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# Table of Contents

History and Mission...4

Accreditations and Approval...7

Campus Information (Facilities and Equipment) ...7

Definitions and Requirements...8

Certificate Programs...10

- Medical Assistant...10

- Medical Administrative and Billing Assistant...15

- Phlebotomy Technician...20

Admissions and Policies...

- Academic Progress and Achievement...27

- Admission Requirements and Procedures...24

- Allocation of Refunds...33

- Attendance Requirements...26

- Calendar...23

- Credit for Previous Education and Life Experience...25

- Directory Information...31

- Electronic Library...29

- Financial Assistance...35

- Grading and Marking System Used...28

- Graduation Requirements...30

- Grievance Complaint Procedure...29

- Harassment Policy...32

- Leave of Absence Policy...26

- Placement Assistance...30

- Privacy of Student Records...30

- Program Policy and Procedure Manuals...23

- Readmission...24

- Refunds and Tuition Obligation (Based on Texas policies)...33

- Return of Funds...33
- Satisfactory Academic Progress...27
- Student Breaks...26
- Student Conduct...32
- Student Record Retention...32
- Student Regulations...32
- Student Services...29
- Student Transcript Request...32
- Texas Refund Policy...34-35
- Tuition and Fees...14, 19, 22 (based on program)
- Tuition for Failed Courses...29
- Vaccination Policy...33
- Withdrawal Policy...33

Notes...36

Signed Owner's Statement...37

## **CY-FAIR CAREER INSTITUTE HISTORY AND MISSION**

Students, parents and educators, it is our great pleasure to welcome you to CyFair Career Institute (CFCI)! Through the contents of this catalog, we hope to educate those interested in our programs and congratulate those about to embark on a new journey with us.

Our school's rich history spans beyond medical career training and precedes our founding date. The vision first started to take shape shortly after Billy Ayoola and Angelina Ayoola, MD, founded their Houston based medical practice in 2002. The job market was filling up quickly with the medical field especially ripe for growth, but the amount of qualified job applicants continued to decrease year after year despite prices rising to unreasonable amounts. Larger trade schools had lost sight of their purpose and were underserving their students, who deserved a lot more than what they were receiving, especially for what they were paying. Unfortunately, this was apparent only to those who had already graduated and those who operated practices of their own, such as Mr. Ayoola.

With new professionals continuously telling him they'd learned more in the month following their hiring than they'd learned in eight to nine months of traditional schooling, the long-time office manager realized it was time for a new option – one that assured graduates were truly ready for the medical field before day one on the job and free of financial stress as well. And thus, **CyFair Career Institute** was born.

At CFCI, we pride ourselves in providing real hands-on training so that students can be prepared for any situation they may encounter. We also find it important to prepare them for life as well, which is why we invest just as much in our culture and their personal development as we do our classes. This goal is what drives us to go beyond clinical and administrative courses offering professional preparation courses, on-site counseling, and seminars & panels focused on health & wellness, personal growth, career development, and more.

Our priority is making sure our students walk across that graduation stage feeling enlightened, accomplished, and prepared. It is our mission to ensure that happens. Whether this just be the next milestone in one's educational career or the end of this particular chapter in life, you can be certain the next chapter will be bright for all CFCI students. Best of luck in your pursuit of a higher education and all endeavors to come!

Sincerely,

Billy Ayoola, Jr., Director of Recruiting



## List of Officers and Directors

President/Chief Executive Officer: Mr. Billy Ayoola,

Director: Mr. Billy Ayoola

Financial Aid Administrator: Anita Ayoola

Human Resources Administrator: Mr. Billy Ayoola,

Marketing & Recruiting: Billy Ayoola, Jr.

Regulatory Operations: Mr. Billy Ayoola,

## List of Owners (Corporate Directors)

Billy Ayoola, Sr.

Billy Ayoola, Jr.

Anita Ayoola

## Key Staff and Faculty:

Billy Ayoola, BSc. Computer Science (Administrative, Billing and Computer Applications)

Billy Ayoola, Jr. BA. Business; Entrepreneurship (Administrative, Billing and Communication)

Ginger Patel, MSc. Nurse Practitioner (Medical Science, Terminology and Communication)

Dudzile Lane, MSc. Health Administration. (Medical Science, Terminology and Procedures)

Esther Figueroa, Billing and Coding Courses and Externship Coordinator

## **MAIN CAMPUS**

### **Houston, Texas**

**11706 Fallbrook Dr., Suite A.**

**Houston, TX 77065**

**Phone: 281-955-3171**

**Fax: 281-955-3172**

**[www.cyfaircareerinstitute.com](http://www.cyfaircareerinstitute.com)**



**Description of Facilities:** Our Houston Campus occupies approximately 3700 square feet and is divided into 2 major instructional areas and 4 lab spaces. Each area contains the appropriate equipment and furniture for the highest quality training.

**The CyFair Career Institute, Main Campus (11706 Fallbrook Dr., Houston, TX 77065) is**

**APPROVED AND REGULATED BY THE TEXAS WORKFORCE COMMISSION, CAREER SCHOOLS AND COLLEGES, AUSTIN, TEXAS.**

# **DEFINITIONS AND REQUIREMENTS**

## **Clock Hours and Credits**

A clock hour represents a minimum of 50 minutes of instruction. One credit hour is awarded for:

- Every 15 clock hours of lecture
- Every 30 clock hours of laboratory
- Every 45 clock hours of externship/clinical

Students at CyFair Career Institute will meet course objectives with both in-class and out-of-class coursework, which can include assigned readings, papers, projects, and assignments. These assignments are generally outlined in the respective course syllabi.

## **Course Numbering**

Course #	Course	Theory	Lab	Extern	Credits
MAA 136	Medical Law and Ethics	45	0		3.0
MA 103	Pharmacology	30	30		3.0
MA 105	Medical Office Lab Procedures I	15	30		2.0
Module Total		90	60		8.0

Course #s depict both the general specialty and difficulty of the class with 100-200 courses representing your basic – intermediate subjects while 400 courses represent advanced subject matter and externships.

## **Clinical Preparation Sequence**

Within each program, there are two different sequences meant to prepare students for their medical career. The first sequence focuses on the student's particular specialty. Medical Assistants will complete a set of courses in the clinical sector. Medical Admin/Billing Assistants will complete a set of courses in the clinical and administrative sector. And Phlebotomy Technicians will complete a set of courses in the laboratory sector. Despite the different sectors zeroing in on different topics, these are all known as clinical specialties, which is why their classes are therefore recognized as clinical preparation sequences.

## **Career Preparation Sequence**

Following the clinical training, each student must complete CFCI's Career Preparation Sequence to sign an externship agreement. This sequence is meant to prepare students for the professional aspect of their medical careers and teach them how to brand themselves, problem solve, and lead others.

## **Grade Point Average**

A student's Grade Point Average (GPA) is determined by a simple grade point system.

A = 4.00 Grade Points, B = 3.00 Grade Points, C = 2.00 Grade Points, D = 1.0 Grade point, F = 0.00 Grade Point.

## **GPA = Total Grade Points Earned/Total Credit Hours Attempted**

Transcript Example:

Course	Credit Hours	Grade	Grade Points
Medical Law and Ethics	3.0	A	12
Pharmacology	3.0	C	6
Medical Office Lab Procedures I	2.0	B	6
<b>Total</b>	<b>8.0</b>		<b>24</b>

**24 Grade Points Earned / 8 Credit Hours Attempted = 3.0 GPA**

## **Technology Requirements for Online Courses and Assignments**

Some of our programs require that students complete online coursework. Tablets and smartphones may not be used to complete these assignments. They are to be used for reading and email only. Therefore, students will need a computer with the following specifications:

### **Windows**

- Dual core processor (Intel or AMD) 512 MB RAM (recommended: 1 GB of RAM)
- High speed internet connection (minimum 2,000 kbps connection)
- Windows XP, 7, or higher
- Speakers (internal OR external)
- Printer
- Some courses may also require a CD/DVD drive
- Microsoft Office

### **Macintosh**

- Mac OSX v10.6 (or better)
- High speed internet connection (minimum 2,000 kbps connection)
- Audio enabled
- Printer
- Some courses may also require a CD/DVD drive
- Microsoft Office

**Following are our programs and their graduation requirements. Despite some online coursework, all programs are delivered on-ground/in-person.**

# **CERTIFICATE PROGRAMS**

## **Medical Assistant**

Objective: To equip students with the clinical skills and personal/professional traits necessary to perform as an effective medical assistant. Program will cover anatomy, physiology, routine lab procedures, and patient care procedures commonly performed in medical offices.

