

2023 Catalog Addenda Modesto Branch Campus



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Approval by the Bureau for Private Postsecondary Education

Institute of Technology is approved to operate by means of accreditation in California by the Bureau for Private Postsecondary Education until November 30, 2022. (The BPPE has received the renewal application and Institute of Technology remains approved during the renewal process.)

MISSION STATEMENT

At the Institute of Technology our family mission is to inspire, support, and empower students through education and career development.



Programs and Start Dates

THE FOLLOWING PROGRAMS ARE TAUGHT AT THIS CAMPUS:

Institute of Technology enrolls students continuously throughout the calendar year. New starts are scheduled on a monthly basis to allow the students greater scheduling freedom.

IV Therapy and Blood Withdrawal

Dates and times to be determined.

The IV Therapy and Blood Withdrawal course is NOT vocational in nature and does not lead to initial employment.

Criminology/Emergency Response (AOS Degree) IDL

January 9, 2023	April 18, 2024
February 13, 2023	May 23, 2024
March 20, 2023	June 27, 2024
April 24, 2023	August 1, 2024
May 30, 2023	September 6, 2024
July 3, 2023	October 10, 2024
August 7, 2023	. November 14, 2024
September 11, 2023	. December 19, 2024
October 16, 2023	February 6, 2025
November 20, 2023	March 13, 2025

Vocational Nursing (Full Time)

March 20, 2023	April 19, 2024
July 10, 2023	August 16, 2024
November 6. 2023	December 13, 2024

Physical Therapist Assistant (IDL)

February 13, 2023August 19, 2024

Refer to Main Catalog for Program Descriptions

Avocational Course



2023 Class Schedule—Weekday Classes

January 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
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February 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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March 2023

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April 2023

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May 2023

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June 2023

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July 2023

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August 2023

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September 2023

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October 2023

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November 2023

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December 2023

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DAILY SCHEDULES

Weekday classes are held on Monday through Thursday from:

8:00 a.m. to 12:30 p.m. 1:00 p.m. to 5:30 p.m. 6:00 p.m. to 10:30 p.m. **Legend**Scheduled Class Day:

5

No Class:

Culinary weekday classes are held on Monday through Thursday from:

7:30 a.m. to 12:30 p.m. 12:15 p.m. to 5:15 p.m. 5:30 p.m. to 10:30 p.m.

Physical Therapist Assistant (PTA) weekday classes are held on Monday through Thursday from:

8:00 a.m. to 12:30 p.m. 1:00 p.m. to 5:30 p.m.

The above Physical Therapist Assistant schedule is typical, but is subject to change. Some classes within the PTA program contain distance education coursework. Distance education coursework is completed at a location determined by the student.



2023 Class Schedule—Hybrid Programs

January 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
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February 2023

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March 2023

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April 2023

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May 2023

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June 2023

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July 2023

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August 2023

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September 2023

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October 2023

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November 2023

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December 2023

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DAILY SCHEDULES

Professional Development, CERM, HVAC, MBOA, and PMA

In a hybrid program, classes are conducted on-campus and online. On-campus attendance is required two days per week during each academic week. Online attendance events include completing a quiz, test, final exam or posting a response to a Discussion Board prompt. Active engagement, the completion of assignments along with attendance events, will be monitored on a weekly basis. The scheduled class days on the above calendar represent the on-campus sessions for hybrid /IDL programs.

The Academic Week at Institute of Technology for hybrid classes for each five (5) week module follows this schedule:

Week 1: Monday through Sunday

Week 2: Monday through Sunday

Week 3: Monday through Sunday

Week 4: Monday through Sunday

Week 5: Monday through Thursday

Revised: April 25, 2023

Legend

Scheduled Class Day: No Class:



Hybrid/IDL program oncampus classes are held two days per week.

Tuesday and Thursday 8:00 a.m. to 12:30 p.m.

1:00 p.m. to 5:30 p.m.

6:00 p.m. to 10:30 p.m.



2023 Class Schedule—VN Classes (Full-Time)

January 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
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22	23	24	25	26	27	28
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February 2023

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March 2023

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April 2023

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21	22	23	24	25	26	27
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June 2023

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July 2023

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August 2023

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September 2023

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November 2023

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December 2023

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DAILY SCHEDULES

Monday	6:00am	to	3:30pm
Tuesday	6:00am	to	3:30pm
Wednesday	8:00am	to	12:00pm*
Thursday	8:00am	to	12:00pm*
Friday	8:00am	to	12:00pm*

^{*}Students attend until 5:00pm on one of these days The above schedule is typical, but is subject to change.

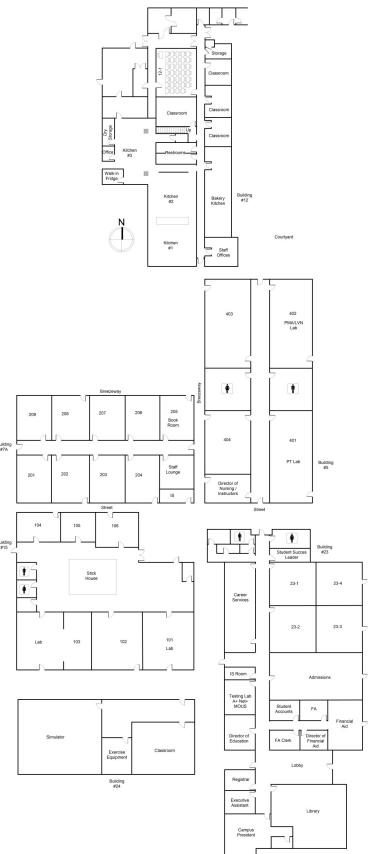
Legend

Scheduled Class Day: No Class:



4

Facilities





Institute of Technology is located at 5601, 5773, 5779A, and 5779B Stoddard Rd., Modesto, California and is easily accessible from Highway 99. The campus occupies approximately 46,587 square feet of space with 25 classrooms and 15 offices. The average classroom size is 20 to 1 or 20 students. The maximum of students in any classroom or lab is 36. Institute of Technology has designated areas for student parking and breaks. There is also a Student Success Center available for student use. This facility has been designated as a smoke-free environment.

The college is open Monday through Thursday, from 7:00 am to 10:30 p.m. and Fridays from 8:00 a.m. to 5:00 p.m. Classes are scheduled from 7:300 a.m. to 10:30 p.m., Monday through Thursday and 8:00 a.m. to 12:00 p.m. on Friday.

