



School Catalogue & Handbook

YEAR 2014 -2015

Licensed by the Illinois Board of Higher Education Division of Private Business and Vocational Schools Additional information may be obtained by contacting the Illinois Board of Higher Education Division of Private Business and Vocational Schools, 431 East Adams, Second Floor, Springfield, IL 62701-1404



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WELCOME MESSAGE

Welcome to Excelsior Healthcare Academy (EHA) The administration and staff look forward to working with you during your educational studies. This School Catalog was developed to provide you with general information about the school and program(s) and to outline the policies of Excelsior Healthcare Academy. You are responsible for the information contained herein.

Read it carefully and ask questions.

Along with your enrollment agreement, this Catalog will govern our expectations of each other. We are excited that you have chosen EHA and strive to provide you a positive and beneficial educational experience.

Sincerely,

Bola Macarthy

Bola Macarthy
Director

HISTORY AND OWNERSHIP

Ms. Bola Macarthy founded Excelsior CAN School, Inc. in 2007, as a for-profit entity chartered in the state of Illinois to provide health-related, postsecondary education. Over the subsequent six years, the school has emerged as a leader in nursing assisting education in the greater Chicago area. Excelsior Healthcare Academy (EHA) program(s) are designed and delivered in accordance with its mission and with the guidelines of the Illinois Board of Higher Education Division of Private Business and Vocational Schools and the Illinois Nurse Practice Act.

MISSION STATEMENT

EHA's mission is to offer high quality, nursing and related educational programs that lead to entry-level employment and, where appropriate, state licensure.



EDUCATIONAL PHILOSOPHY

Excelsior Healthcare Academy's educational philosophy is to offer hands-on, interactive career training in a simulated workplace environment. To meet this Excelsior Healthcare Academy:

- Offers nursing and related training so that students can achieve their career, educational, and personal goals;
- Provides training using actual on-the job situations so graduates have the skills and competencies needed for entry-level employment;
- Ensures only relevant equipment and materials are used in the training of students; and
- Hires qualified instructors and staff.

LICENSURE

EHA is licensed by the Illinois Board of Higher Education Division of Private Business and Vocational Schools. Additional information may be obtained by contacting the Illinois Board of Higher Education Division of Private Business and Vocational Schools, 431 East Adams, Second Floor, Springfield, IL 62701-1404.

IDPH is the licensing agency for the CNA program and the Phlebotomy program has no licensing Agency

EHA is approved by the Illinois Division of Public Health.

EHA maintains professional affiliations with the National Healthcareer Association and the American Medical Technologists organizations. These affiliations provide certification opportunities for students.

ACCREDITATION

Excelsior Healthcare Academy is accredited by the Illinois Board of Higher Education (IBHE) a regional accrediting body responsible for planning and coordinating the state's system of higher education.

Accreditation of an institution of higher education by IBHE indicates that it meets or exceeds criteria for the assessment of institutional quality evaluated through a peer review process. Excelsior Healthcare Academy has maintained continuous accreditation with the IBHE, earning reaffirmation of accreditation in its full-scale accreditation review in 2014. The next full review is scheduled for spring 2015. For more information, contact: IBHE or visit <http://www.ibhe.org/aboutBHE/default.htm>

DESCRIPTION ABOUT FACILITIES

The School is located in a one and one-half story building on a major road in Chicago Heights. There is ample off-street, paved parking. The school is equipped with a simulated examination room and equipment. The facility includes a large classroom equipped with desks and a whiteboard. There is also a clinical demonstration room equipped with a bed, washbasin, and toilet. The school has a student break area and restrooms.

The building is in compliance with all Federal, State, and Local regulations. The School Director assures IBHE that the institution will continue to be maintained and operated in compliance with all appropriate ordinances or laws.



STAFF ORGANIZATIONAL CHART

(On a separate format, see Exhibit 1)

STRATEGIC GOALS FOR 2015 - 2018

- Advance Excelsior Healthcare Academy's reputation as a national leader in educational research, evidence-based educational practices, and progressive educational programs. **(Teaching Excellence)**
- Position Excelsior Healthcare Academy as a regional renowned leader in and knowledge development. **(Research Excellence)**
- Develop new and sustain existing partnerships to support innovations in education and research that address current and future challenges in global health care and health professions education. **(Innovations and Partnerships)**
- Integrate the school's core values into the culture of the organization. **(Recognition)**
- Acquire, allocate, and effectively manage resources to support the work of the academy, staff, and students. **(Resources)**

CORE VALUES AND PRINCIPLES

Respect, Responsibility, Trust, and Dialogue. These core values are fundamental to the success of the healthcare profession and Excelsior Healthcare Academy community. These values are the foundation for our work, how we interact with one another, and help guide the strategies we employ to fulfill our vision, mission, and strategic goals. We are supportive of one another efforts, loyal to one another, and care for one another both professionally and personally. We embrace, own, and are energized by these core values.