Admission Requirement: All students must pass their entrance exams and complete orientation, which includes Study Skills Class meant to prepare them for their time at CFCI.

Following admission, they will partake in month long modules with a focus in labs/hands on training.

### Module One: College Crash Course

Basic English

Biology

CPR/First Aid

Math Fundamentals

Computing/Keyboarding

### Module Two: Clinical Preparation I

Anatomy, Physiology, and Terminology

Intro to Insurance and Coding

Electronic Health Records

### Module Three: Clinical Preparation II

Office Management

Clinical Aspects of Coding and Billing

Examination Techniques

### Module Four: Clinical Preparation III

Medical Law and Ethics

Pharmacology

Medical Office Lab Procedures I

### Module Five: Clinical Preparation IV

Medical Office Lab Procedures II

Medical Specialty Procedures

Surgical Procedures

### Module Six: Career Preparation

Communication

Professionalism

Personal Branding

### EXTERNSHIP

# **COURSE DESCRIPTIONS**

## **Study Skills (Administered during orientation)**

Provides an opportunity to learn and adopt methods to promote success in school, work, and life. Topics to be covered include time management, reading skills, memory techniques, goal setting, and stress management.

Prerequisites: None

## **GEN 101 Basic English**

The purpose of this class is to review grammar and advanced language concepts while enriching students' comprehension skills. Upon completion of the course, students should have the solid foundation needed to communicate effectively, both verbally and in written form.

## **GEN 102 Biology**

This class is meant to review topics such as biological chemistry, cell structure and function, genetics, and other basic biological principles so that students are able to understand what makes up the human body and how it functions.

## **GEN 103 CPR & First Aid**

This course follows recognized standards that are designed to prepare students to provide basic first aid assistance and cardio pulmonary resuscitation (CPR) for adults, children, and infants. Students learn how to perform as an effective team member during multi rescuer CPR situations and how to demonstrate the proper use of an automated external defibrillator (AED).

Prerequisites: None

## **GEN 104 Computer Basics**

Through demonstration and hands-on experience, students will gain a general understanding of computers. Hardware, software, Microsoft products, and internet use are explained.

Prerequisites: None

## **GEN 105 Math Fundamentals**

The course reviews basic mathematical skills including whole numbers, fractions, decimals, proportions, ratios, percentages, combined applications, and measurement systems. It provides students with a solid foundation for higher math concepts.

Prerequisites: None

## **MA 101 Anatomy, Physiology, and Terminology**

The focus of the course is developing a basic framework for the language of medicine through an understanding of anatomy and physiology, including discussion of the pathology, procedures, and medications involved in treatment. Medical terms are learned within the context of the structures and functions of the body systems (integumentary, musculoskeletal, nervous, endocrine, lymphatic, immune, cardiovascular, respiratory, digestive, urinary, reproductive) and the senses. Prerequisites: None

### MAA 101 Office Management

This course introduces students to the daily operations of the medical office environment, including basic policies/procedures, appointment scheduling, telephone etiquette, patient reception and processing, billing procedures, and financial and medical records management.

Prerequisites: None

### MAA 102 Introduction to Insurance and Coding

This course presents the fundamentals of insurance billing and coding procedures, including terminology, types of insurance, and coding methods and forms. Students participate in hands-on activities to practice completing sample claim forms similar to those used in medical office environments.

Prerequisites: None

### MAA 103 Business Writing and Electronic Health Records

Course content focuses on the development and application of the business writing and technology skills typically required in a medical office environment. Students complete a typing assessment and participate in hands-on activities to compose various business-oriented documents and to become familiar with the operational aspects and data-security considerations of electronic medical records systems and electronic health records systems.

Prerequisites: None

### MA 102 Examination Techniques

Content emphasizes the development and practice of skills required to assist physicians during a patient's physical examination. Lab exercises focus on such skills as patient positioning/draping, equipment set-up, and obtaining and/or documenting medical history information, vital signs, and other specified tests and procedures.

Prerequisites: Professional Sequence I

### ADM 122 Clinical Aspects of Coding & Billing

Content reinforces and builds upon students' prior knowledge of coding and billing terminology and practices with focused attention on back-office (clinical) skills development. Topics include procedural and diagnostic coding systems, regulatory guidelines and HIPAA compliance, insurance authorization/verification, and other documentation related to patient records. Students are expected to recognize anatomy and physiology terms for coding assignment purposes.

Prerequisites: Professional Sequence I

### MA 104 Surgical Procedures

This course introduces students to the skills needed to assist physicians with minor office-based surgical procedures. Through hands-on activities, students practice and demonstrate such skills as room and patient preparation, instrument identification, and proper pre/postoperative aseptic techniques, among others. Discussion topics include terminology and guidelines associated with office-based surgeries.

Prerequisites: Professional Sequence I

### MA 103 Pharmacology

This course introduces students to basic pharmacology principles and practices. Content addresses terminology, safety regulations, resources, dosage calculations, medication preparation and administration, patient education, and disposal of biohazardous materials. Lab-based activities provide students hands-on practice with common injections prior to demonstrating their proficiency with these required skills.

Prerequisites: Professional Sequence I

### MAA 136 Medical Law and Ethics

This course addresses legal and ethical considerations relevant to the medical office setting. Content includes legal terminology, professional competence, scope of practice rules, and regulatory compliance issues with particular focus on HIPAA and patient confidentiality requirements.

Prerequisites: Professional Sequence I

### MA 105 Medical Office Laboratory Procedures

Content emphasizes the skills required for routine laboratory procedures and tests conducted in the medical office. Topics include safety protocol, regulatory agencies, equipment use and maintenance, patient preparation, specimen collection and processing, and documentation. Students practice and demonstrate assisting skills for specified tests and procedures including pulmonary function, electrocardiography, and urinalysis.

Prerequisites: Professional Sequence I

### MA 205 Medical Office Laboratory Procedures II

Content emphasizes assisting skills for routine laboratory procedures and tests conducted in the medical office examination room. Topics include safety protocol, equipment use and maintenance, laboratory mathematics and measurement, specimen collection, microbiology, phlebotomy, and routine blood tests. Lab-based activities provide hands-on practice with common venipuncture procedures prior to demonstrating proficiency with these required skills.

Prerequisites: Professional Sequence I

### MA 106 Medical Specialty Procedures

Content addresses assisting skills for specialty testing and procedures conducted in the medical office examination room. Students practice and demonstrate assisting skills for specified tests and procedures related to pediatrics, male and female reproductive systems, dermatology, endoscopy, gastroenterology, age-related conditions, and neurology.

Prerequisites: Professional Sequence I

### PRO 101 Communication

This course focuses on the range of communication skills needed to work successfully in the medical office setting. Topics include communication terminology, cultural sensitivity in patient and coworker interactions, verbal and nonverbal cues, and effective listening practices, among others. Students participate in role-play opportunities designed to encourage critical thinking regarding interactions within the medical office environment.

Prerequisites: Professional Sequence I

PRO 102 Professionalism: The purpose of this class is to prepare students for their careers no matter the path they look to take. It focuses on promptness, appropriateness, time management, and more.

PRO 103 Personal Branding

This class focuses on student presentation both inside and outside of the workplace. Within their time in the course, students will learn how to build an attention grabbing resumes, interview effectively, attend to their mental and physical well being, and manage their image in-person and online.

MA 405 Externship

This course provides students with opportunities to apply professional skills learned in the classroom.

Prerequisites: Career Prep and Professional Sequences I, II, III, and IV

**Graduation Requirements – Medical Assistant Program**

Students must pass all classes with a satisfactory standing and successfully complete their externship.

<u>Course #</u>	<u>Course</u>	<u>Theory</u>	<u>Lab</u>	<u>Extern</u>	<u>Credits</u>
GEN 101	Basic English	15			1.0
GEN 102	Biology	15	15		1.5
GEN 103	CPR/First Aid	15	15		1.5
GEN 104	Math Fundamentals	15			1.0
GEN 105	Computing/Keyboarding		40		1.0
MA 101	Anatomy, Physiology, Terminology	45	15		3.5
MAA 102	Intro. To Ins & Coding	15			2.5
MAA103	Business Writing/EHR	30	25		2.5
MAA 101	Office Management	15			1.0
ADM 122	Clinical Aspect of Coding & Billing	15	15		1.5
MA 102	Examination Techniques	30	30		3.0
MAA 136	Medical Law & Ethics	45			3.0
MA 103	Pharmacology	45			3.0
MA 105	Medical Office Lab Procedures I	30	30		3.0
MA 205	Medical Office Lab Procedures II	15	60		3.0
MA 106	Medical Specialty Procedures	30	30		3.0
MA 104	Surgical Procedures	30	30		3.0
PRO 101	Communication	15			1.0
PRO 102	Professionalism	7.5			0.5
PRO 103	Personal Branding	7.5			0.5
MA 405	Externship			160	3.5
<b>TOTAL</b>		<b>435</b>	<b>285</b>	<b>160</b>	<b>43.5</b>

Program Length: **900 Hours over 36 weeks**. Daytime students will meet between 8:30am – 2:30pm over the course of their semesters and have multiple breaks (please refer to Admissions and Policies), as well as a lunch hour between 11:30am – 12:30. Evening students will meet from 3:30pm – 8:30pm with multiple breaks but no designated mealtime.

