

HANDBOOK  
2023



DON ROBERTS  
SCHOOL OF HAIR DESIGN

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## ACCREDITATION & LICENSURE

### STATE LICENSED:

Indiana Professional Licensing Agency [www.pla.in.gov](http://www.pla.in.gov)  
402 West Washington Street, Room W072  
Indianapolis, IN 46204  
317-234-3031

### NATIONALLY ACCREDITED:

National Accrediting Commission of Career Arts and Sciences [www.naccas.org](http://www.naccas.org)  
3015 Colvin Street  
Alexandria, Virginia 22314  
703-600-7600

### ACCREDITATION STATUS: ACCREDITED

## ABSENCES

- Students are required to attend classes as defined in their enrollment contract.
- Students that miss more than the allowed 10% of their scheduled classes will be charged an hourly rate for the excessive absences and/or work required to complete their program.
  - As per the US Department of Education, financial aid does not cover the additional educational charges when a student does not complete within the terms of their enrollment contract.
- Planned Absences
  - Students planning an absence must notify the office in writing before the absence. Approval is based on the students' SAP.
- Unplanned Absences
  - Unplanned absences require that the student email the notice to the school 30 minutes before the start of the class day.

## RESCHEDULING OF CLASSWORK/UNITS

- Courses/Units that have been missed/failed must be repeated.
- Passing grades are required and become applicable at the time they are repeated.
- The school reserves the right to address the missed course/units in any methodology most beneficial to the student's education/timely program completion.
- One regularly scheduled class day, or more of an applicable course/unit missed, requires the student to make up the quantitative and qualitative measurements needed to pass.
- Students must seek immediate guidance from the staff when attempting to make up missed classes.

Students absent from class for more than 14 calendar days will be terminated.

- Students that withdraw and return to school within three months/90 consecutive calendar days are not subject to applicable new educational expenses at re-enrollment. Past academic credits apply to the latest enrollment contract.
- Students that withdraw and return to class after three months/90 consecutive calendar days are subjected to any applicable educational expenses at re-enrollment. Past educational credits apply to the new enrollment contract.

## ACADEMIC INCOMPLETES

- This school needs to include complete grades/due to lack of attendance in the scheduled academic progress review/SAP. This has qualitative and quantitative reviews, and grade changes do not apply to incomplete grades.
- Upon rescheduling the class and completion of assigned work and testing, the incomplete grade of zero/o will be removed, and the tested grade will be posted and used in the following SAP.

## ACADEMIC PROGRESS

- All students are required to maintain satisfactory academic progress/SAP.
- Courses are divided into evaluation periods, the length of which is course dependent.
  - The minimum acceptable level is 80%.
  - The school reserves the right, without notice, to:
    - Evaluate students independently
    - Schedule make-up work/assignments as needed.

## ADMISSION REQUIREMENTS

- Enrollment requirements:
  - Completed and signed enrollment application
  - Copy of birth certificate or valid passport
  - Proof of GED/certification letter or high school completion/diploma/sealed transcript of state verification of homeschooling/12th-grade completion
  - Copy of driver's license/government-issued identification
  - Copy of social security card
  - Copy of document(s) that verify any change of name
- All programs offered have the same admissions criteria
- The school reserves the right to review all applications on an individual basis
- All documents must be in English
  - Only government-approved translations will be accepted.
- All documents must have the same name(s)
- This institution does not admit ATB/Ability to Benefit Policy student
- Before enrollment, students should:
  - View the school's website, including, but not specific to, the Student Handbook, School Catalog, and Orientation
  - Attend an orientation
- Re-enrollment
  - The school reserves the right to accept or refuse applications for re-enrollment
- Transfer
  - Transfer students are addressed on a case-by-case basis.

## ATTENDANCE

- Our scheduled class times serve as an outline for each educational program.
- All students are required to clock in and out daily.
- Cumulative attendance records are posted regularly.
- Students are not allowed to clock in and out for another student.

