

The logo for Coba Academy features the word "Coba" in a large, elegant, black cursive script. The letters are fluid and interconnected, with the 'C' and 'o' being particularly prominent. The 'b' and 'a' are also stylized, with the 'a' having a long, sweeping tail that loops back towards the 'o'.

ACADEMY

BARBERING • COSMETOLOGY • ESTHETICS

CATALOG 2017

Effective January 1, 2017 – December 31, 2017

Revised September 29, 2017

663 N. Euclid Street
Anaheim, California 92801

School: 714-533-1400

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www.coba.edu

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INTRODUCTION

Welcome to Coba Academy and the wonderful world of beauty. We appreciate you selecting our school to assist you in obtaining your training. The beauty, skin and hair world is bigger than ever and the need for creative well-trained professionals grows every day. If you love working with people and are willing to devote the time plus energy necessary for real success, then this is the field and Coba Academy is for you.

Coba Academy has been training students in the beauty field for over 50 years. During that time, the school has earned a noteworthy reputation for excellence and quality of education. At Coba Academy, our goal is to provide the student with the education necessary to pass the California State Board licensing exams for Cosmetology/Esthetics/Barbering, to be successful in your chosen area of practice and to become an asset to the beauty industry. We place emphasis on our students to obtain employment in the Cosmetology, Esthetics, and Barbering field. We are successful when our graduates are successful.

We place emphasis on how to be successful in the salon, spa or barbershop, and how to create the lifestyle that you desire. This means hard work, dedication and practice on your part. The degree of your success will depend on the effort you are willing to expend during the entire course of your training. Our catalog is updated regularly as needed; the latest revision date is indicated at the bottom of the page.

We encourage students, friends and families to visit our school and discuss personal, educational and occupational plans with school personnel especially prior to prospective students enrolling or signing enrollment agreements. Coba Academy has approvals to offer various sponsored programs, government or otherwise, to provide grants or to pay for portions of tuition and fees. Available are the Federal PELL Grant Program and the Federal Direct Loan Program for those who qualify.

SCHOOL MISSION AND EDUCATIONAL OBJECTIVES

As stated previously, it is Coba's mission to provide the student with the education necessary to pass the State Board exam, to be an asset to the profession and to become a success in whatever area the student desires. In order to achieve this mission, the Academy does the following:

- 1. Maintains a highly skilled and qualified teaching staff. We supplement that staff with frequent presentations from experts currently working in the field.*
- 2. Provides the student with a comprehensive curriculum in the basics and advanced areas of Cosmetology/ Esthetics/ Barbering and related subjects with emphasis on salon and Spa techniques.*
- 3. Teaches the value of professionalism, including high standards of workmanship and personal conduct enabling the student to acquire employment and be an asset to the salon of his/her choice.*
- 4. Conducts its business in an ethical and educational atmosphere that is a credit to the Beauty Industry.*

FACILITIES

Coba Academy is located at 663 North Euclid Street, in the city of Anaheim, CA 92801, on the corner of Euclid and Crescent in the Anaheim Plaza near Freeways 91 and 5. Plenty of parking is available at nearby public lots. The interior of the academy has been designed to reflect a professional atmosphere conducive to learning. There is in excess of 7570 square feet, which will accommodate approximately 100 students at one time. The space consists of three classrooms, offices, three clinic floors and rest rooms.

SCHOOL MANAGEMENT AND STAFF

HISTORY & OWNERSHIP: Coba Academy (formerly known as Colleen O’Hara’s Beauty Academy) was founded in 1965, In October 2013, Affiliated Academies, Inc. acquired Coba Academy; the officers are CarolAnn Malkasian, President/Owner, Tom Malkasian, Secretary/Treasurer.

Administrative Staff:

President/Owner	CarolAnn Malkasian
Associate Director	Alan Gaxiola
Financial Aid Director	Tonya Parker-Jones
Financial Aid Officer	Lisa Gomez
Admission Advisor	Aimee Wafford
Accounting	Tom Malkasian

Instructional Staff:

Course Study	Name
Cosmetology Instructor	Gina Salazar
Cosmetology Instructor	Aimee Wafford
Cosmetology Instructor	Anna Bautista
Cosmetology Instructor	Yadira Rodriguez
Esthetics Instructor	Katelyn Herrera
Esthetics Instructor	Sandra Simmons
Barber Instructor	Annie Mendoza
Barber Instructor	Anthony Guerrero

Our Instructors are licensed cosmetologists, estheticians and barbers they are experienced educators. Instructors may substitute from one shift to another: (i.e. Day time shift to night time shift and vice-versa.)

APPROVAL DISCLOSURE STATEMENT

Coba Academy is a private educational institution, incorporated in the State of California. Coba Academy has been granted approval to operate under the terms of California Code (CEC) section 94890(a) (1):

The Academy’s license covers the following courses:

Cosmetology	1600 Hours
Barbering	1500 Hours
Esthetics	600 Hours

This institution is a private institution and it is approved to operate by the Bureau for Private Postsecondary Education. The Bureau approval means that this institution meets minimum standards.

Minimum standards for our programs are set and monitored by the State Board of Barbering and Cosmetology. The minimum number of class hours and the total hours for each course, as outlined in the Program’s Rules and Regulations booklet, must be met to qualify a student for licensure.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Persons seeking to resolve problems or complaints should first contact the Associate Director in charge. Requests for any further action may be made in writing to the President/Owner.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education at the number below or by completing a complaint form, which can be obtained on the bureau’s internet web site.

Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400
Sacramento, CA 95833
Toll Free (888) 370-7589 Fax (916) 263-1897
www.bppe.ca.gov

After all complaint procedures, have been exhausted an appeal may be submitted to:

The National Accrediting Commission of Career Arts & Sciences
3015 Colvin Street
Alexandria, VA 22314

All information in this catalog is current and correct and is so certified as true by the President/Owner, CarolAnn Malkasian.