ORGANIZATIONAL STRUCTURE AND RESPONSIBILITIES

OFFICE	QUALIFICATION	RESPONSIBILITIES
Principal /Director	A minimum qualification of Bachelor’s degree in any related field especially in applied science and/or education.	<ul style="list-style-type: none"> • Handles all student discipline after preliminary work by the Dean of Students and makes final fair and equitable decision. • Responsible for Teachers evaluation • Develop and evaluate school course programs • Reviews Policies and procedures • Responsible for hiring new teachers, • Delegates task as necessary to teachers • Responsible for Parents and Community relations • Head of the Teachers and the Supervisory head. • Substitute for Teachers during period of absence • Chairman of the board of Directors
Teachers	All teachers must have a minimum qualification of Bachelor’s degree in any related field especially in applied science or education.	Instructor, Teaching and Evaluators
Administrator	Must have a Bachelor’s degree or Masters in Education or related field.	
Admission Facilitator		Responsible for recruiting of students for admission Liaise with related financial bodies

		for financial services and support for students
Dean of Student	Bachelor's degree in any related field especially in applied science or education	<ul style="list-style-type: none"> • Responsible for discipling of student. • Settle dispute among students and staff as deem necessary
Administrative Staff	High school diploma or equivalent	<ul style="list-style-type: none"> • Assist with all related administrative work • Responsible for Admission of new student • Assist with Entrance Examination to make sure that all documentations as required by the State are complete before submission to the Dean of Students
Bursar/Accountant	Equivalent Certification in the field of expertise	<ul style="list-style-type: none"> • Has the fiasco responsibility of the organization. • Handles all claims and all refunds • Present the school income statements • Prepares Taxes
Web Developer		<ul style="list-style-type: none"> • Acts in the capacity of the Chief Administrative Assistant • Responsible for the school website development, content management and maintenance



- Ensure Web content is in compliance with the State regulations
- Ensure the School is in compliance with the State of Illinois.

Student Services

ADMISSIONS REQUIREMENTS

Excelsior Healthcare Academy EHA does not discriminate in student admissions or in student decisions, or in all other segments of the School community on the basis of race, sex, age, national or ethnic origin, religion, disability, ancestry, political affiliation, marital status or unfavorable discharge from military service, in the educational programs and activities which it operates. The School is prohibited from discrimination in such manner by applicable laws.

All prospective students have a one-on-one Career Planning Session with an admissions representative to determine the prospect's awareness and suitability for their chosen field of study. Because of legal and ethical factors impacting nursing and nursing education, additional standards and requirements are placed on the nursing student that may not be typical of other academic majors. Therefore, applicants must meet the following requirements:

- ✓ Be at least 18 years of age or, if not, have parental permission in writing
- ✓ Have a high school diploma, GED, or successfully pass a Basic Skills Test with a minimum verbal score of 70% and minimum math score of 70%.
- ✓ Have a personal interview.
- ✓ Complete an Application for Admission
- ✓ Submit a signed enrollment agreement.
- ✓ Successfully pass tests in Vocabulary, Reading Comprehension, and Basic Math
- ✓ Produce proof of current and negative TB Skin Test and negative Chest X-ray
- ✓ Submit a criminal background check application*.



*Background checks are required by law through the Illinois Department of Public Health and is the first step towards the certification process. Results of this background check will be sent to you. If the charges are listed “pending” you may continue in the class. If after a more extensive investigation, the results show evidence of one or more of the criminal behaviors which would prohibit employment in the health care field, you will be advised in writing of what recourse you may have. Until the conclusion of the extensive investigation and possible hearing, you will not be permitted to take the certification exam. If you have had a criminal background check within one year of your expected exam date, you must bring a confirming document to the instructor.

After acceptance in the program, students must:

- ✓ Submit a completed physician’s report of a current physical examination, including information regarding vaccination status
- ✓ Submit a copy of the results from a current two-step Mantoux test
- ✓ Comply with additional lab diagnostics as needed by affiliating agencies
- ✓ File all required documents with the Nursing Office prior to the first day of clinical rotations
- ✓ Submit a completed Certificate of Compliance attesting all required forms are submitted. Failure to submit the Certificate of Compliance will result in clinical absence.

STUDENTS WITH SPECIAL NEEDS

In compliance with Section 504 of the Rehabilitation Act of 1973, as amended, and with the Americans with Disabilities Act of 1990 (ADA), EHA recognizes that qualified students who have been diagnosed or identified as having a learning, physical, or emotional disability are entitled to reasonable accommodations. EHA is committed to making every effort to providing reasonable accommodations. Students with special needs should contact EHA’s director who will assist in providing appropriate accommodations.

CODE OF ETHICS

The primary objective of EHA is to provide complete and outstanding training programs basic nursing and related education. The objective is to provide quality training so that graduates will pass their licensure examinations, if applicable, and become employed in their respective fields. Specifically, the School:

- Strives to continuously improve operations in order to keep current with ever-changing developments and new technologies/equipment.
- Observes all rules and regulations of the Illinois Board of Higher Education Division of Private Business and Vocational Schools
- Encourages instructors to stay current with the latest teaching methods in their respective fields by reading educational books and magazines, and by attending teacher's advanced programs, workshops, and trade demonstrations.
- Utilizes acceptable teaching techniques and training aids, such as textbooks, workshops, films, and fieldwork, in order to provide the best possible training for its students.
- Purchases high grade, standard nursing-related equipment.
- Advertises truthfully and makes honest representations
- Refrains from acting in a manner that might reflect unfavorably on other schools and the Nursing profession.

ACADEMIC SUPPORT SERVICES

The Student Services team at Excelsior Healthcare Academy provides a broad range of services to support the achievement of students' academic, career, and life goals. We can also refer



students to external support agencies when needed. More information may be found at <http://www.excelsiorhealthcareacademy.com/support-services> . Some of the many services offered by the Student Services team are listed below, and are subject to change.

ACADEMIC ADVISING

Excelsior Healthcare Academy offers support for students from the first day of class through graduation. Excelsior Healthcare Academy has School Advisors on staff to help students chart an education plan toward success. Advisors can assist students with setting goals, choosing which program or professional certificate to pursue, creating an education plan, selecting the appropriate classes, connecting with essential support services, planning for transfer to a four year college, and finding extracurricular groups related to a chosen career field.