- After clocking in, students are not allowed to leave campus without permission.
- All staff-supervised/approved educational time accrued outside of regularly scheduled program-dependent classes is permitted and will be applied to students' regular attendance requirements.
  - This includes, but is not limited to:
    - Class/clinic preparation and sanitation
    - Testing
    - Late dismissals (including late client services)
    - Make-up activities
    - Off-site discretionary activity
- Attendance is evaluated and based on the applicable course evaluation periods.
- The State of Indiana, as defined in the enrollment contract, requires 90% attendance.
- SAP/Progress Evaluation Standard requires a minimum attendance of 67%
  - Students that attend less than 90% are subject to additional educational charges.
- No credit is given for unattended class time and time clock errors.

## BREAKS/LUNCHESES/WORK EXPECTATIONS

- The lunch period is 30 minutes in length.
  - Students do not receive class credit hours for lunch periods.
  - Students attending more than five (5) hours must take a lunch.
- Students not in class or with a guest are expected to work on their manikin
- Student conversation between themselves is expected to be professional and limited.
- Conversations with a guest are expected to be professional and focused on the guest's needs.
- Students are expected to be productive and prepared when verbally interacting with a staff member or guest.

## CLASS SCHEDULE

### CAMPUS HOURS

- 8:30 am to 3:30 pm/Monday thru Saturday

### CLASSES SCHEDULE

- Monday thru Saturday, 9:00 am to 3:30 pm
- Required days of attendance are program dependent and preannounced.
- To ensure student preparation for the day, all students must check with an instructor before clocking in.
- Students are required to be in the building by 8:45 am.
  - Full-time classes: not less than 24 hours per week/no more than 30 hours per week
  - Part-time classes: at least 18 hours per week/not more than 24 hours per week.
  - The school does not recognize an open attendance policy; attendance is taken daily.
  - The school only allows students to leave early if independently demonstrated in the case of an emergency.

## CLIENT BASE

- Students are required to build and maintain a client base while in school using professional; social media skills, people skills, and/or social interaction.

- Any advertisement the student does to promote their client base must identify the school as an educational facility where all work done is supervised by instructors.
- The State of Indiana determines the minimum number of assignments required, and this school uses the state standard as a minimum required/C/average work.
- Students seeking scholarships are expected to exceed the C work/minimum requirement. TBD at the time of the scholarship offer.

## CLINIC VERSUS CLASS

Students are not allowed to leave a class to provide a clinic service.

To provide a clinic service student must have completed a class and been successfully evaluated by an instructor.

## COMMUNICATION

This school encourages all students enrolled to check the website at [www.donrobertsschoolofhairdesign.edu](http://www.donrobertsschoolofhairdesign.edu). The website will allow students to access school announcements, unforeseen closures, emergencies, and/or class information.

## CONDUCT

This school requires all students to conduct themselves in an exemplary manner.

Failure to do so and/or failure to follow the rules of this school shall result in termination.

- Every student is to follow the rules of professional ethics/language.
- If you have concerns with a client or classmate, quietly excuse yourself, and inform your instructor.
- Required classes/classwork must be completed to receive full credit for the class.
- Students that refuse classroom work/clinic assignments will be excused for the day.
- Students are to maintain a clean and sanitary work area.
- Personal items, materials, and tools not required for class are to be left in their locker or car.
- Students are not allowed to chew gum or eat/drink while clocked in.
- Students are not allowed to use their cell phones, ear Buds, headsets, iPad, or Compute while on the clock unless directed to in a classroom activity by their instructor.
- This school has a zero-tolerance policy for the use of drugs, alcohol, weapons, bullying, and/or nonprofessional behavior.

## CONTINUING EDUCATION/CE

The State of Indiana does not mandate CE for license renewal.

This school is a licensed CE provider by the State of Illinois.

Periodic CE training is offered, which is topic specific. The date is TBD.

## COUNSELING

The school reserves the right to counsel students, including but not limited to scheduled or nonscheduled evaluation periods. During this process, the student will be advised of various improvement methods, not limited to outside referrals, calendar of events, and how failure to maintain SAP may negatively affect their progress and/or financial aid.