RENTAL HOUSING NEAR THE MODESTO CAMPUS A one bedroom apartment near the campus is estimated to cost \$1,001.00 per month in U.S. Currency.



Equipment

The campus is equipped with audio/visual equipment such as projectors and TV/Video/DVD players, which assist the instructor in creating a production based learning environment. Computer labs are organized to maximize learning outcomes central to a specific course of study. Desktop computers are networked in most classrooms throughout the campus.

Students enrolled in Medical Programs will work with equipment common to their field of study. Medical Assistant and Medical Billing Office Administration students will utilize computers to simulate Electronic Medical Records (EMR) and other medical office documentation. Medical Assistant students will utilize equipment used to take blood pressure, collect lab specimens, give injections, and more. Some of the Vocational Nursing lab equipment includes manneguins, medication carts, and patient monitors. Physical Therapist Assistant student lab equipment examples include patient tables, treadmill, stethoscopes, walkers, canes, weights, and more. The Pharmacy Technician lab contains equipment present in both hospital and retail pharmacy settings. Examples of pharmacy lab equipment include prescription shelves, counting and filling supplies, equipment to simulate sterile and non-sterile compounding, and more.

Students in Heating Ventilation and Air Conditioning work in labs designed to compliment equipment used in their career paths. HVAC students will troubleshoot Air Compres-

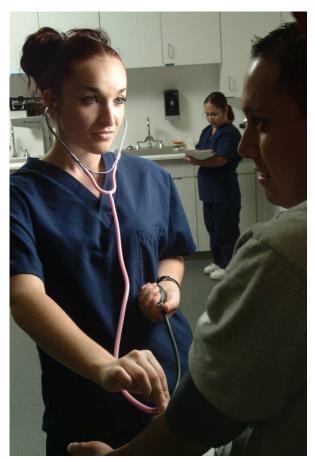
sors, Ice Machines, Residential and Commercial AC and Heating Units. HVAC students will be provided tool kits containing tools appropriate to the trade.

Students enrolled in the Culinary Arts Specialist or Baking and Pastry Specialist courses will be learning their craft at Institute of Technology's full service kitchen. The kitchen is equipped with ovens, broilers, walk-in freezer, demonstration tables and baking ovens to provide culinary students with a learning environment similar to those found in restaurants. In addition to chef's uniforms, culinary students will be provided either a cutlery set or a baking tool set.

Students in the Criminology and Emergency Response Management (CERM) program work in an industry standard firearm simulator designed to compliment equipment used in their career paths. CERM students will encounter simulated life threatening circumstances that require the use of deadly force and be required to respond appropriately. CERM students will be provided access to equipment that includes firearms, emergency response equipment, and physical training facilities appropriate to the trade.



IT-Clovis 2003



IT-Clovis 2003



Program Cost

Baking and Pastry Specialis	t	IV Therapy and Blood Withdrawal (IVBW)*
Registration Fee (non-refundable)	\$ 75.00	Tuition Non-IOT Graduates	\$ 450.00
STRF Fee (non-refundable)	\$50.00	Tuition IOT Graduates	\$ 350.00
Books & Supplies*	\$ 1,314.00	(*IVBW is a cash pay course, financial aid is i	not available.)
Tuition (Year 1)	\$ 16,604.00	•	,
Tuition (Year 2)	\$2,372.00	Medical Billing and Office Adminis	tration
Total	\$ 20,415.00	Registration Fee (non-refundable)	\$ 75.00
Approximate Cost per Unit	\$387.50	STRF Fee (non-refundable)	\$47.50
*Book and supply costs include a mandatory	\$700 lab fee.	Technology Fee Period 1 (non-refundable)	\$50.00
		Technology Fee Period 2 (non-refundable)	\$50.00
Criminology and Emergency Response (AOS Degree)	Books & Supplies	\$ 1,662.00
Registration Fee (non-refundable)	\$ 75.00	Tuition (Year 1)	\$ 16,880.00
STRF Fee (non-refundable)	\$70.00	Total	\$ 18,764.50
Background Check	\$ 90.00	Approximate Cost per Unit	\$355.37
Technology Fee Period 1 (non-refundable)	\$50.00		
Technology Fee Period 2 (non-refundable)	\$50.00	Pharmacy Technician	
Technology Fee Period 3 (non-refundable)	\$50.00	Registration Fee (non-refundable)	\$ 75.00
Technology Fee Period 4 (non-refundable)	\$50.00	STRF Fee (non-refundable)	\$47.50
Books & Supplies	\$ 1,123.00	Technology Fee Period 1 (non-refundable)	\$50.00
Tuition (Year 1)	\$ 12,222.00	Technology Fee Period 2 (non-refundable)	\$50.00
Tuition (Year 2)	\$ 12,222.00	Books & Supplies	\$ 1,651.00
Tuition (Year 3)	\$ 2,037.00	Tuition	\$ 16,712.00
Total	\$ 28,039.00	Total	\$ 18,585.50
Approximate Cost per Unit	\$273.00	Approximate Cost per Unit	\$351.83
Culinary Arts Diploma		Physical Therenist Assistan	4
Registration Fee (non-refundable)	\$ 75.00	Physical Therapist Assistan	
STRF Fee (non-refundable)	\$52.50	Registration Fee (non-refundable)	\$ 75.00
Books & Supplies*	\$ 1,382.00	STRF Fee (non-refundable) Books & Supplies	\$92.50
Tuition (Year 1)	\$ 19,680.00	• •	\$ 3,343.00
Total	\$ 21,189.50	Technology Fee Period 1 (non-refundable) Technology Fee Period 2 (non-refundable)	\$50.00
Approximate Cost per Unit	\$401.63	,	\$50.00
*Book and supply costs include a mandatory	\$700 lab fee.	Technology Fee Period 3 (non-refundable)	\$50.00
		Technology Fee Period 4 (non-refundable)	\$50.00
Heating, Ventilation and Air Condi	tioning	Technology Fee Period 5 (non-refundable)	\$50.00 \$43.360.00
Registration Fee (non-refundable)	\$ 75.00	Tuition (Year 1)	\$ 13,260.00
STRF Fee (non-refundable)	\$52.50	Tuition (Year 2)	\$ 13,260.00
Technology Fee Period 1 (non-refundable)	\$50.00	Tuition (Year 3)	\$ 6,630.00
Technology Fee Period 2 (non-refundable)	\$50.00	Total	\$ 36,910.50
Books & Supplies*	\$ 2,041.00	Approximate Cost per Unit	\$506.11
Tuition	\$ 18,992.00		
Total	\$ 21,260.50		
Approximate Cost per Unit	\$391.59		
*Book and supply costs include a mandatory	\$300 lab fee.		