**Tuition and Fees – Medical Assistant Program**

Tuition	\$14,000.00
Registration	\$100.00
Books & Supplies	\$325.00
Uniforms	<u>\$75.00</u>
<b>Total Cost</b>	<b>\$14,500.00</b>

# **Medical Administrative & Billing Assistant**

**Objective:** To equip students with the clinical skills and personal/professional traits necessary to perform as an effective medical assistant. Program will cover anatomy, physiology, routine lab procedures, and patient care procedures commonly performed in medical offices.

**Admission Requirement:** All students must pass their entrance exams and complete orientation, which includes Study Skills Class meant to prepare them for their time at CFCI.

Following admission, they will partake in month long modules with a focus in labs/hands on training.

## **Module One: College Crash Course**

Basic English

CPR/First Aid

Math Fundamentals

Computing/Keyboarding

## **Module Two: Clinical/Clerical Preparation**

Anatomy, Physiology, and Terminology

Office Management

Introduction to Insurance and Coding

## **Module Three: Clinical/Clerical Preparation**

Clinical Communication

Vital Sign Basics

Computer Applications for the Medical Office

## **Module Four: Clinical/Clerical Preparation**

Advanced Billing and Coding

Medical Law and Ethics

Electronic Health Records

Written Communication in the Medical Office

## **Module Five: Career Preparation**

Communication

Professionalism

Personal Branding

## **EXTERNSHIP**

# **COURSE DESCRIPTIONS**

## **Study Skills (Administered during orientation)**

Provides an opportunity to learn and adopt methods to promote success in school, work, and life. Topics to be covered include time management, reading skills, memory techniques, goal setting, and stress management.

Prerequisites: None

## **GEN 101 Basic English**

The purpose of this class is to review grammar and advanced language concepts while enriching students' comprehension skills. Upon completion of the course, students should have the solid foundation needed to communicate effectively, both verbally and in written form.

## **GEN 103 CPR & First Aid**

This course follows recognized standards that are designed to prepare students to provide basic first aid assistance and cardio pulmonary resuscitation (CPR) for adults, children, and infants. Students learn how to perform as an effective team member during multi rescuer CPR situations and how to demonstrate the proper use of an automated external defibrillator (AED).

Prerequisites: None

## **GEN 104 Computer Basics**

Through demonstration and hands-on experience, students will gain a general understanding of computers. Hardware, software, Microsoft products, and internet use are explained.

Prerequisites: None

## **GEN 105 Math Fundamentals**

The course reviews basic mathematical skills including whole numbers, fractions, decimals, proportions, ratios, percentages, combined applications, and measurement systems. It provides students with a solid foundation for higher math concepts.

Prerequisites: None

## **MA 101 Anatomy, Physiology, and Terminology**

The focus of the course is developing a basic framework for the language of medicine through an understanding of anatomy and physiology, including discussion of the pathology, procedures, and medications involved in treatment. Medical terms are learned within the context of the structures and functions of the body systems (integumentary, musculoskeletal, nervous, endocrine, lymphatic, immune, cardiovascular, respiratory, digestive, urinary, reproductive) and the senses.

Prerequisites: None

### MAA 101 Office Management

This course introduces students to the daily operations of the medical office environment, including basic policies/procedures, appointment scheduling, telephone etiquette, patient reception and processing, billing procedures, and financial and medical records management.

Prerequisites: None

### MAA 102 Introduction to Insurance and Coding

This course presents the fundamentals of insurance billing and coding procedures, including terminology, types of insurance, and coding methods and forms. Students participate in hands-on activities to practice completing sample claim forms similar to those used in medical office environments.

Prerequisites: None

### MAA 104 Clinical Communication

Course content introduces students to the types of professional communication skills expected of medical administrative assistants. Topics include basic terminology, patient and coworker interactions, verbal and nonverbal cues, and listening skills, among others. Activities offer students opportunities to practice communication exchanges typically encountered in the medical office environment.

Prerequisites: Professional Sequence I

### MED 101 Vital Sign Basics

This lab-based course provides a hands-on approach to obtaining and documenting a patient's vital signs as part of a medical record. Discussion topics include the purpose of the medical history, recognizing normal and abnormal vital sign values, accepted charting and documentation methods, and HIPAA compliance considerations.

Prerequisites: Professional Sequence I

### MAA 105 Computer Applications for the Medical Office

This course emphasizes the development and application of computer-based skills required in the medical office setting. Lab time offers students focused opportunities to familiarize themselves and practice with common word-processing, spreadsheet, and presentation software.

Prerequisites: Professional Sequence I

### MAA 122 Advanced Billing and Coding

This course is designed to enhance students' knowledge of billing and coding procedures through discussion and hands-on practice. Topics include patient payment issues, diagnostic and procedural coding, insurance claim forms, and third-party reimbursement.

Prerequisites: Professional Sequence I

### MAA 136 Medical Law and Ethics

This course addresses legal and ethical considerations relevant to the medical office setting. Content includes legal terminology, professional competence, scope of practice rules, and regulatory compliance issues with particular focus on HIPAA and patient confidentiality requirements.

Prerequisites: Professional Sequence I

### MAA 143 Business Writing and Electronic Health Records

Course content focuses on the development and application of the business writing and technology skills typically required in a medical office environment. Students complete a typing assessment and participate in hands-on activities to compose various business-oriented documents and to become familiar with the operational aspects and data-security considerations of electronic medical records systems and electronic health records systems.

Prerequisites: None

### MAA 144 Written Communication in the Medical Office

This course emphasizes development and refinement of basic writing skills for the medical office. Various assignments reinforce proper writing mechanics and grammar usage, attention to detail, spelling, correct use of medical terminology and symbols, and arrange of skills related to medical documentation. Students are expected to practice their keyboarding skills and complete a typing assessment by the end of the course.

Prerequisites: Professional Sequence I

### PRO 102 Professionalism

The purpose of this class is to prepare students for their careers no matter the path they look to take. It focuses on promptness, appropriateness, time management, and more.

### PRO 103 Personal Branding

This class focuses on student presentation both inside and outside of the workplace. Within their time in the course, students will learn how to build an attention grabbing resumes, interview effectively, attend to their mental and physical well being, and manage their image in-person and online.

### MAA 405 Externship

This course provides students with opportunities to apply professional skills learned in the classroom.

Prerequisites: Clinical/Clerical Prep and Professional

## Graduation Requirements – Medical Admin/Billing Assistant

Students must pass all classes with a satisfactory standing and successfully complete their externship.

<u>Course #</u>	<u>Course</u>	<u>Theory</u>	<u>Lab</u>	<u>Extern</u>	<u>Credits</u>
GEN 101	Basic English	15			1.0
GEN 103	CPR/First Aid	10	5		0.5
GEN 104	Math Fundamentals	15			1.0
GEN 105	Computing/Keyboarding		30		1.0
MA 101	Anatomy, Physiology, Terminology	30	15		2.5
MAA 101	Office Management	30			2.0
MAA 102	Intro. To Ins & Coding	30	30		3.0
MAA 104	Clinical Communication	30			2.0
MED 101	Vital Sign Basics	15	30		2.0
MAA 105	Computer Applications for the Med. Off.	15	30		2.0
MAA 122	Advanced Billing & Coding	15	30		2.0
MAA 136	Medical Law & Ethics	30			2.0
MAA 143	Business Writing/EHR	30	30		3.0
MAA 144	Written Comm. in the Med. Off.	15			1.0
PRO 102	Professionalism	15			1.0
PRO 103	Personal Branding	15			1.0
MAA 405	Externship			180	4.0
<b>TOTAL</b>		<b>310</b>	<b>200</b>	<b>180</b>	<b>31</b>

Program Length: **690 Hours over 33 weeks**. Daytime students will meet between 8:30am – 12:30am over the course of their semesters and have multiple breaks (please refer to Admissions and Policies) but no designated lunch hour. Evening students will meet from 4:30pm – 8:30pm with multiple breaks but no designated mealtime.

