOGIES INSTITUTE

Mission of the Institution:

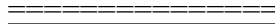
To assist in the improvement of the institution and programs of study. Provide guidance to student for the continual improvement on their education. Provide students with the opportunity to receive a high quality education for the career best suited to their ability, interest, and ambition in an educational environment characterized by high expectations and staffed by professionals who are knowledgeable, compassionate, creative, supportive, and effective. As a result, we can provide the best training that enables our students to enter or enhance their career in the shortest amount of time without sacrificing the quality and depth of the training experience.

Vision of the Institution:

Infoserve Technologies Institute is connected to mainstream societal issues more than ever before. Indeed, the modern American education represents a crucial thread in the fabric of American culture. In this 21st century, we are mindful of the key role our institute plays in the development of productive citizens and future professionals, the contributions of our faculty and students to the generation of new knowledge, and of our impact on multiple levels of community and society. We challenge students, to pursue the discovery of new knowledge due to our nice atmosphere of the classroom and the learning process.

Objectives:

Prepare students to meet the diverse requirements that their career choices demand. Prepare students to become self-sufficient and economically independent. Help students develop proper work habits, a professional attitude, and confidence. To offer English as a second language, Business English languages, and TOEFL preparation courses in short term programs. Assist graduates in securing entry level employment in their chosen field of study. Provide business, industry, government and other professions with well trained personnel. We ensure institutions policies, standards and procedures by providing students with the highest quality, creativity, and performance possible.



THE INFOSERVE ADVANTAGE

NONDISCRIMINATION POLICY

Infoserve Technologies Institute is an equal opportunity and affirmation action institute. There is no discrimination in regard with age, gender, race, color, religion or employment.

FLEXIBILITY

We provide flexible programs with approved curriculums and courses tailored to your learning style and schedules.

HANDS ON TRAINING

We keep our classroom size to a minimum in order to ensure a personal and ideal learning environment where each student gets paid adequate attention. Students work with the necessary programs, software or applications that are incorporated in their course of study.

Job:

Our students attend workshop for resume writing and mock interview preparation.

TOEFL :

We provide TOEFL preparation courses; students can take the TOEFL Test (Pro-metric) from our school.

Self Confidence:

Conveniently find out how your skills rank compared to the industry. Also, gain confidence to pursue the opportunities you want or at least know where you should invest in your professional development.

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SCHOOL HOLIDAYS (YEARLY)

- New Year's Day
- Martin Luther King Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- Thanksgiving Day
- Winter Recess (December 24-31) if holiday listed on weekend, then school will close on that weekends following day.

ACADEMIC REQUIREMENTS AND REGULATIONS FOR ADMISSION

An appointment is fixed by school agent with the potential student. School agent provide information to students about all offered courses, tuition and fee structure, course schedules and start dates. School agent provide students school catalog give brief explanation about school neighborhood and also school tour is done giving information about school facilities and lab room. All students are required to meet the admission criteria based on the course requirement eligibility. If needed, students are required to pass the CELSA Test approved by the BPSS. The school director along with administrative assistant finalizes the student admission based on the documentation provided by the student. Students should provide all the required documents to meet the Infoserve admission criteria. Once the student admission is finalized, student is required to fill the necessary school paperwork and pay the initial tuition payment and **non- refundable registration fee of \$100 to register** and enroll for the interested course.

STUDENT ID CARDS

When you first register as an Infoserve Technologies Institute Student, you can receive a photo identification card from the administration office. You are advised to keep the student ID card until graduation unless you are dismissed for academic or disciplinary reasons. The card is validated at each registration, after your fees has been paid. You should carry your card at all times when you are in school.

LEAVE OF ABSENCE

When a student intends to interrupt studies at Infoserve Technologies Institute (ITI) and do not work at any other institution, he or she is on a leave of absence. During the period in which the leave of absence is in effect (maximum two weeks), the student may take no coursework, and thus, may not graduate. In order to take a leave of absence (for any emergency or any personal reason), the student must complete the leave of absence request form which can be obtained in the main office. The student must state, in writing the reason for the leave, and it must be approved by the director. After the student came back, he/she has to be re-evaluated to test retention.