Revised: April 25, 2023 (Continued on page 11)



Program Cost

Professional Medical Assistant

Registration Fee (non-refundable)	\$ 75.00				
STRF Fee (non-refundable)	\$45.00				
Technology Fee Period 1 (non-refundable)	\$50.00				
Technology Fee Period 2 (non-refundable)	\$50.00				
Books & Supplies	\$ 1,566.00				
Tuition	\$ 16,712.00				
Total	\$ 18,498.00				
Approximate Cost per Unit	\$351.83				
*Book and supply costs include a mandatory \$400 lab fee.					

Vocational Nursing (Day Classes)

<u> </u>	•				
Registration Fee (non-refundable)	\$ 75.00				
STRF Fee (non-refundable)	\$90.00				
Background Check	\$ 115.00				
Books & Supplies	\$ 2,538.00				
Tuition (Year 1)	\$ 22,148.00				
Tuition (Year 2)	\$ 11,074.00				
Total	\$ 36,040.00				
Approximate Cost per Unit	\$531.55				
*Book and supply costs include a mandatory \$20 lab fee					

^{*}Book and supply costs include a mandatory \$20 lab fee.

With Campus President approval, students who do not satisfactorily complete a curriculum within the scheduled hours may be allowed additional time to complete the curriculum without additional charge.



Tuition Schedule and Refund Table

TUITION SCHEDULE

Course	Attendance Period Cost					Qtr. Credit		Length in	
	Period 1	Period 2	Period 3	Period 4	Period 5	Cost	Units	Hours	Weeks
Baking and Pastry Specialist	\$8,302.00	\$8,302.00	\$2,372.00			\$20,415.00	48	890	40
Criminology/Emergency Response (AOS)	\$6,111.00	\$6,111.00	\$6,111.00	\$6,111.00	\$2,037.00	\$28,039.00	97	1300	65
Culinary Arts Diploma	\$9,840.00	\$9,840.00				\$21,189.50	49	880	40
Heating, Ventilation and Air Conditioning	\$9,496.00	\$9,496.00				\$21,260.50	48.5	800	40
IV Therapy and Blood Withdrawal (IVBW) IOT Graduates	\$350.00					\$350.00	N/A	40	N/A
IV Therapy and Blood Withdrawal (IVBW) Non-IOT Graduates	\$450.00					\$450.00	N/A	40	N/A
Medical Billing and Office Administration	\$8,440.00	\$8,440.00				\$18,759.50	47.5	860	40
Pharmacy Technician	\$8,356.00	\$8,356.00				\$18,585.50	47.5	860	40
Professional Medical Assistant	\$8,356.00	\$8,356.00				\$18,498.00	47.5	860	40
Course	Period 1	Period 2	Period 3	Period 4	Period 5	Program Cost	Semester Credit Units	Clock Hours	Length in Weeks
Physical Therapist Assistant	\$6,630.00	\$6,630.00	\$6,630.00	\$6,630.00	\$6,630.00	\$36,910.50	65.5	1573	75
Vocational Nursing (Day Class)	\$11,074.00	\$11,074.00	\$11,074.00			\$36,040.00	62.5	1575	51

Institute of Technology reserves the right to change, alter or cancel any of its programs offered at any time as deemed necessary to better suit the needs of the students, institution, or the community which it serves.

Refer to Main Catalog for the Tuition Payment Policy

REFUND TABLE

TEL OND TABLE							
REFUND TABLE		PERCENT OF PERIOD COMPLETED					
Program	Period Cost	10%	20%	30%	40%	50%	60%
Baking and Pastry Specialist	\$8,302.00	\$830.20	\$1,660.40	\$2,490.60	\$3,320.80	\$4,151.00	\$5,811.40
Criminology/Emergency Response (AOS)	\$6,111.00	\$611.10	\$1,222.20	\$1,833.30	\$2,444.40	\$3,055.50	\$4,277.70
Culinary Arts Diploma	\$9,840.00	\$984.00	\$1,968.00	\$2,952.00	\$3,936.00	\$4,920.00	\$6,888.00
Heating, Ventilation and Air Conditioning	\$9,496.00	\$949.60	\$1,899.20	\$2,848.80	\$3,798.40	\$4,748.00	\$6,647.20
IV Therapy and Blood Withdrawal	\$450.00	\$45.00	\$90.00	\$135.00	\$180.00	\$225.00	\$270.00
Medical Billing and Office Administration	\$8,440.00	\$844.00	\$1,688.00	\$2,532.00	\$3,376.00	\$4,220.00	\$5,908.00
Pharmacy Technician	\$8,356.00	\$835.60	\$1,671.20	\$2,506.80	\$3,342.40	\$4,178.00	\$5,849.20
Physical Therapist Assistant	\$6,630.00	\$663.00	\$1,326.00	\$1,989.00	\$2,652.00	\$3,315.00	\$4,641.00
Professional Medical Assistant	\$8,356.00	\$835.60	\$1,671.20	\$2,506.80	\$3,342.40	\$4,178.00	\$5,849.20
Vocational Nursing (Day Classes)	\$11,074.00	\$1,107.40	\$2,214.80	\$3,322.20	\$4,429.60	\$5,537.00	\$7,751.80

Refer to Main Catalog for the Refund Policy



ACCREDITATION AND CERTIFICATION

Institute of Technology is authorized and fully approved by the Board of Vocational Nursing and Psychiatric Technicians (BVNPT), 2535 Capitol Oaks Drive, Suite 205, Sacramento, CA 95833-2945, telephone (916) 263-7800; fax (916) 263-7859, www.bvnpt.ca.gov. A copy of this Bureau approval is on display in the lobby entrance of the Institute of Technology.

ACADEMIC ASSISTANCE

Institute of Technology instructors are available during their scheduled office hours to assist students with academic issues. Specific hours for each instructor will be noted on course syllabi. Institute of Technology also provides students with the opportunity to practice skills during "Open Lab" time, which will be posted at the beginning of each semester. The various labs will be supervised by instructors to assist students on an as-needed basis. We encourage students to use the Open Labs time to perfect hands-on skills such as computer software, office skills, lab procedures, beginning and intermediate nursing skills, NCLEX review, etc.

In conjunction with the Academic Services
Department, additional academic assistance may be provided in the form of one-on-one or small group instruction.