## Tuition and Fees – Medical Administrative and Billing Program

Tuition	\$10,000.00
Registration	\$100.00
Books & Supplies	\$325.00
Uniforms	<u>\$75.00</u>
<b>Total Cost</b>	<b>\$10,500</b>

## **Phlebotomy Technician**

Objective: To develop in students the personal traits and professional skills needed to perform as competent entry-level phlebotomy technicians. Special emphasis is placed on vacutainer and syringe blood drawing methods and specimens processing.

Admission Requirement: All students must pass their entrance exams and complete orientation, which includes Study Skills Class meant to prepare them for their time at CFCI.

Following admission, they will partake in 3-week long modules with a focus in labs/hands on training.

### Module One: College Crash Course

CPR/First Aid

### Module Two: Lab Preparation I

Anatomy & Physiology/Medical Terminology

### Module Three: Lab Preparation II

Introduction to Laboratory & Communication

### Module Four: Lab Preparation III

Phlebotomy

### Module Five: Career Preparation

Communication

Professionalism

## **Course Descriptions – Phlebotomy Technician Program**

### Study Skills (Administered during Orientation)

Provides an opportunity to learn and adopt methods to promote success in school, work, and life. Topics to be covered include time management, reading skills, memory techniques, goal setting, and stress management.

Prerequisites: None

### GEN103 CPR & First Aid

This course follows recognized standards that are designed to prepare students to provide basic first aid assistance and cardiopulmonary resuscitation (CPR) for adults, children, and infants. Students learn how to perform as an effective team member during multi rescuer CPR situations and how to demonstrate the proper use of an automated external defibrillator (AED).

Prerequisites: None

### PHL 101 Anatomy & Physiology/Medical Terminology

This course provides an overview of the laboratory and the types of communication skills expected of phlebotomists in the workplace. Students explore the care and use of laboratory equipment, procedures for collecting nonblood specimens,

and how to interpret physicians' orders and various reports. Content also addresses ethical and legal aspects of the profession and the types of computer skills typically required of phlebotomists. Prerequisites: None

#### PHL 102 Introduction to Laboratory & Communication

This course provides an introduction to students regarding the care and use of laboratory equipment, lab reports, and departments. The correct procedures for collecting non-blood specimens are covered. Effective oral and written communication skills for the workplace are taught and practiced.

Prerequisites: None

#### PHL 103 Phlebotomy

This course instructs students in methods of venipuncture and other blood-collecting techniques, including the use of vacutainers, blood cultures, syringes, microtainers for finger and heel sticks, and butterflies. Students participate in hands-on activities to learn and practice various skills phlebotomists are expected to perform in the field. Content also emphasizes safety standards and addresses point-of-care testing procedures.

Prerequisites: None

#### PRO 101 Communication

This course focuses on the range of communication skills needed to work successfully in the medical office setting. Topics include communication terminology, cultural sensitivity in patient and coworker interactions, verbal and nonverbal cues, and effective listening practices, among others. Students participate in role-play opportunities designed to encourage critical thinking regarding interactions within the medical office environment.

Prerequisites: Professional Sequence I

#### PRO 102 Professionalism

The purpose of this class is to prepare students for their careers no matter the path they look to take. It focuses on promptness, appropriateness, time management, and more.

#### PHL 405 Externship

This course provides students with opportunities to apply professional skills learned in the classroom.

Prerequisites: All Phlebotomy Technician Courses

## **Graduation Requirements – Phlebotomy Technician Program**

Students must pass all classes with a satisfactory standing and successfully complete their externship.

<b>Course #</b>	<b>Course</b>	<b>Theory</b>	<b>Lab</b>	<b>Extern</b>	<b>Credits</b>
GEN 103	CPR/First Aid	10	5		0.5
PHL 101	Anatomy, Physiology, & Terminology	15	15		1.5
PHL 102	Intro to Lab & Communication	15	15		1.5
PHL 103	Phlebotomy	15	60		2.0
PRO 101	Communication	15			1.0
PRO 102	Professionalism	15			1.0
PHL 405	Externship			160	3.5
<b>TOTAL</b>		<b>85</b>	<b>95</b>	<b>160</b>	<b>11</b>

Program Length: **340 Hours over 20 weeks**. Daytime students will meet between 8:30am – 12:30pm over the course of their semesters and have multiple breaks (please refer to Admissions and Policies), but no designated lunch hour.

## **Tuition and Fees – Phlebotomy Technician Program**

Tuition	\$4,000.00
Registration	\$100.00
Books & Supplies	\$325.00
Uniforms	<u>\$75.00</u>
<b>Total Cost</b>	<b>\$4,500.00</b>

# **ADMISSIONS AND POLICIES**

## **Calendar**

CyFair Career Institute (CFCI) academic programs are in session throughout the calendar year except for the following holidays and winter break:

**Martin Luther King Jr Day** - 3rd Monday in January

**Memorial Day** - last Monday in May

**Independence Day** - July 4th

**Labor Day** - first Monday in September

**Thanksgiving** - 4th Thursday in November

**Veterans Day** observed 4th Friday in November

**Winter Break** weeks of Christmas and New Year's

Due to the holidays, the graduation date may be extended. CFCI reserves the right to change, modify, or reschedule a program of study or class periods. These changes will not increase the cost of a program nor reduce time and/or content presented to enrolled students.

## **Enrollment**

Students are able to enroll from the first day of every other month to the fifteenth of the same month (ex: March 1<sup>st</sup>, 2019 – March 15<sup>th</sup>, 2019 then again May 1<sup>st</sup>, 2019 – May 15<sup>th</sup>, 2019 and so on).

## **Class Starts and Postponement**

Classes for various programs start throughout the year. Refer to appropriate catalog addenda. Postponement by the school within 30 days of the original starting date will not alter the terms and conditions of the enrollment agreement.

Postponement by the school beyond 30 days of the original starting date will terminate the enrollment agreement with all monies paid by the applicant to be refunded in full.

## **Affirmative Action**

In compliance with Title IX of the 1972 Education Amendments, the Equal Employment Opportunity Act of 1972, Title VII of the Civil Rights Act of 1964 as amended, and Section 504 of the Rehabilitation Act of 1973, it is the policy of CFCI not to discriminate against any person on the basis of race, color, religion, creed, national origin, sex, age, marital or parental status, or disability in all of its educational and employment programs and activities, its policies, practices, and procedures. No person will be retaliated against for bringing a claim of discrimination or for advocating on behalf of someone else. To report any violations of Title IX or any discrimination laws, please contact the campus director or associate director.

## **Disabled Applicants and Students**

The school is committed to compliance with Section 504 of the Rehabilitation Act of 1973 and its regulations. The school does not discriminate on the basis of disability in admission or access to or treatment or employment in, its programs and activities. Each CFCI campus has a compliance coordinator who ensures Section 504 compliance. Grievances or complaints concerning Americans with Disabilities Act (ADA) matters should be directed to the compliance coordinator.

## **Reasonable Accommodation**

CFCI has adequate halls, doorways, classrooms, bathrooms, student lounges, and designated parking areas to accommodate disabled students. Elevators are available at campus locations with multiple floors to assist students to upper-level classrooms. Applicants and students seeking reasonable accommodations are required to communicate the specific need in writing to the campus compliance coordinator using the Request for Accommodation form.

## **Program Policy and Procedure Manuals**

Programs may have a policy and procedure manual or student handbook in addition to the policies and procedures outlined in this catalog.

## **Consumer Information**

CFCI publishes consumer information in compliance with US Department of Education (US DOE) and other accrediting agencies.

## **Admission Requirements and Procedures**

Applicants under the legal age of 18 must have written approval of a parent or legal guardian. Students who are of compulsory school age may enroll if they meet state compulsory school-age requirements. High school completion or high school equivalency is required. Documentation of high school completion may include the following: high school diploma, high school transcript, or high school attestation. High school attestation is not acceptable in Texas.

The following are the equivalent of a high school diploma:

- General Equivalency Diploma (GED)
- State certificate awarded after passing an authorized test and that the state recognizes as equivalent to a high school diploma. This includes evidence of a passing score on tests recognized by the state and similar to the GED, such as the High School Equivalency Test (HiSET) and the Test Assessing Secondary Completion (TASC)
- Academic transcript showing that the student has successfully completed at least a two-year program that is acceptable for full credit toward a bachelor's degree

Applicants completing a secondary school education in a home school setting that is treated as a homeschool or private school under state law may attest to their completion of secondary school. If the respective state issues a secondary completion credential, the student must obtain the credential. A homeschool transcript meeting the state requirements must be submitted for all program applicants.