TUTORING

Excelsior healthcare Academy provides numerous opportunities for students to receive help with their academic work. The best place to start is by logging into <http://www.excelsiorhealthcareacademy.com/> where students can learn about tutoring available. Students can even make appointments with tutors using the appointment scheduler. Another way that students can learn about tutoring opportunities is by visiting the school office where peer and professional tutors are available to offer assistance in a wide range of subjects.

TUTORING SERVICES

Taking advantage of tutoring services is quick and easy.

- **Visit the school Tutoring Center.** Meet the tutoring staff and arrange for tutoring services. For more information visit www.excelsiorhealthcareacademy.com/tutoring

WELLNESS CENTERS

Excelsior Healthcare Academy Wellness Center provides mental health and social services to support students' personal well-being and academic success. Staff offer support for personal challenges such as stress and time management, adjusting to being a college student, family issues, relationship conflict, veterans' re-entry, anxiety, and depression. Our range of services includes individual counseling, support groups, testing for learning disabilities, and presentations on a host of wellness topics. In addition, the Wellness Centers provide referrals to community-based resources for childcare, emergency shelters, low-cost medical care, legal assistance, and food pantries. Students also benefit from assistance in applying for needs-based programs such as LINK, TANF, and health insurance under the Affordable Care Act. Call services are free and confidential. To make an appointment, call or walk in to the school Wellness Center. Visit <http://www.excelsiorhealthcareacademy.com/wellness-center> for more information.

PROGRAMS

The Excelsior Healthcare Academy currently offers the following certification program



- Certified Nurse Assistant
- Phlebotomy Technician

PROGRAM INFORMATION

CERTIFIED NURSE ASSISTANT

DESCRIPTION

Under the supervision of a Registered Nurse a CNA work to provide assistance to patients with Activity of Daily Living i. e feeding, repositioning, emotional care and comfort for a patient. The Basic Nurse Assistant program presents the basics of bedside patient care under the guidelines of the federal and state requirements. Participants who successfully complete the course will meet criteria to sit for the Illinois Department of Public Health Certified Nursing Assistant Examination. This program can be completed in 120 clock hours.

OBJECTIVES

To provide training that will enable the student to work assisting nurses in nursing homes, rehab home, assisted living facility or residential homes.

LENGTH OF PROGRAM

4 weeks – 5 days a week

120 hours

TUITION

Tuition: \$850 (books not included)

FEES: 420 (Books, uniform, background checks, finger prints, stethoscope, sphygmomanometer, CPR training and Board Exams).

PHLEBOTOMY TECHNICIAN

The Accelerated Phlebotomy curriculum prepares individuals to obtain blood through the vein for the purpose of laboratory analysis.. Course work includes proper specimen collection and handling, communication skills, health and safety, anatomy and physiology and medical

terminology. Students successfully completing the Accelerated Phlebotomy Program may qualify for employment in hospitals, clinics, physician's offices, and other healthcare settings. Successful completers will be eligible for national certification as Phlebotomy Technicians through the American Society of Clinical Pathologists (ASCP) or the National Career Association

FUNDAMENTALS OF PHLEBOTOMY

This fundamental course will prepare the student in basic concepts of phlebotomy as well as safety in the workplace. Successful completion of this class is a requirement to continue in the Phlebotomy Certificate Program. 40 hours. Additional expenses include books, uniform, immunizations and the cost of the state exam. Books are available at the Excelsior Healthcare Academy Bookstore and must be purchased before Orientation. (Mandatory Orientation will be held during the first class meeting.)

PHLEBOTOMY PRACTICE & PROCEDURE

This course will instruct students in the techniques of drawing blood specimens. Practice will be on manikins as well as fellow students. Length of course program is 2 months of 160 clock hours.



COURSE PROGRAMS MINIMUM ADMISSION REQUIREMENTS

Student in Phlebotomy Technician certificate programs at Excelsior Healthcare Academy are required to meet requirements in the following general education categories

- High School Diploma or GED
- Complete appropriate Placement Test, and meet the minimum cut-off scores on the Placement Test or proof of completion of a college – level English course with a grade of C or better.
- Register for Course Program (CAN or/and Phlebotomy)
- Fluently speak, read and comprehend English language
- Authorize and complete a criminal background check
- Current and updated immunizations
- Drug screening

Tuition: \$1200

Books: \$100

Laboratory: \$100

Examination: \$250

CLASS SIZE

The average number of students per class range from five students to 15 students. The School has adopted portions of performance objectives that relate to students' successful completion of the program and successful placement in the industry for entry-level employment.

HOMEWORK

Students should consider homework as an integral part of their training program. Students are expected to be prepared for upcoming course material and review previously learned information on a regular basis. Homework may be assigned by individual instructors on an as-needed basis. Students should be prepared for homework assignments and allow time each day for homework.

STUDENT RECORD POLICY

In accordance with FERPA, students desiring to inspect their records should direct that request to the Campus Director. Students are allowed access to copies of items in their student file at any time during regular business hours. Graduates may also request copies of any information in their student files at any time by sending written notice to the School describing their request. Transcripts are available to students upon request for \$10.

SCHOOL HOURS

NORMAL BUSINESS HOURS

The School operates 12 months a year, holidays taken by School excluded.

Regular school hours are Monday – Friday 9:00 am - 5:00 pm.

Classes typically begin at 10:00 am.

A ten-minute break will be taken every hour at ten-minutes until the hour with the exception of times when testing or course review is conducted.



The hours and school class schedules are subject to change by administration, based on the needs of individual programs. A change in school schedule may extend graduation dates.