GENERAL ADMISSIONS REQUIREMENTS

In order to begin the admissions process into the Vocational Nursing program at Institute of Technology, an applicant must provide proof of high school graduation or its equivalent. Proof is defined as high school transcripts or a GED Certificate.

In order to begin the admissions process into the Vocational Nursing program at Institute of Technology, an applicant must provide proof of high school graduation or its equivalent. Proof is defined as any of the following:

- High school diploma
- Official High School Transcripts (showing completion)
- GED Certificate
- Proof of CA high school equivalency exam
- Official college transcripts showing minimum of an associate degree from an accredited U.S. college or university
- In the event of foreign transcripts, they must be officially evaluated and determined to meet the equivalent of a 12th grade education in the U.S.

ENTRANCE EXAMINATION REQUIREMENTS

- Evaluation Used: SLE (Wonderlic) Minimum score: 20
- Evaluation used: HESI A2 minimum score of 70th percentile cumulative score / Critical Thinking exam – minimum score of 750

ADMISSIONS DECISIONS

No one is guaranteed admission by meeting the minimum requirements of a high school/GED diploma or equivalent or by passing an equivalency exam. Often, there are more applicants than available seats in a given program. Many factors are taken into consideration by the Admissions Department. Applicants who are admitted may be judged based on their readiness to succeed. The following represents possible evaluation measures:

- Interview by VN Admissions Committee
- On site written personal goal assessment
- Computer competency assessment
- HESI exam

A copy of the complete VN admissions process and selection criteria is available by contacting an Admissions Representative

IMMUNIZATIONS

Students enrolled in any Health Occupations program will be required to have a physical examination, which will provide written documentation that their health will permit them to meet the physical requirements of their chosen field. Specifically, the health practitioner will provide Institute of Technology with the following health certification:

- Physical exam form documenting satisfactory health and physical ability
- Negative TB skin test or chest x-ray
- Current immunization record or laboratory report showing immunity to (as per Public Health criteria):
- Hepatitis B vaccine (series)
- Influenza vaccine
- Measles, mumps and rubella (MMR) vaccine
- Tetanus, diphtheria, and acellular pertussis (Tdap) vaccine
- Varicella vaccine (not zoster vaccine)

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DRUG SCREEN AND BACKGROUND CHECKS

Most clinical facilities require evidence of a "clear" background check prior to participating in clinical rotation. Clear is defined as without sexual/elder/child/spousal abuse, un-acquitted felonies, embezzlement, misdemeanor which includes an element of monetary theft.

Institute of Technology utilizes an online source for background checks. Students will undergo a background check prior to attending clinical rotations. Background checks are not performed as a condition of enrollment into the program.

All Institute of Technology students will undergo a pre-enrollment drug screen prior to program admission. Institute of Technology also participates in random drug screening throughout the course of each program or if a student's behavior is suspicious of drug or alcohol use. *Please refer to our Drug Screening Policy described in the Institute of Technology Catalog and VN Program Handbook.

TRANSFER OF CREDIT FROM INSTITUTE OF TECHNOLOGY

The Vocational Nursing program units do not transfer directly to an RN program; however, once a student passes the state licensure examination (NCLEX-PN) and receives their license, the license is typically transferable into an LVN-to-RN bridge program, provided the student has completed the prerequisites of the LVN-to-RN bridge program. Prerequisites of the LVN-to-RN bridge program are not the same as the Institute of Technology VN prerequisites. It is the receiving institution's prerogative whether or not to accept any coursework from Institute of Technology. Institute of Technology will assist any educational institution to facilitate a graduate's continuing education.

ATTENDANCE

Students are expected to attend all sessions of each class in which they are enrolled. Attendance to all classes is required to establish a foundation for nursing skills and theory. Failure to attend theory, skills lab, or clinical classes may result in a student's inability to meet course objectives.

While illness and emergencies occur, it is expected that students attend at least 90% of all theory hours and 95% of all skills/clinical hours. Absences greater than 10% of Theory or 5% Skills/Clinical hours may

result program termination. All missed hours must be made up. If 8 hours or more are missed the student will be placed on "AT RISK". If additional hours are missed, the student may be placed on "VN PROBATION".

Students may make up theory and skills lab hours during the course of the semester. Clinical absences, however, can only be made up during the make up week following finals week when an additional clinical day is available. In this case, the student will receive an "I" (Course Incomplete) until the hours have been completed during the make up week.

Note: Clinical make up options are not always available, such as specific clinical rotations, until the following semester which may necessitate students repeating a semester. More hours missed than can be made up during the make up week may necessitate students repeating a semester.

All missed theory or skills lab hours must be made up in the Theory or Skills "Open lab" with specific objectives being completed. A Mandatory Attendance form will be completed by the instructor with specific assignments listed. Acceptable methods of make up for theory, skills lab or clinical are at the discretion of the course instructor or as identified below:

- Theory Acceptable methods of make-up may include:
 - Case Studies
 - Independent study in the Theory "Open Lab"
 - Written examination
 - Attendance at seminars or workshops
 - Auto tutorial laboratory
 - Research Reports
- Skills Acceptable methods of make-up include:
 - Attendance in the Skills "Open Lab" –
 Instructor demo, practice and/or return demonstration on Skill of the week.
- Clinical Acceptable methods of make-up include:
 - Performance evaluation in skills laboratory
 - Or, if available additional time in the clinical area with clients/patients.

It is the student's responsibility to insure that make up work for absences is completed and documentation

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(Continued from page 14)

submitted. The complete Attendance Policy and other policies are described in the IOT VN Program Handbook.

GRADING SYSTEM

Student performance evaluation is based on the combined scores received on homework assignments, quizzes, projects, skills performance, class participation, mid-course exams, Independent Study projects, and final examinations. All scores earned are converted to a percentage of the total score possible within each course. The range of the percentages converted to the letter grade as shown below will determine the final grade in each course. All course final grades are recorded as a letter grade. The progress or grading system by which students will be evaluated is as follows:

PERCENT	GRADE
90-100%	Α
80-89%	В
75-79%	С
74% or below	F

Grading

The grading standards, with the grade point equivalents, are as follows:

GRADE	RATE	Grade Points/Unit
Α	Excellent	4.00
В	Good	3.00
С	Satisfactory	2.00
F	Failing	0.00
Pass/No Pass	Externships On	ly 0.00
1	Course Incomp	lete
CH	Challenge	
TC	Transfer Credit	

The grade-point average (GPA) is determined by dividing the total grade points earned by the total units attempted.

