

MITSU SATO
HAIR ACADEMY

We do hair and love it

YOUR FUTURE AS A HAIRSTYLIST BEGINS HERE
STUDENT CATALOGUE AND HANDBOOK

9062 METCALF AVE., OVERLAND PARK, KS 66212
913-341-SATO (7286)

www.mitsusatohairacademy.com



“Fear of failure must never be a reason not to try something”

Frederick Smith, Founder of Federal Express



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MISSION STATEMENT

Mitsu Sato Hair Academy is committed to providing an elite cosmetology education, teaching students the most current techniques and artistic approaches to hairdressing, thereby producing highly desired and employable graduates.

VISION

Our vision is to inspire and lead future hairstylist toward career success.

- Our vision is an energy force behind a new approach to higher learning.
- Our vision is what creates a unique learning environment.

FOUNDER BIOGRAPHY

Mitsu Sato has been in the hair industry for over 30 years. Originally Kyoto, Japan, he came to the United States to study fashion photography and cosmetology so he could both style hair and photograph models. After serving as the artistic director for the world-renowned Vidal Sassoon in Beverly Hills, Mr. Sato opened his own salon on trendy Melrose Avenue for celebrity clientele.

During his career, he has demonstrated at hair and fashion shows in the U.S., Europe and Asia, trained stylists and contributed to fashion editorials and photographs to newspapers, catalogues, music videos, and magazines. In 1993 he relocated to Kansas City and opened Mitsu Sato Salon and Day spa, which has been voted “Best Hair salon in Kansas City” twice. Mr. Sato opened the hair academy in 2007 with a quest to assist others in fulfilling their dream of becoming successful hairstylists.

Mr. Sato is an instructor at the academy and enjoys sharing his skills and knowledge with the students.

STAFF

All of the instructors at Mitsu Sato Hair Academy are licensed by the Kansas Board of Cosmetology and meet all state law requirements. Our instructors bring tremendous skills into the academy every day.

Mitsu Sato – Academy owner, Instructor, Financial Officer

Ruth Hartwick – Academy Director

Autumn Robinett - Instructor

Linda Quach – Instructor

Terri Kline-Administrator/Financial Aid Advisor

Bethanie Woods – Admissions/Marketing

LICENSURE AND ACCREDITATION

The academy and administrative offices are located at 9062 Metcalf Avenue, Overland Park, KS 66212. Telephone: 913-341-7286. The academy is licensed by the Kansas Board of Cosmetology, 714 SW Jackson, Suite 100, Topeka, KS 66603. Telephone: 785-296-3155. The academy is accredited by the National Accrediting Commission of Career Arts and Sciences (NACCAS), 4401 Ford Avenue, Suite 1300, Alexandria, VA 22302-1432. Telephone: 703-600-7600. Recognition as a post-secondary institution by the Kansas Board of Regents, 1000 SW Jackson, Suite 520, Topeka, KS 66612. Telephone: 785-296-3421.

FACILITY

Mitsu Sato Hair Academy is centrally located in Overland Park, KS, a highly desirable and diverse suburban community.

The clinic floor resembles a salon in its accessibility and accommodations for both students and clinic floor clients. The clinic floor features an urban architectural design that includes a guest waiting area, 25 client stations, a color station, shampoo bowls, manicure and pedicure stations and relaxing facial room.

The academy provides a break room for our students that includes a refrigerator and microwave for your convenience. An office for administration is located just off the salon floor.

We have two theory classrooms that include on-line demonstration capabilities. The academy has a library that all students are encouraged to use. The students will find demonstration videos and books available for their use.

COSMETOLOGY COURSE SYLLABUS AND COURSE OUTLINE

COSMETOLOGY COURSE – 1500 HOURS 40 WEEKS @ 37.5 HOURS WEEKLY
ACADEMIC YEAR 975 HOURS/26 WEEKS

Course Description: The Mitsu Sato Hair Academy cosmetology Program covers all units in the Milady text. This course is measured in clock hours and competencies. Mitsu Sato Hair Academy educates students in Laws, rule and regulations, and theory and Practical skills pertaining to the cosmetology industry. Upon completion the student may have several career choices – Cosmetologist, Salon Owner, Salon Manager, Education Consultant, Manicurist, Platform Artist, and Educator (additional training may be required). The state of Kansas requires 1500 clock hours to be eligible to test for a license, as well as a designated number of practicals for each skill taught during the course of the program. The state board curriculum is as follows:

	Minimum Practices	Hours
Scientific Concepts		
Sanitation		40
Hair and Scalp		35
Skin		20
Nails		20
Physical Services		
Shampoo/Rinses		35
Scalp & Hair Care		35
Facials and Make-up		150
Manicuring		180
Chemical Services		
Hair Color	25	175
Lightening	25	
Chemical Waving	25	150
Chemical Relaxing	25	125
Hair Designing		
Hair Shaping		150
Hair Shaping/Razor	25	
Hair Shaping/Scissors	25	
Hair Styling		125
Pin curl Set	25	
Pin Curl/Finger Wave Set	25	
Complete Roller Set	50	
Comb-out Techniques		50
Thermal Techniques		75
Curling Iron Sets	50	
Blow Dry Styling	50	
Care/Styling Hair Pieces		10
Business Practices		75
State Law		50
Student Needs		50
Total Hours		

Students are expected to maintain the highest level of infection control. Each student is responsible for cleaning his/her own station/chair/roll-about. Students will also be assigned a daily sanitation duty to help keep the school clean. All sanitation duties must be performed and checked each day before leaving and approved by an instructor.

Educational Objective: The educational objective of Mitsu Sato Hair Academy is to teach, develop, and graduate students to be professionals in the Arts and Sciences of Cosmetology and to prepare students to successfully pass the Kansas State Board Examination. Students who successfully pass the Mitsu Sato Hair Academy course will be awarded a diploma and will be prepared for successful employment in the Cosmetology profession.

Course Objectives: Upon completion of course requirements, the determined graduate will be able to:

1. Project a positive attitude and sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communication skills and visual poise.
3. Understand employer/employee relationships and respect the need to deliver worthy for the value received.
4. Perform the basic manipulative skills including hair styling, shaping, bleaching, tinting, chemical reformation, scalp/hair conditioning, facials, manicures, pedicures and nail extension.
5. Perform the basic analytical skills to determine proper makeup, hairstyle and color application for the client's best overall look.
6. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

To ensure continued career success, the graduate will continue to learn new and current information.

Instructional Methods: A variety of instructional methods will be used during the course of the program. Lecture, demonstrations, audiovisual presentations, handouts, student salon, guest learning advisors and practicals will be used to present to and instruct students.

Texts: Mitsu Sato hair Academy uses **Milady's Standard cosmetology Textbook ISBN 13 9781133520689** (THIS PRODUCT IS PROVIDED IN THE FORM OF AN EBOOK).

Grading Procedures: Mitsu Sato Hair Academy requires a cumulative grade average of 80% or higher in each phase of training to graduate. Theory and practical work are considered of equal importance. If a student does not successfully complete a phase of training with an 80% or higher, the student will be required to repeat that phase.

1. Written exams and quizzes – Mitsu Sato Hair Academy requires a 75% pass rate of exams and quizzes. Students are given the opportunity to retake exams and quizzes which they receive a failing grade, with the understanding that 85% is the highest grade they can receive.

93 – 100	Excellent
85 – 92	Very Good
75 – 84	Satisfactory
70 – 74	Below Standards – unsatisfactory

Practicals – In accordance with state testing scoring procedures, Mitsu Sato Hair Academy uses “yes/no” rubrics to grade student practicals. These practicals may be performed on mannequins, clients or peers.

Content of Units of Instruction: These hours pertain to classroom time prior to being allowed to take paying clients.

1. **Unit 1 – Orientation**- This unit is an introduction to cosmetology. During this unit, students will be required to pass an exam after each chapter to demonstrate understanding of the following objectives. This unit requires approximately **5 hours** of instruction.
 - a. To understand the origin and advancements of cosmetology
 - b. To understand the principals that contributes to professional and personal success
 - c. To demonstrate the importance of ergonomic principles
 - d. To demonstrate effective communication
2. **Unit 2 – General Sciences** – This unit covers infection control, skin and nail disorders, properties of hair and nails, anatomy and physiology, chemistry and electricity and how they relate to cosmetology. During this unit, students will be required to pass an exam after each chapter to demonstrate understanding of the following objectives. This unit takes approximately **80 hours** of instruction.
 - a. To understand principles and practices of infection control.
 - b. To define and explain anatomy, physiology, and histology and how they relate to the cosmetology profession.
 - c. To describe the structure and functions of the skin.
 - d. To describe and recognize common skin disorders and diseases
 - e. To describe the structure and composition of nails.
 - f. To describe and recognize various disorder and irregularities of nails.
 - g. To understand the properties of the hair and scalp.
 - h. To describe the difference between organic and inorganic chemistry.
 - i. To understand the principles of electric equipment safety.
3. **Unit 3 – Hair Care** – This unit covers haircutting and styling techniques and the tools needed to create these. In addition, they will learn about hair additions and wigs and the techniques on how to use these. Chemical processes and color theory will also be taught. Students will be required to pass a written exam to demonstrate understanding of the following objectives. In addition, they will be required to complete a practical exam over each skill demonstrated. In alignment with the state boards, a “yes/no” rubric will be used for scoring the practical. Approximately **100 hours** of instruction and practical time is used for this unit.
 - a. To describe the possible sources of hair design inspiration.
 - b. To explain the most important requirements of scalp care.
 - c. To understand and demonstrate basic haircutting techniques and be able to define elevation, angles and guidelines.