ACCREDITATION

Coba Academy is accredited by the National Accrediting Commission of Career Arts and Sciences (NACCAS), 3015 Colvin Street, Alexandria, VA 22314. Phone: 703-600-7600. The National Accrediting Commission of Career Arts and Sciences is recognized by the United States Department of Education as a national accrediting agency for postsecondary schools and programs of cosmetology arts and sciences.

HOURS OF ATTENDANCE

The Academy is open for class on the following schedules:

1. Daytime Classes

- a) Full Time** – Tuesday through Saturday, 8:30AM to 5:00PM*(Cosmetology & Barbering Program)
- b) Full Time** – Tuesday through Friday, 8:30AM to 3:00PM and Saturday 8:30AM to 5:00PM*. (Cosmetology Program)
- c) Full Time** – Monday through Friday, 8:30AM to 3:00PM* (Esthetics Program)

OR

2. Evening Classes

- a) Full Time** – Monday through Friday – 5:30PM to 10:30PM and optional, at the Associate Director's discretion Saturday 8:30AM to 5:00PM*. (Cosmetology Program)
- b) Full Time** – Monday through Friday – 5:30PM to 10:30PM *. (Cosmetology, Barbering & Esthetics Program)

Beginning May 1, 2017 our Evening Class Schedule will change as follows:

*Mandatory 30 Minute Lunch Break when daily attendance exceeds 5 hours

Client service hours are 10:00AM to 7:30PM, Tuesday through Friday and 9:00AM to 3:30PM on Saturday.

HOLIDAYS AND EMERGENCY CLOSURES

The Academy is closed on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Weekend and Winter Break. Holidays of all religious beliefs are respected and allowed. If the school must be closed for emergencies or other unexpected reasons, students will be notified by

phone and/or a notice posted on the front door explaining the reason for closure and the date of re-opening.

Coba Academy will be closed for the following days in 2017 and 2018:

Holiday	Date
Memorial Day	5/29/2017
Independence Day	7/4/2017
Labor Day	9/4/2017
Thanksgiving Break	11/23/2017 - 11/25/2017
Winter Break	12/25/2017 - 1/1/2018
Memorial Day	5/28/2018
Independence Day	7/4/2018
Labor Day	9/3/2018
Thanksgiving Break	11/22/2018 - 11/24/2018
Christmas Break	12/24/2018 – 12/25/2018
New Year's Break	12/31/18 – 01/1/19
Memorial Day	05/27/2019
Independence Day	7/4/2019
Labor Day	9/2/2019
Thanksgiving Break	11/28/2019 – 11/30/2019
Christmas Break	12/23/2019 – 12/25/2019
New Year's Break	12/30/2019 – 1/1/2020

ENROLLMENT

Enrollment should be completed the week prior to the desired start date. Students who enroll and complete necessary papers earliest will receive priority for enrollment.

ADMISSION REQUIREMENTS

The Academy admits as regular students those applicants which submit the following:

- (1) High school graduates with a valid diploma or official transcripts stating High School Graduation date, OR
 - a. Holders of high school graduation equivalency certificates, or its equivalent,
- (2) Current government photo identification or birth certificate
- (3) Social Security Card

If the high school diploma is from a foreign school (any institution outside of the U.S.), then you will need to obtain the services of a foreign credential evaluation service to evaluate your high school diploma or transcript for the credential awarded and the U.S. equivalency. Translation prices vary, please check the website for further information on cost. You should understand that you are still responsible for the evaluation fee and the translation fee, even if your diploma is not sufficient or does not meet U.S.

equivalency. Coba Academy does not offer any Visa services or sponsor students and the academy will not vouch for a student's legal status in the United States.

A limited number of students still enrolled in High School may be admitted to our Academy (**Not more than 10%**). They must present a letter from their actual attending High School stating their approval or acknowledgement for the student to attend Coba Academy. They will be evaluated by one of our Educators to make sure he/she will benefit from the course to be enrolled. These students are also required to pass a state approved ATB test. These students are not qualified and cannot apply for Financial Aid.

CREDIT FOR PREVIOUS TRAINING

Students who have had previous training from outside the State of California must furnish proof of the number of hours of training to the California Board of Barbering and Cosmetology (BBC) and to the school. The BBC will evaluate the training, and assign the number of hours of training to be granted. Students with prior training in the State of California must furnish the official Proof of Training to the Associate Director of the Academy. Coba Academy only accepts transfer students under certain conditions and does not recruit from other schools.

WITHDRAW AND RE-ENTRY POLICY

All students who withdraw in good standing will be accepted to re-enter during the next class start at the discretion of the school's administration

GRADUATION REQUIREMENTS

When student has completed the required course hours, theory hours and practical operations in Cosmetology, Barbering or Esthetics with a GPA of "C" or better and 67% or better in Attendance, he or she is awarded a **CERTIFICATE** certifying of his/her Graduation.

Note: Academic transcripts/Proofs of Training will not be released until all charges are paid in full.

APPLICATION FOR LICENSE REQUIREMENT

Upon graduation, a Certificate is awarded by the Academy verifying graduation and successful completion of the course for which the student was enrolled. Upon receiving a Certificate and receiving a Proof of Training a student may apply to the BBC to take the Examination. The Board sets an examination date and issues a license to successful applicants*.

****Your actual graduation date or end date may be sooner or later depending on holidays, school closures or your attendance. Proof of Training is required by the state board in order to apply for the exam. All balances must be paid before the school issues a Proof of Training to the student.***

CLASS START DATES

Classes are scheduled to start on the first Monday and Tuesday (depending on your program and schedule) of each month throughout the year for both Daytime and Evening Classes. If space permits, there may on occasion start earlier. Check with the Academy for the next class start date.

STUDENT HOUSING

Coba Academy does not have dormitory facilities under its control. It is the student's responsibility, not the schools, to find suitable housing. As such, the school is not equipped to assist the student in finding housing.

BANKRUPTCY STATEMENT

Coba Academy does not have a pending petition in bankruptcy, nor is it operating as a debtor in possession, nor has it filed a petition within the preceding five years, nor has it had a petition in bankruptcy

filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code. (11 U.S.C. Sect. 1101 et seq.), 94909 (a) (12).