HOLIDAY POLICY

The School observes New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, the Friday after Thanksgiving, and the Christmas Holiday season (exact dates will be posted in the classroom).

2014 – 2015 ACADEMIC CALENDAR

Although any prospective student may apply for enrollment on any day during which the School is open for business, the class start dates are generally as follows:

FALL 2014 TERM	CODE	START DATE	END DATE
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Certified Nurse Assistant	CNA100	10/05/2014	10/31/2014
Certified Nurse Assistant	CNA100	11/7/2014	11/28/2014
Certified Nurse Assistant	CNA100	12/7/2014	12/31/2014
Phlebotomy Technician	PHL100	9/5/2014	11/7/2014

WINTER 2015 TERM	CODE	START DATE	END DATE
Certified Nurse Assistant	CNA100	1/15/2015	1/31/2015
Certified Nurse Assistant	CNA100	2/02/2015	2/28/2015
Certified Nurse Assistant	CNA100	3/9/2015	4/4/2015
Phlebotomy Technician	PHL100	11/14/2014	12/31/2014

SPRING 2015 TERM	CODE	START DATE	END DATE
Certified Nurse Assistant	CNA100	4/6/2015	5/2/2015
Certified Nurse Assistant	CNA100	5/4/2015	5/30/2015



Certified Nurse Assistant	CNA100	6/8/2015	7/3/2015

SUMMER 2015 TERM	CODE	START DATE	END DATE
Certified Nurse Assistant	CNA100	7/6/2015	8/1/2015
Certified Nurse Assistant	CNA100	8/3/2015	8/29/2015
Certified Nurse Assistant	CNA100	9/7/2015	10/3/2015

In addition, the School reserves the right to start classes for any new group of students on any designated date during the school year. Students are notified of the next starting date of a new class at the time the student enrolls. Class start dates are also announced in the School’s advertising.

NON-DISCRIMINATION POLICY

EHA does not discriminate in student admissions or in student decisions, or in all other segments of the School community on the basis of race, sex, age, national or ethnic origin, religion, disability, ancestry, political affiliation, marital status or unfavorable discharge from

military service, in the educational programs and activities which it operates. The School is prohibited from discrimination in such manner by applicable laws.

CAMPUS SECURITY INFORMATION / STUDENT RIGHT TO KNOW

With regard to Public Law 101-542, EHA, in accordance with U.S. Department of Education Letter dated August 1991, consistently collects data on any campus crime activity, which is available to interested parties. In addition the School tracks its completion/graduation and retention rates also available to interested parties. The school had no serious crime for the last reporting period. The institutional disclosures table is given as a supplement to the Catalog.

EMPLOYMENT ASSISTANCE

The School's job placement service is available to assist graduates with finding employment. The School does not guarantee any of its graduates that they will become employed as a result of the training. Below are the different aspects of the School's service:

- Students are informed/reminded weekly regarding their job awareness and activities
- The healthcare facilities where students complete their clinical rotations are encouraged to hire graduates
- EHA continually builds relationships with area employers for the purpose of being notified about job openings and getting feedback about EHA training



- EHA posts job openings as they become available.
- EHA works with each graduate in their placement efforts to identify areas where more assistance is required.

EHA utilizes an efficient placement follow-up procedure. The School has excellent relationships with area long-term healthcare facilities. The School considers this relationship to be an extremely important part of its operation. The school maintains a placement file to track placement statistics, graduation rates, and withdrawal rates.

ADVANCED STANDING

Previous educational experiences are recognized by students demonstrating knowledge through examination of skill and subject matter and/or evaluation of transcripts. The acceptance of transfer credits may result in a change of program completion times. However, no more than fifty percent (50%) of the total clock/semester credit hours may be credited by advanced standing. A proportionate adjustment will be made on total tuition charge. All such credit must be approved by the Campus Director prior to the student's commencement of training. No transfer credits will be allowed for courses designated as foundations.

Advanced Standing By Transfer of Credit

Credits earned at another licensed postsecondary institution will be assessed to determine which credits apply to the program in which the student is enrolling. Official transcripts from previously attended institutions are required and students must have earned a grade of "C" or better for credit to be awarded. The course(s) must be comparable in level and content to course for which the student receives credit. Hands-on, skill based classes, in which

technologies may have changed significantly may require additional testing to evaluate the credit appropriately. Transferred courses will be indicated on the academic record as a "T".

Advanced Standing By Proficiency Testing

Students who have acquired skills, knowledge and mastery of a particular subject via work experience, study, or personal attainment are able to pursue these subjects at their proficiency levels by demonstrating proficiency in that subject through examination. The tests are the equivalent of a comprehensive final examination in a subject area and a grade equivalent of "C" is required. Any proficiency test may be taken only one time, must be for a course required in the student's program, and must be taken prior to enrollment in the related course. An Advanced Placement Testing Fee may be charged for each test taken. Should proficiency be achieved, course credit will be granted for the curriculum requirement and a grade of "P" will be posted to the academic record.

Transferability of Credits to Other Schools

EHA is designed to provide the student with vocational career training and is not designed to prepare the student for transfer to other institutions. Acceptance of EHA hours is determined solely by the receiving institution. Students wishing to transfer hours should first consult with the Registrar at those institutions concerning acceptance. Accreditation/Licensure alone does not guarantee credit transfer. The School cannot and does not guarantee credit transfer. The school does not have articulation agreements with other schools.



CREDIT DEFINITION

EHA is a contact, clock-hour school. A contact hour is defined as a fifty-minute period of lecture and/or field instruction within a sixty minute period. Generally, a contact hour begins at the top of the hour and ends at the fifty minute mark; however, the School reserves the right to adjust hours of instruction to accommodate local resources and conditions without sacrificing a student's ability to achieve course objectives.