All applicants must take an entrance exam and pass with a minimum score. This requirement may be waived for applicants submitting official transcripts documenting completion of an associate degree or higher. A passing entrance exam score is good for one year from date of testing or one year from the date of successful completion of a CFCI certificate program.

Depending on the program, a background check and/or drug screening may be required prior to enrollment, prior to attending externship (clinical) training, or during progression through the program. A "for cause" drug or alcohol screening test may be conducted if impaired behavior is recognized in class or while attending externship (clinical). Applicants are advised that the cost of the background check/drug screen is an out-of-pocket expense. Contact an admissions representative and/or program director regarding the program of interest for more information regarding background checks/drug screenings.

All applicants must be interviewed prior to acceptance. Additional entrance requirements specific to a program of study are noted within the particular program description and/or program handout.

## **Language Proficiency**

To demonstrate language proficiency, prospective students are required to take an entrance exam or demonstrate successful completion of an associate degree or higher by an institution recognized by the US DOE or Council for Higher Education Accreditation (CHEA). Academic program materials and instruction are provided solely in English. CFCI does not provide English-language services.

## **International Students**

The minimum English requirement for international students is 65-78 on the Test of English as a Foreign Language (TOEFL®), 5.5-6.0 on the International English Language Testing System (IELTS), or the equivalent.

## **Readmission**

Students who withdraw from a program and return to complete the same program may be charged the following:

1. Tuition: The tuition charge is the per academic credit charge of the remaining credits based on prevailing rates;
2. Registration fee; and
3. Books/uniforms as necessary.

Students who are terminated from a program have 60 days to appeal by following the grievance procedure outlined in this catalog. Students who do not appeal within 60 days of the date of termination forfeit further rights to appeal.

Terminated students may only apply for readmission upon the following conditions:

1. A minimum of one grading period must elapse from the end of the grading period in which the date of termination occurred;
2. Provide a written plan detailing how the student has addressed the issues that led to his/her termination. The written plan must also contain action items that will direct the student to successful completion of program requirements. The written plan may be reviewed by the campus readmission committee; and
3. Meet with a designated school official.

Any balance due from a prior enrollment at CFCI must be satisfied or a payment plan arranged before reenrollment will be considered. If a year or more has passed since the last date of attendance, the student must retake the entrance exam. Upon reenrollment students are responsible for the cost of courses to be taken. Courses required for the completion of any program will be determined by the campus director and/or the program director. Students are eligible for readmission a maximum of two times in the same program. Returning students may be required to audit and/or successfully demonstrate competency in skills and knowledge learned in previously completed coursework before enrolling in courses needed for program completion.

### **Credit for Previous Education and Life Experience**

Courses completed at other institutions having different course titles and credit values may be used to establish credit for listed courses based on a determination by CFCI of equivalency in content and credits. The applicant is responsible for providing documentation regarding coursework completed at other schools enough to allow CFCI to make this determination. Requests for transfer credit for previous education must be submitted in writing and include unofficial transcripts, course descriptions, and other supporting documentation as appropriate to determine qualifying admission into the program. Official transcripts must be provided to award credit. Transfer courses must be similar in content and objectives to CFCI courses within a program and have an equal or greater number of credits. Courses being considered for transfer credit must be from an institution accredited by an agency recognized by US DOE or CHEA or approved by the Texas Workforce Commission.

Transfer courses need to be of equivalent division level. As an example, if a prospective student wishes to transfer in general education credit for GEN 104 Computer Basics, then the level of the transfer credit must be equivalent. Credit will be awarded only for courses successfully completed with a grade of "C" or better and where no more than seven (7) years have elapsed since completion. Credit for prior education is determined by the designated program director or by the campus director and may require additional testing with a proficiency score of 75% or higher.

Graduates transferring credits into a CFCI program will be awarded credit for courses successfully completed with a grade of "C" or better leading to a certificate and are not subject to completion of courses within seven (7) years.

Credit granted for life experience is academic only, without financial credit for courses. Credit for life experience may be awarded upon documentation of appropriate experience(s), academic testing, and demonstration of professional skills (as appropriate). Testing and skills evaluation are conducted by CFCI faculty. A minimum score of 75% is required on each test and a grade of pass on each skill evaluation; the student transcript will reflect the earned grade. The decision to grant credit is made by the campus director.

Credit granted for previous education is academic and financial. Financially, a student who has been granted credit for previous education will be discounted \$150 per course credit successfully transferred. Students transferring up to a maximum of 15 course credits upon enrollment must pay a one-time, nonrefundable \$50 processing fee. In the case of multiple courses (greater than 15 credits) transferred upon enrollment, a one-time, nonrefundable \$150 processing fee is required. Financial credit can only be applied to forthcoming CFCI tuition. Transfer credit within CFCI programs is not subject to a processing fee.

Application for life experience and previous education transfer credit must be received prior to the start of the program in which the course(s) under consideration is (are) offered to correctly calculate the cost of the program.

### **Honors Distinction**

CFCI awards the honors distinction at graduation to those students completing a certificate with a 3.75 GPA and a passing grade of all courses attempted, including externship and clinicals.

### **Crime Awareness**

CFCI collects, maintains, and disseminates data regarding crimes committed on and around campus in compliance with the Crime Awareness and Campus Security Act of 1990, and the Hate Crimes Statistics Act, (The Clery Act, 34 CFR 668.46) as amended on November 1, 1999. CFCI does publish a report outlining CFCI's crime awareness policies and procedures.

### **Student Breaks and Mealtimes**

Student breaks equal 10 minutes per hour, not exceeding 40 minutes per four (4) hours. CFCI only designates a mealtime to daytime students, who will break from 11:30am-12:30pm. Evening students are welcome to eat meals during their 10 minute student breaks.

### **Attendance Requirements**

Students are to notify CFCI by phone prior to class time if they are going to be absent or late. Notice of prolonged absence must be made in person or by letter to the appropriate school administrator, as designated by the campus director. All absence time, including late arrivals and early departures, regardless of reason, is recorded and becomes part of the student record. Attendance in an online course requires classroom activity such as submitting an assignment, posting to a discussion, or completing a quiz.

Attendance advisement: Students with absences more than 5% of the total number of classroom hours in a program (certificate programs) receive attendance advisement.

Attendance warning: Students with absences of 10% of the total number of classroom hours in a sequence, program, or semester are placed on attendance warning.

Absences more than 15% of the total sequence, program, or semester classroom hours may result in termination for unsatisfactory attendance. Certificate program students who are accepted through the readmission process are subject to this attendance policy based on the total number of hours remaining at the point of readmission.

Students in the following programs must makeup all externship absences prior to graduation—such absences are not deleted from the 15% “total program” calculation; any externship absences in excess of 15% of the scheduled clinical hours may result in termination.

Students in the following programs may be absent 6% of the scheduled externship/clinical hours each semester—students must request and obtain approval from the clinical director; students must make up accrued absence time exceeding 6% prior to the start of the next semester or prior to graduation from the program, as determined by the program director.

Students absent for 14 consecutive calendar days (including weekends and holidays) from the last date of academically related activity, including externship, will be terminated. Perfect attendance awards are given only to students who have completed all required sequence/program/semester hours.

### **Leave of Absence Policy**

Nonterm (certificate) programs: A leave of absence may be granted only for nonterm programs. Upon submission of written request, a leave of absence may be granted for up to a maximum of 180 days in a 12-month period. Students may request more than one leave of absence during a 12-month period provided the total time granted does not exceed 180 days. Time spent during an approved leave of absence is not considered accrued time for a course or program. Student status is not changed from active to leave of absence unless/until the student submits a written request to the campus that states the reason for the request and the amount of time needed, along with the completed/signed associated forms. Students who do not complete and submit the forms and are noting attendance are marked absent and will be terminated if the number of absences exceeds 14 consecutive calendar days (including weekends and holidays).

Students who do not return to class on the approved leave of absence return date or who have not requested a leave of absence extension will be terminated.

Texas law states that leaves of absence are not permitted for programs and seminars of 40 hours or less. In programs and seminars of 200 hours or less, no more than two (2) leaves of absence are permitted in a 12-month calendar period; a leave of absence in this case may be no more than 30 total calendar days. In programs and seminars of more than 200 hours but less than 600 hours, no more than two (2) leaves of absence are permitted; a leave of absence in this case may be no more than 60 total calendar days.

### **Student/Instructor Ratio**

The laboratory ratio of students to instructor does not exceed 20 to 1.

The Texas classroom ratio does not exceed 30 to 1.