NON-DISCRIMINATION

Coba Academy does not discriminate on the basis of age, color, sex, gender, sexual orientation, ethnic origin, race, religion, creed, physical handicap, political affiliations or beliefs in its educational programs, admissions, instruction, graduation policies or any other areas in which it operates and is prohibited from such discrimination by law. This practice of non-discrimination also extends to employment by the school and the administration of students engaged in programs and activities operated by the school. Federal sexual harassment guidelines have been adopted as a part of school policies.

DISCLOSURE OF EDUCATIONAL RECORDS

Adult students and parents of dependent minor students have the right to inspect, review and challenge information contained in their educational records. Educational records are defined as files, materials and documents maintained by the Academy which contain information directly related to a student. Written consent per request is required before educational records may be disclosed to third parties (including parents of a student 18 years of age or older) with the exception of accrediting agencies or government agencies so authorized by law. Any inquiries or complaints to the above should be directed to the Administrator of the Academy or authorized representative. Student records are maintained for at least six years. The institution adheres to the policy of family rights and privacy act of 1974 (FERPA). Copies of FERPA law are available to students and parents upon their request.

PLACEMENT ASSISTANCE

This school does not guarantee placement. However, limited job placement assistance by providing referrals to graduates is available.

While Coba Academy will make every effort to place students in suitable positions, **NO guarantee of employment or salaries can be made or implied.** Graduates may make an appointment with the Associate Director or other Administrative Staff for consultation and assistance in obtaining employment. The Academy provides a "Job Listing" bulletin board for students to review employment opportunities.

The Academy offers career, academic and individual counseling to all students. Counseling sessions are regularly scheduled, but students may request counseling at any time.

ENGLISH-AS-A-SECOND LANGUAGE

The institution does not offer instruction in English-as-a-second language.

LANGUAGE OF INSTRUCTION

All courses are taught in English only. English proficiency will be evaluated and determined by the school during the admissions process.

LIBRARY AND OTHER RESOURCES

A library is available to students and staff and is equipped with an ample selection of materials, including books, DVDs, periodicals, etc. Other resources are on the internet as recommended by the Instructor.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED

The transferability of credits you earn at **COBA ACADEMY** is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Certificate you earn in Cosmetology, Barbering or Esthetics is also at the complete discretion of the institution to which you may seek to transfer. If the

credits or Certificate 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 coursework at the institution you are transferring. For this reason, you should make certain that your attendance at this institution will meet your educational goals.

This may include contacting an institution to which you may seek to transfer after attending **COBA ACADEMY** to determine if your credits or Certificate will transfer.

ALL CURRICULUM

Cosmetology Course: 1600 Hours CIP # 12.0401 SOC # 39-5012

The objective of the Coba Academy Cosmetology Course is to develop in the student the practical skills, theoretical knowledge and professional attitudes for success in the profession and to qualify and equip the student to pass the California State Board licensing examination. After graduates have successfully passed their State Board examination, they are qualified to work as licensed cosmetologists in any licensed facility in the State of California. They may cut hair, perform hair styling, perform phases of manicuring, apply makeup and give skin care (within the scope of the license) for profit.

The Course is 1600 clock hours in length, which can be completed in as little as ten months of full time attendance. Approximately 400 hours of the course time are devoted to technical instruction which consists of various learning activities in a classroom situation. The balance of the course time is devoted to practical operations in which students develop and practice cosmetology skills under the supervision of licensed instructors in actual working conditions. Following is a list of the subjects taught, the State required hours and operations in each

SUBJECT	REQUIRED TECHINCAL INSTRUCTION (hours)	REQUIRED CLINIC OPERATIONS
Law and Regulations	20	
Health and Safety Consideration	45	
Disinfection and Sanitation	35	40
Anatomy and Physiology	20	
Hazardous Substances	15	15
Hairstyling	70	275
Permanent Waving/Chemical Straightening	40	125
Hair Color/Bleaching	60	80
Haircutting	20	90
Manual, Electrical and Chemical Facials	25	65
Eyebrow Beautification and Make-up	25	50
Manicure/Pedicure	10	45
Artificial Nails and Wraps	25	140

NOTE: *The remainder of the 1600 hours is designated to additional practice on the clinical floor.*

Esthetics Course: 600 Hours CIP # 12.0491 SOC # 39-5094

The objective of the Esthetics Course is to develop in the student the practical skills, theoretical and professional knowledge for success as an Esthetics to qualify and equip the student to successfully complete the State of California Board of Cosmetology Esthetics examination. The balance of the course time is spent in performing practical operations in actual working conditions under supervision of a licensed instructor. Once the student has successfully passed the Board Exam, he or she may work as licensed Esthetics in any licensed facility in the State of California.

The Esthetics Course is 600 clock hours in length, which can be completed in approximately four months of full time attendance. Over one third of the course time is devoted to technical instruction, which consists of various learning activities in a classroom situation. The balance of the course time is spent in performing practical operations in actual working conditions under supervision of licensed instructors.

SUBJECT	REQUIRED TECHINCAL INSTRUCTION (hours)	REQUIRED CLINIC OPERATIONS
Laws and Regulations	15	
Health and Safety Considerations	50	
Disinfection and Sanitation	15	
Anatomy and Physiology	15	
Preparation	15	
Manual, Electrical and Chemical Facials	70	140
Eyebrow Beautification	25	50
Make-up	20	40
Additional Training	50	75

NOTE: The remainder of the 600 hours is designated to additional practice on the clinical floor.

Barbering Course: 1500 Hours CIP # 12.0402 SOC # 39-5011

The objective of the Coba Academy Barbering Course is to develop in the student the practical skills, theoretical knowledge and professional attitudes for success in the profession and to qualify and equip the student to pass the California State Board licensing examination. After graduates have successfully passed their State Board examination, they are qualified to work as licensed barbers in any licensed facility in the State of California. They may cut hair, perform hair styling and perform phases of shaving for profit.