GRADUATION REQUIREMENTS

Graduation requirements for EHA are that students must have:

1. Completed all designated work assignments required for the program of study in which enrolled.
2. Completed the number of hours required for the program of student in which enrolled.
3. Maintained a minimum grade of "C" or 78% in all areas.
4. Satisfactorily completed all clinical obligations.
5. Satisfied all financial obligations to the School.

CONFERRING OF EDUCATIONAL CREDENTIAL

At such time as any student meets all of the above requirements for graduation, the School will confer upon the student the Certificate appropriate to the student's completion of the program of study.

GRADING AND MARKING SYSTEM

Students are required to show progress during the program of study by maintaining not less than a 78% in order to maintain satisfactory progress and remain in good standing. Those students who fail to maintain at least a 78% average will be placed on academic probation for a period of 30 days. During the probationary period, students are encouraged to make every effort possible to improve and reach the minimal level of 78%. Students who fail to meet the requirements during the probationary period will be advised that their training is terminated.

100-93	A [Excellent]
92-86	B [Above Average]
85-78	C [Average]
77-70	D [Below Average]
Below 70	F [Failing]

The purpose of the grading system is to establish policies and standards that are fair to all students and ensure that all courses include an effective and uniform policy for assessing and awarding grades. The grading system and course weights for each course are explained to students by the instructor at the beginning of the class.



SAFETY AND HEALTH PLANS

The school has a certificate of occupancy to operate as a school and is in compliance with all requirements as set forth by city of Chicago Heights and the State of Illinois. The building meets all fire system requirements and also maintains a satisfactory annual fire inspection. Exits ways are clearly marked throughout the facility.

First aid kits are available for minor accidents. School staff will not administer or suggest any medication to students except by specific written and signed medical authorization agreements.

Upon enrollment students complete an Emergency Contact Form, which provides essential accident and health emergency information. In case of sudden illness and/or accidents, the School will seek to contact the person[s] listed on this form. If the contact person[s] cannot be reached, or the emergency appears to require immediate action, the School will summon the local medical emergency service for assistance. The sick or injured person[s] will be responsible for any financial obligations incurred.

If hazardous weather conditions, such as snow/ice storms occur during the school day, the Director may determine, based upon weather reports and/or visibility, that the students and all personnel be dismissed. If hazardous weather conditions occur during the night, the Director will notify the media to include the School in the school-closing broadcast.

In the event of a power failure, the staff assumes the responsibility for ensuring the safety of the students. The students should remain in their present locations until given directions and supervision to move to another location. A continued power failure could possibly result in a

structured dismissal of students and staff. The Director or designee will make this determination.



FINANCING YOUR EDUCATION

Administration understands that paying for your education might seem overwhelming. In partnership with EBA Financial, the School can provide you with short-term financing plans based on your repayment history as opposed to your credit score. Approximately 90 percent of applicants get approved. The Bursar will provide additional information regarding financing options during the admissions process. In addition, students may also pay cash if able.

CANCELLATION / REFUND POLICY

The student has five days after being admitted to cancel the enrollment agreement. The student should submit their cancellation request in writing to the School Director.

- When notice of cancellation is given before midnight of the fifth business day after the date of enrollment but prior to the first day of class, all application registration fees, tuition, and any other charges shall be refunded to the student;
- When notice of cancellation is given after the midnight of the fifth business day following acceptance but prior to the close of business on the student's first day of class attendance, the school will retain the application/registration fee.
- When notice of cancellation is given after the student's completion of the first day of class attendance, but prior to the student's completion of 5% of the course of instruction, the school may retain the application/registration fee, 10% of the tuition and the other instructional charges and the cost of any books or materials which have been provided by the school.
- When a student has completed in excess of 5% of the course of instruction the school will retain the application/registration fee but shall refund a part of the tuition and other instructional charges in accordance with the following:

- The School will retain an amount computed prorata by days in class plus 10% of tuition and other instructional charges up to completion of 60% of the course of instruction. When the student has completed in excess of 60% of the course of instruction, the school will retain the application/registration fee and the entire tuition and other charges.
- The refund policy for short courses up to 20 clock hours shall refund prorata up to 60% completion of the course.
- Applications not accepted by the school shall receive a refund of all tuition and fees paid within 30 calendar days after the determination of non acceptance is made.
- The school shall mail a written acknowledgement of a student's cancellation or written withdrawal to the student within 15 calendar days of the postmark date of notification. Such written acknowledgement is not necessary if a refund has been mailed to the student within the 15 calendar days.
- All student refunds shall be made by the school within 30 calendar days from the date of receipt of the student's cancellation.
- A student may give notice of cancellation to the school in writing. The unexplained absence of a student from a school for more than 15 school days shall constitute



constructive notice of cancellation to the school. For purposes of cancellation the date shall be the last day of attendance.

- The school shall refund all monies paid to it in any of the following circumstances :
 - the school did not provide the prospective student with a copy of the student 's valid enrollment agreement and a current catalog or bulletin;
 - the school cancels or discontinues the course of instruction in which h the student has enrolled ;
 - the school fails to conduct classes on days o r times scheduled, detrimentally affecting the student

- The school must refund any book and materials fees when: (a) the book and materials are returned to the school unmarked; and (b) the student has provided the school with a notice of cancellation.