RE ENTRY INTO A COURSE

Students who have been on leave and wish to re-enter a course, must provide a written letter to the director requesting to be re-admitted to the course. If the student has paid all tuition and fees, and has a satisfactory academic record, the student will be readmitted to the course. If the student's attendance and/or academic record is NOT satisfactory, the student must meet with the director and map out a plan that will ensure his/her success upon returning to class. In all cases, re-entry into the course must be approved by the school director.

ATTENDANCE

Students are expected to maintain a satisfactory record of attendance in order to remain in good standing at the school. Students are expected to be punctual and on time for classes. Students who are more than fifteen minutes late to class should be aware that the instructor will note the lateness on student's attendance sheet. Students who are late for more than 15% of their classes are required to meet with the instructor and explain the excessive tardiness. If tardiness continues to be an issue, the instructor may request that the student to meet the academic director. Students are required to maintain an attendance rate of at least 85% for all classes in which they are enrolled. If a student is sick, and needs to be out, medical documentation must be provided to the school so that the appropriate steps may be taken to make up any work missed. Any student who falls below 85% attendance without having documentation, they would go on Academic Probation first to try and improve attendance, if not instructor may assign a grade of "F".

MAKE UP WORK

It is the responsibility of student to make up any work missed due to absences. Students should meet with the instructor before, or after class to arrange to get any missed work. Students, who need to make up work, must have it made up within a week of the absence. Students who are absent and fail to make up work will be given a grade of "F" for the assignment and their final grade will be affected.

RESIGNATION OR WITHDRAWAL

Students who enroll for courses and find it impossible to continue with one or more of the courses must submit a course resignation form to the Registrar's office. Students who withdraw from all courses during the refund period must present, in writing, satisfactory reasons for requesting permission to withdraw, and must fill out a School Refund Calculation form to get their refund.

GRADING

Infoserve Technological Institute evaluates students based on a 10 point scale. The scale is as follows:

| | |
|----------|-----------------|
| A | 90-100 |
| B | 80-89 |
| C | 70-79 |
| D | 65-69 |
| E | Below 65 |

In order to remain in good standing, a student must maintain a minimum grade of C in all classes taken. Grades will be calculated by instructors based on the following criteria:

- a) Attendance
- b) Participation in Class
- c) Quizzes
- d) A midterm exam (given halfway through the course)
- e) A cumulative final exam (given at the end of each course)

PROBATION

Any student who is not meeting the academic or attendance requirements of the class are subject to be put on probation.

- Any student whose cumulative average grade falls below a 70 (C) may be placed on academic probation. The student must obtain a minimum grade of "C" in all classes taken once he or she is placed on academic probation until the cumulative average grade is at least 70. Students who receive 2 grades below "C" after being put on probation may be withdrawn from the program. A student who has been withdrawn, may, after a period of 30 days make a written request to the academic director for readmission.
- Any student who is in violation of the attendance policy as outlined on page 4 of the catalogue will be placed on attendance probation. When a student is placed on attendance probation, he or she should raise their attendance 85% or above. Students who continue to violate the attendance policy will be subject to termination 30 days after being placed on probation. The probationary period cannot exceed 1/3 of the program.

STUDENT CONDUCT

To maintain an effective, safe and healthy learning environment, all students must abide by certain standards of conduct. Any person disobeying the following rules and regulations is subject to suspension or dismissal.

- Students are expected to conduct themselves courteously and professionally at all times. Students may be dismissed for incidents including, but not limited to, theft, cheating, interference with school operations, disorderly or abusive behavior, possession of a dangerous instrument or weapon or the use or threat of physical force.
- Students must obey lawful directives issued by school faculty.
- The school is a smoke free, drug-free and alcohol-free zone.
- Students are responsible for damage to equipment resulting from deliberate misuse or vandalism. No student is permitted to install personal software or attach hardware to any computer. Software viruses are destructive to the work of all students, staff and faculty members. Any student who knowingly installs imports or propagates a software virus is subject to dismissal and a charge of damages will be sought.

STUDENT POLICIES

Students are required to attend classes two days (morning or evening) per week or on the weekend and maintain at least 85% of the attendance. When students are not receiving classroom instruction they will be required to do a minimum of six lab hours per week. You must come to the school on the scheduled date and time to start class.

1. Students are required to make payment of all school fees on a timely basis without constant reminders.
2. Students must always review and update current local address and foreign address and report Change of Address / Telephone Number to the school within 10 days of the move.