The school will make outside referrals for counseling, or advising needs that the school needs to be qualified to counsel/advise. All counseling is documented and becomes part of the student's permanent file.



## COURSE CROSS CREDITS

For those graduates interested in multiple licenses, the school offers cross credits respective to the units of study applicable between programs. To determine competency, the school reserves the right to pre-test in the applicable cross-over units of study. Testing requires a minimum score of 80% in each area of study.

## COURSE INCOMPLETES AND REPETITIONS

- The school does not offer the course “incompletes”; accordingly, these have no impact on SAP.
  - Incomplete courses/units must be repeated.
  - Passing grades are required and become applicable.

## COURSES OFFERED/RATIONALE FOR AN EXTENDED LENGTH

- Short courses: esthetics and manicure, offered to exceed the minimum hourly requirement by the State of Indiana.
- The rationale for the extended program lengths is found in the applicable course outlines.

## DISCRIMINATION/RECRUITMENT

- This school does not discriminate based on sex, race, age, color, ethnic origin, denomination, or religion.
- This school does not recruit students already attending or admitted to another school offering similar programs of study.

## DISTANCE LEARNING/DISCRETIONARY STUDIES

The school does not offer distance education.

The school requires all homework to be done online, and no clock time is given for homework assignments.

## DRESS CODE

- PMA/Positive Mental Attitude
- PBL/Professional Body Language
  - No wearing of tinted glasses or sunglasses
  - No hoodies
- Black scrubs/top and bottom/Black socks
  - Must be hemmed and free of tears and stains
  - A black tank top may be worn under the scrubs.
- Black leather/leather-like shoes
  - No open-toe or open-heeled shoes.
    - No Crocs/Must be leather or leather-like
    - No Boots or High Tops/No Canvas
- Hair ornamentation worn must be black and, at a minimum.
  - No head wraps, bands, or scarves
- Black underclothing
- Hair/nails/makeup should be done daily and professionally in a professional manner.
  - Makeup/Foundation/Eye Color/Mascara and Lip Color
  - Nail/Well-manicured and maintained regularly
  - Hair/Clean and professionally presented

- Longer hair should be worn up
- Jewelry should be kept to a minimum
  - No dangling jewelry or large hoops, rings, or bracelets
  - Facial piercing jewelry; limited to a 3 mm stud
- ID badge/school issued/Must be worn on a school-issued lanyard
  - No additional ornamentation allowed
- Cooler Weather Opportunities
  - Black nylon or cotton long-sleeve t-shirt/worn under the scrubs
  - No coats, sweaters, jackets, lab coats, open scrub tops, or thermal underwear on the outside of the scrubs

## EDUCATIONAL CHARGES/COMPUTER AND SUPPORTIVE REQUIREMENTS

Educational charges are detailed in all enrollment contracts.

The school provides free internet access while in attendance.

Unexpected miscellaneous will be announced and/or posted on the school bulletin board or website.

As all homework is done online, students are required to have access to a working computer, reliable WIFI access, and a printer throughout their enrollment.

## ADDITIONAL CHARGES

- Students are responsible for their clothing, notebooks, procedure cards, pens, pencils, highlighters, computer, printer, software support/Microsoft specific to word, excel, PowerPoint, study materials, living expenses, meals, and transportation. Miscellaneous charges are estimated at \$200.00/\$300.00.
- Students will be expected to immediately re-purchase miscellaneous, broken, and/or misplaced items.
- As required by the State of Indiana and as part of the learning experience, all students are required to perform clinic services on paying guests of the school/AKA Salesmanship Activities.
  - Students are required to build a self-generated network of models for the clinic area to practice and/or evaluate their technical skills. The amount of guests required is program specific.
  - All guests are charged for the performance of services. The student salon clinic menu is available at the registration desk.
  - The school reserves the right to adjust the cost of such services, offer special promotions, etc.