SATISFACTORY PROGRESS POLICY

A student must maintain satisfactory academic progress (SAP) in order to remain in training. SAP is cumulative in that it includes all periods of attendance; and all periods of attendance are counted toward the maximum time frame allotted. SAP is applied to all students equally. In order to comply with the School's SAP policies, the student must:

1. Be enrolled in a program of study with a valid enrollment agreement
2. Complete his/her program within the maximum time allowed. Maximum time allowed is 150% of the published credit hour course length.

3. Students who do not achieve a passing score will be offered a re-examination opportunity.
 4. Maintain satisfactory attendance.
- GRADING PERIOD: The grading period begins on the first day of each course and ends upon administration of the course exam.
 - INCOMPLETE GRADES: An incomplete grade can only be given to students who are passing a course but who cannot complete the course for good cause. These students will be awarded an incomplete, or "I" grade, and will be given an extension to complete the course. If the work is not completed within the agreed upon time, the "I" grade will be automatically awarded an "F" grade for the course.
 - COURSE WITHDRAWALS: A grade of W (withdrawn) will not be considered as course work successfully completed, but will be counted as course work attempted. W grades are not calculated into the SAP.
 - REMEDIAL WORK: Remedial work is not provided nor required.
 - FAILURE TO MEET SAP STANDARDS: If a student fails to meet the SAP standards, the School Director may place the student on academic probation.



- APPEALS: Re-admission after termination for failing to meet SAP standards may be granted to an individual if a written appeal is made to the School and the individual substantiates that mitigating circumstances were involved and corrective measures have been taken to prevent a re-occurrence. Appeals must be made within 10 days of the date of SAP notification.
- REINSTATEMENT: Students who have been dismissed for lack of SAP may apply to be re-admitted after a waiting period, to be determined by the School. Such students may be re-admitted under a probation status. Such students can re-establish SAP good standing by successfully completing one semester of course work while maintaining SAP.
- TRANSFERRED OR RE-ADMITTED STUDENTS' MAXIMUM TIME FRAME: Transferred or re-admitted students will be allowed a maximum time frame of 150% of the portion of the program remaining at the point of re-entry.
- PROGRESS REPORTS: Written progress reports are not provided to students in the certificate programs due to the short-term duration of each program. As progress issues emerge they are addressed immediately with students through counseling with the instructor, Dean, or School Director.

CONDUCT

To maintain order and efficiency during training, the School requires students to abide by the rules. Any of the following will be cause for disciplinary action up to and including immediate dismissal of the student:

1. Bringing drugs or alcohol onto the School property.
2. Violating safe clinical practices.
3. Academic dishonesty.
4. Insubordination (failing to comply with the instructions of instructor or School employee).
5. Participating in illegal acts on or off School property, while in training.
6. Fighting or using vulgarity.
7. Being under the influence of intoxicating drugs or alcohol.
8. Disrupting instruction or training.

DISCIPLINARY PROCEDURES

EHA students are citizens of the state, local, and national governments, and of the academic community and are, therefore, expected to conduct themselves as law-abiding members of each community at all times. Generally, through appropriate due process procedures, School disciplinary measures shall be imposed for conduct that adversely affects EHA's pursuit of its educational objectives, that violates or shows a disregard for the rights of other members of the academic community, or that endangers property or people at the School or on School-controlled property.

Individual or organizational misconduct that is subject to disciplinary sanction shall include but not be limited to the following examples:



- CONDUCT DANGEROUS TO OTHERS. Any conduct that constitutes a serious danger to any person’s health, safety, or personal well-being, including any physical abuse or immediate threat of abuse.

 - HAZING. Any intentional or reckless act in Illinois on or off the property of any higher educational institution, by one student, acting alone or with others, that is directed against any other student, that endangers the mental or physical health or safety of that student, or that induces or coerces a student to endanger such student’s mental or physical health or safety.

 - DISORDERLY CONDUCT. Any individual or group behavior that is abusive, obscene, lewd, indecent, violent, excessively noisy, or disorderly, or that unreasonably disturbs other groups or individuals.

 - OBSTRUCTION OF OR INTERFERENCE WITH EHA ACTIVITIES OR FACILITIES. Any intentional interference with or obstruction of any School activity, program, event, or facilities, including the following:
 - Any unauthorized occupancy of School or School-controlled facilities or blockage of access to or from such facilities. I
 - Interference with the right of any School staff member or other authorized person to gain access to any School or School-controlled activity, program, event, or facilities.
 - Any obstruction or delay of a staff member, authoritative agency firefighter, or any School official in the performance of his/her duty.

 - MISUSE OF OR DAMAGE TO PROPERTY. Any act of misuse, vandalism, malicious or unwarranted damage or destruction, defacing, disfiguring, or unauthorized use of property belonging to EHA including but not limited to heavy equipment, computers, fire alarms, fire equipment, telephones, School keys, resource center materials, and/or safety devices; and any such act against a member of EHA or a guest of EHA.
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- THEFT, MISAPPROPRIATION OR UNAUTHORIZED SALE OF PROPERTY. Any act of theft, misappropriation or sale of EHA property, or any such act against a member of EHA or a guest of EHA.
- MISUSE OF DOCUMENTS OR IDENTIFICATION CARDS. Any forgery, alteration of, or unauthorized use of EHA documents, forms, records, or identification cards, including the giving of any false information or withholding of necessary information in connection with a student's admission, enrollment, or status at the School.
- FIREARMS AND OTHER DANGEROUS WEAPONS. Any possession of or use of firearms or dangerous weapons of any kind.
- EXPLOSIVES, FIREWORKS, AND FLAMMABLE MATERIALS. The unauthorized possession, ignition, or detonation of any object or article that could cause damage by fire or any other means to people or property, or possession of any substance that could be considered to be and used as fireworks.
- ALCOHOLIC BEVERAGES. The use and/or possession of alcoholic beverages is not allowed on EHA owned or controlled property.
- DRUGS. The unlawful possession or use of any drug or controlled substance (including any stimulant, depressant, narcotic, or hallucinogenic drug or substance, or marijuana), or sale or distribution of any such drug or controlled substance. Student and instructor safety is of utmost importance; therefore all students are subject to random drug screening at any time as may be requested by the School.
- GAMBLING. Gambling in any form.