- d. To demonstrate understanding and use of various hairstyling tools to achieve various hairstyles.
 - e. To demonstrate understanding of hair preparation for braiding and extensions.
 - f. To describe the different types of hair additions and wigs, and explain reasons why people wear wigs and hair additions.
 - g. To demonstrate understanding of the chemical aspects of texture services and demonstrate methods of texture services.
 - h. To demonstrate the understanding of the chemistry behind color theory and demonstrate the ability to use various coloring techniques.
- 4. Unit 4 – Skin Care** – This unit covers elements of client consultations for skin care and cosmetics, as well as application techniques. Students will be required to pass a written exam to demonstrate understanding of the following chapters. Participate in mock consultations with their classmates, and practical exams. The mock consultations are guided practice, and the practical exams will be graded on the “yes/no” rubric, in alignment with the state boards. Approximately **70 hours** to complete instruction, exams and practicals.
- a. To demonstrate the techniques and describe the elements of a client consultation of hair removal.
 - b. To explain the importance of skin analysis during a client consultation and be able to perform basic facials.
 - c. To describe the various types of cosmetics and their uses and be able to demonstrate application of cosmetics.
- 5. Unit 5 – Nail Care** – This unit covers basic manicure, pedicure, tips, wraps and nail enhancements. Students will be required to pass an exam to demonstrate understanding of the following objectives and to pass a practical exam of the basic manicure and pedicure techniques. The practical exam evaluation will be aligned with the state board “yes/no” rubric. Approximately **70 hours** to complete instruction, exam and practicals.
- 1. To demonstrate how to perform a basic manicure.
 - 2. To demonstrate how to perform a basic pedicure.
 - 3. To demonstrate how to apply nail tips and wraps.
 - 4. To demonstrate how to apply a variety of nail enhancements.
- 6. Unit 6 – Business Skills** – This unit covers information regarding looking, applying and interviewing for cosmetology jobs, what the job expectations are, and elements of a successful salon. Students will be required to pass a written exam over each chapter. Approximately **5 hours** to complete instruction and exams.
- a. To demonstrate resume writing, cover letter writing and interview skills.
 - b. To demonstrate a clear understanding of job expectations.
 - c. To recognize the elements of successful salon operations.

Clinic floor Students: After the classroom portion of the curriculum is completed, students will have assigned clinic floor hours, in addition to advance haircutting and coloring classes. Clinic floor hours will be divided into hour requirements as follows.

- a. Hair Coloring/Lightening 225 hours
- b. Chemical Weaving 150 hours

c. Chemical Hair Relaxing	125 hours
d. Hair Shaping	200 hours
e. Hair Styling	225 hours
f. Thermal Techniques	125 hours
g. Styling of Hairpieces	20 hours
h. Student Specific Needs	50 hours

Nuts and Bolts Business Program: This program will be offered throughout the course of the program. During their time NAB the student will learn the business aspects of cosmetology. They will learn marketing, selling retail, retaining clients, and to find and keep a job. Approximately **45 hours** to complete instruction and activities.

- a. Embracing Change
- b. Complete Retail Experience
- c. Customer Wow
- d. Building Your Business
- e. Salon and Spa Professional

Reference Materials: Flashcards, handouts, and diagrams from the Milady text, various fashion magazines and websites, ABC Coloring the Sassoon Way, ABC Cutting the Sassoon Way DVD and books, Motives Makeup Handbook, Nuts and Bolts Business Program Books.

Achievement Level: Students are required to achieve a cumulative grade of 80%/

Discrimination and Harassment Policy

Mitsu Sato Hair Academy will provide an environment in which all staff and students are treated with respect and dignity. It is our policy that all students and staff have the right be in an environment free from any type of illegal discrimination or harassment, including racial and sexual harassment, whether verbal or physical.

The policy of Mitsu Sato Hair Academy is designed to ensure that all students and staff will be in an environment that promotes equal opportunities and prohibits discrimination and harassment on the basis of race, religion, color, sex, age, ethnic origin, disability or marital status.

Mitsu Sato Hair Academy is a multi-cultural school and everyone must be sensitive and tolerant of the background of others.

"Courage is the ability to conquer fear or despair even when you are afraid"

Admission Requirements

All prospective students are required to take a tour of the academy and interview with the Admissions Department. Mitsu Sato Hair Academy will not engage in the recruitment of students already attending another institution.

Admission to the academy is open to persons 17 years of age or older, who

1. Are high school graduate; OR
2. Are non high school graduates who have earned a General Equivalency Certificate (GED); OR
3. Persons who have earned the equivalent of a high school diploma through home-schooling or foreign education. (with confirmation from the ECC as per Kansas Board of Cosmetology)
4. Persons must provide a copy of the current state license (instructor course only)

Prospective students may supply proof of age by presenting their

1. State driver's license; OR
2. State issued identification card; AND
3. A copy of his/her birth certificate

Prospective students may supply proof of education by submitting their

1. High school diploma; OR
2. High school transcript; OR
3. General Equivalency Certificate (GED); or
4. Foreign equivalent of high school diploma (confirmation from the ECC is required)

Prospective students will be required to provide a social security card.

Prospective instructor in training students must provide a valid cosmetology license issued by Kansas Board of Cosmetology. Proof of Education and birth certificate will not be required.

Prospective students who meet the age and educational requirements for admission must submit a completed Enrollment Application, two letters of recommendation and pay the \$100.00 registration fee.

Upon acceptance into the academy a signed enrollment agreement must be completed. Application, Student kit and licensing fees* must be paid at the time of enrollment. New students will meet with the Financial Aid Administrator to determine method of payment. (i.e., full payment at enrollment, private loans, Title IV).

*a student receiving Title IV Financial Aid may pay for the student kit and license with Financial Aid funds.

Mitsu Sato Hair Academy does not offer Ability to Benefit Admissions.

Cosmetology Course Fees

Tuition	\$13,500.00
Student Kit	\$2,350.00
Registration Fee	\$100.00
Apprentice License	\$15.00
Sales Tax	\$209.15
Total Cost (fees subject to change without notice)	\$16,174.15

We understand that everyone's financial situation is unique. Mitsu Sato Hair Academy wants to ensure that each student receives the best financial assistance. We will work with each student individually to discuss financing options. Financial Aid is available to those who qualify.

If you plan to seek financial aid please do the following to get started:

- Go online to www.pin.ed.gov and create a PIN for your online Financial Aid application (FAFSA)
- If you are a dependent* student, your parent will also need to create a PIN to complete the Financial Aid application (FAFSA)
- Your PIN will be ready to use immediately
- You will need your Federal and State Tax returns
- If you are a dependent* student, you will need your parents Federal and State tax returns
- Fill out your FAFSA at www.fafsa.ed.gov
- Choose the Mitsu Sato Hair Academy school code: 042053
- Sign electronically with your PIN

Call us 2-3 days after completing your FAFSA to schedule an appointment with the academy's financial aid advisor. Our financial aid advisor is available to assist you if you have any questions or concerns completing your FAFSA. Telephone: 913-341-7286.

For more information about Financial Aid and Student Loans visit:

<https://studentloans.gov/myDirectLoan/index.action>

Please use the net price calculator at msha.biz to get your estimated costs for our program.

*If you can answer **yes** to any of the following questions you are **not** considered a dependent.

1. Are you 24 years of age or older?
2. Are you married?
3. Do you have children that receive more than half their support from you?
4. Do you support anyone other than your children?
5. Are you currently serving on active duty in the US Armed Forces?
6. Are you a veteran?
7. Are you an emancipated minor?
8. Are you in foster care or a ward of the court?
9. Are you homeless or at risk of being homeless?

Title IV Eligibility:

- Student must comply with SAP Policy of Mitsu Sato Hair Academy (policy can be located in school catalogue.)
- Student must be enrolled at least half-time.
- Student must certify they have not previously defaulted on a Title IV loan.
- Student cannot have exceeded the annual and/or aggregate loan limits and cannot have property subject to judgment lien for a debt owed to the United States.

- Student is not liable for a Grant or Federal Perkins Loan overpayment
- Student has a verifiable Social Security Number
- Citizen or national of the United States, or provide evidence he/she is a permanent resident of the US, with the intention of becoming a citizen or permanent resident.
- All male students 18 or older must complete the Selective Service Registration
- Student may not have prior Title IV student loan default

Pell awards are prorated based on attendance. Mitsu Sato Hair Academy does not have Campus-based aid programs.