The Course is 1500 clock hours in length, which can be completed in as little as nine months of full time attendance. Approximately 400 hours of the course time are devoted to technical instruction which consists of various learning activities in a classroom situation. The balance of the course time is devoted to practical operations in which students develop and practice cosmetology skills under the supervision of licensed instructors in actual working conditions. Following is a list of the subjects taught, the State required hours and operations in each:

SUBJECT	REQUIRED TECHINCAL INSTRUCTION (hours)	REQUIRED CLINIC OPERATIONS
Law and Regulations	30	
Health and Safety Considerations	55	
Disinfection and Sanitation	30	
Anatomy and Physiology	25	
Hairstyling	65	260
Permanent Waving and Chemical Straightening	45	125
Hair Coloring and Bleaching	65	80
Hair Cutting	40	95
Preparation and Performance	100	60

Shaving		60
Hazardous Substances	15	15
Additional Training	50	120

NOTE: The remainder of the 1500 hours is designated to additional practice on the clinical floor.

GRADING SYSTEM

Students are examined weekly or bi-weekly in theory and practical work assignments. Marking and grading are as follows:

Written Exams			Practical Grades Practical operations will be graded on the following scale:			
90-100%	A	(Excellent)	4 Points	A	Excellent	90-100%
80-89 %	B	(Above Average)	3 Points	B	Good	80-89%
70-79 %	C	(Average)	2 Points	C	Satisfactory	70-79%
60-69 %	D	(Below Average)	1 Point	D	Unsatisfactory	60-69%
0-59 %	F	(Fail)	0 Points	F	Fail	0-59%

SATISFACTORY ACADEMIC PROGRESS

The Satisfactory Academic Progress Policy is consistently applied to all students enrolled at the school. It is printed in the catalog to ensure that all students receive a copy prior to enrollment. The policy complies with the guidelines established by the National Accrediting Commission of Career Arts and Sciences (NACCAS) and the federal regulations established by the United States Department of Education.

Evaluation Periods

Evaluations will determine if the student has met the minimum requirements for Satisfactory Academic Progress. The frequency of evaluations ensures that students have ample opportunity to meet both the attendance and academic progress requirements of at least one evaluation by midpoint in the course. Students who meet minimum requirements for attendance and academic performance are making Satisfactory Academic Progress until the next scheduled evaluation.

Students will be advised in writing of failure to meet Satisfactory Academic Progress and any impact on the student's eligibility for financial aid, if applicable.

Students are evaluated for Satisfactory Academic Progress as follows:

Program	First Evaluation Period	Second Evaluation Period	Third Evaluation Period	100% of Program	125% of Program	150% of Program
Cosmetology	450 hrs	900 hrs	1250 hrs	1600 hrs	2000 hrs	2400 hrs
Attendance Rate (67% of clock hours attempted)	302 hrs.	604 hrs.	838 hrs.	1072 hrs.	1340 hrs.	1604 hrs.
Cumulative GPA	70%	70%	70%	70%	70%	70%
Esthetics	300 hrs.	N/A	N/A	600 hrs.	750	900
Attendance Rate (67% of clock hours attempted)	201 hrs.	N/A	N/A	402 hrs.	502 hrs.	604 hrs.
Cumulative GPA	70%	N/A	N/A	70%	70%	70%
Barbering	375 hrs.	750 hrs.	1125 hrs.	1500 hrs.	1875 hrs.	2250 hrs.
Attendance Rate (67% of clock hours attempted)	251 hrs.	502 hrs.	753 hrs.	1004 hrs.	1255 hrs.	1506 hrs.
Cumulative GPA	70%	70%	70%	70%	70%	70%

All evaluations are based on scheduled hours of attendance.

Transfer Students- Midpoint of the contracted hours or the established evaluation periods, whichever comes first.

Evaluations will determine if the student has met the minimum requirements for satisfactory academic progress. The frequency of evaluations ensures that students have had at least one evaluation by midpoint in the course.

Attendance Progress Evaluations

Students are required to attend a minimum of 67% of the hours possible based on the applicable attendance schedule in order to be considered maintaining satisfactory attendance progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. The attendance percentage is determined by dividing the total hours accrued by the total number of hours scheduled. At the end of each evaluation period, the school will determine if the student has maintained at least 67% cumulative attendance since the beginning of the course which indicates that, given the same attendance rate, the student will graduate within the maximum time frame allowed.

Maximum Timeframe

The maximum timeframe is defined as the period, no longer than 150 percent of the published length of the program as measured by cumulative number of clock hours in which the student is required to complete and expressed in calendar time. On an exceptional basis, the Maximum Timeframe may be extended by Administrator.

Maximum timeframes are as follows:

Cosmetology (Day)	1600 hours X 150% = 2400	maximum hours
	13 months X 150% = 19	maximum months
Cosmetology (Eve)	1600 hours X 150% = 2400	maximum hours
	16 months X 150% = 24	maximum months
Esthetics (Day)	600 hours X 150% = 900	maximum hours
	6 months X 150% = 9	maximum months
Barbering (Day)	1500 hours X 150% = 2250	maximum hours
	9 months X 150% = 13.5	maximum months

The maximum time allowed for transfer students who need less than the full course requirements or part-time students will be determined based on 67% of the scheduled contracted hours.

Any approved transfer hours from another institution that are accepted toward the student's educational program are counted as both attempted and completed hours for determining when the allowable maximum time-frame has been exhausted. SAP evaluation periods are based on actual contracted hours at the institution.

Students who have not completed the course within the maximum timeframe may continue as a student at the institution on a cash pay basis.

Academic Progress Evaluations

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory or better (the computer system will reflect completion of the practical assignment as a 100% rating). If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. At least two comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures and set forth in practical skills evaluation criteria adopted by the school. Students must maintain a written grade average of 75% and pass a FINAL written and practical exam prior to graduation. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

Written Exams			Practical Grades Practical operations will be graded on the following scale:			
90-100%	A	(Excellent)	4 Points	A	Excellent	90-100%
80-89 %	B	(Above Average)	3 Points	B	Good	80-89%
70-79 %	C	(Average)	2 Points	C	Satisfactory	70-79%
60-69 %	D	(Below Average)	1 Point	D	Unsatisfactory	60-69%
0-59 %	F	(Fail)	0 Points	F	Fail	0-59%

Determination of Progress Status

Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making satisfactory academic progress until the next scheduled evaluation. Students will receive a hard-copy of their Satisfactory Academic Progress Determination at the time of each of the evaluations. 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.