You can just send an e-mail to training@infoseveusa.com to inform us about your new address including the telephone number. Any student failing to meet the above requirements will be considered as not maintaining student status.

ACADEMIC CALENDAR (2015 & 2016)

The course start date and end date are based on the quarter and term, the start dates and end dates are subject to change. The school will post any changes on the dates regularly in the school bulletin board located in front of the school administration office. Students can contact the administration office directly for the course schedules and dates via phone or email.

| | Start Date | End Date |
|------------------------|-------------------|-------------------|
| Quarter Courses | 01/05/2015 | 04/20/2015 |
| | 05/04/2015 | 08/31/2015 |
| | 09/07/2015 | 12/23/2015 |
| | 01/04/2016 | 04/11/2016 |
| | 04/18/2016 | 08/08/2016 |
| | 08/15/2016 | 12/05/2016 |

| Term Courses | Start Date | End Date |
|---------------------|-------------------|-------------------|
| | 01/05/2015 | 05/18/2015 |
| | 05/25/2015 | 09/21/2015 |
| | 09/28/2015 | 01/18/2016 |
| | 02/01/2016 | 05/30/2016 |
| | 06/06/2016 | 10/03/2016 |
| | 10/10/2016 | 02/13/2017 |

TUITION AND FEES

Tuition for classes taken at Infoserve Technologies Institute varies depending on the course. For the exact tuition fees you can refer to the course description in the catalogue in which you plan to enroll.

REFUND RULES

Refunds will be calculated on the basis of the last day of attendance. A student may withdraw his or her course registration without tuition penalty prior to the first class session at the beginning of each quarter or term. The last date of attendance determines the amount of the refund remitted in accordance with the following tuition refund schedule. If class starts on Monday than day 7 is Sunday. If class starts on Tuesday, than 7 day is Monday. So on and so forth. Requests for refunds must be made in writing. Telephone requests will not be accepted. Written requests mailed in or made in person are the only acceptable procedures. The amount of the refund will be determined by last day of physical attendance. The registration fee is nonrefundable.

REFUND PROCEDURES

When a student drops a course or changes a program, ITI will automatically calculate the amount of the refund, and forward that amount to the student within 2 weeks.

SPECIAL SITUATIONS

Students who register for classes are liable for the tuition associated with the courses selected. Students who do not intend to attend classes should drop their classes prior to the first day of classes. Students whose registrations are cancelled for bad checks must file for re-entry in the Registrar's Office before the class for which they wish to return.

PERCENTAGE OF REFUND

Tuition liability is calculated based on the last date of physical attendance. Tuition liability is divided by the period of time in the program. Total tuition liability is limited to the term during which the student withdraws or was terminated, and any previous terms completed.

**MINI - REFUND POLICY
(6 or less weeks in duration)**

- A. A student who cancels within 5 days of signing the enrollment agreement but before instruction begins receives all monies returned with the exception of the non-refundable registration fee.
- B. Thereafter, a student will be liable for

- 1. The non-refundable registration fee plus
- 2. The cost of any textbooks or supplies accepted plus
- 3. Tuition liability is based on the student's last date of physical attendance. Tuition liability is determined by the percentage of time the student was enrolled in the program.
- 4. If termination occurs school may keep.

0 - 15% of the program -----0%
16 - 30% of the program ----- 25%
31 - 45% of the program ----- 50%
46 - 60% of the program ----- 75%
After 60% of the program ----- 100%

- C. The student refund may be more than that stated above if the accrediting agency refund policy results in a greater refund.

QUARTERS - REFUND POLICY LANGUAGE

A student who cancels within 7 days of signing the enrollment agreement but before instruction begins receives all money returned with the exception of the non-refundable registration fee.

- A. Thereafter, a student will be liable for
 - 1. The non-refundable registration fee plus
 - 2. The cost of any textbooks or supplies accepted plus
 - 3. Tuition liability as of the student's last date of physical attendance. Tuition liability is divided by the number of quarters in the program. Total tuition liability is limited to the quarter during which the student withdrew or was terminated, and any previous quarters completed.

(a) First Quarter

If termination occurs school may keep
Prior to or during the first week ----- 0%
During the second week -----25%
During the third week -----50%
During the fourth week -----75%
After the fourth week -----100%

(b) Subsequent Quarters

- During the first week -----25%
- During the second week ----- 50%
- During the third week -----75%
- After the third week ----- 100%

C. The student refund may be more than that stated above if the accrediting agency or Federal refund policy results in a greater refund.