When Mitsu Sato Hair Academy works with the Title IV Federal Student Aid Programs, funding determinations are made directly through them.

Students with a state or federal drug conviction must meet certain requirements to be eligible for Title IV. A student must resolve any drug conviction as outlined in 34 CRF 668.32. A federal or state drug conviction can disqualify a student from receiving FSA funds. Please schedule an appointment with the financial aid office to receive more information.

Other methods of payment include full payment at the signing of the Enrollment Agreement or through an approved payment plan, with a co-signer. Payments may be made by cash, check, money order, or credit card. Students or Guardian are responsible for paying the total tuition, fees and applicable loan interest. Tuition and extra instructional hours must be paid in full or an acceptable payment plan must be made before a diploma and certification of hours are released.

Entrance and Exit Counseling

The financial aid office will provide entrance and exit counseling utilizing the Department of Education online website applications at <https://studentloans.gov/myDirectLoan/index/action>. If a student withdraws or terminates and the academy is unable to have the student complete exit counseling prior to the students departure, the academy will send a registered letter to the student, requesting exit counseling is completed at www.studentloans.gov

Re-entry

A student who left Mitsu Sato Hair Academy in good standing and wants to return will be required to make their intent known to the administrator. The student will need to sign a new contract, pay the registration fee to re-enroll and meet the requirements per state regulations. If enrollment has been fulfilled for a specific month, exceptions for additional students within a class may not be made; re-entry may not be immediate. Students who wish to return to the academy after being asked to withdraw for academic, attendance or diplomacy reasons must apply for re-admission. The decision on re-entry for students not in good standing is the responsibility of the administrator. Students granted re-entry status who were on probation, suspension or other conditional status at the time of withdrawal retains such status as a condition of their re-entry.

Transfer Hours

Mitsu Sato Hair Academy will accept hours obtained from other Cosmetology schools. Acceptance of transfers will be at the discretion of the institution and Kansas Board of Cosmetology. Mitsu Sato Hair Academy will issue a credit against the tuition charge when a notarized transcript is received from the school previously attended.

Mitsu Sato Hair Academy will require a minimum enrollment of 320 hours. To assure the quality of education, a transfer student will be required to attend 320 hours of the academy's Phase I curriculum. A transfer student may be required to purchase a new student kit from Mitsu Sato Hair Academy. If the student already owns the textbook used by the academy the purchase of new textbook will not be required.

The academy does not accept instructor in training transfer hours from another institution.

Graduation Requirements

Mitsu Sato Hair Academy has set forth minimum standards for completion that shall be applied to all students.

Requirements for graduation of the cosmetology are as follows:

The student has successfully completed all phases of study, required tests, practical assignments: passed a final comprehensive written and practical examination, completed the program of study according to State requirements; completed all exit paperwork and made satisfactory arrangements for payment of all debts owed to the academy. Completion of the program within 110% of the normal length of the program.

Upon meeting the above criteria, a diploma will be issued and Kansas Board of Cosmetology will be provided the student's final record. Thereafter the graduate will request a state board exam date.

Statistics

From 1/1/12 – 12/31/12, 94% of our enrolled students completed the cosmetology course. 100% of our students that tested for a license passed and 77% of those licensed students found employment within the cosmetology industry.

Your Career

Licensure Requirements: A student who has completed all graduation requirements is eligible to sit for the State Licensing exam and successfully passing this exam is required to obtain a valid license from the state. They must also pay the required fees. Applicants for licensure with a felony conviction will seek a hearing from the Kansas Board of Cosmetology to determine eligibility for licensure.

Cosmetology is a rewarding career and a successful cosmetologist must have the desire to accomplish the following: learn finger dexterity and a sense of form, learn to work with the public and understand the client's needs, work long hours to build a client base to provide a desired income, successfully run a business, continue your education beyond cosmetology school. Many future employers will have expectation of you that your ability will encompass the aforementioned concepts.

The field of cosmetology is physically demanding are you prepared:

- to understand and practice excellent sanitation and safety precautions
- to stand, twist and bend for long hours at a time
- to learn how to prevent injuries caused by doing repetitive motions
- to be exposed to various chemicals and fumes which may cause allergic reactions

The 2007 Job Demand Survey commissioned by NACCAS indicates that salons in Kansas plan to hire 2,132 new employees in the next twelve months. The average annual salary for a salon professional in Kansas is \$42,969. This amount does not include tips and gratuities. Nationally, the average salon professional's salary is \$35,973.

Career Coaching

Mitsu Sato Hair academy considers the success of its programs as to how they relate to the individual students however, **we do not guarantee employment.**

While the school cannot guarantee employment for graduates, assistance in finding suitable employment is provided by posting area job openings on a career opportunities bulletin board for students to review. Students also receive training in professionalism and job search skills including how to write a resume, complete an employment application and prepare for an effective interview. The curriculum places a great deal of emphasis on how to obtain and retain employment after graduation. Graduates are encouraged to maintain contact with the school and follow-up with the school on current employment or employment needs. In addition, the school maintains a network of relationships with professionals and employers who provide mentoring to students while they are in school. Job referrals are made known to interested graduates as available.

Class Schedule, Start Dates, and Holidays

Class is held Tuesday thru Saturday 8:30 a.m. until 4:30 p.m. with a thirty minute lunch. A fifteen minute break is given each morning and afternoon.

New class sessions begin on the first Tuesday of each month. A full-time student will be scheduled to graduate within 40 – 42 weeks. A part-time student will be required to attend class 19.5 hours per week and should graduate within 77 – 79 weeks.

Mitsu Sato Hair Academy observes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

When the academy closes due to inclement weather, the information will be posted on local television station KMBC (channel 9).

ATTENDANCE POLICY

Regular attendance by each student is necessary in order to maintain the integrity of the education the student receives from Mitsu Sato Hair Academy. The following attendance policy will apply to all students.

Students are required to attend a minimum of 90% 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 90% 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 TIME FRAME

The maximum time (which does not exceed 110% of the course length) allowed for students to complete each course at satisfactory academic progress is stated below:

COURSE	MAXIMUM TIME ALLOWED	
	WEEKS	SCHEDULED HOURS
Cosmetology (Full time, 37.5 hrs/wk) 1500 hours	44 weeks	1650
Cosmetology (Part time, 19.5 hrs/wk) 1500 hours	85 weeks	1650

The maximum time allowed for transfer students who need less than the full course requirements or part-time students will be determined based on 90% of the scheduled hours.

- A student receiving financial aid is at risk of losing eligibility for failure to maintain 90% attendance.

All students are allowed 75 hours of absence during their enrollment. Absences in excess of 75 hours will be assessed an overtime fee that will be due upon graduation. The fee will be an hourly rate based on tuition divided by 1500 hours. All overtime fees will be due upon graduation. The academy will not release hours to Kansas Board of Cosmetology until all overtime fees have been satisfied.

The 75 absence hours should be applied to vacations, medical or family circumstances.

Saturday attendance is mandatory for all students unless a provision was made at the time of enrollment and included in the student contract. The following will apply to all students who

have exhausted the allowed 75 hours of absence allowed: The academy will only allow a student to miss three Saturdays. A student who misses a fourth or additional Saturdays may be terminated. In addition, a student who missed an unexcused Saturday will be required to pay an absence fee of \$50.00 prior to returning to class the following week. A student must be here for the entire scheduled hours on Saturday. If a student chooses not to stay the full day, they will be assessed the \$50.00 fee and the day will count as one of the allowed three.

If a life circumstance will cause you to be absent, you should contact an Instructor or Administrator. This will not excuse the absence; however it will allow the academy to schedule clients appropriately. Failure to contact an Instructor or Administrator by 8:45 a.m. may result in a one suspension the following school day.

Medical documentation for absences will not be accepted, as each student is allowed to miss 75 hours without penalty. Medical emergencies will be reviewed on an individual basis and all decisions by the Administrator are final

Leave of Absence

A Leave of Absence (LOA) is a temporary interruption in a student's program of study. LOA refers to the specific time period during on ongoing program when a student is not in academic attendance. The school may allow more than one LOA at its discretion. Students must request a Leave of Absence in writing stating the reason for the leave for approval by the school owner or Administrator. Except for unexpected medical reasons, a Leave of Absence request must be made in advance of the leave. If approved, the official leave will extend the student's maximum time frame and contract period by the same number of days designated in the leave document or actually used by the student. No re-entry fee will be charged if the student returns to class on or before the first class day scheduled after the termination of the Leave of Absence. The Leave of Absence and any additional approved leaves of absence may not exceed a total of 180 days in any twelve month period. Upon the student's return, the student will resume the same coursework. The contract will be revised upon the return from the LOA to extend the ending date by the applicable number of days.

A request form for a Leave of Absence is available in the administration office and must be completed, signed and dated by the student.