Warning

Students who fail to meet minimum requirements for attendance or academic progress are placed on warning and considered to be making satisfactory academic progress while during the warning period. The student will be advised in writing on the actions required to attain satisfactory academic progress by the next evaluation. If at the end of the warning period, the student has still not met both the attendance and academic requirements, he/she may be placed on probation and, if applicable, students may be deemed ineligible to receive Title IV funds.

Probation

Students who fail to meet minimum requirements for attendance or academic progress after the warning period will be placed on probation and considered to be making satisfactory academic progress while during the probationary period, if the student appeals the decision, and prevails upon appeal. Additionally, only students who have the ability to meet the Satisfactory Academic Progress Policy standards by the end of the 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 student will be advised 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.

Re-Establishment of Satisfactory Academic Progress

Students may re-establish satisfactory academic progress and Title IV aid, as applicable, by meeting minimum attendance and academic requirements by the end of the warning or probationary period.

Interruptions, Course Incompletes, Withdrawals

If enrollment is temporarily interrupted for a Leave of Absence, the student will return to school in the same progress status as prior to the leave of absence. Hours elapsed during a leave of absence will extend the student's contract period and maximum time frame by the same number of days taken in the leave of absence and will not be included in the student's cumulative attendance percentage calculation. Students who withdraw prior to completion of the course and wish to re-enroll will return in the same satisfactory academic progress status as at the time of withdrawal.

Appeal Procedure

If a student is determined to not be making satisfactory academic progress, the student may appeal the determination within ten 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 circumstance. The student must submit a written appeal to the school on the designated form describing why they failed to meet satisfactory academic progress standards, along with supporting documentation of the reasons why the determination should be reversed. This information should include what has changed about the student's situation that will allow them to achieve Satisfactory Academic Progress by the next evaluation point. Appeal documents will be reviewed and a decision will be made and reported to the student within 30 calendar days. The appeal and decision documents will be retained in the student file. If the student prevails upon appeal, the satisfactory academic progress determination will be reversed and federal financial aid will be reinstated, if applicable.

Noncredit, Remedial Courses, Repetitions

Noncredit, remedial courses, and repetitions do not apply to this institution. Therefore, these items have no effect upon the school's satisfactory academic progress standards.

Transfer Hours

With regard to Satisfactory Academic Progress, a student's transfer hours will be counted as both attempted and earned hours for the purpose of determining when the allowable maximum time frame has been exhausted. Satisfactory Academic Progress evaluation periods are based on actual contracted hours at Coba.

Re-Entering Students

Students who are re-entering school after prior leave of absence or cessation of enrollment will re-enter the school in the same progress status as when they left.

ATTENDANCE POLICY

The school issues a daily time card to each student. This time card is used to keep an account of class hours and practical operations. An instructor & student must initial the time card to verify that the hours and credit are valid at the end of each day. Timecards are kept in the Academy. On time Graduation Date includes a grace period of 64 Clock hours for Cosmetology and Barbering Students and 25 Clock hours for Esthetic Students to complete the course. The grace period for transfer students is determined on a case by case basis and at the sole and absolute discretion of the Associate Director. Additional training time beyond this date will cost the student the standard hourly rate as described in the Tuition and Fees section contained herein. All students are required to maintain a minimum 67% attendance rate to graduate from the program of study.

Review of Attendance

Attendance is reviewed every 30 days. Any student not in attendance for 10 scheduled class days without notification will be considered voluntarily withdrawn. To make up work or classes missed, check with your instructor or with the Administration.

Tardy

Unless there are extenuating circumstances acceptable to the instructor, any student late for class by seven minutes or more will not be permitted to attend school until theory class has been completed.

LEAVE OF ABSENCE (“LOA”)

Students may request a Leave of Absence (LOA), not limited to, serious illness, death in the family or other emergency circumstance. A LOA may not exceed 180 days. A LOA may only be granted once the

student has been enrolled for at least 90 days (3 months) unless mitigating circumstances exist. If more than one LOA is granted within any given 12-month period, the combined length of all LOA's within the 12-month period may not under any circumstances exceed 180 days. No additional institutional charges are assessed during an approved LOA and the expected Completion Date must be extended for the same number of approved days in the leave of absence.

Students must submit a written request outlining the reason for the requested leave, duration of leave including the requested return date and any applicable documentation to support the request. LOA requests for medical purposes require medical documentation. All requests for LOA must be signed and dated by the student and should be submitted to the Director or Associate Director for evaluation. Written requests are reviewed on an individual basis with consideration given to the following criteria:

- (1) Student eligibility for Leave of Absence,
- (2) Complete and compliant written request,
- (3) Reason for LOA request,
- (4) Any other applicable factors or considerations and
- (5) Reasonable expectation that the student will return upon completion of the LOA.

Prior to approving a LOA, any student who has received a Federal Student Loan must receive counseling regarding any impact that the LOA may have on those loans

Failure to Return From LOA

A student who fails to return to class as scheduled following a LOA will be terminated from the program. As required by federal statute and regulation the student's last date of attendance prior to the LOA will be used to determine the amount of tuition and Title IV Funds the college earned. A student who has received Federal Student Loans must be made aware that failure to return from an approved LOA, depending on the length of the LOA, may have an adverse impact on the student's loan repayment schedule.

Students will only be eligible for Federal Pell Grant while on LOAs. Students will not be eligible for any of their student loans while on a LOA.

Federal Loan programs provide students with a grace period which delays the student obligation to begin repaying their loan debt for up to 6 months (180 days) from the last day of attendance. If a student takes a lengthy LOA and fails to return to school after its conclusion, some or all the grace period may be exhausted forcing the borrower to begin making payments immediately.

CHANGE OF STATUS

Students unable to attend their scheduled hours (full or part time), must request a change of status in writing from the Management prior to attending more or less hours.