TERMS - REFUND POLICY LANGUAGE

A. A student who cancels within 7 days of signing the enrollment agreement but before instruction begins receives all money returned with the exception of the non-refundable registration fee.

B. Thereafter, a student will be liable for

1. The non-refundable registration fee plus
2. The cost of any textbooks or supplies accepted plus
3. Tuition liability as of the student's last date of physical attendance. Tuition liability is divided by the number of terms in the program. Total tuition liability is limited to the term during which the student withdrew or was terminated and any previous terms completed.

(a) First Term

If termination occurs school may keep

- Prior to or during the first week ----- 0%
- During the second week----- 20%
- During the third week ----- 35%
- During the fourth week -----50%
- During the fifth week -----75%
- After the fifth week ----- 100%

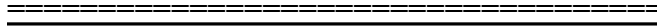
(b) Subsequent Terms

- During the first week ----- 20%
- During the second week ----- 35%
- During the third week ----- 50%
- During the fourth week -----70%
- After the fourth week -----100%

B. The student refund may be more than that stated above if the accrediting agency or federal refund policy results in a greater refund

Student Responsibilities

It is each individual student's responsibility to meet all ITI requirements, all rules and regulations, and all financial obligations required by Info-serve Training Institute as listed in the policy. The failure of a student to notify the Director in writing of the withdrawal may delay refund of tuition due pursuant to Section 5002 of the Education Law.



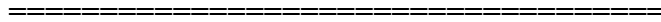
Facilities:

The school is conveniently reached by 7 Train, LIRR and MTA buses. There are many restaurants and eating joints located in the school surrounding. We do not have handicap accessible facilities.

School Room Capacities:

Approved by the State Education Department

| <u>Room</u> | <u>Use</u> | <u>Capacity</u> |
|-------------|------------------|-----------------|
| 201 | Computer Lab | 12 |
| 203 | Class room | 12 |
| 205 | Classroom | 12 |



COURSE DESCRIPTIONS

1. English as a Second Language (ESL)

Pre-requisite: CELSA TEST

- (a) Beginners Level -1 _____ 200 Hours
(b) Beginners Level -2 _____ 200 Hours

- (a) Intermediate – Level -1 _____ 200 Hours
(b) Intermediate – Level -2 _____ 200 Hours

- (a) Advanced Level -1 _____ 200 Hours
(b) Advanced Level -2 _____ 200 Hours

The course is divided into modules:

- a) ESL Beginners Level -1
- b) ESL Beginners Level -2

- c) ESL Intermediate, Level -1
- d) ESL Intermediate, Level -2

- e) ESL Advanced Level-1
- f) ESL Advanced Level-2

Upon successful Completion of this course:

Students will be familiar and comfortable answering, forming sentences, and making polite requests in English. This course also contains aspects of English reading and vocabulary; writing; listening and speaking.

ESL Beginners

a. ESL Beginners Level -1

The course begins with The Verb *To Be*, Nouns, Pronoun, Adjectives, Verb, Adverbs, Prepositions, Conjunction and Interjection. Count and Non-count Nouns, Parities, Comparatives, Superlatives, Directions and listening Practice.

- b. **ESL Beginners Level 2** The course begins with the review of the previous level 1(a) and Negative and attached Questions Nationalities, verb phrases to have to, ought to, be able to languages, Simple Present Tense, Future Tense, Past Tense, Reading and conversation Practice, Structure and Pattern Practice, Dialogue.

ESL Intermediate:

a. ESL Intermediate Level-1

This course reviews Basic Tense, Present Perfect Tense, Present Perfect Continuous, Tense, Gerunds, Past Perfect Tense, Past Perfect Continuous Tense, and Two-word Verbs Connectors, Passive Voice, Perfect Modals, Conditional, Reported Speech, Tag Questions. Ability and Inability, Advice and Suggestions and Communication Strategies

b. ESL Intermediate Level -2

The course reviews the level 2(a) Intermediate and aims at teaching students Connecting Present progressive, Past Progressive and Future, Ideas, Gerunds and Infinitives, Passive Sentences, Adjectives Clauses, Comparisons, Noun Clauses, Noun Clauses.