SUMMARY OF REQUIREMENTS FOR LICENSURE AS A VOCATIONAL NURSE

Section A

1. Minimum Age - 17 Years.

- 2. Completion of the 12th Grade of schooling or its equivalent (furnish proof).
- 3. Complete and sign the "Application for Vocational Nurse Licensure".
- Complete and sign the "Record of Conviction" form.
- 5. Submit the required Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) fingerprints. (see "Important Fingerprint Information.") Note: A License will not be issued until the board receives the background information from DOJ.
- Attach the appropriate nonrefundable fee made payable to the "BVNPT".
- Successful completion of a written examination titled the National Council Licensing Examination for Practical (Vocational) Nursing (NCLEX) or the National League for Nursing Test Pool Practical Nursing Examination (NLN). A passing score on a Registered Nurse examination will not satisfy this requirement.
- When the requirements of Steps 1-7 have been met, the Board will advise you of the Initial License Fee to be paid. This fee is in addition to the application fee. It takes 4-6 weeks to process your license.

Section B

1. Graduate of a California Approved School of Vocational Nursing.

Successful completion of a California Approved Vocational Nursing Program. Contact your program director for application forms and instructions.

2. Graduate of an Out-Of-State School of Practical/Vocational Nursing.

The school of practical/vocational nursing from which you graduated must have been approved by the Board of Nursing in the State in which it is located.

(Licensure in another state does NOT entitle you to practice as a Licensed Vocational Nurse in California. In order to practice as a Licensed Vocational Nurse in California, you must be licensed by the California State Board of Vocational Nursing and Psychiatric Technicians.)

3. **Equivalent Education and/or Experience.**This method **requires** you to complete within ten (10) years prior to the date of application not less than fifty-one (51) months of paid general duty

(Continued on page 16)



(Continued from page 15)

bedside nursing experience in a general acute care facility approved by the Board, at least half of which shall have been within five (5) years prior to the date of application. In addition to this experience, you must also complete a pharmacology course of at least 54 theory hours that covers the following content:

- Knowledge of commonly used drugs and their action
- · Computation of dosages
- Preparation of medications
- Principles of administration

The 51 months of experience shall include a minimum of each of the following:

- 48 months medical/surgical nursing
- 5 weeks maternity or genitourinary nursing
- 5 weeks pediatric nursing

Experience in any of the following areas may be substituted for a maximum of eight (8) months of medical/surgical experience:

- Communicable Disease Nursing
- Public Health Nursing
- Industrial Nursing
- Office Nursing (M.D.)
- Psychiatric Nursing
- Operating Room Nursing
- Hemodialysis
- Private Duty Nursing (In a general acute care facility)
- Emergency Room Nursing
- Geriatric Nursing
- Recovery Room Nursing
- Out-Patient Clinic

Experience must be verified by the employer showing specific dates of employment and shall include certification from the R.N. Director or Supervisor that the applicant has satisfactorily demonstrated the following knowledge and skills:

- a. Basic Bedside Nursing
 - Ambulation Techniques
 - Intake and Output

- Bed making
- Neurological Check
- Catheter Care
- Personal Hygiene and Comfort Measures
- Collection of Specimens
- Positioning & Transfer
- Diabetic Urine Testing
- Range of Motion
- Enema
- Skin Care
- Aseptic Technique (May be demonstrated in classroom, lab, and/ or patient care settings)
 - Urinary Catheterization
 - Sterile Dressing Change
 - Sterile Irrigations

Applicants with formal nursing education may submit official transcripts for evaluation for possible credit in lieu of paid bedside nursing experience. The transcripts must be submitted to the Board directly from the school and must show theory and clinical hours completed.

- c. Nursing Service in the Medical Corps of any Branch of the Armed Forces of the United States. This method requires you to:
 - Submit proof of having at least twelve (12) months service on active duty in the medical corps of any of the armed forces rendering bedside patient care. The proof submitted must show date(s) and wards assigned.
 - Submit proof of having completed a basic course of instruction in nursing while in the armed forces.
 - c. Submit proof that service was honorable (DD-214).
 - d. **Note:** A combination of military and nonmilitary experience is not acceptable under this method. Proof of 12th grade education is not required

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under this method.

d. 4-Year Expired California Licensed Vocational Nurse.

Section 2892.1 of the Business and Professions Code specifies that a license which is not renewed for 4 years shall expire. An expired license cannot be renewed, re-issued or reinstated. The licensee is required to submit a new application and retake the licensure examination to receive a new license.

Applicants under this method must submit evidence of prior licensure with this Board (i.e., copy of expired license or license number, original issue date and expiration date.)

Please Note: State Boards of Nursing in many states require graduation from an approved school of nursing. Please be aware that if you are deemed eligible for licensure in California using another method of qualifying (i.e., military experience or equivalent education and experience) you may not be eligible for licensure by endorsement in other states.



Physical Therapist Assistant Addendum

ACCREDITATION AND CERTIFICATION

The Institute of Technology (IOT) is fully accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC) to award associate degrees and certificates. The contact information for ACCSC is 2101 Wilson Blvd, Suite 302, Arlington, VA, 22201 or accsc.org.

Effective November 2, 2021, Institute of Technology – Modesto has been granted Candidate for Accreditation status by the Commission on Accreditation in Physical Therapy Education (3030 Potomac Ave., Suite 100, Alexandria, Virginia 22305-3085; phone: 703-706-3245;

email: accreditation@apta.org). If needed to contact the program/institution directly, please call (209) 572-7800 or email jipacini@iot.edu.

Candidate for Accreditation is an accreditation status of affiliation with the Commission on Accreditation in Physical Therapy Education that indicates the program may matriculate students in technical courses. Achievement of Candidacy for Accreditation status does not assure that the program will be granted Initial Accreditation.

Graduation from a physical therapist assistant education program accredited by the Commission on Accreditation in Physical Therapy Education (CAPTE), 3030 Potomac Ave., Suite 100, Alexandria, VA 22305-3085; phone; 703-706-3245; accreditation@apta.org is necessary for eligibility to sit for the licensure examination, which is required in all states. To contact the program or institution directly, please call (209)287-3358 or ijpacini@iot.edu.

GENERAL ADMISSIONS REQUIREMENTS

In order to begin the admissions process into the Physical Therapist Assistant program at Institute of Technology, an applicant must provide proof of high school graduation or its equivalent. Proof is defined as any of the following:

- High school diploma
- Official High School Transcripts (showing completion)
- GED Certificate
- Proof of CA high school equivalency exam
- In the event of foreign transcripts, they must be officially evaluated and determined to meet the equivalent of a 12th grade education in the U.S.

