

# STUDENT CONSUMER INFORMATION

## AGENCIES THAT ACCREDIT, LICENSE, OR APPROVE THE INSTITUTION

Students should refer to the school catalog for information regarding agencies that accredit, license, or approve the institution. Contact information for each of these entities is listed in the school catalog. A copy of the school's accreditation, licensure, and approvals are on file and available for review upon written request to the School President.

## STUDENT COMPLAINT POLICY

The School has a certificate of approval from the Texas Workforce Commission (TWC) to operate a career school or college in the state of Texas. The TWC School Code is S2143.

- The School's programs are approved by TWC, and the Texas Department of Aging and Disability Services (Medication Aide and Nurse Aide Programs ONLY) and the Texas Department of State Health Services (Massage Therapy Program ONLY). Texas Health School is accredited by the Council on Occupational Education.
- Students must address their concerns about the School or any of its educational programs by following the grievance process outlined in the School's catalog.
- Students dissatisfied with the School's response to their complaint can file a formal complaint with the TWC, as well as with other relevant agencies or accreditors, if applicable.
- Information on filing a complaint with the TWC can be found TWC's website at [www.texasworkforce.org/careerschoolstudents](http://www.texasworkforce.org/careerschoolstudents).

## FERPA AND STUDENT RECORDS ACCESS POLICY

The educational records of students who enroll in Texas Health School's programs are maintained in accordance with the provisions of the Family Educational Rights and Privacy Act (FERPA). Students and parents of dependent students have the right to review the student's educational records, request amendments to the student's educational records, and to provide consent prior to disclosure of personally identifiable information.

The student's records will be furnished upon written request subject to the conditions of the Federal Educational Rights and Privacy Act of 1974 (FERPA). If a student is not in good-financial standing with the school, official certificates and official academic transcripts will not be released.

### Definition

Educational records are defined as any record (in handwriting, print, computer database or other medium) maintained by the school, or an agent of the school, which is directly related to a student with the following exceptions:

1. A personal record kept by a staff member, if it is kept in the personal possession of the individual who made the record, and information contained in the record has never been revealed or made available to any other person except the maker or his/her temporary substitute;

2. The records of an employee who is also a student, but whose employment is not contingent on the fact that he/she is a student. Only records used solely in relation to the individual's employment are excluded under the provision;
3. Records that contain information about the student only after he/she is no longer in attendance at the school, and the records do not relate to the person during the period of being a student.

#### **Procedures to Inspect Institutional Records**

Students and/or parents of a dependent student may inspect and review their educational records upon written request to the School President. The written request must identify the records the student wishes to inspect. The School President will make arrangements for access as soon as possible and notify the student and/or parent(s) of the time and place where the records may be inspected. In no case will the requested meeting be scheduled more than 30 days from the date of the request.

#### **Correction of Educational Records**

Students have the right to challenge the record for purposes of correcting or deleting any of the contents they believe are inaccurate, misleading, or in violation of their privacy rights. The following procedures are for requesting a correction of records:

1. A student must submit a written request to the School President requesting to amend a record. As part of the request, the student should identify the part of the record he/she is challenging and specify why he/she believes it to be inaccurate, misleading, or in violation of his/her privacy rights.
2. The School President and/or the Director of Education will review the written request and meet with the student. A decision will be made to retain, change, or delete the challenged data. Should the school decide not to amend the record the student will be advised of the right to a hearing to challenge the disputed information.
3. A copy of the challenge and/or a written explanation of the contents will then be included as part of the student's permanent record.

#### **Right of School to Restrict Access**

The school reserves the right to refuse the student the right to inspect the following records:

- The financial statement of the student's parent(s);
- Letters and statements of recommendations for which the student has waived his/her right of access;
- Records connected with an application to attend the school if that application was denied; and
- Those records that are excluded from the definition of educational records under the Family Educational Rights and Privacy Act.

### **Request for Copies**

The student may request a copy of a record for which consent for release has been given. However, the school reserves the right to deny official transcripts and certificates if the student has an unpaid financial obligation to the school or there is an unresolved disciplinary action against the student.

### **Disclosure of Educational Records**

The school will disclose information from the student's educational records only with the written consent of the student with the following exceptions:

1. To school officials who have legitimate educational interest in the records.
2. To officials of another school upon request if the student seeks or intends to enroll at that institution.
3. To officials of the U. S. Department of Education, the Inspector General, state and local educational authorities.
4. In connection with the student's request for, or receipt of, Title IV financial aid.
5. To accrediting commissions to carry out their functions.
6. To comply with a Federal Grand Jury subpoena issued for law enforcement purposes.
7. To comply with a civil subpoena or court order after notice has been given to the student and the student has failed to object.
8. To appropriate parties for health and safety emergencies.
9. To INS for students attending school who have a student visa.

### **WITHHOLDING RECORDS**

Texas Health School will withhold a student's transcript, certificate, or diploma until the student has fulfilled his/her financial obligation to the School.