OTHER SCHOOL POLICIES

Other school policies and information will be given to the prospective student during the Enrollment Interview. These policies and information include but are not limited to:

- (1) School Performance Fact Sheet
- (2) What to Expect in the Workplace
- (3) Kit Checklist
- (4) Course Outline and Class Schedule
- (5) Drug Abuse Prevention
- (6) Security and Safety Report

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

ACCOUNTING OF STUDENT HOURS AND OPERATIONS

All students are responsible for the accuracy of their time cards. Students must clock in and out at the required times and record all hours of classroom attendance. The student must present the completed time card to an Instructor for verification of accuracy and signature by the Instructor, before leaving for the day. Time cards are not to be removed from the premises at any time.

TUITION AND FEES

Weekly, Bi-Monthly and Monthly payment schedules are available. Please discuss your preference with the Administrator during your interview.

COSMETOLOGY COURSE:	1600 hours
Tuition*	\$20,000.00
Registration Fees <i>(Non-Refundable)</i>	\$100.00
Supplies*** <i>(Non-Refundable)</i>	\$2,000.00
Other Charges	\$0.00
STRF** <i>(Non-Refundable)</i>	\$0.00
TOTAL INSTITUTIONAL CHARGES	\$22,100.00

*Tuition is based on \$12.50 per hour.

**Student Tuition Recovery Fund Payable to the State of California (Non-Refundable). As of January 1, 2015, the rate is \$0.

***Non-Returnable due to Health and Sanitary Reasons. Includes all required equipment, supplies, books and materials necessary to complete the specific course of study within the enrollment period. Except for Coba Academy T-Shirts and Aprons, personal effects such as clothing and uniforms are not included.

Methods of Payments

Methods of payment of monies owed includes: Cash, Credit Card (Visa and Master Card only), Money Order, Check, Title IV Disbursements and Loans:

Payment Schedule	Daytime Private	Evening Private	Daytime Private
Schedule	Tuesday – Friday 8:30am To 3:00pm & Saturday 8:30am-5pm	Monday – Friday 5:30pm to 10:30pm	Tuesday-Saturday 8:30am to 5:00pm
Payment Schedule	Equal installments over 11 Months	Equal installment over 13 Months	Equal installments over 8 Months
Down Payment (includes first month)	\$5,600.00	\$5,600.00	\$5,600.00
Monthly Payment	\$1,500	\$1,270	\$2,063

ESTHETICS COURSE	600 Hours
Tuition*	\$7,500.00
Registration Fees <i>(Non-Refundable)</i>	\$50.00
Supplies*** <i>(Non-Refundable)</i>	\$1,300.00
Other Charges	\$0.00
STRF** <i>(Non-Refundable)</i>	\$0.00
TOTAL INSTITUTIONAL CHARGES	\$8,850.00

*Tuition is based on \$12.50 per hour.

** Student Tuition Recovery Fund Payable to the State of California (Non-Refundable). As of January 1, 2015, the rate is \$0.

***Non-Returnable due to Health and Sanitary Reasons. Includes all required equipment, supplies, books and materials necessary to complete the specific course of study within the enrollment period. Except for Coba Academy T-Shirts and Aprons, personal effects such as clothing and uniforms are not included.

Methods of Payments

Methods of payment of monies owed includes: Cash, Credit Card (Visa and Master Card only), Money Order, Check, Title IV Disbursements and Loans.

Payment Schedule	Daytime Private	Evening Private
Schedule	8:30am to 3:00pm	5:30pm to 10:30 pm
Payment Schedule	Equal installments over 4 Months	Equal installments over 5 Months
Down Payment (includes first month)	\$2,250.00	\$2,250.00
Monthly Payment	\$1,650.00	\$1,320.00

BARBERING COURSE:	1500 hours
Tuition*	\$19,500.00
Registration Fees <i>(Non-Refundable)</i>	\$100.00
Supplies*** <i>(Non-Refundable)</i>	\$2,300.00
Other Charges	\$0.00
STRF** <i>(Non-Refundable)</i>	\$0.00
TOTAL INSTITUTIONAL CHARGES	\$21,900.00

*Tuition is based on \$13.00 per hour.

** Student Tuition Recovery Fund Payable to the State of California (Non-Refundable). As of January 1, 2015 the rate is \$0.

***Non-Returnable due to Health and Sanitary Reasons. Includes all required equipment, supplies, books and materials necessary to complete the specific course of study within the enrollment period. Except for Coba Academy T-Shirts and Aprons, personal effects such as clothing and uniforms are not included.

Methods of Payments

Methods of payment of monies owed includes: Cash, Credit Card (Visa and Master Card only), Money Order, Check, Title IV Disbursements and Loans.

Payment Schedule	Daytime Private	Evening Private
Schedule	Tuesday-Saturday 8:30am to 5:00pm	Monday – Friday 5:30pm to 10:30pm
Payment Schedule	Equal installments over 8 Months	Equal installment over 13 Months
Down Payment	\$5,550	\$5,550
Monthly Payment	\$2,044	\$1,258

Notes:

- All charges are due and payable prior to the completion of the course, unless other arrangements have been made.
- Stated aid is only an estimated amount.
- Student remains responsible for incurred charges.
- Before signing the enrollment agreement, the student personally visited the institution's facility, received and reviewed the school catalog & School Performance Fact Sheet and received a thorough explanation of their financial responsibilities.

- If a student withdraws, federal regulations may require that federal funds used to cover institutional expenses be returned to their respective program sources.
- Balances of unpaid charges are the responsibility of the student.
- Delinquent accounts will be assigned to collection agencies.
- Collection costs will be added to any outstanding balance.
- Proof of training will only be issued to a student after all balances/fees due to the school are paid.