In the event of pregnancy, a student will be allowed six weeks maternity leave of absence, unless medial documentation is provided showing the need for additional time.

Medical emergencies that require an extended absence will be reviewed by the Academy Administrator and all decisions will be final. The student may be required to provide medical documentation.

Changes to the contract period on the enrollment agreement must be initialed by all parties or an addendum must be signed and dated by all parties.

In the event of the death of a spouse, child, parent, sibling or grandparent a student will be given a 3 day leave of absence.

All approved leaves will be scheduled to begin on the first class day after the student's last physical day of attendance prior to beginning the leave.

Students will not receive financial aid while on a LOA. Financial obligations will continue during a student's leave of absence.

Student's returning from a LOA, who were on probation, suspension or other conditional status at the time of the leave retain such status as a condition of their return.

Time Clock Policy

Hours must be documented for the Kansas Board of cosmetology on the time clock. Students shall comply with the following procedure:

1. Students shall clock only themselves in and out
2. Students shall clock in and out every day
3. Students are given credit only for the time shown on the time clock.
4. If a mistake is made, inform the instructor or administrator immediately

Timing out and in for lunch is mandatory. Failure to do so will result in you losing an HOUR for lunch. Your contracted schedule has a 30 minute lunch period built into it. The additional half hour you lose will be counted as absent time. If you do not get a lunch because you ran over doing a client service, your time card must be signed that day by the floor instructor. Failure to time in or out for lunch **cannot** be signed off by an instructor.

The front desk tries to make sure that time is blocked out each day for each student to take a lunch. If you realize that your appointments routinely take longer than what is scheduled for the appointment, meet with an instructor and ask for guidance about effective time management.

If you do not time in each morning, you will not receive credit until you have clocked in.

Example: You are here at 8:30 and do not clock in until you remember at 10:30, you will lose 2 hours. I will continue to verify if a student is actually here or not for the purpose of monitoring late arrivals and absences, however, I will not tell you that you did not time in and will leave that for you to discover.

If you do not time out at the end of the day you will not receive hours for the time you were here since you returned from your lunch break.

In the instance of you not timing in for class in the morning or not time out at the end of the day. **An instructor's signature will not be accepted.**

Tardiness

A student is required to clock in at the beginning of each day by 8:15 a.m. and be prepared for class by 8:30 a.m. theory is conducted each morning beginning at 8:30 a.m. Theory attendance is mandatory during all phases of the program.

If a life circumstance will cause you to be tardy you should contact an Instructor or Administrator. This will not excuse the tardy. Each student is allowed to four (4) tardies during the entire course of the program. After 4 tardies have been used, a student arriving late will be sent home. The missed hours will be accrued against the allowed 75 hours of absence.

"It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change."

Charles Darwin

Make-up Work

Make-up work will be allowed at the discretion of the instructor. If an instructor grants a request to allow a student to perform make-up work, it will be completed on the student's own time at lunch or after school.

Dress Code

Students are required to wear all black clothing, with no other color. This includes shoes, pants (no jeans), shirt and any other clothing items.

Armpits, chest and stomach must be covered. No plunging necklines. Skirts must be knee-length and no shorts or capri's are allowed. Tank tops, lingerie, see-through fabric and bare feet are not allowed. Hats are not allowed. Students must wear closed-toe shoes and comfortable shoes are encouraged. Professionalism should first and foremost in choosing your wardrobe for school. Students not appearing the proper attire and will be blocked out and sent home to change. The academy does not allow facial piercings.

Students are expected to arrive for school groomed for the day. Hair and make-up are to be done at home.

Satisfactory Academic Progress Policy

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

Students are evaluated for Satisfactory Academic Progress as follows:

Cosmetology 488, 975, 1238 clocked (actual) hours

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

ATTENDANCE PROGRESS EVALUATIONS

Students are required to attend a minimum of 90% 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 90% 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 TIME FRAME

The maximum time (which does not exceed 110% of the course length) allowed for students to complete each course at satisfactory academic progress is stated below:

COURSE	MAXIMUM TIME ALLOWED	
	WEEKS	SCHEDULED HOURS
Cosmetology (Full time, 37.5 hrs/wk) 1500 hours	44 weeks	1650
Cosmetology (Part time, 19.5 hrs/wk) 1500 hours	85 weeks	1650

The maximum time allowed for transfer students who need less than the full course requirements or part-time students will be determined based on 90% of the scheduled hours.

ACADEMIC PROGRESS EVALUATIONS

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned 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. 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 exam prior to graduation. Students must make up failed or

missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

93 – 100 EXCELLENT

85 – 92 VERY GOOD

75 – 84 SATISFACTORY

70 – 74 BELOW STANDARDS – UNSATISFACTORY

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 a 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 action required to attain satisfactory academic progress by the next evaluation, if at the end of the warning period, the student has 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 the 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 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 the 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 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 AND REMEDIAL COURSES

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

TRANSFER HOURS

With regard to Satisfactory Academic Progress a student's transfer 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 periods are based on actual contracted hours at the institution.

A student who cannot regain Title IV eligibility, may upon approval from the academy, continue training if a payment plan for tuition can be secured and if the trainee can still successfully complete the program without exceeding the maximum scheduled hours allotted by the academy.

Early Withdrawals

A student who wishes to withdraw from the academy prior to completion is required to do the following:

- Have an exit interview and complete paperwork with the administration office

- Satisfy debts owed to the school

The Kansas Board of Cosmetology will be notified of the student's withdrawal. A student who wishes to have an official transcript may have request to have one if the \$150.00 administrative fee for early withdrawal has been paid. Administration may chose to waive the withdrawal fee is acceptable mitigating circumstances are involved.

Refund Policy – Notice of Cancellation

For applicants who cancel enrollment or students who withdraw from enrollment a fair and equitable settlement will apply. The following policy will apply to all terminations for any reason, by either party, including student decision, course or program cancellation, or school closures.

Any monies due the applicant or students shall be refunded within 45 days of official cancellation or withdrawal. Official cancellation or withdrawal shall occur on the earlier of the dates that:

1. An applicant is not accepted by the school. The applicant shall be entitled to a refund of all monies paid.
2. A student (or in the case of student under legal age, his/her parent or guardian) cancels his/her enrollment in writing within three business days of signing the enrollment agreement. In this case all monies collected by the school shall be refunded, regardless of whether or not the student has actually started classes.
3. A student cancels his/her enrollment after three business days of signing the contract but prior to starting classes. In these cases he/she shall be entitled to a refund of all monies paid to the school less the registration fee of \$100.00
4. A student notifies the institution of his/her withdrawal in writing.
5. A student on an approved leave of absence notifies the school that he/she will not be returning. The date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that the student will not be returning.
6. A student is expelled by the school. (Unofficial withdrawals will be determined by the institution by monitoring attendance at least every 30 days).
7. In type 2, 3, 4 or 5, official cancellations or withdrawals, the cancellation date will be determined by the postmark on the written notification, or the date said notification is delivered to the school administrator or owner in person.

For students who enroll and begin classes but withdraw prior to course completion (after three business days of signing the contract), the following schedule of tuition earned by the school applies. All refunds are based on scheduled hours:

SCHEDULED HOURS

% DUE TO MITSU SATO HAIR ACADEMY

1.00 – 74.50	20%
75.00 – 149.50	30%
150.00 – 224.50	40%
225.00 – 374.50	45%
375.00 – 749.50	70%
750.0 AND OVER	100%

All refunds will be calculated based on the students last date of attendance. Any monies due a student who withdraws shall be refunded within 45 days of determination that a student has withdrawn, whether officially or unofficially. In the case of disabling illness or injury, death in the student’s immediate family or other documented mitigating circumstances, a reasonable and fair refund settlement will be made. If permanently closed or no longer offering instruction after a student has enrolled, the school will provide a pro rata refund of tuition to the student or provide course completion through a pre-arranged teach out agreement with another institution. If the course is canceled subsequent to a student’s enrollment, the school will either provide a full refund of all monies paid or completion of the course at a later time.

Students who withdraw or terminate prior to course completion are charged a cancellation or administrative fee of \$150.00. This refund policy applies to tuition and fees charged in the enrollment agreement. Other miscellaneous charges the student may have incurred at the institution (EG: extra kit materials, books, products, unreturned school property, etc.) will be calculated separately at the time of withdrawal. All fees are identified in the catalog and in this enrollment agreement.

In the event the academy has to pursue collection efforts for unpaid tuition, the academy will retain the legal advice of a lawyer as necessary. In some instances, the academy may file suit in the small claims division of the Johnson County Courthouse.

Mitsu Sato Hair Academy does not sell tuition contracts to third parties.

Return of Title IV Funds

This policy applies to all recipients of Federal title IV Financial Aid Funds and is in addition to the Refund Policy as student’s no longer attending the academy may still owe funds to the academy to cover unpaid tuition. Additionally, the academy may attempt to collect any funds from a student that the academy was required to return.