## EQUIPMENT

- The stealing of equipment or personal items is grounds for immediate dismissal.
- Every student must bring all equipment, books, electronic devices, assignments, and notes to class daily.
- Broken or misplaced equipment is to be immediately replaced by the student.
- There is no borrowing of materials, supplies, and/or equipment.
- The student is responsible for sanitation and preparing materials, equipment, and supplies.
- Students are required to:
  - Always keep their workstation clean and sanitary, as directed by the State of Indiana.
  - Please pick up after themselves and re-sanitize their workstation throughout the day.
  - Provide all state-mandated precautions for sanitation and safety of themselves, fellow students, staff, and guests, throughout the day.
- Students are subject to the sanitation criteria identified by the State of Indiana.
  - The school and the State of Indiana reserve the right to inspect the students' equipment, materials, and tools without prior notification.

- Students who do not sanitize their tools and equipment will receive clock credit once the issue has been corrected.

## EVALUATIONS

Evaluations will include but are not limited to, accrued/scheduled hours, academic GPA, assigned work completed, client retention, and professional assessment.

Written notice is given to the students needing to make satisfactory academic progress.

## SCHEDULED EVALUATIONS

Students are evaluated every 450 hours or at the midpoint of the course or academic year, whichever comes first.

## UNSCHEDULED EVALUATIONS

The school reserves the right to evaluate all students as needed.

## FACILITIES/EXPECTATIONS

- The school is a non-smoking and drug/weapon-free facility. The school has a zero-tolerance policy for drugs, alcohol, weapons, and/or explosives, cheating, stealing, bullying, and/or harassment.
- Students engaged in unlawful criminal activities on the school campus will be reported to the appropriate authorities.
- Cell phones are allowed in the building but should be kept silent.
  - The school reserves the right to eliminate the use of cell phones when this expectation is not met.
  - Texting during class hours is reserved for emergencies only.
  - Students who need to make or receive a text or phone call must ask for permission and be asked to clock out for the duration of the text(s) or phone call.
  - When applicable to the class, the student may be asked to research a topic via an electronic device.
- Proper conduct is always expected. Students causing a disturbance will be immediately dismissed for the day.
- Termination may result if a professional appearance and exemplary conduct and attitude are not regularly maintained and practiced.
- Food/drinks/gum is allowed in the lunchroom/during specified breaks/lunches.
- As required by the State of Indiana, sanitation duties are performed throughout the day and at the end of the day.

## FINANCIAL AID

- The school accepts VA and Vocational Rehab sponsorship, though it is not recommended as a sole means of financial support as it can be unpredictable and timely.
- The school offers financial aid to those that qualify.
  - The student must make satisfactory academic progress/SAP to receive financial aid.
- The school participates in Title IV funding.
  - Pell and SEOG Grants, direct student loans, and parent plus loans.
  - Free applications are found at:
    - FASFA/Grants and Loans [www.studentaid.gov](http://www.studentaid.gov)
      - School Code 013998
- The school offers
  - Private financing to those that qualify

- Periodic private scholarships

## FINANCIAL AID WARNING/FAW

- Students not making Satisfactory Academic Progress will be placed on FAW
- During the FAW, the student will continue to receive financial aid until the next scheduled SAP.
- If a student is not making SAP at the end of the next regularly scheduled evaluation period, all financial support will be withdrawn until the next scheduled SAP in which the student is making SAP.
- This school does not provide a probationary period and/or appeal process.