The online classroom ratio does not exceed 25 to 1.

Programmatic variations are published in the catalog addenda.

### **Satisfactory Academic Progress**

The CFCI Satisfactory Academic Progress policy consists of two components: a qualitative measure (grade point average/GPA) and a quantitative measure (maximum time frame).

1. Nonterm-based (certificate) programs: Students must maintain cumulative grade point average (GPA) of 2.5 in their current program and must complete their program within one and one-half (1 1/2) times the published length of the program measured in weeks.

a. Unsatisfactory progress: Students are evaluated for satisfactory progress at the end of each payment period. Students who have not maintained a minimum cumulative program GPA of 2.5 lose need-based aid (scholarships). Upon successful completion of previously funded credits, students regain financial aid eligibility for the remaining program credits. If a student is notable to complete the program within one and one-half (1 1/2) times the program length of the program measured in weeks, the student can continue a cash basis within the academic limits set forth in the course-repetition policies but will no longer be eligible for financial aid.

### **Academic Progress and Advisement**

Students are monitored for academic progress at the end of their sequence. For CFCI's certificate programs, each semester is 16 weeks or less, and students are advised of their academic progress at the end of each sequence.

Academic progress warning: Students in nonterm programs who have-not maintained a minimum cumulative program GPA of 2.5 in a sequence are placed on academic progress warning status. Students who achieve accumulative program GPA of 2.5 after the end of the subsequent sequence will be removed from Academic Progress Warning status. Students who do not achieve a cumulative program GPA of 2.5 while on academic progress warning status will be placed on unsatisfactory progress status at the end of the payment period.

Appeal process: The student has the right to appeal the determination of not meeting satisfactory progress based upon extenuating circumstances. The student request should be submitted in writing to the campus director. A committee will review appeals on a case-by-case basis. Appeal approval may be granted for extenuating circumstances beyond the control of the student. Inability to master course material is not an extenuating circumstance. All decisions made by the committee are final.

Failed course/course repetition: Students may repeat a failed or attempted course a maximum of two (2) additional times and then are subject to termination. Only the highest grade is considered for Abevacuation, but all attempted credits are included for measurement of maximum time frame. Attendance in a course constitutes an attempt.

Failed externship/repetition: Students may repeat a failed/attempted externship a maximum of one (1) time. Only the highest externship grade is considered for GPA evaluation. All attempted externship credits are included in the measurement of maximum time frame.

Grading: Grades for all courses completed and attempted are recorded on students' permanent transcripts using the following grading system—CFCI does not award pass/fail grades:

Grade	Standing	Percentage
A	Excellent	90-100%
B	Good	80-89%
C	Average	75-79%
F	Failing	Below 75%
I	Incomplete	
TC	Transfer Credit	
X	Leave of Absence	
W	Withdrawn	
WM	Withdrawn Military	
T	Terminated	

Noncredit remedial course repetition: Noncredit remedial courses maybe offered as determined by the campus director and may be at the expense of the student.

Incomplete: An incomplete grade is given when required coursework has not been completed by the end of the term. Coursework includes assignments and activities other than examinations. All work must be completed within two weeks from the end of the term. Failure to comply with the two-week limit will result in the incomplete grade reverting to a grade of "0" (zero) for the coursework. Students should contact the instructor within the two-week period to makeup incomplete work.

Examination makeup policy: Students absent on examination day are given a makeup examination on the first day they return to class. Students are required to receive instructor approval prior to the absence to be eligible for examination makeup. Examinations include quizzes, tests, graded lab demonstrations, and midterm and final exams. The earned score on a makeup examination is reduced by 10%. A grade of zero is given for examinations not taken on the day of return or without instructor approval. With proper documentation, the score reduction may be waived for students who are absent due to jury duty, military obligation, death of an immediate family member, or birth of a son or daughter.

Transfer credits relative to maximum time frame: All transfer credits will be considered when calculating maximum time frame. Maximum time frame will be limited to one and one-half (1 1/2) times the prescribed length of coursework taken at CFCI.

Withdrawal: A withdrawn (W) designation is awarded when a student voluntarily withdraws. The W designation is applied to any courses that were not completed at the time of withdrawal. The W is considered a permanent designation and remains on the student's transcript even if he or she returns and retakes the course(s). A student returning to the same program is required to repeat any courses that carry a W designation. The earned grade for repeated courses is also recorded on the student's transcript.

Termination: A terminated (T) designation is awarded when a student is terminated by the school. The T designation is applied to any courses that were not completed at the time of termination. The T is considered a permanent designation and remains on the student's transcript even if he or she returns and retakes the course(s). A returning student is required to repeat any courses that carry a T designation. The earned grade for repeated courses is also recorded on the student's transcript.

Students who withdraw or are terminated from a course or program of study are charged according to the settlement policy on the enrollment agreement. Students who wish to appeal a termination should follow the grievance procedure described in this catalog. If a student withdraws then his or her financial aid is terminated. If a student reenrolls the length of the program may be extended.

Externship: Students must complete all classroom requirements with cumulative GPA of 2.5 prior to beginning externship. While on externship, students will be required to attend the externship full-time (typically 40 hours per week) unless otherwise noted in the appropriate catalog addendum.

### **Tuition for Failed Courses**

Students receiving a failing grade in a course or externship are charged for repeating the failed course or externship. Charges are based on cost per credit noted in the most recently signed enrollment agreement.

### **Student Services**

CFCI provides students with an orientation to the campus and its programs. Additional student support services include academic planning assistance and listings of off-campus housing, childcare facilities, social services agencies, and other community resources. CFCI does not offer housing or dormitories.

### **Electronic Library**

CFCI has an extensive online/electronic library that allows students and instructors the opportunity to access numerous journals with thousands of full-text, peer-reviewed articles and books. The electronic library can be accessed both on and off campus with an appropriate internet connection.

### **Accident Insurance**

Students without private insurance may be provided a limited amount of accident insurance coverage. The insurance only applies to injuries sustained during PMI scheduled, supervised, and sponsored activities. The insurance excludes coverage for injury incurred while traveling to and from the school campus, externship sites, and any other school-sponsored activity.

Students are strongly encouraged to seek their own medical and accident coverage from private or public sources. Personal health insurance is the responsibility of the student. Programs may require students to obtain health insurance prior to attending externship; see specific program catalog addendum for more information.

In the event a student is injured during a CFCI scheduled, supervised, and sponsored activity, the student must report the injury to a campus representative and file/sign/submit an incident report to the campus within 24 hours of the incident. When the injured student arrives at the medical treatment facility, if the student has his or her own medical insurance coverage, he or she must provide that information to the facility for billing purposes. The school's insurance company will not pay claims for students who have any form of insurance coverage.

### **Grievance and Discrimination Complaint Procedure**

1. Student grievances are recorded in writing on the appropriate campus form(s). Procedures described in this section may be used for the following types of grievances:

- a. Termination/readmission: Appeals from students who have been terminated from a program of study may appeal for readmission within 60 days.
- b. Complaints: Complaints alleging discrimination based on race, national origin, color, sex, disability, age by students, staff, or third parties. Such complaints must be filed within 30 days of the last alleged incident of discrimination.
- c. Other: Other student concerns that cannot be resolved through discussion with the instructor or program director.

#### 2. Procedure

- a. Student must submit the substance of the grievance in written form to the campus director or associate director
- b. An appointment will be made to meet with the campus director or associate director.
- c. The campus director or associate director will respond to the complaint within 15 working days of the meeting.
- d. If the grievance is still unresolved after meeting with one of the above-named individuals, the student may request an investigation by the director. The request must be in written form.
- e. Within 30 days of receipt, if possible, the director or representative will conduct an impartial investigation that will include a review of relevant documents. The complainant will have an opportunity to provide relevant information and evidence prior to the investigation.
- f. During or after the investigation, at the request of the complainant, CFCI will consider various options to protect the complainant as appropriate, including but not limited to:
  - 1) A no-contact order (complainant may go to local law enforcement)
  - 2) Health and mental services

3) Academic support

4) Opportunity to retake the class

5) Withdraw without penalty

g. Further, CFCI states that retaliation is absolutely forbidden and will discipline any person engaging in retaliatory conduct.

h. If an actual hearing is convened at the request of the director or president, then both parties will have access to all the evidence at least 15 days before the hearing.

i. One or both parties may be represented by a duly licensed attorney at the hearing.

j. However, the formal rules of evidence shall not apply. Cross-examination of the parties may only be done by a party's attorney. No party to the hearing shall directly cross-examine another party.

k. Documentation will be kept of all steps of the process by the appropriate CFCI official.