- FINANCIAL IRRESPONSIBILITY. Failure to promptly meet financial responsibilities to EHA, including but not limited to passing a worthless check or money order in payment to EHA or to a member of EHA acting in an official capacity.
- UNACCEPTABLE CONDUCT IN HEARING. Any conduct at a EHA hearing involving contemptuous, disrespectful, or disorderly behavior, or the giving of false testimony or other false evidence at any hearing.
- FAILURE TO COOPERATE WITH EHA OFFICIALS OR STAFF MEMBERS. Failure to comply with directions of the School officials acting in the performance of their duties.
- ATTEMPTS AND AIDING AND ABETTING THE COMMISSION OF OFFENSES. Any attempt to commit any of the foregoing offenses of the aiding and abetting of the commission of any of the foregoing offenses (an “attempt” to commit an offense is defined as the intention to commit the offenses coupled with the taking of some action toward its commission)
- VIOLATIONS OF STATE OR FEDERAL LAWS. Any violation of state or federal laws or regulations prescribing conduct or establishing offenses, which laws and regulations are incorporated herein by reference.
- VIOLATION OF GENERAL RULES AND REGULATIONS. Any violation of the general rules and regulations of EHA as published in an official EHA publication, including the intentional failure to perform any required action or the intentional performance of any prohibited action.

ACADEMIC AND CLASSROOM MISCONDUCT.

The instructor has the primary responsibility for control over classroom behavior and maintenance of academic integrity and can order the temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or conduct in violation of the general rules and regulations of EHA. Extended or permanent exclusion from the classroom or further disciplinary action can be effected only through appropriate procedures of EHA.

Academic misconduct committed either directly or indirectly by an individual or group is subject to disciplinary action. Prohibited activities include but are not limited to the following practices:

- CHEATING, including but not limited to unauthorized assistance from material, people, or devices when taking a test, quiz, or examination; writing papers or reports; solving problems; or completing academic assignments.
- PLAGIARISM, including but not limited to paraphrasing, summarizing, or directly quoting published or unpublished work of another person, including online or computerized services, without proper documentation of the original source.
- PURCHASING OR OTHERWISE OBTAINING prewritten essays, research papers, or materials prepared by another person or agency that sells term papers or other academic materials to be presented as one's own work.
- TAKING AN EXAM for another student.
- Providing others with information and/or answers regarding exams, quizzes, homework or other classroom assignments unless explicitly authorized by the instructor.

Upon discovery of a student's participation in academic misconduct, the student is immediately responsible to the instructor of the class, who will meet with the offending student with evidence of the misconduct. In addition to other possible disciplinary sanctions that may be imposed as a result of academic misconduct, the instructor has the authority to assign a failing grade.



EHA students accept full responsibility for the quality and authenticity of submitted course work. When confronted with evidence of academic misconduct, students may admit their participation and accept the penalty imposed by the instructor. The instructor will inform the Director of Education of the violation, and the Director of Education will forward written notice of the violation to the School Director, who will keep records of the incident.

If the student believes that he/she has been erroneously accused of academic misconduct and if his/her final grade has been lowered as a result, the student may appeal the case through the following procedures:

The student may discuss the case with the Dean.

If the student seeks further appeal, he/she may ask the Dean to contact the School Director, who will determine any additional steps to be taken.

DISCIPLINARY ACTION. Disciplinary action may be taken against a student for violations of the above regulations that occur on owned, leased, or otherwise controlled property or that occur off campus when the conduct impairs, interferes with, or obstructs any School activity or the missions, processes, and functions of the School. In addition, disciplinary action may be taken on the basis of any conduct, on or off campus that poses a substantial threat to people or property within EHA.

For the purposes of these regulations, a “student” shall mean any person who is registered for study at EHA for any academic period, including the time that follows the end of an academic period that the student has completed until the last day for registration for the next succeeding regular academic period, and during any period while the student is under suspension from EHA.

DISCIPLINARY SANCTIONS. Upon a determination that a student or organization has violated any of the rules, regulations, or disciplinary offenses set forth in these regulations, the following disciplinary sanctions may be imposed, either singular or in combination, by the appropriate EHA officials:

- RESTITUTION. A student who has committed an offense against property may be required to reimburse EHA or other owner for damage or misappropriation of such property. Any such payment in restitution shall be limited to actual cost of repair or replacement.
- WARNING. The appropriate EHA official may notify the student that continuation of repetition of specified conduct may be cause for other disciplinary action.
- REPRIMAND. A written reprimand, or censure, may be given to any student whose conduct violates these regulations. Such a reprimand does not restrict the student in any way but does have important consequences. It signifies to the student that he/she is being given another chance to conduct himself/herself as a proper member of EHA, but that any further violation will result in more serious penalties. In addition, a reprimand does remain on file in the student's academic record.
- RESTRICTION. A restriction upon a student's or organization's privileges for a period of time may be imposed. This restriction may include, for example, denial of the right to represent EHA in any way, operate equipment, loss of student ID.