Student Tuition Recovery Fund Payment (STRF)

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you: 1) You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepays all or part of you tuition either cash, guaranteed student loans, or personal loans, and, 2) Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party. **Amount of STRF Assessment** (a) Each qualifying institution shall collect an assessment of zero dollars (\$0.00) per one thousand dollars (\$1,000) of institutional charges, rounded to the nearest thousand dollars, from each student in an educational program who is a California resident or is enrolled in a residency program. For institutional charges of one thousand dollars (\$1,000) or less, the assessment is zero dollars (\$0.00). **You are not eligible for protection from the STRF** and you are not required to pay the STRF assessment, if either of the following applies: 1) You are not a California resident. 2) Your total charges are paid by a third party, such as employer, government program or other payer, and you have no separate agreement to repay the third party. **5,CCR 76215(b)** In addition to the statement described under subdivision (a) of this section, a qualifying institution shall include the following statement on its current schedule of student charges: "The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or enrolled in a residency programs attending certain schools regulated by the Bureau of Private Postsecondary and Vocational Education. You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as result of any of the following: 1) The school closed before the course of instruction was completed. 2) the school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school. 3) the school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs. 4) There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau. 5) An inability after diligent efforts to prosecute, prove, and collect on a judgement against the institution for violation of the Act."

Additional Charges

Any student who does not complete a course within the allotted contractual enrollment period will be charged at the same hourly rate of \$12.50 for Cosmetologists, \$13.00 for Barbering and \$12.50 for Esthetics, for any additional time required for completion. Exceptions will be made for approved Leaves of Absence or Changes of Status. Leaves of absence or changes in status are approved upon written request of the school for extended illnesses of the student; illness, birth, death in the student's family or for other reasons deemed legitimate by the School and which can be substantiated in writing.

Additional Charges are due and payable immediately. At its discretion, the Financial Aid Director may allow for Additional Charges to be paid on with a payment schedule to be determined by the Financial Aid Director.

Cash Discount

Coba Academy *may* provide a tuition discount of up to 10% of the cash portion of their tuition for enrolled students who agree to pay in full either by cash, money order, cashier's check or credit card (Student will pay an additional charge if credit card is used to pay fee) for the cash portion of their tuition on or before enrollment. Each request will be evaluated on a case by case basis; the cash discount is at Coba Academy's sole and absolute discretion.

FINANCIAL AID OVERVIEW

Coba Academy is authorized to administer Federal Programs of student financial assistance; included are the PELL Grant Program, Federal Supplemental Educational Opportunity Grant Program and Federal Direct Loans Programs. If you are enrolled or accepted for enrollment and are a citizen or permanent resident of the United States, you are eligible to apply for assistance under these programs. Remember, Grants are "gifts"; however, loans must be repaid.

Federal Pell Grant

Federal Pell Grants are available to qualified undergraduate students to assist them with their tuition costs. The school's computerized system will calculate the amount of need you are eligible to receive. The maximum Federal Pell grant amount for 2016-2017 is estimated to be \$5,815 and for 2017-2018 is estimated to be \$5,920.

Federal Supplemental Educational Opportunity Grant

The Federal Supplemental Educational Opportunity Grant (FSEOG) is a grant that is awarded to students in need of financial aid. It is a type of federal grant that is awarded to college undergraduate program students and does not need to be repaid. A student awarded with the FSEOG is given anything between \$100.00 and \$4,000.00 per year depending on the person's financial aid need and the availability of funding.

Federal Direct Loan Programs

There are applications available at the school. The school's Financial Aid Director (FAD) or Financial Aid Officer (FAO) can determine your eligibility. Repayment is based on the amount of loan and could be as low as \$55.00 per month. Repayment begins 6 months after the student stops attending school. Details on all Financial Aid programs are available from the Financial Aid Director or Officer and all prospective financial aid students are expected to arrange a personal planning meeting with the FAD/FAO.

FEDERAL DIRECT SUBSIDIZED LOAN: are loans for which the federal government pays the interest while the student is in school, during deferment, and during the grace period. These loans are for students who demonstrate financial need based on the federal formula and the cost of education including indirect cost established by the Academy.

FEDERAL DIRECT UNSUBSIDIZED LOAN: is available to all eligible students regardless of income. Unlike the subsidized loan program, interest that accrues on this loan is the responsibility of the borrower

FEDERAL DIRECT PLUS LOAN: is a loan that parents with good credit borrow on behalf of the dependent student. Pay all interest charged over the course of the loan term. Repayment period begins immediately after received the last disbursement of the loan, while child is in school.

How to Apply for Financial Aid

As a rule, an in-person interview with a financial aid representative is mandatory. The Academy uses the Free Application for Federal Student Aid (FAFSA) as a foundation for all federal programs. The procedure for applying for federal assistance is as follows:

- (1) Obtain a FAFSA and a checklist of items to bring to your in-person appointment.
- (2) Complete the FAFSA with supporting documentation.
- (3) Return the FAFSA and other requested documentation for an estimate of financial assistance.
- (4) Within a week, the financial aid representative may request additional documentation to complete the Financial Aid (FA) eligibility.
- (5) An Award Letter will be presented upon final evaluation of the FA documents.
- (6) The Federal Pell Grant is normally processed after 5 days of enrollment.
- (7) Federal Loans are processed 30 days after enrollment for first time borrowers.

How Awards Are Determined

The FAFSA is entered in a database that determines an Expected Family Contribution (EFC). The EFC determines the Federal Pell Grant eligibility and Subsidized Loan eligibility. In addition, the student's need determines the Direct Unsubsidized Loan.

Responsibility

If a student obtains a loan to pay for the program, that student will have the responsibility to pay the full amount of the loan plus interest, less the amount of any refund.

REFUNDS

Student's Right to Cancel

The student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first-class session (first day of classes), or the seventh calendar day after enrollment (seven calendar days from the date when enrollment agreement was signed), whichever is later.

The notice of cancellation shall be in writing and submitted directly to the Financial Aid Office, a withdrawal may be initiated by the student's written notice or by the institution due to student's academics or conduct, including, but not necessarily limited to student's lack of attendance.

Refund Policy

After the cancellation period, the institution provides a pro rata refund of ALL funds paid for tuition charges to students who have completed 60 percent or less of the period of attendance. Once more than 60 percent of the enrollment period in the entire course has elapsed (including absences), there will be no refund to the student. If the student has received federal student financial aid funds, the student may be entitled to a refund of monies not paid from federal student financial aid program funds.