l. CFCI will take all necessary steps to train the investigators, coordinators, adjudicators, etc., on the applicable laws and these procedures.

m. Once the outcome of the complaint or grievance has been determined, written correspondence will be provided to all parties involved as assurance that corrective measures will be taken to prevent reoccurrence of a complaint related to discrimination of any kind.

n. If the investigation determines that discrimination has occurred, corrective action will be taken, including consequences imposed on the individual found to have engaged in the discriminatory conduct, individual remedies offered or provided to the subject of the complaint, and/or staff or student training or other systemic remedies as necessary to eliminate discrimination and prevent it from reoccurring.

o. If the complaint cannot be resolved after exhausting CFCI's grievance procedure, the students may file a complaint with the appropriate state or accrediting agency listed in this catalog. Each agency has specific procedures for filing a grievance. Student is advised to contact the agency directly to ensure proper filing of concern.

p. There shall be no conflict of interest or the appearance of conflict of interest during any stage of the grievance process.

q. If the investigation will take longer than 30 days, all parties will be kept apprised of the steps being taken.

r. Sanctions can range from a written reprimand to expulsion from the school in the case of a student, or termination from employment in the case of an employee, depending on the nature and severity of the charges.

s. CFCI will keep the student's identity confidential as much as possible. However, it may be necessary to release the student's name to the accused to fully investigate the grievance or charge.

t. Evidence of past relationships will not be allowed as evidence in this process.

u. **Unresolved grievances can be directed to:**

**Texas Workforce Commission**

**Career Schools and Colleges, Room 226T**

**101 East 15<sup>th</sup> Street**

**Austin, Texas 78778-0001**

**Phone: 512-936-3100 Website: [texasworkforce.org/careerschools](http://texasworkforce.org/careerschools)**

### **Graduation Requirements**

Students are awarded a certificate and considered graduates when the following requirements have been met:

1. Successful completion of the program of study with a minimum grade average of 75% in each course;
2. Completion of exit interviews with the campus financial aid and the career services personnel; and
3. Payment in full of all debt owed to the school.

### **Placement Assistance**

Although job placement after graduation cannot be guaranteed, CFCI assists graduates in obtaining employment in their career fields. Graduates who have not secured employment or who are seeking new opportunities may contact the Career Services Department for assistance.

### **Privacy of Student Records**

The Family Educational Rights and Privacy Act (FERPA) affords students the following rights:

1. To inspect and review his/her education records within 45 days of CFCI's receipt of a request for access. To inspect and review records, a student submits a written request to the campus director identifying the records to be inspected and

reviewed. The campus director or associate director will arrange for access and notify the student of the time and place for record inspection and review.

2. To request an amendment of his/her education record(s) if the student believes the record(s) is inaccurate. If a record is believed to be inaccurate, a student submits a written statement to the campus director that clearly identifies the part of the record in question and specifies why it is believed to be inaccurate. The student will be notified of decisions to either amend or not amend the record. Should CFCI decide not to amend the record as requested by the student, the student will be informed of his or her right to a hearing regarding the request for amendment and be provided with information regarding the hearing procedures.

3. To consent to disclosures of personally identifiable information contained in the student's education records. Exceptions that permit disclosure without student consent are: school officials (persons employed by CFCI in administrative, supervisory, academic or research, or support staff positions including law enforcement unit personnel and health staff); persons or companies CFCI has contracted with (such as an attorney, auditor, or collection agent); students serving on an official committee, such as a disciplinary or grievance committee or assisting another school official in performing his or her tasks; and upon request, officials of another school in which a student intends to enroll.

4. The right to file a complaint with the US DOE concerning alleged failures by CFCI to comply with the requirements of FERPA. The address for the office that administers FERPA is:

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

### **Directory Information**

FERPA permits public disclosure of directory information without the student's consent unless the student has requested that directory information be withheld. Directory information is information contained in a student's education record that would not generally be considered harmful or an invasion of privacy if disclosed. FERPA requires each institution to define its directory items. CFCI defines the following as directory information: student name, CFCI email address, photograph, campus, field of study, dates of attendance, grade level, enrollment status, degrees, and honors & awards.

CFCI does not publish its student directory. However, a student's directory information may be released to an inquirer, unless the student specifically requests that directory information be withheld. FERPA does not require that directory information be released. Students may elect to withhold directory information by completing and signing the Request to Withhold Directory Information form, which places the student record in a confidentiality hold status. This form is available from the Student Services Office. The signed form along with a copy of photo identification must be taken in person, mailed or emailed to the Student Services Office on the respective campus within 15 days of the first day of class. A request to withhold directory information is in effect permanently, even if the student is no longer enrolled at CFCI. A request to withhold directory information results in the following:

1. Student name and program information will be excluded from all printed public documents and other similar printed material, such as commencement programs;
2. Enrollment and degree-awarded inquiries from third parties, including potential employers and insurance companies, will neither receive a confirmation of enrollment nor graduation; and
3. No information will be released to any person(s) on the telephone or via email.

A student's request for withhold of directory information does not permit the student to be anonymous in the classroom (including an online classroom) nor to impede or be excluded from classroom communication. The directory information withheld can be removed if the student submits a written request for removal.

**Release of Nondirectory Information:** Students may provide consent to release nondirectory information (financial and academic records) to designated third parties by completing a FERPA release. The release remains in effect until the consent is revoked in writing and the revocation is delivered to CFCI.

### **Student Record Retention**

CFCI maintains academic transcripts for all courses completed and/or attempted for an indefinite period. Financial aid records are kept for five (5) years after the end of the final award year in which the student last attended. Other student records, including enrollment agreements, documents, financial records, attendance records, externship evaluations, and placement documents are maintained for five (5) years from the fiscal year during which the student was last enrolled.

### **Student Transcript Request**

CFCI students and graduates may request transcripts either by written request to the campus registrar (allow two weeks for delivery). Release of transcripts to graduates is contingent upon payment in full of all debt owed to the school.

### **Student Regulations**

**Student Areas:** Students are provided with a lounge and library for use outside assigned class sessions. It is each student's responsibility to assist in maintaining the orderly appearance of these areas. The student lounge should be free of all student materials upon departure.

**Classrooms:** Classrooms are to be left clean and neat. Books and another student material found in classrooms are taken to the reception area.

**Use of Equipment's** provides various equipment for student use. Under no circumstances are students to use equipment during or outside of classroom hours without instructor supervision. Equipment should be turned off and covered when not in use. Equipment must be used in accordance with prescribed procedures. Problems encountered when using equipment must be reported immediately to the instructor.

**Health and Safety:** Clear beverages are allowed in the classroom in a sealed container unless otherwise noted by the instructor (soda cans are not considered sealed containers). Food is prohibited. Food and/or beverages are not allowed in the laboratories and library. Students are not allowed to smoke inside CFCI buildings.

**Pregnancy:** Pregnant students are not required to report pregnancy to school officials. It is suggested that pregnant students seek information regarding their health or the health of the fetus, relative to the demands of the course of study. Students who wish to declare their pregnancy may contact an instructor associated with their program or their program director. Alternatively, they may contact their campus's student services coordinator, associate director, or campus director.

**Infectious Disease:** Students who have been diagnosed with a communicable disease (i.e., mumps, chicken pox, hepatitis, measles, etc.) must notify the campus director or associate director in writing and submit documentation of the illness. Students may not attend classes or externship while contagious. Students may return to class only with a physician's signed statement indicating they are no longer contagious.

### **Student Conduct**

Students who violate CFCI policies or regulations, harass or otherwise interfere with the progress of other students, or do not make timely payments of charges due to CFCI may be terminated. Reinstatement is at the discretion of the campus director. Furthermore, students who are under the influence of drugs or alcohol, cheat, steal, or engage in any form of dishonesty, upon proof, are subject to immediate termination by the campus director. Students who have been terminated may appeal under the provisions in the grievance procedure outlined in this catalog. Refunds made to students who have been terminated are subject to the terms of the enrollment agreement.

### **Harassment Policy**

It is the practice at CFCI to ensure that employees, students, and outside vendors enjoy an environment that is based upon mutual respect, trust, and dignity. CFCI is committed to providing a learning environment that is free of harassment and has a strict no-tolerance policy against such acts, including:

- Actions, words, jokes, or comments based on an individual's gender, race, ethnicity, age, religion, disability, or any other protected status;
- Actions intended to intimidate or cause fear; and

- Any form of unwelcome behavior of a sexual nature including verbal, nonverbal, written, and physical actions.