ENTRANCE EXAMINATION REQUIREMENTS

Evaluation Used: SLE (Wonderlic)
 Minimum score: 20

 Evaluation used: Math Exam Minimum score: 20

ADMISSIONS DECISIONS

No one is guaranteed admission by meeting the minimum requirements of a high school/GED diploma or equivalent or by passing an equivalency exam. Often, there are more applicants than available seats in a given program. Many factors are taken into consideration. Applicants who are admitted may be judged based on their readiness to succeed. The following represents possible evaluation measures:

- Interview by PTA Admissions Committee
- Volunteer Hours and Writing Sample
- Wonderlic and Math Exams

A copy of the complete PTA admissions process and selection criteria is available by contacting an Admissions Representative and outlined in the Prospective Student Handout.

IMMUNIZATIONS

Prior to the beginning of clinical experiences, students enrolled in the Physical Therapist Assistant program will be required to provide the Director of Clinical Education with proof of the following:

- Negative TB skin test or chest x-ray (annually)
- Current immunization record or laboratory report showing immunity to (as per Public Health criteria):
- · Hepatitis B vaccine (series)
- Influenza vaccine
- Measles, mumps and rubella (MMR) vaccine or titer
- Tetanus, diphtheria, and acellular pertussis (Tdap) vaccine
- Varicella vaccine (not zoster vaccine) or titer
- Annual flu vaccine, if required by clinical site
- Additional requirements per clinical site

DRUG SCREEN AND BACKGROUND CHECKS

Most clinical facilities require evidence of a "clear"

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Physical Therapist Assistant Addendum

(Continued from page 18)

background check prior to participating in a clinical rotation. Clear is defined as without sexual/elder/child/spousal abuse, un-acquitted felonies, embezzlement, misdemeanor which includes an element of monetary theft.

Institute of Technology utilizes an online source for background checks. Students may be required to undergo a background check prior to attending clinical rotations. Background checks are not performed as a condition of enrollment into the program.

During the clinical portion of study, the student may be subject to random drug testing at a clinic site based on the facility's policy.

ATTENDANCE

In order to facilitate optimal learning and promote professionalism in the classroom and workplace, daily attendance is required for all classes/ experiences in the PTA curriculum. Because attendance and punctuality are important responsibilities in the classroom, laboratory and clinical practicums – absences and tardiness are not only discouraged, but penalized. All classes will close their doors ten (10) minutes after their scheduled beginning of the class and any tardy will be recorded in the student's record. The student is afforded up to three (3) absences (excused/unexcused) per class, per term and every two (2) tardiness count as one (1) absence.

Clinical practicums are an essential component of the IOT PTA Program. Students are expected to follow the hours full-time hours set by the clinic site which are greater than the typical hours of on-ground classes. If the school has a designated holiday, the clinic site will determine the student's schedule. The student may be required to make up any missed clinical hours.

If the student is ill, the student must contact the clinic site, the CI, and the DCE prior to the scheduled start time for that day. For any extended illnesses, the student must present a note from a physician stating it is safe to return to the class/clinic.

Students have the opportunity to make up theory or skills lab hours in the Theory or Skills "Open lab" with specific objectives being completed. Acceptable methods of make up for theory, skills lab or clinical are at the discretion of the course instructor or as identified below:

Theory or Lab – Acceptable methods of make-up may include:

Case Studies

Independent/guided study in "Open Lab"

Written examination

Attendance at seminars or workshops

Auto tutorial laboratory

Research Reports

Clinical – Acceptable methods of make-up include:

Additional time in the clinical area with clients/patients.

It is the student's responsibility to ensure that make up work for absences is completed and documentation submitted. The complete Attendance Policy and other policies are described in the IOT PTA Program Handbook.

Some classes within the PTA program contain distance education coursework. Distance education coursework is completed at a location determined by the student.

GRADING SYSTEM

Student performance evaluation is based on the combined scores received on homework assignments, quizzes, projects, skills performance, class participation, mid-course exams, Independent Study projects, and final examinations. All scores earned are converted to a percentage of the total score possible within each course. The range of the percentages converted to the letter grade as shown below will determine the final grade in each course. All course final grades are recorded as a letter grade. The progress or grading system by which students will be evaluated is as follows:

PERCENT	GRADE
90-100%	Α
80-89%	В
70-79%	С
60-69%	D
Below 60%	F

Grading

The grading standards, with the grade point equivalents, are as follows:

GRADE	RATE	Grade Points/Unit
Α	Excellent	4.00

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Physical Therapist Assistant Addendum

(Continued from page 19)

В	Good	3.00
С	Satisfactory	2.00
D	Unsatisfactory	1.00
F	Failing	0.00
Pass/No Pass		0.00
1	Course Incomplete	

I Course Incomplete

CH Challenge TC Transfer Credit

The grade-point average (GPA) is determined by dividing the total grade points earned by the total units attempted.

ACADEMIC ASSISTANCE

Institute of Technology instructors are available during their scheduled office hours to assist students with academic issues. Specific hours for each instructor will be noted on course syllabi. Institute of Technology also provides students with the opportunity to practice skills during "Open Lab" time, which will be posted at the beginning of each semester. The various labs will be supervised by instructors to assist students on an as-needed basis. We encourage students to use the Open Labs time to perfect hands-on skills such as computer software, office skills, lab procedures, beginning and intermediate physical therapy skills, NPTE-PTA review, etc.

In conjunction with the Academic Services
Department, additional academic assistance may be
provided in the form of one-on-one or small group
instruction.

DEFINITION OF CREDIT UNIT EARNED

Institute of Technology measures progress by semester credits. One semester credit hour is awarded for:

A minimum of 22.5 clock hours of lecture, or

A minimum of 30 clock hours of lab, or

A minimum of 45 clock hours of externship

One clock hour equals a minimum of 50 minutes. See the Course Descriptions for the specific credits for each course.

Programs that do not lead to a degree or completely transfer to a degree program are subject to clock to credit hour conversion for the purposes of awarding credit and payment of Title IV funds. For a semester credit hour, non-term program the conversion is 1

credit per 37.5 hours of instruction.

Summary of Requirements for Licensure as a PHYSICAL THERAPIST ASSISTANT

Graduate from an accredited PTA Program.

Apply for licensure with the Physical Therapy Board of California and pay associated fees (\$300).