ESL Advanced

a. ESL Advanced Level-1

This course reviews All Tenses, Modal Auxiliaries and Similar Expressions, The Passive Gerunds and Infinitives, Singular and Plural, Adjective Clauses, Noun Clauses, Showing Relationships between Ideas, Conditional Sentences. Practicing the writing process and accessing internet.

b. ESL Advanced Level-2

Reviews from Level 1 to Level 4 (a) with all tenses, Easy Essay writing, analyzing a composition, practical conversation, grammar, reading, writing, and pronunciation in all levels. Advanced levels have the opportunity to expand their vocabulary and practice their conversation with up-to-date and realistic themes. Upon completion of this course, Student will learn the fundament to advanced level techniques about English language.

Tuition \$1,800 (Any ESL course)

First Quarter- Refund Calculation Chart based on \$1,800 paid in full

| | | |
|-----------|------|--------|
| Week 1 | 100% | \$1800 |
| Week 2 | 75 % | \$1350 |
| Week 3 | 50% | \$900 |
| Week 4 | 25% | \$450 |
| Week 5-12 | 0% | \$0 |

2. TOEFL Preparation Course

220 Hours

Pre-requisite: ESL Advanced.

Entrance Requirements:

High School Diploma or GED and ESL Placement Test (CELSA).

Emphasis is placed upon vocabulary, grammar, listening and reading comprehension. Upon successful completion of the course, the student achieves a comprehensive improvement in all aspects of his or her

language skills and test-taking skills. A high TOEFL score is required by most U.S. colleges and universities for admission of local/ international students.

Tuition \$2,000

First Term- Refund Calculation Chart based on \$2,000 paid in full

| | | |
|-----------|------|--------|
| Week 1 | 100% | \$2000 |
| Week 2 | 80 % | \$1600 |
| Week 3 | 65% | \$1300 |
| Week 4 | 50% | \$1000 |
| Week 5 | 30% | \$600 |
| Week 5-16 | 0% | \$0 |

3. **Essential Business and communication for ESL Student, part-1**

250 Hours

Pre-requisite: ESL Advanced

Course Outline: Career success begins with communication skills, Professionalism and projecting. Succeeding in the changing world of work, Understanding the communication process. Communication Technologies, Collaboration Technologies, the communication process. How Improving listening skills, Barriers to effective listening. Nonverbal communications skills, how culture affects communication, Bias-Free Language, English as a second language, International Business English, Online Documentation, Organization, Photographs, and References. Thinking Strategies, Writing and Revising, Model documents, all type of letters and much more information.

Tuition \$2,500 (Part 1 or 2)

First Quarter- Refund Calculation Chart based on \$2,500 paid in full

| | | |
|-----------|------|--------|
| Week 1 | 100% | \$2500 |
| Week 2 | 75 % | \$1875 |
| Week 3 | 50% | \$1250 |
| Week 4 | 25% | \$625 |
| Week 5-14 | 0% | \$0 |

4. **Essential Business and communication for ESL Student, part-2**

250 Hours.

Pre-requisite: finished EBC part -1

Course Outline: Planning business messages, The basics of business writing, The writing process for Business messages and oral presentations, Scheduling the writing process, Choosing communication channels, Adapting to the Task and Audience, Positive Language, Courteous Language, Inclusive Language Plan English and Familiar words, Writing improvement exercises. Composing business messages, Communication Workshop Communicating at work, Electronic messages and memorandums Communication with paper-based messages and electronic messages Organizing e-mail messages and memos, Components of e-mail messages and memos, Poor subject line and improved line. Using e-mail

smartly, safely and professionally, Understand the power of Business letters, Negative messages, Primary and secondary goals in communicating bad news, Writing plan for announcing bad news to employees, Ethics and the indirect strategy, Persuasive messages, Writing plan for a persuasive request, Persuasive within organization, Logical development, Informal report and proposal and formal reports. Professionalism, Teamwork Meetings and speaking skills, recognizing the important of professionalism, business etiquette and ethical behavior, Business presentation and more.



CREDIT FOR PREVIOUS STUDY:

Infoserve Technologies Institute does not grant advanced standing to students based on previous standing.