The calculated amount is referred to as “Return of Title IV Funds” (R2T4) and does not dictate the institutional refund policy. The calculation of Title IV funds earned by the student has no relationship to a student’s tuition and fees. All students subject to this policy are determined according to the following definitions and procedures as prescribed by regulation.

The Federal Return of Title IV funds formula (R2T4) dictates the amount of Federal Title IV aid that must be returned to the federal government. The federal formula is applicable to an eligible student receiving federal aid when the student withdraws on or before the 60% point in the payment period. If a student does not begin training, the R2T4 formula does not apply.

A student's formal cancellation/withdrawal date will be determined by one of the following:

- Date of expulsion by the academy
- The last date of attendance.
- Failure to return from Leave of Absence, last day attended prior to the leave.

Student will be considered officially withdrawn, when the student completes a withdrawal form and completes exit counseling with the administration office.

A student, whom misses five days and does not contact the academy, will be considered unofficially withdrawn. Administration will complete the necessary withdrawal form and exit interview counseling forms will be mailed to the student via registered mail.

The federal formula requires a Return of Title IV calculation if the student received or could have received (based on eligibility criteria) federal financial assistance in the form of Pell Grants, Stafford Loans or Plus Loans and withdraws on or before completing 60% of the payment period. The percentage of Title IV aid earned is equal to the percentage of the payment period that was completed as of the withdrawal date if this occurs on or before the 60% point of time. The percentage that has not been earned is calculated by subtracting the percentage of Title IV aid earned from 100%. If more than 60% of the payment period has elapsed the academy will still calculate Return to IV (R2T4) to verify whether the student is eligible for a post-withdrawal disbursement. The student (or guardian) will have 14 days to inform the academy if they wish to take a post-withdrawal disbursement. The academy may take up to 90 days to issue a post withdrawal disbursement.

The percentage of the payment period completed is calculated by the hours completed in the payment period as of the withdrawal date divided by the scheduled hours available in the payment period.

$$\frac{175}{450.00} = 38.9\%$$

(Hours scheduled) (Hours in period)

The amount of aid earned is calculated by multiplying the percentage of Title IV aid earned times the total of the Title IV aid disbursed.

$$38.9\% \times \$4547.50 = \$1,768.98$$

The amount to be returned is calculated by subtracting the amount of Title IV assistance earned from the amount of Title IV aid that was or could have been disbursed as of the withdrawal date.

If a student receives less Title IV funds than the amount earned, the school will offer the student a disbursement of the earned aid that was not received at the time of their withdrawal which is a post withdrawal disbursement. Post withdrawal disbursements will be made from Pell grant funds first if eligible. If there are current educational costs still due the school at the time of withdrawal, a Pell grant post withdrawal disbursement will be credited to the student's account. Any Pell grant funds in excess of current educational costs will be offered to the student.

Any federal loan program funds due in a post withdrawal disbursement must be offered to the student and school must receive the student's permission before crediting their account.

The following Title IV refunds distribution is used for all Financial Aid students due a refund:

1. Unsubsidized Direct Stafford Loan
2. Subsidized Direct Stafford Loan
3. Direct Plus Loan
4. Federal Pell Grant

Refunds will be made to the federal programs within 45 days of the date the student is determined to have withdrawn. The statute requires that a student is responsible for all unearned Title IV program assistance that the school is not required to return. This is determined by subtracting the amount returned by the school from the total amount of unearned Title IV funds to be returned.

Mitsu Sato Hair Academy will advise students of all eligible Title IV programs it participates in.

This policy is for R2T4 refunds only and is separate from the tuition refund policy of the academy. A student may owe additional charges to the academy after all Title IV charges are calculated.

The academy will notify the student in writing of post withdrawal actions

Privacy Policy

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. §1232G; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students".

- Students and parents or guardians of dependent minors have the right to inspect and review the student’s education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for students and parents or guardians of dependent minors to review the records. Schools may charge a fee for copies
- Students and parents or guardians of dependent minors have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the student and parents or guardians of dependent minors then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the student and parents or guardians of dependent minors has the right to place a statement with the record setting forth his or her view about the contested information.
- Generally, schools must have written permission from the student and parents or guardians of dependent minors in order to release any information from a student’s education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
 - School officials with legitimate educational interest;
 - Other schools to which a student is transferring;
 - Specified officials for audit or evaluation purposes;
 - Appropriate parties in connection with financial aid to a student
 - Organizations conducting certain studies for or on behalf of the school’
 - Accrediting organization’
 - To comply with a judicial order or lawfully issued subpoena;
 - Appropriate officials in cases of health and safety emergencies; and
 - State and local authorities, within a juvenile justice system, pursuant to specific State Law.

Schools may disclose, without consent, “directory” information such as a student’s name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell students and parents or guardians of dependent minors about directory information and allow students and parents or guardians of dependent minors a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify students and parents or guardians of dependent minors annually of their rights under FERPA. The actual means of notification (special letter, inclusion in PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.

For additional information, you may call 1-800-USA-LEARN (1-800-872-5327) (voice). Individuals who use TDD may call 1-800-437-0833

Recordkeeping

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. These rights include.

1. The right to inspect and review the student's education records within 45 days of the school receives a request for access.

A student should submit to the administrator or academy owner or other appropriate official, a written request that identifies the record(s) the student wishes to inspect. The school official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the school official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

2. The right to request the amendment of the student's education records that the student believes are inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA.

A student who wishes to ask the school to amend a record should write the school official responsible for the record, clearly identify the part of the record the student wants changed, and specify why it should be changed. If the school decides not amend the record as requested, the school will notify the student in writing of the decision and the student's right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

3. The right to provide written consent before the school discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent.

The school discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by Mitsu Sato Hair Academy in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the school has contracted as its agent to provide a service instead of using school employees or officials (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks.

A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the school.

Upon request, the school also discloses education records without consent to officials of another school in which a student seeks or intends to enroll.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the school to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office

U. S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-5901

Mitsu Sato Hair Academy does not share student information for the purpose of “directory “ sharing. All information is confidential except as provided above.

All students shall maintain a current name, address, home, home phone and cell phone number with Mitsu Sato Hair Academy. Students are required to inform the school office of any changes immediately. Students receiving financial aid must keep their information current on www.studentloans.gov . All student records are kept locked in fireproof file cabinets. All student information and privacy stored on computers are password protected.

Grievance Policy

Mitsu Sato Hair Academy takes great pride in maintaining an open-door policy with our students. The owner and staff are hands on at the academy and are here to help you through the education process. However in the unlikely event of a failure to resolve any grievances, the following procedures must be followed.

The school will make every attempt to resolve any student complaint that is not frivolous or without merit. Complaint procedures will be included in new student orientation thereby assuring that all students know the steps to follow should they desire to register a complaint at any time. Evidence of final resolution of all complaints will be retained in school files in order to determine the frequency, nature, and patterns of complaints for the institution. The following procedure outlines the specific steps of the complaint process.

- 1) The student should register the complaint in writing on the designated form provided by the institution within 60 days of the date that the act which is the subject of the grievance occurred.
- 2) The complaint form will be given to the school administrator.
- 3) The complaint will be reviewed by management and a response will be sent in writing to the student within 30 days of receiving the complaint. The initial response may not provide for final resolution of the problem but will notify the student of continued investigation and/or actions being taken regarding the complaint.
- 4) If the complaint is of such nature that it cannot be resolved by the management, it will be referred to an appropriate agency if applicable.
- 5) Depending on the extent and nature of the complaint, interviews with appropriate staff and other students may be necessary to reach a final resolution of the complaint.
- 6) In cases of extreme conflict, it may be necessary to conduct an informal hearing regarding the complaint. If necessary, management will appoint a hearing committee consisting of one member selected by the school who has had no involvement in the dispute and who may also be a corporate office, another member who may not be related to the student filing the complaint or another student in the school, and another member who may not be employed by the school or related to the school owners. The hearing will occur within 90 days committee appointment. The hearing will be informal

with the student presenting his/her case followed by the school's response. The hearing committee will be allowed to ask questions of all involved parties. Within 15 days of the hearing, the committee will prepare a report summarizing each witness' testimony and recommended resolution for the dispute. School management shall consider the report and either accept, reject, or modify the recommendations of the committee.

- 7) Students must exhaust the institution's internal complaint process before submitting the complaint to any of the agencies listed below, if applicable

Kansas Board of Cosmetology: 714 SW Jackson, Suite 100, Topeka, KS 66603. Telephone: 785-296-3155.

NACCAS: 4401 Ford Avenue, Suite 1300, Alexandria, VA 22302-1432. Telephone: 703-600-7600.

Department of Education: Federal Student Aid, United State Department of Education, 8930 Ward Parkway, Suite 2028, Kansas City, MO 64114-3392, www.fafsa.ed.gov or www.ifap.ed.gov.

Kansas Board of Regents: 1000 SW Jackson, Suite 250, Topeka, KS 66612. Telephone: 785-296-3421

Extra Instructional Charges

The cosmetology course offered by Mitsu Sato Hair Academy is a 1500 hour course as required by the Kansas Board of Cosmetology. All students will be required to attend 1500 hours before a diploma of completion may be awarded.