An individual who has reason to believe that he or she is the victim of sexual or another form of harassment should immediately report the incident to his or her campus director or associate director in written form. An investigation will be initiated no later than five (5) working days and corrective action taken when warranted. No action will be taken against those reporting harassments unless a false claim is made with malicious intent. Those found to be engaging in any form of harassment will be subject to termination.

### **Vaccination Policy**

The Cistern Services Department maintains a list of vaccination requirements, which is available upon request. Applicants are advised that the cost of required vaccinations is an out-of-pocket expense.

### **Tuition and Fees**

A registration fee is due with the signing of the student enrollment agreement and places the student on the roster of a future designated class.

The tuition for any program is due on the starting date, unless a payment plan has been arranged in advance. Tuition payments are expected to be made on or before the due date. Tuition and fees are subject to change but are firm for those students already enrolled. Required textbooks may be included in the total program cost and are listed on the CFCI website.

A tuition price list, a schedule of program beginning/ending dates, and faculty list are in the catalog addendum.

### **Withdrawal Policy**

A student maintains the right to withdraw from a program any time after the cancellation period. Notice of withdrawal must be made in person to the school when possible. In the event the student cannot make the request in person, the student may contact the school via phone or written correspondence.

### **Refunds and Tuition Obligation**

An applicant who fails to meet the enrollment requirements is entitled to a refund of all monies paid. All monies paid by an applicant are refunded, minus a cancellation charge of \$100 if the applicant cancels enrollment within three (3) days after signing an enrollment agreement and making an initial payment, but prior to the start of classes.

Charges for students withdrawing from the program are calculated using a pro rata refund policy. The last date of actual attendance during the enrollment period will be used to calculate the percentage of the enrollment period completed. The earned tuition percentage is calculated separately for each period. A \$100 withdrawal, cancellation, or termination charge will be deducted from any computed refund only if the student did not accrue 100% of charges. Refunds are made within 45 days of the date of determination, unless otherwise noted in this catalog.

If date of determination is unknown, the last date on which student attended class will be the date of determination. If a student drops without official notification, the withdrawal date will be determined by the institution within 14 days of the last date of attendance.

Only the tuition portion of the total program cost is subject to the refund calculation. An enrollment period is defined as the program length for all nonterm programs.

In Texas and in accordance with the Texas Education Code, Section 132.061(f) a student who is obligated for the full tuition may request grade of “incomplete” if the student withdraws for an appropriate reason unrelated to the student’s academic status. A student receiving grade of incompletes able to reenroll in the program during the 12-month period following the date the student withdraws and complete those incomplete subjects without payment of additional tuition. (Title 40, Texas Administrative Code, Section 807.241-245).

## **Texas Refund Policy**

1. An applicant rejected by CFCI is entitled to a refund of all tuition and fees paid. The applicant may cancel this contract and receive a full refund of all tuition and fees paid to date if cancellation is made in writing to the campus director and postmarked/hand delivered to the campus at the address stated herein within three (3) business days after the date of signature (until midnight of the third day, excluding Saturday, Sunday, and federal or state holidays) or within the student's first three (3) scheduled class days (does not apply to seminars). For on-ground programs, an applicant requesting cancellation more than three (3) business days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all tuition and fees paid minus a cancellation charge of \$100. For asynchronous distance education (online) programs, an applicant requesting cancellation more than three (3) business days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all tuition and fees paid minus a cancellation charge of \$50. For seminar courses, an applicant requesting a cancellation after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all tuition and fees paid. In the case student withdraws after commencement of classes, the school will retain a cancellation charge plus a percentage of tuition, which is based on the percentage of clock hours for on-ground programs and the percentage of lessons completed for asynchronous distance education (online) programs, as described below.

2. For on-ground programs and seminar courses, the earned tuition percentage is based on the number of scheduled clock hours in the enrollment period through and including the student's last day of attendance divided by the total number of clock hours in the enrollment period. On-ground program refunds are based on the precise number of clock hours the student has paid for, but not yet used, at the point of termination, up to the 75% completion mark, after which no refund is due. Seminar course refunds are based on the precise number of clock hours the student has paid for, but not yet used, at the point of termination. For asynchronous distance education (online) programs, the earned tuition percentage is based on the number of lessons completed in the enrollment period through and including the student's last day of attendance divided by the total number of lessons in the enrollment period. Refunds are based on the precise number of lessons the student has paid for, but not yet used, at the point of termination, up to the 75% completion mark, after which no refund is due. A student shall receive a full tuition refund if the school discontinues the program within a period a student could reasonably complete the program, this period shall not be any longer than 1 1/2 times the normal duration of the program, except if the school ceases operation. The policy for granting credit for previous training shall not impact the refund policy. For on-ground programs, the effective date of termination for refund purposes will be the earliest of the following:

- a. The last day of attendance, if the student is terminated by the school;
- b. The date of receipt of written notice from the student; or
- c. Ten school days following the last date of attendance.

3. For asynchronous distance education (online) programs and seminar courses, the effective date of termination for refund purposes will be the earliest of the following:

- a. The last day of attendance, if the student is terminated by the school;
- b. The date of receipt of written notice from the student. Only the tuition component of the total program cost is prorated. Supplies are not prorated. Uniforms are considered nonreturnable upon delivery. When computing earned charges, all school property (i.e. textbooks, classroom equipment, etc.) must be returned to avoid additional charge (refund examples are available upon request). Refunds will be totally consummated within 60 days after the effective date of termination.

4. Pursuant to section 668.22 of the Higher Education Act, as amended, and the State of Texas Refund Policy, any unearned Title IV funds or refunds will be returned no later than 45 days after the date of the institution's determination that the student has withdrawn. Pursuant Chapter 132.061 of the Texas Education Code, a student who withdraws for a reason unrelated to the student's academic status after the 75% completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to reenroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.

5. **Active Military Service:** A student of the school or college who withdraws from the school or college because of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:
- If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
  - A grade of incomplete with the designation “withdrawn-military” for the courses in the program, other than courses for which the student has previously received a grade on the student’s transcript, and the right to reenroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
  - The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has (1) satisfactorily completed at least 90% of the required coursework for the program; and (2) demonstrated enough mastery of the program material to receive credit for completing the program.

### **Texas Institutional Refund Policy**

#### **A student who withdraws/ is terminated from an on-ground program:**

Within the first 75% of the total number of clock hours in the enrollment period is entitled to a refund of the pro rata percentage based on clock hours remaining less a \$100 nonrefundable cancellation fee.

After 75% of the total number of clock hours scheduled in the enrollment period is entitled to no refund.

#### **A student who withdraws/ terminated from an asynchronous distance education (online) program:**

Within the first 75% of the total number of lessons in the enrollment period is entitled to a refund of pro rata percentage based on lessons remaining less a \$50 nonrefundable administrative fee.

After 75% of the total number of lessons in the enrollment period is entitled to no refund.

**A student who withdraws or is terminated from a seminar course** is entitled to a refund of pro rata percentage based on remaining clock hours less a \$100 nonrefundable administrative fee

### **Financial Aid**

Need-Based Financial Aid: The amount of aid received from campus-based programs depends on each student’s financial need, the amount of other aid received, and the availability of funds at CFCI. Unlike the Pell Grant Program, which provides funds to every eligible student, each school participating in any of the campus-based programs receives a limited amount of funds each year. When that money has been disbursed, no additional awards will be given for that year.

See CFCI’s Satisfactory Academic Progress policy in this catalog.

CFCI does not and will not provide any commission, bonus, or other incentive payment based directly or indirectly on success in securing enrollment or financial aid to any persons or entities engaged in any student recruiting or admissions activities or in making decisions regarding the award of student financial assistance.

### **Publishing Information**

This Academic Catalog is volume number I and effective through December of 2020. The program specific addendums and supplemental information are related to CyFair Career Institute’s Academic Catalog published and printed January of 2019. The Academic Catalog is maintained electronically at [www.cfc.edu](http://www.cfc.edu). A printed version of the Academic Catalog and campus-specific addenda can be provided upon request.

CyFair Career Institute reserves the right to change, without notification, any of the information published in the catalog. These changes will not affect currently enrolled students without prior written consent. Photographs and images within the Academic Catalog are of CyFair Career Institute students, graduates, and faculty as well as general images. The January 2018 catalog is not intended for advertising or for students to disburse.

# **NOTES**

OUR MISSION IS TO ENLIGHTEN STUDENTS AND PREPARE THEM FOR  
A LIFETIME OF LEARNING AND APPLYING WHAT THEY'VE LEARNED  
IN ORDER TO MAKE A DIFFERENCE.



I hereby certify that the statements and information in this catalog are true and correct to the best of my knowledge and belief.

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Mr. Billy Ayoola, President/CEO