Registration fees are non-refundable. Equipment, books, supplies, tools, uniforms, kits and any other items issued and received by the student would not be returnable or refundable. Once received by the student it will belong to the student and will represent a liability to the student.

If you cancel the agreement, the school will refund any money that you paid, less any deduction for registration fee and equipment received. If you withdraw from school after the cancellation period, the refund policy described above will apply. If the amount that you have paid is more than the amount that you owe for the time you attended, then a refund will be made within 45 days of the official withdrawal

date. See Refunds section below. If the amount that you owe is more than the amount that you have already paid, then you will have to arrange with the institution to pay that balance. Official withdrawal date is on the student's notification or school's determination.

Determination of Withdrawal from School

The withdrawal date shall be the last date of recorded attendance. The student would be determined to have withdrawn from school on the earliest of:

- The date you notify the Financial Aid Office of your intent to withdraw. Only the Financial Aid Office would be authorized to accept a notification of your intent to withdraw.
- The date the school terminates your enrollment due to academic failure or for violation of its rules and policies stated in the catalog.
- The date you fail to attend classes for a two-week period and fail to inform the school that you are not withdrawing.
- The date you failed to return as scheduled from an approved leave of absence. The withdrawal date shall be the last date of recorded attendance. The date of the determination of withdrawal will be the scheduled date of return from LOA.

Return of Title IV

Special note to students receiving Unsubsidized/Subsidized/PLUS/Perkins loans, ACG/National SMART/Pell/SEOG grants or other aid, if you withdraw from school prior to the completion of the equivalent to 60 percent of the workload in any given payment period, a calculation using the percentage completed will be applied to the funds received or that could have been received that will determine the amount of aid the student earned. Unearned funds would be returned to the program in the order stated below by the school and/or the student. Student liability to loan funds will continue to be paid in accordance to the original promissory note terms. Funds owed by the student to the Grant programs are limited to 50% of the gross award per program received. Sample Calculation, completion of 25% of the payment period or enrollment period earns only 25% of the aid disbursed or that could have been disbursed. If applicable, this would be the first calculation to determine the amount of aid that the student would be eligible for from the Title IV Financial Aid programs. A second calculation would take place to determine the amount earned by the institution during the period of enrollment. If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur: (1) The federal or state government or a loan guarantee agency may take action against the student, including garnishing any income tax refund to which the person is entitled, to reduce the balance owed on the loan. (2) The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

Course Cancellation

If a course is cancelled subsequent to a student's enrollment and before instruction in the course has begun, the school shall at its option: 1) Provide a full refund of all money paid; or 2) Provide for completion of the course at schools in the neighborhood.

School Closure

If the school closes subsequent to a student's enrollment and before instruction in the course has begun, the school shall at its option: 1) Provide a full refund of all money paid; or 2) Provide for completion of the course at schools in the neighborhood.

STUDENT RULES, REGULATIONS AND DISCIPLINARY ACTION

Immediate Withdrawal (Termination)

- (1) Theft
- (2) Altering or forging time cards
- (3) Causing extreme or willful disruption of the school
- (4) Use of drugs or alcohol in school
- (5) Physical abuse of another person

The Following May Result in a Suspension (One-Day to Two-Weeks)

- (1) Leaving school without permission of instructor.
- (2) Failure to have proper equipment when needed.
- (3) Use of foul language, ethnic, racial or sexual slurs.
- (4) Receiving personal services without instructor's permission.
- (5) Gossiping or causing discord in the school.
- (6) Smoking outside of designated areas,
- (7) Refusing to perform an assignment, patron or otherwise.
- (8) Removing time cards from school premises.
- (9) Using products or performing services not on patron ticket.
- (10) Modifying customer services without consulting instructor.
- (11) Improper uniform.
- (12) Dirty uniform or unsatisfactory personal cleanliness.
- (13) Failure to observe sanitary rules and regulations.
- (14) Shouting.
- (15) Use of cell phone inside the school or outside without clocking out.
- (16) Eating or drinking outside of designated areas.
- (17) Entering offices or being behind desk without permission.
- (18) Failure to clean up work area or perform assigned cleanup duties.
- (19) Leaving class or clinic without permission.
- (20) Failure to clock in or out properly.
- (21) Failure to take lunch break at proper time.
- (22) Showing discourtesy to anyone in school.
- (23) Unexcused absence (must give 2-week notice for day off to be excused) and students must call by 8:30am or 5:00pm/5:30pm if they are going to be late or absent.

General

A third suspension or a third violation of the above school rules may result in termination from the Academy. These guidelines are not all inclusive, as there may be other situations that may require action of the school. These guidelines may be revised at any time. They will then be posted on the bulletin board.

COMPLAINT PROCEDURE GUIDELINES

Persons seeking to resolve problems or complaints should first contact the Associate Director in charge. Requests for any further action may be made in writing to the President/Owner.

(1) Complaints must be in writing and addressed to President/Owner:

**Coba Academy
Attn: CarolAnn Malkasian,
President/Owner
663 N. Euclid Street
Anaheim, CA 92801**

(2) The President/Owner will meet with complainant within 10 days.

(3) If problem is not resolved, the complainant will be referred to the complaint committee.

(4) The committee will meet with the complainant and document the meeting. The complainant will receive a copy of the documentation. If additional information is required, the complainant must write this information and present to the committee.

(5) Within 15 days the complainant will receive the committee's written response outlining the steps to correct the problem or state that the complaint was not warranted nor based on fact.

(6) Any questions a student may have regarding this catalog or any complaints that have not been satisfactorily answered by the institution may be directed to the:

**Bureau for Private Postsecondary Education
(Physical Address)**

**2535 Capitol Oaks Drive, Suite 400
Sacramento, CA 95833**

Or

(Mailing Address)

P.O. Box 98018

West Sacramento, CA 95798-0818

Toll Free (888) 370-7589 Fax 916-263-1897

www.bppe.ca.gov

Or to our Accrediting Agency:

**The National Accrediting Commission of Career Arts & Sciences
3015 Colvin Street
Alexandria, VA 22314**

www.naccas.org