Mitsu Sato Hair Academy acknowledges that life circumstances may prevent a student from attending class on occasion. Mitsu Sato will allow each student to exceed the scheduled hours by 75 hours without penalty.

If a student exceeds scheduled hours of 1,575 hours, the student will be considered to be accumulating overtime hours and a fee for each hour will be assessed to the student. The fee is an hourly rate based on the amount of tuition at the time of enrollment divided by 1500.

Example: Tuition of \$13,500.00 divided by 1500 hours = hourly rate of \$9.00 for each additional hour. The student's enrollment contract will reflect the amount as it applies to the individual student.

Mitsu Sato Hair Academy will require all overtime fees to be paid in full upon graduation. If a student completes the course and owes fees for extra instructional charges, the academy will notify Kansas Board of Cosmetology that the student has not met all contractual obligations and testing will not be scheduled or a license issued until all fees have been paid.

Drug and Alcohol Policy

Mitsu Sato Hair academy is committed to providing a safe, healthy, and efficient environment for all students and employees. To help achieve this goal, employees/students are prohibited from:

- Possessing, distributing, selling, manufacturing, or being under the influence of any illegal drug;
- Consuming alcoholic beverages while on academy premises, in academy vehicles, or while on academy business or time, or bringing alcohol onto the academy premises; or
- Abusing prescription drugs or possessing drugs that have not been prescribed by a physician.

The standards of conduct of this academy clearly prohibit the unlawful possession, use or distribution of illicit drugs and alcohol by students and employees on its property or as a part of any of its activities.

Possession, use, or distribution as mentioned above can result in prosecution by local, state or federal authorities and conviction can result in fine, imprisonment, or both.

An employee/student who violates this policy is subject to corrective action up to, and including termination of employment or termination of enrollment. Use of some drugs is detectable for several days. Detection of such drugs or the presence of alcohol will be considered being “under the influence”.

Violations of the above mentioned policies occur when there is reasonable evidence of illegal prohibited activity. At this point the school will take action against all violators. In addition, all evidence of illegal activities will be turned over to the appropriate law enforcement agencies.

Mitsu Sato Hair Academy reserves the right to request random drug test for its employees and students. Refusal to submit to a drug and/or alcohol screen is grounds for immediate termination of employment or enrollment. Law enforcement may also be invited to check our campuses at any time with any means they deem necessary (i.e., drug dogs).

While Mitsu Sato Hair Academy does not condone the abuse of alcohol, prescription drugs, and/or use of illegal drugs the academy does recognize that addiction to drugs and/or alcohol can be treated. If an employee or student recognizes a personal addiction or abuse problem and seeks assistance from the administration in advance of detection, Mitsu Sato Hair Academy will assist the employee/student in seeking treatment.

The confidential nature of the employee or students counseling and rehabilitation for drug and/or alcohol abuse will be preserved.

Any employee or student that has been suspended or terminated on the basis of violating our substance abuse policy that wishes to return to our school must first provide legitimate evidence that he/she has entered into a completed and recognized rehabilitation program.

Students convicted of drug possession while receiving Title IV funds loses their eligibility and all funding.

Requests for reinstatement must be in written form and submitted to the school administrator.

All information relating to drug and/or alcohol screens is to be kept strictly confidential. The information will be kept in a medical file, maintained separately from the employee personal file or the student records file. These medical files will be kept locked and secured, and access will be limited to certain individuals in the organization. Under no circumstances should the results of a drug and/or alcohol screen be discussed with individuals that do not have work-related need to know.

Health Risks

Health Risks generally associated with alcohol and drug abuse can result in but are not limited to a lowered immune system, damage to critical nerve cells, physical dependency, lung damage, heart problems, liver disease, physical and mental depression, increased infection, irreversible memory loss, personality changes and thought disorders. The use of alcohol and other drugs represents a serious threat to health and the quality of life. More than 25,000 people die each year from drug-related accidents or health problems. With most drugs, it is possible that users will develop psychological and physical dependence. The general categories of drugs and their effects are as follows:

Alcohol produces short-term effects that include behavioral changes, impairment of judgment and coordination, greater likelihood of aggressive acts, respiratory depression, irreversible physical and mental abnormalities in newborns (fetal alcohol syndrome) and death. Long-term effects of alcohol abuse include damage to the liver, heart and brain; ulcers; gastritis; malnutrition; delirium tremens; and cancer. Alcohol combined with barbiturates and other depressants can prove to be a deadly mixture.

Amphetamines/Stimulants (speed, uppers, crank, caffeine, etc.) speed up the nervous system and can cause increased heart and breathing rates, higher blood pressure, decreased appetite, headaches, blurred vision, dizziness, sleeplessness, anxiety, hallucinations, paranoia, depression, convulsions and death due to a stroke or heart failure.

Anabolic steroids seriously affect the liver, cardiovascular and reproductive systems. It can also cause sterility in males and females as well as impotency in males.

Barbiturates/Depressants (downers, Quaaludes, valium, etc.) slow down the central nervous system and can cause decreased heart and breathing rates, lowered blood pressure, slowed reactions, confusion, distortion of reality, convulsions, respiratory depression, coma and death. Depressants combined with alcohol can be lethal.

Cocaine/Crack stimulates the central nervous system is extremely addictive, both psychologically and physically. Effects include dilated pupils, increased heart rate, elevated blood pressure, insomnia, loss of appetite, hallucinations, paranoia, seizures and death due to cardiac arrest or respiratory failure.

Hallucinogens (PCP, angel dust, LSD, etc.) interrupt the functions of the part of the brain that controls the intellect and instincts. May result in self-inflicted injuries, impaired coordination, dulled senses, incoherent speech, depression, anxiety, violent behavior, paranoia, hallucination, increased heart rate and blood pressure, convulsions, coma, and heart and lung failure.

Cannabis (marijuana, hashish, has, etc.) impairs short-term memory comprehension, concentration, coordination and motivation. It may also cause paranoia and psychosis. Marijuana smoke contains more cancer-causing agents than tobacco smoke. The way in which marijuana is smoked - deeply inhaled and held in the lungs for a long period – enhances the risk of getting cancer. Combined with alcohol, marijuana can produce a dangerous multiplied effect.

Narcotics (heroin, morphine, Demerol, Percodan, etc.) initially produce feelings of euphoria often followed by drowsiness, nausea and vomiting. An overdose may result in convulsions, coma and death. Tolerance develops rapidly and dependence is likely. Using contaminated syringes to inject such drugs may result in AIDS.

Tobacco/nicotine causes death among some 170,000 people in the United States each year due to smoking-related coronary heart disease. Some 30 percent of the 130,000 cancer deaths each year are linked to smoking. Lung, larynx, esophagus, bladder, pancreas and kidney cancers strike smokers at increase rates. Emphysema and chronic bronchitis are 10 time more likely among smokers.

Kansas Criminal Law, Drug Possession/Possession of a Controlled Substance Penalties excerpts:

Drug Classifications

Schedule I Drugs are considered highly addictive drugs with a high likelihood of abuse, and no approved medical uses. They include Heroin, Marijuana, and many hallucinogens, such as LSD, Mescaline, Peyote, and Psilocybin.

Schedule II Drugs are considered highly addictive drugs with a high likelihood of abuse, and limited approved medical uses. They include cocaine, codeine, hydrocodone, morphine, oxycodone/oxycotin, and related opiates.

Schedule III Drugs are considered highly addictive drugs with a less likelihood of abuse, and limited approved medical uses. They include many barbiturates, ketamine (special K), and GHB.

Schedule IV Drugs are considered addictive drugs with a less likelihood of abuse, and some approved medical uses. They include chloral hydrate, and many common prescription drugs.

Drug paraphernalia may include kits, spoons, scales, capsules, balloons, needles, syringes, pipes, bongs, masks, roach clips, and other devices described in KSA 65-4150.

Referral and Hotline Information:

National Institution on Drug Abuse (M-F, 8:30 a.m. – 4:30 p.m.) 1-800-662-HELP
National Alcohol & Drug Abuse Hotline 1-800-234-0420
Cocaine Helpline 1-800-COCAINE
Reach-Out Hotline 1-800-522-9054
(Alcohol, drug-crisis, intervention, mental health referral)

Drug Abuse Prevention Program

Mitsu Sato Hair Academy provides student information on the effects of drug and alcohol use in reference to hair, skin and nails and as it relates to the field of cosmetology. We also provide students quarterly classes with an area doctor. These classes cover the effects of drug and alcohol abuse on their bodies, their lives and their families.

Vaccinations

The Academy does not require vaccinations.