FINANCIAL AID:

Infoserve Technologies Institute does not offer any sort of financial aid to students. However, if a student finds that he/she needs financial assistance, he/she is welcome to explore financial aid resources on their own. If a student needs assistance with this he /she may contact his/her agent or the Academic Director.

GOVERNING BODY:

Infoserve Technologies Institute is LICENSED by the Bureau of Proprietary School Supervision. This agency oversees the operation of proprietary schools in the state of New York. The contact for BPSS is as follows.

New York State Education Department
Bureau of Proprietary School Supervision
116 West 32nd Street, 5th Floor
New York, New York 10001
Telephone Number: (212)643-4760
Telefax Number: (212)643-4765

Or

New York State Education Department
Bureau of Proprietary School Supervision
89 Washington Avenue, EBA 560
Albany, New York 12234
Telephone Number: (518) 474-3969
Telefax Number: (518) 474-6543

DESCRIPTION OF COMPLAINT PROCEDURE

Students who encounter an issue and want it to be addressed have the right to complete the complaint procedure process. Infoserve Technologies Institute will do everything in its power to make sure that student issues are addressed as judiciously and expeditiously as possible. If a student feels that he/she has a concern that wants to be addressed, he/she may follow the following procedure.

- Step1** Meet with you Teacher. The student should meet with the instructor outside of classroom time and express his or her concerns to the instructor. The student and instructor should work together to resolve the complaint to the satisfaction of both the instructor and the student. However, if the student feels that the issue has not been resolved to his or her satisfaction, he/she should proceed to step 2.
- Step2** Notify the Director in writing. After receiving the written complaint, the Director will, within 72 hours schedule a meeting with the student to address the concern. This meeting with the student will take place within five business days from the date that the complaint is received. The Director will meet with both the teacher and student, either together or separately, and make a reasonable attempt to resolve the complaint to the satisfaction of both parties.
- Step3** Notify the President of the school in writing. The student should, if he or she feels that the concern still hasn't been addressed, notify the President of the school in writing. Upon receiving the complaint, the President will respond to the student within five business days. The President will meet with the student, director, and the instructor and make every attempt to rectify the problem so that the parties involved are satisfied. However, if the student still feels that the issue has not been resolved satisfactorily, he or she may proceed to the final step of the complaint process.
- Step4** Contact the Governing body. Proprietary schools in the State of New York are governed by the rules and regulation of BPSS (Bureau of Proprietary School Supervision).
- Step5** Students may file a complaint with BPSS by going on line at:
http://www.highered.nysed.gov/bpss/forms_word.htm. Follow the links to "forms" and then go to the "complaint form" link listed under the applications menu.

Student rights:

What is the purpose of this pamphlet?

All prospective and enrolled students in a non-degree granting proprietary school are required to receive this pamphlet. This pamphlet provides an overview of students' rights with regard to filing a complaint against a school and accessing the tuition reimbursement fund if they are a victim of certain violations by the school. Licensed private career schools which are licensed by the New York State Education Department are required to meet very specific standards under the Education Law and Commissioner's Regulations. These standards are designed to help insure the educational appropriateness of the programs which schools offer. It is important for you to realize that the New York State Education Department's Bureau of Proprietary School Supervision closely monitors and regulates all non-degree granting proprietary schools. The schools are required to have their teachers meet standards in order to be licensed by the Department. Schools are also required to have their curriculum approved by the New York State Education Department, at minimum, every four years, thereby helping to insure that all curriculum offered in the schools are educationally sound.

In addition, staff members of the Bureau of Proprietary School Supervision are often in the school buildings monitoring the educational programs being offered. The interest of the New York State Education Department is to ensure that the educational program being offered meets your needs and that your financial investment is protected.

The New York State Education Department's Bureau of Proprietary School Supervision wishes you success in your continued efforts to obtain the necessary skill training in order to secure meaningful employment. In addition, Bureau staff will continue to work with all the schools to help insure that a quality educational program is provided to you.

Who can file a complaint?

If you are or were a student or an employee of a Licensed Private Career School in the State of New York and you believe that the school or anyone representing the school has acted unlawfully, you have the right to file a complaint with the New York State Education Department.

What can a student or employee complain about?

You may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment

agreement, methods of collecting tuition and other charges, school license or registration, school and student records, and private school agents.

How can a complaint be filed by a student or employee?