Submit P1E form (certificate of completion from an accredited institution)

Live Scan Finger Print Processing (fees vary)

Take and pass the National Physical Therapy Exam – Physical Therapist Assistant (\$485 FSBPT + \$70 Prometric testing center)

Take and pass the California Law Exam (CLE) a one hour 51-question multiple choice exam (\$65 FSBPT + \$25 Prometric testing center)



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Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd., Suite 225, Sacramento, California 95834, (916) 574-8900 or (888) 370-7589.



Staff and Faculty

CAMPUS STAFF

Ezra Salas
Campus President
Director of Education

HR Coordinator /
Executive Assistant

Cathy Calvin, RN, BSN, MSN Director of Nursing

Maria Valdez Registrar

Gabriela Orozco Administrative Assistant/

Administrative Support (VN)

Lucia AlvarezAdministrative AssistantTeresa RichardsonAdministrative AssistantTalwinder SamraDirector of Admissions

Abigail Barajas Admissions Representative
Vanessa Grijalva Admissions Representative
Anahi Martinez Admissions Representative
Leakana Toeuk Admissions Representative
Admissions Representative
Admissions Representative

Tracy Stewart

Tiffiny Langston

Aida Solis

TBD

Director of Career Services Advisor

Career Services Advisor

Financial Aid Officer

Financial Aid Officer

Josephine Simmons Student Accounts/Financial Aid

Financial Aid Officer

Clerk

Laura Hughes Director of Student Services

Carley Arends LRC Coordinator

FACULTY

Isla Hernandez

Professional Development / General Education

Georgina Sheriffe Pro. Dev. Instructor

40 years of industry work experience

Bob Locklin Professional Development Instructor AAS in Human Resources Administration / 20+ years industry experience / 6+ years teaching

James Dobbins General Education Instructor

Master's Degree, Physics

Kellee Irwin General Education Instructor *M.Ed. and MBA / 13+ years teaching in higher education*

Joseph Sadler General Education Instructor

B.S. and M.S. Physics

Ruth Olaya, Dr. of Chiropractic Medicine, BS Biology

General Education Instructor

30+ years industry experience

Culinary

Jeremiah Johnson Culinary Division Program Director/ Externship Coordinator

18+ years of industry experience

Venessa Almanza BPS/CAD Instructor

AA Culinary Arts, 7 years of industry experience

Kelly Baldwin CAD Instructor

AOS Culinary Arts, 22 years of industry experience

Jennifer Bojorquez BPS /CAD Instructor

A.S. Culinary Arts / 5+ years of industry experience

Jason Crain BPS Instructor

17+ years of industry experience

Christopher McCoy CAD Instructor

AOS Culinary Arts, 3+ years of industry experience

Andrea Pollock CAD/BPS Instructor

Associates degree from LeCordon Bleu and 5+ years of restaurant experience as prep. cook, line cook, lead cook

Criminology

Daniel Key CERM Lead Instructor 31+ years industry experience / AA in Law Enforcement /

BS Criminal Justice

Patrick Correa CERM Instructor

Chaplain Certification/22 years of industry experience

Jeffrey Podvin CERM Instructor

NSE - Certificate, 5 years Peace Officer experience

Medical

Cynthia Koshko Medical Division Program Director/

Externship Coordinator

20+ years medical assistant experience, Masters of Health Administration and BS Health Administration

Carley Arends PMA Instructor

BA in Communication, Phlebotomy Technician, Certified Medical Assistant, 11 years of industry experience

Reian Gamez PMA Instructor

7+ years of industry experience

Cindy Gomez MBOA Instructor

16 + years of industry experience

Nafisa Jaghuri Pharmacy Tech. Instructor

MA Public Health, CPhT, CCMA, 12 years of industry

Experience

Annette Limon PMA Instructor

17+ years of industry experience

Ronald Temple PMA Instructor

MA-Health Science, MLT, 44 years of experience in the medical field

Nursing

Cathy Calvin, RN, BSN, MSN Director of Nursing

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28 years of industry experience

Lisa Arrington, LVN Nursing Instructor

12 years of industry experience

Leisa Elliot, LVN, ASN, MBA, BS Nursing Instructor

10 years of industry experience

Amanda Joines, LVN Nursing Instructor

12+ years nursing experience/ AS Vocational Nursing

Jershika Kumar, LVN Nursing Instructor

Associate's Degree, 12 years of industry experience

Nisha Mathew, RN, BSN Nursing Instructor

12 years of industry experience, BS Nursing

Ruth Olaya, Dr. of Chiropractic Medicine, BS Biology

Nursing & Anatomy & Physiology Instructor

30+ years industry experience

Autumn Roberts-Rustam RN, BSN Nursing Instructor

22 years of industry experience

Stephen Shaw, LVN, BS Nursing Instructor

9 years of industry experience

Marion Thurmond, LVN Nursing Instructor

BA Communications, LVN, 9+ years industry experience

Gabriela Orozco Administrative Support

Administrative Medical Clerk Certificate, 3+ years

administrative experience

Technical

Michael Eyerly HVAC Program Director

20 years of HVAC experience

George DePonte HVAC Instructor

AS Architecture, BS Engineering, 25+ years of industry

experience

Michael Greer HVAC Instructor

MA Business Administration, 41 years of industry

experience

Wayne Swan HVAC Instructor

30+ years industry experience, electrical instrumentation

tradesperson

Physical Therapist Assistant

Jimmy Pacini, PTA, MAEd PTA Program Director

5 years of industry experience

Michelle Borges, PT, MPT Director of Clinical Education

23 years of industry experience

Jacob Dickinson, PTA, BS PTA Instructor

11+ years of industry experience

Jaizie Gonzalez, PTA, BS PTA Instructor

15 years of industry experience

Nijoel Meyer, PTA, BS PTA Instructor

7 years of industry experience

Molly Moran, PTA, AS PTA Instructor

20+ years of industry experience

Amber Poythress, PT, MPT PTA Instructor

7+ years industry experience, Interdisciplinary Health and Rehabilitation Sciences BS, Physical Therapy MS,

Lucia Alvarez Administrative Support

Institute of Technology

VA Catalog Addendum 2023 Course Catalog

Evaluation of Previous Education and Training, CFR 21.4256(d)(3):

This Institution will conduct an evaluation of previous education and training for all eligible veterans, grant credit when appropriate, shorten the training length proportionately, and notify the VA and the student accordingly.