Campus Security Policy

The Jeanne Clery Disclosure of campus Security Policy and Crime Statistics Act require that our institution report crimes on campus, and campus buildings or properties that meet all of the following criteria:

- The institution owns or controls them;
- They are reasonably contiguous to one another;
- They directly support or relate to the institution's educational purposes

We have adopted the reporting geography of the following locations: 9060, 9062, 9070 and 9078 Metcalf Avenue, Overland Park, KS 66212. The school contacted the Overland Park Police Department for a report disclosing the required statistics. The statistics provided reflect the calendar year 2013.

Mitsu Sato Hair Academy has prepared this report and made it available to all current students, faculty and prospective students. This report is required by federal law and contains policy statements and crime statistics for the school. The policy statements address the school's policies and procedures concerning safety and security, for example, policies for responding to emergency situations and sexual offenses. Two years worth of statistics are included for certain types of crimes that were reported to have occurred on campus, in or on off-campus buildings or property owned or controlled by the academy on public property within or immediately adjacent to the campus. This report is additionally available online at www.mitsusatohairacademy.com. You may request a copy from the Administration Office of Mitsu Sato Hair Academy.

This report is prepared in cooperation with the local law enforcement agencies surrounding our campus.

Campus crime statistics include those reported to the Administrative Offices, other campus officials, and those reported to us by local law enforcement agencies as a result of our request for such data. These statistics may also include crimes that have occurred in public areas not controlled by the school, but utilized by our students, faculty and staff.

Students, faculty, and guests are encouraged to report all crimes and public safety related incidents to the school Administration and to the local Overland Park Police Department in a timely manner. Only by prompt reporting of crime and subsequent action by appropriate authorities can issues be quickly investigated and resolutions effected. By making accurate and prompt reports the community, students, faculty and guests help increase safety for all.

If you are the victim of a crime and do not want to pursue action within the school system or the criminal justice systems, you may still want to consider making a confidential report. With your permission, the school Administrator or Owner can file a report on the details of the incident without revealing your identity. The purpose of a confidential report is to comply with your wish to keep the matter confidential, while taking steps to ensure the future safety of yourself and others. With such information, the school can keep an accurate record of the number of incidents involving students, determine where there is a pattern of crime with regard to a particular location, method, or assailant, and alert the school community to potential danger. Reports file in this manner are counted and disclosed in the annual crimes statistics for the institution.

To report a crime or suspected crime, an individual may contact the Overland Park Police Department by dialing 911 or the school administrator at 913-341-7286. Any suspicious activity or person seen in the parking lots or loitering around vehicles, inside buildings or around the classrooms or clinic areas should be reported.

The Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act not only requires crime reports from campus authorities, but every institution must make a “reasonable, good faith effort” to obtain Clery crime statistics from local law enforcement agencies that have jurisdiction over the school’s Clery geography. Local law enforcement agencies that serve our Clery geographical location are: The Overland Park Police Department.

In support of these requirements, the school sent a formal request to the Overland Park Police Department requesting crime statistic reports. A copy of this letter and the response from the Overland Park Police Department can be found on our website www.mitsusatohairacademy.com

The Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act require reporting of specific criminal act reports – not necessarily convictions. Just because a criminal act, or suspicion of such an act, was reported does not necessarily indicate that such an act actually occurred or that specific individuals were convicted of such an act. The Clery requirements are for disclosure of reports of criminal activity, or suspected criminal activity.

Since we do not have on campus housing, no report is included to include housing crimes or Fire statistics. The response from the Overland Park Police Department discloses that there were no reports of hate crimes.

In the event that a situation arises, either on or off campus, that in the judgment of the school, constitutes an ongoing or continuing threat, a campus wide “timely warning” will be issued. The warning will be issued through all available means of mass communication including: public address announcements, personal notification, campus e-mail or personal e-mail. Depending on the particular circumstances of the crime, especially in all situations that could pose an immediate threat to the community and individuals, the school may also post a notice on the school website www.mitsusatohairacademy.com providing the community with more immediate notification.

Safety and Evacuation

BASIC REQUIREMENTS FOR A SAFE WORKPLACE

1. Proper Ventilation: Some fumes can be harmful.
2. Proper use of flammables: read labels and always follow precautions.
3. Designated smoking areas: Never smoke or permit clients to smoke while being served. Avoid other sources of open flames.
4. Safe Product Storage: Store products in closed containers and prevent spills or leakage. Store in adequately ventilated area in moderate temperature.
5. Protection during application: Follow directions, wear gloves and/or goggles as directed, properly drape client. Apply your professional training.
6. Proper Use of First Aid: Keep first aid kit available.
7. Fire Safety: Post and review evacuation procedure during new student orientation.
8. In the event of fire:
 - a. Contact fire department (keep number readily available. Give name and address of business, nature of fire (what is burning, and name of person reporting the fire.
 - b. Evacuate premises by following the planned procedure for the facility.
 - c. Plan alternate exits for use in the event regular route is blocked by the fire.
 - d. Service extinguishers at least annually.
9. Use of extinguishers. Install away from potential fire hazards and near an escape route. Follow the instructions. Many work as follows:
 - a. Pull the pin
 - b. Aim the nozzle
 - c. Squeeze the handled
 - d. Sweep from side to side at base until fire goes out.
10. Recommended Procedures: the National Fire Protection Association recommends that you should ONLY stand and fight a fire if ALL the following are TRUE:
 - a. Everyone is leaving the premises and fire department has been called.
 - b. The fire is small and confined to the work area where it started (wastebasket, cushion, small appliance, etc.)

- c. You can fight the fire with your back to an escape route.
- d. Your extinguisher is rated for the type of fire you are fighting and is in good working order.
- e. You know how to operate the extinguisher.

Copyright Policy

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

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

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

Student Conduct

- ❖ Cell phones and personal electronics must be turned off while in school. The academy phone is not for student personal use, except in the case of an emergency.
- ❖ Eating and drinking are not permitted on the clinic floor. The break room is the proper place for these activities. No gum chewing is allowed during school hours.
- ❖ A smoke-free environment is provided for all students and staff. Students may smoke outdoors on the north side of the building
- ❖ Students may not congregate or loiter in front of the school or adjacent to surrounding businesses.
- ❖ Students are given a thirty minute lunch each day. The student must clock in and out. The receptionist and instructor must both be informed that you are on a lunch break.
- ❖ Students are allowed two 15 minute breaks each day. A morning break and an afternoon break. The student is not allowed to leave the premises.
- ❖ Students must park in the designated area. (North side of building).
- ❖ Profanity and vulgarity on the school premises will not be allowed.
- ❖ Students may not disrespectful of guests, staff or other students.
- ❖ Students must not engage in any form of physical violence or threatening the use of physical violence with another student, staff member or guest.
- ❖ Students will not participate in willful destruction or theft of school property.

- ❖ Student may not make changes to the appointment book or “trade” clients with another student without permission.
- ❖ Student must begin and complete every guest service with an instructor consultation and ensuring the instructor signs the consultation sheet.
- ❖ Students not assisting a guest should be applying their efforts towards the study of cosmetology in practice or theory.
- ❖ Students are not allowed behind the receptionist desk, unless they have been assigned to the area.
- ❖ Students are responsible for cleaning up after themselves in the break room.
- ❖ A sanitation assignment is to be completed each day by each student.
- ❖ All stations should be cleaned each day. No personal items are to be affixed to the station and all walkways are to remain clear of clutter and debris.
- ❖ Student may not leave the classroom during instruction.
- ❖ Learn services, products and prices to effectively communicate with clients. Update client records after each service.
- ❖ Secure personal and kit items when not in use. (School is not responsible for lost or stolen items.)

Student must understand that any infraction of the Student Conduct Policy, Satisfactory Progress Policy or the Enrollment Contract, could result in any of the following disciplinary actions:

Warning: Unless specified below, the student will be issued a verbal warning, followed by a written warning. Failure to change an action after two warnings may result in suspension or termination.

Automatic suspension: A student may be put on an automatic one day suspension with no warning given for the following: leaving school grounds while clocked in, inappropriate language (including physical gestures), receiving services without instructor approval or making payment, cell phone use on clinic floor or during class time, making changes to the appointment book without permission or leaving the classroom during instruction. At the discretion of the academy, infractions not listed may also merit suspension. A student who receives an automatic suspension will be assessed a **\$20.00 fee** that must be paid before returning to class.

Suspension: Students who have not corrected a progress or disciplinary policy problem may be suspended for a period of one week and must pay a **\$50.00** suspension fee prior to returning to class. A second suspension would be two weeks and result in a **\$100.00** suspension fee payable prior to returning to class.

Termination: Enrollment may be terminated at the discretion of the school administration for any reason deemed necessary to maintain the positive educational environment and general objectives of the academy for any of the following:

- ❖ Immoral or improper conduct
- ❖ Noncompliance with educational requirements, Rules of Conduct, General Policies and/or the Enrollment Contract
- ❖ Noncompliance with the schools Satisfactory Academic Progress Policy
- ❖ Noncompliance with state laws and regulations
- ❖ Any action which causes or could cause bodily harm to a client, a student or employee of the academy
- ❖ Willful destruction of school property or theft
- ❖ Engaging in the manufacture, distribution, dispensation, possession, or use of drugs and/or alcohol.
- ❖ Not meeting all terms of a probation or suspension
- ❖ Five consecutive days of non-attendance or communication with the academy
- ❖ Non-payment of tuition according to the signed tuition agreement
- ❖ Misrepresentation of personal information on contracts or documents
- ❖ Violation of academy policies as outlined in the student catalogue
- ❖ Non-completion of program within 110% the normal length of the program

At the discretion of the academy, infractions not listed may also merit termination.