- PROBATION. Continued enrollment of a student on probation may be conditioned upon adherence to these regulations. Any student placed on probation will be notified of such in writing and will also be notified of the terms and length of the probation. Any conduct in violation of these regulations while on probationary status may result in the imposition of a more serious disciplinary sanction.
- SUSPENSION. If a student is suspended, he/she is separated from EHA for a stated period of time, with conditions for readmission stated in the notice of suspension.
- EXPULSION/TERMINATION. Expulsion entails a permanent separation from EHA. The imposition of this sanction does become a part of the student's permanent record and is a permanent bar to the student's readmission to EHA.
- INTERIM OR SUMMARY SUSPENSION. Though as a general rule, the status of a student accused of violations of School regulations should not be altered until a final determination has been made in regard to the charges against the student. Summary suspension may be imposed upon a finding by the School Director or his/her designated representative that the continued presence of the accused on campus constitutes an immediate threat to the physical safety and well-being of the accused, or of any other member of the EHA or its guests; destruction of property; or substantial disruption of classroom or other campus activities. In any case of immediate suspension, the student shall be given an opportunity at the time of the decision or immediately thereafter to contest the suspension (in writing), and if there are disputed issues of fact of cause and effect, the student shall be provided a hearing on the suspension as soon as possible.
- In cases involving second and/or third instances of academic misconduct, the student will be subject to further disciplinary action, including termination.

- Students found guilty of repeated academic misconduct may receive one of the following sanctions:

- * Second offense: Probation
- * Third offense: Expulsion from EHA

The School Director of EHA is authorized, at his/her discretion, to convert any sanction imposed to a lesser sanction, or to rescind any previous sanction, in appropriate cases.

CASES OF ALLEGED SEXUAL ASSAULT. In cases involving alleged sexual assault, both the accuser and the accused shall be informed of the following:

- Both the accuser and the accused are entitled to the same opportunity to have others present during a disciplinary proceeding.
- Both the accuser and the accused shall be informed of the outcome of any disciplinary proceeding involving allegations of sexual assault.

DISCIPLINARY PROCEDURES. Admission to EHA implies that the student agrees to respect the rights of others and observe civil laws. Conduct regarded as dangerous or threatening, which warrants response by local law enforcement officials, will carry an immediate temporary suspension of the student from the School. If the court convicts the student, EHA may expel



the student solely on the findings of the criminal court. If EHA does not exercise this option, the student must begin the disciplinary process after the court proceeding concludes.

DUE PROCESS PROCEDURES. In cases that involve actions of misconduct that would cause the student or students to be subjected to disciplinary action, a hearing shall be afforded the student according to the procedures outlined below:

1. All complaints of alleged misconduct of a student shall be made in writing to the School Director. The complaint shall contain a statement of facts outlining each alleged act of misconduct and shall state the regulation the student is alleged to have violated.
2. The School Director shall investigate the complaint. If it is determined that the complaint is without merit, the investigation shall promptly cease. If it is determined that there is probable cause to believe a violation did occur, the process shall proceed as outlined.
3. The student shall be notified in writing by the School Director that he/she is accused of a violation and will be asked to come in for a conference to discuss the complaint. At the conference, the student shall be advised of the following:
 - a. He/she may admit the alleged violation, waive a hearing in writing and request that EHA officials take appropriate action.
 - b. He/she may admit the alleged violation in writing and request adjudication before the School Director.
 - c. He/she may deny the alleged violation in writing and request adjudication before the School Director.
 - d. The date, time, and place of hearing.

- e. A statement of the specific charges and grounds that, if proven, would justify disciplinary action being taken.
- f. The names of witnesses scheduled to appear.

The decision reached at the hearing shall be communicated in writing to the student. It shall specify the action taken by the School Director. Upon the request of the student, a summary of the evidence shall be provided to the student.

The student shall be notified in writing of his/her right to appeal the decision of the School Director within five days of receipt of the decision. In cases of appeal, any action assessed by the School Director shall be suspended pending outcome of the appeal. A copy of the final decision shall be mailed to the student.

REINSTATEMENT

If an appeal is denied or if the student chooses not to appeal the decision, an application for reinstatement may be submitted to the School no earlier than 30 days from the date of termination. Students who did not pursue or win an appeal may be reinstated under special conditions.



TERMINATION

Students can be terminated for unsatisfactory progress, unsatisfactory attendance, and/or breaking any School rules or conduct policies. Students may appeal the termination with the School Director based upon extenuating circumstances.

STUDENT COMPLAINT PROCEDURE

Most problems or complaints that students may have can be resolved through a personal meeting with staff. Grievances related directly to training must be submitted to the School Dean. Any grievance remaining unresolved after review by the Dean can be submitted in writing to the Director. Non-training related grievances must be submitted to the Director. The Dean and/or Director will make every reasonable effort to resolve a grievance to the satisfaction of the student. Answers to grievances will be given no more than ten days after submission of grievance. The written complaint should contain (1) the nature of the problem(s), (2) approximate date(s) that the problem(s) occurred, (3) name(s) of the individual(s) involved in the problem(s) - staff and/or other students, (4) copies of important information regarding the problem(s), (5) evidence demonstrating that the institution's complaint procedure was followed prior to this point in time, and (6) student signature.

If a student's questions or concerns are not resolved to the student's satisfaction, students may make complaints to:

Illinois Board of Higher Education Division of Private Business and Vocational Schools,
431 East Adams, Second Floor, Springfield, IL 62701-1404.

Phone: (217) 782-2551

Fax: (217) 782-8548

TTY: (888) 261-2881

CERTIFICATION STATEMENT

I, Bola Macarthy, School Director, do hereby certify that all statements included in this catalog are true and correct to the best of my knowledge and belief.

Bola Macarthy