### **CAREER SERVICES**

Texas Health School assists students in finding employment in entry-level positions in their chosen career fields and provides guidance on searching for employment. Texas Health School offers placement assistance to all eligible completers and graduates of the school .

The School has an established employer base comprised of companies that are interested in hiring our graduates or have hired our graduates previously. Texas Health School also makes initial contacts with companies, doctors offices, clinics and other allied health groups to obtain employment opportunities for its completers and graduates. Upon successful completion of the program the school will refer graduates and present their their resumes to prospective employers. Placement assistance includes helping students with resume writing, cover letter writing, finding job openings, as well as other job search skills. The school will provide assistance and techniques on job networking to students on securing employment. Students that do not attend an interview arranged by Texas Health School may lose their access to job placement services.

Texas Health School does not guarantee placement nor does it guarantee that a graduate will earn a specific wage in their area of study. The skills and characteristics of each individual student as well as the demand for students with a particular background typically determines the beginning wage a student will receive.

### **STUDENT RIGHT-TO-KNOW ACT**

Federal regulations and the Student Right-to-Know Act require institutions participating in Federal Student Aid to provide additional disclosures to students. The disclosures include:

- Completion/Graduation Rates
- Retention Rates
- Placement Rates
- Pell Recipient Diversity Data
- SOC Code Occupations
- Median Loan Debt

Information related to these required disclosures will be distributed to all current and prospective students via hard copy and/or posted on the school's website. Current and prospective students may request a copy of the disclosures at any time from the School President, Campus Director, or their admissions representative.

### **ANNUAL CAMPUS SECURITY POLICY**

Federal regulation requires an institution to compile an Annual Security Report disclosing the institution's security policies, procedures, and crime statistics on or before October 1<sup>st</sup> each year. Current and prospective students may refer to [www.ths.edu](http://www.ths.edu) for this information. Students may request a copy of this report at any time from the School President, Campus Director, or Financial Aid Office.

### **EMERGENCY RESPONSE AND EVACUATION PROCEDURES**

Students should refer to the student catalog and/or handbook for information pertaining to the school's emergency response and evacuation plan.

### **COSTS OF ATTENDING THE INSTITUTION**

Students should refer to the appendices to the school catalog titled "Tuition and Fees Schedule" for detailed charges regarding the costs of attending the institution (tuition and fees, books and supplies) and other applicable costs for the program in which the student is interested or enrolled in.

### **COPYRIGHT INFRINGEMENT AND UNAUTHORIZED DISTRIBUTION**

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work, in the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A Court can, in its discretion, also assess costs and attorney's fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense. For more information, please see the website of the U.S. Copyright Office at [www.copyright.gov](http://www.copyright.gov).

### **SERVICES FOR DISABLED STUDENTS**

Students should refer to the school catalog for information on services available to disabled students attending the institution.

### **TEXTBOOK INFORMATION**

Students should refer to the school catalog and website for information and options concerning textbooks for the academic programs.

### **TRANSFER OF CREDIT POLICY**

Students should refer to the school catalog for information regarding the transferability of academic credits.

### **VACCINATION POLICY**

Students should refer to the school catalog for specific program requirements.

### **GENERAL EDUCATIONAL DEVELOPMENT (GED) INFORMATION**

Students who have not earned a High School Diploma may be eligible to take the General Educational Development (GED) tests to earn the GED credential. Students should visit the Texas Education Agency GED Information website for additional information and nearby testing center locations. Students should refer to the school catalog for admissions requirements for each program.

### **WITHDRAWAL OF ENROLLMENT**

Students seeking to withdraw from school should refer to the school catalog for the withdrawal policy.

### **STUDENT WITHDRAWAL AND RETURN TO TITLE IV FUNDS POLICY**

Students should refer to the Refund Policy in the school catalog for additional information regarding the school's refund of tuition and fees. The calculation for the refund of federal financial aid is separate from the school's refund policy. If you plan to withdraw from school, please contact the financial aid office to determine the amount of your tuition charges, financial aid refunds, if any and balances owed to the school. The refund and distribution policy for Title IV Funds is listed in the school catalog.

### **CONSTITUTION AND CITIZENSHIP DAY**

As a requirement of the Consolidated Appropriations Act, 2005" Texas Health School recognizes and celebrates Constitution Day each September 17<sup>th</sup> to commemorate the September 17, 1787 signing of the United States Constitution. Should September 17 fall on a Saturday, Sunday, or holiday, the school will hold "Constitution Day" the following week. The National Archives has a Web site with a copy of the U.S. Constitution available online at:

[http://www.archives.gov/national\\_archives\\_experience/charters/constitution.html](http://www.archives.gov/national_archives_experience/charters/constitution.html)

### **VOTER REGISTRATION**

Students may download a copy of the necessary requirements for voter registration and the voter registration form from the U.S. Election Assistance Commission at <http://www.eac.gov/voter/Register%20to%20Vote>. Voter Registration forms can also be obtained at the local post office.