Student Services

The academy instructors and administration is available for discussion and to advise students regarding their academic needs. When a student actively pursues advice from a member of the faculty or administration regarding personal issues, a recommendation will be offered to assist the student in seeking a licensed counselor. The academy administration maintains a file of local agencies which may be able to assist students with personal needs. Mitsu Sato Hair Academy does not provide psychological assessment or counseling to students in any manner or capacity.

Library/Resources: Resources consist primarily of teaching videos, trade magazines and specialty books. These resources are available upon request.

Personal Services: One student service per month is available to students who are maintaining SAP. All chemical services require a 50% payment prior to beginning the service. All services require instructor and administration approval. Student's services are performed on Tuesday and Wednesday and only one student at a time may be receiving a service. Non-chemical services are available to a student's immediate family members. Chemical services are performed for half price. An immediate family member is: spouse, child, parent, sibling or grandparent.

Kansas Law Precedence

Mitsu Sato Hair Academy has attempted to incorporate all aspects of Kansas Law into this catalogue. The Kansas Board of cosmetology General Laws, rules and Regulations take precedence over any conflicting provision in this catalogue.

Mitsu Sato Hair Academy is subject to unannounced inspections by the Kansas Board of Cosmetology. All rules and regulations provided by the State Board shall be followed at all times. Students will receive a KBOC General Laws, rules and Regulations Book. If the student loses their state law book, they may request a replacement at their own expense.

All rules, regulation, guidelines, and fees listed in the student catalogue may be subject change. All changes in the catalogue or academy policies will be posted as the changes occur.

Title IV Programs Available at Mitsu Sato Hair Academy

Federal Pell Grant: A grant for undergraduate students. The amount of your award is based on a formula which assesses your income and assets.

Direct Subsidized Stafford Loan (DSSL): The interest rate on a Federal Stafford loan is a fixed rate. It is payable starting six months after the student ceases study and a minimum of \$600 per year or \$50 per month must be paid back. Students may borrow up to the maximum per academic year depending on need and program length.

Direct Unsubsidized Stafford Loan (DUSL): The DUSL is a fixed rate loan. The interest on this loan must be paid by the borrower. If a student does not qualify for the full DSSL then the student may borrow the difference in DUSL up to the maximum per academic year and then up to an additional \$6000 depending on the program length, dependency status and the Cost of Attendance. Students may borrow the DUSL in lieu of the Family Contribution but total financial aid may not exceed the students Cost of Attendance.

Direct Parent Loans for Undergraduate Students (DPLUS). PLUS loans are for parents of dependent students. In addition, the PLUS has a credit check requirement.

Cost of Attendance (COA) Your educational expenses such as tuition, fees, room, board, books, and supplies.

Expected Family Contribution (EFC) The amount the government expects you and your family to pay toward your education.

Estimated Financial Assistance (EFA) Includes Pell, SOG, other federal student aid, and non federal aid, such as scholarships.

Verification Policy

Students may be selected for verification by the U.S. Department of Education or those with conflicting information in their records will be required to submit supporting documentation. In most cases, the required documentation consists of the following and, any conflicting information in the student's file must be resolved before any financial aid may be disbursed, regardless of the student's verification status.

Individual Student Information Records (ISIR) selected for verification are verified using the Department of Education Worksheet(s) for dependent and independent students.

Deadline for students to submit documentation: Students must submit required documentation to the schools financial aid office before any disbursements of Title IV funds requested but no later than 30 days after starting school. The only exceptions will be in the cases of any delays that are outside the control of the student, in the school's opinion, the which case the school will extend the deadline up to an additional 30 days.

Consequences for failure to meet deadline for submitting documentation: A student that fails to meet the school's deadline for required documentation as defined above will be given the option to continue in school as a private paying student or withdraw from the school. The student will be responsible for any tuition charges earned and future tuition charges if they remain in school. If the student drops from the school, the student will be responsible for tuition charges up to the date that the school is aware that the student is terminating the school.

Method of notifying student of award changes due to verification process: If a student's award changes due to the verification process, the student will be contacted if they are currently attending school to meet with the financial Aid Office to resolve any award changes prior to the school disbursing any funds. If the student has not started classes, the student will be contacted by the Financial Aid Office to arrange for the student to either meet personally with the Financial Aid Office or to provide the necessary information to complete the verification process and to resubmit the application, if necessary.

Required correction procedures for students: Any corrections to the application due to the verification process must include:

- Copy of corrected documents, if applicable
- Clarification of any incorrect information
- Initials on ISIR of changes if new ISIR is not needed

Students will be advised on:

- Documents that are required for verification
- Deadlines required to submit documentation
- Consequences of missing required deadlines

Verification exclusions: Certain applicants may be eligible for exclusion to the verification process. These exclusions will be limited to those listed in the Verification Guide only.

Items to be verified:

- Household size
- Number enrolled in college
- Adjusted gross income

- U.S. Taxes paid
- Certain untaxed income and benefits

Dependency Override

If the student answered **no** to all the questions on the FAFSA that apply to the dependency status, the student will automatically be considered dependent upon the student's and parent's income. However, due to special circumstances, the school has the option of changing the student to independent.

The USDE emphasizes the need to make dependency overrides only for students with unusual circumstances, on a case-by-case basis and to document the unusual circumstances that the financial aid administrator relied upon in making the override. The AVG further recognizes the common practice in the profession that the unusual circumstances could include an **abusive family environment** or **abandonment by parents**.

The Application and Verification Guide (AVG) has identified four conditions that individually or in combination with one another do not qualify as "Unusual Circumstances" or that **do not** merit a dependency override. Those circumstances are:

1. Parents refusing to contribute to the student's education
2. Parents unwilling to provide information on the application or for verification
3. Parents are not claiming the students as dependent for income tax purposes.
4. Student demonstrating total self-sufficiency.

The law also requires that a determination of unusual circumstance(s) must be made each award year. The financial aid administrator must affirm in the subsequent award year the conditions for determining the student to be independent continue to make expecting a parental contribution inappropriate.

Determination by a financial aid administrator at one institution that a student should be considered independent is **not** binding at another institution.

Situations: Abusive family environment or abandonment by parents

Suggested Documentation:

- Three letters detailing the situation
 - One from the student
 - Two from an outside source familiar with the student's situation (high school counselor, clergy, family friend, etc.)
- Complete the School documentation Acceptance form
 - Attach copies of the student's documentation
- Have the student complete the FAFSA
- Complete the Dependency Status Override box on the FAFSA, fill in the "D/O box" put in the Pell ID number and sign.

Students whose parents refuse support are not eligible for a Dependency Override, but they may be able to receive Unsubsidized Stafford loans only.

For a student to be eligible for this provision the school must obtain the following documentation:

1. That his/her parents refuse to provide information for the student's FAFSA **and**
2. They do not and will not provide any financial support to the student. Include the date support ended. If the parents refuse to sign and date a statement to this effect, you must get documentation from a third party (the student himself is not sufficient), such as a teacher, counselor, cleric, or court.

If it is decided that a student falls into this category, the decision must be documented and ensure that the student submits a FAFSA and passes all the eligibility matches. The result will be a rejected application with no EFC. The student may then be awarded Unsubsidized Stafford loans up to the maximum the dependent student would normally be eligible for depending on his/her grade level.

Award Letter

For schools that participate in the Pell Grant and Direct Loan Programs, the award letter is optional. The school must still inform the student how the funds are disbursed, when they will be disbursed and whether they are disbursed to the account or directly to the student.

The award letter includes:

- Title IV aid that is available to the student.
- The calculation for determining the student's loan eligibility (i.e. Cost of Attendance- Expected Family contribution-Other Aid=Unmet need.)
- Amount of hours required for each disbursement
- How funds will be credited
- An explanation stating satisfactory progress must be maintained as defined by the school
- A brief description of programs

Students may accept the full awards or request a reduction in loan awards based on their personal choice and needs. The student has the later of the following to cancel: (a) The first day of the payment period, if the school sends the notice no earlier than 30 days before, but no later than 7 days after it credits the loan funds to the student's account. (b) Within 30 days after the date the school sent the borrower notice explaining the borrower's right to cancel. If the borrower informs the school after either of these deadlines, the school may still honor the student's or parent's request for a loan cancellation, but the school is not required to do so. Regardless of when the school receives the request, the school will inform the student or the parent, in writing or by electronic means of the outcome of the request.

GED CERTIFICATION: For information on obtaining a General Education Diploma, (GED) please refer to the adult school location in your area.