Satisfactory Academic Progress, CFR 21.4253 - Course Catalog, Qualitative Evaluation, Page 58-62:

Students must complete each class in the program within a minimum Grade Point Average of 2.0 (70%, the equivalent of a letter grade of C) or higher. Students are expected to maintain a 2.0 cumulative GPA. If a student is not maintaining a 2.0 cumulative GPA (70%) when measured at the end of the module the student will be placed on Academic Probation Warning for failure to meet the required standards until the end of the next module. During the Academic Probation Warning period, students must resolve the issues that resulted in being placed on Academic Probation Warning. Students who are not successful during the Academic Probation Warning period can follow the institutions appeal process and remain in school for one additional grading period defined as the Academic Probation period and still be eligible for financial aid. Students who cannot meet the Satisfactory Academic Progress standard at the end of the Academic Probation period, will be terminated from the program. Students receiving VA benefits will receive benefits for the approved program length, not the 150% maximum time frame.

Clarification of Probation Policy - Course Catalog, Page 58-62:

At the end of the probation period, if a student has not satisfied the specific requirements outlined in the specific violation, the student will be terminated and will lose his/her eligibility for Student Financial Aid and VA Benefits with the exception of an approved appeal.

However, the student will remain eligible for Financial Aid and VA Benefits while he/she is on probation. Under no circumstances, however, will a student be allowed to remain in school if they have failed three modules.

Student Deployment Policy

Military students and their spouses called to active duty or deployed from their home station while enrolled in the Institute of Technology will be allowed to withdraw from the currently enrolled module/term/payment period by providing a copy of military orders. All tuition charges/payments related to the module/term/payment period that is interrupted will be refunded in accordance with allowances provided by the U.S. Department of Education. Any tuition increase and re-entry fee(s) will be waived for returning military students and their spouses if returned to the same program within 3 years of completion of military service. Furthermore, students who are hospitalized/convalesced due to service related injury or illness will be allowed to return to school within 2 years of recovery without being assessed applicable tuition increases and/or re-entry fees. Re-entering students should contact Student Services office to ensure a smooth transition back to an active student status. Current tuition and policies (or policy revisions) for military students will apply to all returning military students upon reentry.

Certification of Enrollment Periods

The institution is required to report the official start and end date of each module (or term, if the student is attending a term based program) in VA-Once. The school is also required to report breaks of 7 days or more. Please be advised that students receiving BAH will not be paid for days between modules or breaks of 7 days or more.

Tutoring

Per (38 CFR 21.4236) VA may pay tutorial assistance to a student receiving benefits under chapter 30, 35, or 1606, or chapter 33. The purpose is to help students pay for any necessary tutoring. The allowance is a supplement to the claimant's monthly educational assistance allowance. For further information, please visit the Financial Aid Office.

Public Law 115-407: Sections 103 and 104

All individuals who are entitled to educational assistance under chapter 31, Vocational rehabilitation and Employment, or chapter 33, Post-9/11 GI Bill® benefits (subsequently referred to as "covered individual") may attend or participate in the course of education during the period beginning on the date on which the individual provides Institute of Technology a Certificate of Eligibility for entitlement to educational assistance under chapter 31 or 33 (a "certificate of eligibility" can also



VA Catalog Addendum

Institute of Technology

VA Catalog Addendum 2023 Course Catalog

include a "Statement of Benefits" obtained from the Department of Veterans Affairs' (VA) website – eBenefits, or a VAF 28-1905 form for chapter 31 authorization purposes) and ending on the earlier of the following dates:

- 1. The date on which payment from VA is made to the institution.
- 90 days after the date the institution certified tuition and fees following the receipt of the certificate of eligibility.

Institute of Technology will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement funding from VA under chapter 31 or 33.

Furthermore, Institute of Technology requires covered individuals to:

- Submit a certificate of eligibility for entitlement to educational assistance no later than the first day of a course of education. Any exception must be approved in advance by the Campus president.
- 2. Submit a written request to use such entitlement.
- Provide additional information necessary to the proper certification of enrollment by the educational institution. This
 includes, but is not limited to: copies of a covered individual's DD214 (if applicable), transcripts of prior military
 education, and transcripts from all colleges attended prior to enrollment at Institute of Technology.

Student Signature	Date
School Official Signature	Date



Notice of Cancellation

(COPY ONE OF TWO)

You may cancel this contract for school without any penalty or obligation, through attendance at the first class session, or the seventh calendar day after enrollment, which ever is later. For weekend students, the cancellation must be submitted before 12:00 noon on the second Sunday of class.

If you cancel, any payment you have made and any negotiable instrument signed by you shall be returned to you within 30 days following the school's receipt of your cancellation notice.

But, if the school gave you any equipment, you must return the equipment within 30 days of the date you signed a cancellation notice. If you do not return the equipment within this 30-day period, the school may keep an amount out of what you paid that equals the cost of the equipment. The total amount charged for each item of equipment shall be separately stated. The amount charged for each item of equipment shall not exceed the equipment's fair market value. The institution shall have the burden of proof to establish the equipment's fair market value. The school is required to refund any amount over that as provided above, and you may keep the equipment.

To cancel the contract for school, mail or deliver a signed and dated copy of this cancellation notice, or any other written notice to:

INSTITUTE OF TECHNOLOGY at

5601 Stoddard Road, Modesto, CA. 95356

If you are unable to mail or deliver a written copy of this notice, you may email notice or contact Student Services at (209) 545-3100.

NOT LATER THAN midnight of the seventh calendar day following the day of the first class.

I wish to cancel my contract from Institute of Technology	
Please Print Name	
Signature	Date

If you have any complaints, questions or problems which you cannot work out with the school, write or call:

Bureau of Private Postsecondary Education

P.O. Box 980818 West Sacramento, CA. 95798-0818

Phone: (916) 431-6959 Email: bppe@dca.ca.gov

Or, you may contact:

Accrediting Commission of Career Schools and Colleges 2101 Wilson Boulevard, #302 Arlington, VA 22201 (703) 247-4212



Notice of Cancellation

(COPY TWO OF TWO)

You may cancel this contract for school without any penalty or obligation, through attendance at the first class session, or the seventh calendar day after enrollment, which ever is later. For weekend students, the cancellation must be submitted before 12:00 noon on the second Sunday of class.

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I wish to cancel my contract from Institute of Technology					
Please Print Name					
Signature	Date				

Remember you must cancel in writing. You do not have the right to cancel by just telephoning the school or by not coming to class.

If you have any complaints, questions or problems which you cannot work out with the school, write or call:

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P.O. Box 980818

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