You should try to resolve your complaint directly with the school unless you believe that the school would penalize you for your complaint. Use the school's internal grievance procedure or discuss your problems with teachers, department heads, or the school director. We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department, please advise the Bureau of any action that you have taken to attempt to resolve your complaint.

The steps you must take to file a complaint with the New York State Education Department are:

1. Write to the New York State Education Department at 116 West 32nd Street, 5th Floor, New York, New York 10001, or telephone the Department at (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial aid application, transcripts, etc. An investigator from the Department will meet with you and go through your complaint in detail.
2. If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. You must file a complaint within two years after the alleged illegal conduct took place. The Bureau cannot investigate any complaint made more than two years after the date of the occurrence.
3. The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that violations of law have been committed and the school fails to take satisfactory and appropriate action then the Department may proceed with formal disciplinary charges.

What is the Tuition Reimbursement Fund?

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending non-degree proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be eligible for a refund of all tuition expenses which you have paid. If you drop out of school prior to completion and you file a complaint against the school with the

State Education Department, you may be eligible to receive a tuition refund if the State Education Department is able to provide factual support that your complaint is valid and to determine that there was a violation of Education Law or the Commissioner's Regulations as specified in Section 126.17 of the Commissioner's Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State Education Department at the address included in this pamphlet. The staff of the State Education Department will assist you in the preparation of a tuition reimbursement form (a sample of this form should have been provided to you upon enrollment).

What is the tuition refund and cancellation policy?

All schools must have a tuition refund and cancellation policy for each program included in the catalog and in the student enrollment agreement.

Read and understand the school's policy regarding tuition refund and cancellation before you sign the enrollment agreement. If you do not understand it, or are confused by the school's explanation, get help before you sign. You may ask for assistance from the Department at the address included in this pamphlet.

What should students know about "private school agents"?

Private School Agents are employed by schools for the purpose of recruiting or enrolling students in the school; they are not school counselors. Private school agents cannot require a student to pay a placement or referral fee. Each school agent must be licensed by the New York State Education Department, must have an Agent identification card and must be a salaried employee of the school. School agents who cannot show an Agent Identification Card are breaking the law if they try to interest students in enrolling in a particular school or group of schools. The name(s) of the agent(s) who enrolled a student must appear on that student's enrollment agreement. Therefore, you should write down the name of the agent who talked to you. Each student will be required to confirm the name(s) of the agent(s) when signing the enrollment agreement. A full refund shall be made to any student recruited by an unlicensed private school agent or even by a licensed agent if there is evidence that the agent made fraudulent or improper claims. To find out if you are eligible to receive a refund, you must follow the complaint procedures included in this page.

What should students know about "grants and guaranteed student loans"?

A grant is awarded to a student based on income eligibility, and it does not need to be repaid (for example, New York State Tuition Assistance Program (TAP) grants or Pell grants provided by the federal government).

Guaranteed student loans are low interest loans provided under the Federal Guaranteed Student Loan Program. The decision to apply for such a loan is yours--the school cannot require that you apply for a loan. You should understand that if you pay school tuition with money loaned to you from a lender you are responsible for repaying the loan in full, with interest, in accordance with the terms of the loan agreement. A failure to repay the loan can hurt your credit rating and result in legal action against you. Even if you fail to complete your educational program, you are still responsible for repaying all of the money loaned to you.

It is your right to select a lender for a guaranteed student loan. The school cannot require you to apply to a particular lender or lending institution. However, the school can recommend a lender, but if it does, the school must also provide you with a statement about your right and ability to obtain a loan from another lender and the insurance premiums charged on these loans. Read and understand all the information and applications for financial aid grants and loans before signing.

Where can students file a complaint, file a claim to the tuition reimbursement fund, or get additional information?

Students may also contact BPSS in writing at one of their offices:

New York State Education Department
Bureau of Proprietary School Supervision
116 West 32nd Street, 5th floor
New York, New York 10001
Telephone Number: (212)643-4760
Telefax Number: (212)643-4765
OR

New York State Education Department
Bureau of Proprietary School Supervision
89 Washington Avenue, EBA 560
Albany, New York 12234
Telephone Number: (518) 474-3969
Telefax Number: (518) 474-6543

This pamphlet is provided to you by the New York State Education Department (NYSED). The NYSED regulates the operation of Licensed Private Career Schools.