## FINANCIAL AID MADE SIMPLE

- Financial Aid includes all federal aid, grants, and student and/or parent loans.
- To receive financial aid today, a student must make satisfactory academic progress/SAP.
  - This school
    - Uses a 900-academic year for all programs offered.
    - Uses accrued/actual hours, not scheduled when determining SAP
    - Students making SAP at each scheduled evaluation period will continue to receive financial aid.
    - Students who are not making SAP are placed on FAW/Financial Aid Warning. This student will continue to receive financial aid until the next scheduled evaluation period. Refer to FAW policy.
    - Students on FAW who do not maintain SAP at the subsequent scheduled evaluation will lose their financial aid until the next SAP in which they make SAP.
    - Students who lose financial aid must make alternative financial arrangements with the school and/or withdraw from their program.
- For financial aid, when not making SAP, this school
  - Does not use a probationary period
  - Does not allow students to make an appeal

## GRADUATION REQUIREMENTS

- The graduation requirements are the same for all programs offered.
- A diploma is issued at graduation for all programs completed based on the requirements.
  - Debt accountability
  - Complete course applicable hours and assigned work, including but not limited to a digital portfolio
  - Pass written/practical exams/not less than 75% on either exam, with a cumulative score of not less than 80%
    - Cosmetology requires 1500 hours for graduation
    - Barber requires 1500 hours for graduation
    - Esthetics requires 900 hours for graduation
    - Manicuring requires 600 hours for graduation
    - Instructor requires 1000 hours for graduation

## High School Diploma Verification Policy

- This school's policy is to collect, copy and review all of the documents required for admissions. These documents become part of the enrolling student's permanent file and are reviewed and acknowledged prior

to enrollment acceptance. These documents are retained for a period not less than required by the State of Indiana and the US Department of Education/DOE.

- As required by the US DOE, if this school has reason to believe that a high school diploma and or GED document presented by an enrollee or their representative is not valid or obtained from an entity that provides secondary school education, this school will check/verify its validity with the applicable states Department of Education/DOE to determine eligibility.
- If identified as a diploma from a high school that is not accredited, this school will again attempt to verify with the applicable State attorney's office for verification. If either of these sources is not responsive, this school's final attempt would be to confirm through the applicable State Regulation of Private and Home Schools.
- Upon completing this process, all supporting communication and documents received will become part of the student's permanent file. Successful completion of this verification will assure this school of the submitted document (s) accuracy.

## ILLNESS

- Students will not be admitted to class if they are contagious or under the influence of drugs, medications, and/or alcohol.
- Students will not be admitted to class if they are in some way limited with their physical activity/i.e., orthopedic apparatus.
  - Written medical clearance is required before returning to class.

## INTERNAL COMPLAINT/GRIEVANCE

By this school's mission statement, this school will make every effort to resolve a student complaint that is not frivolous or without merit.

Grievance procedures are provided for students who believe they have been unlawfully discriminated against, unfairly treated, or harassed in any way. Academic grievances relate to a specific complaint about a course, program of study, or evaluation.

Grievance Protocol:

- A written outline of the allegation or nature of the complaint by the student/form available in the administration office.
- Meeting either by the staff and/or person(s) involved/within ten business days.
  - Resolution(s), when applicable, will be presented by the school within ten business days from the most recent meeting.
  - The school reserves the right to either re-meet with the complainant and/or mail the grievance results directly to the complainant via US mail.
  - All decisions of the school are considered final.
- Refer to outside sources as needed with supporting documentation from all viable sources.

## LAB/STUDENT SALON

- Students who have completed their first academy/entry-level studies will advance to the second academy/intermediate level. Programs are offered on alternate days, specific to specific days of the week; this is a variable yet TBD. Pre-announcement for scheduling changes will be at least 30 calendar days.
- All levels of training have specific assignments/evaluations that must be completed on manikins and all guests.
- Salesmanship activities, program-dependent, are required by the State of Indiana.

- Each student is required to create and maintain an updated procedure book and digital portfolio progressively throughout their enrollment. These will be reviewed at each evaluation period.

## LANGUAGE

All courses are taught and tested in English. All published materials are in English.

## LATE ARRIVALS

Each student is allowed one late per month, and the school only provides for an unannounced late arrival.

The student must contact the school 30 minutes before their school day begins.

Late arrivals are excused only for the first 30 minutes after school begins, and no one will be admitted after the 30 minutes.

## LAW

The State of Indiana requires that the student have access to cosmetology laws, rules, and regulations. The student's responsibility is to monitor the Indiana Professional Licensing Agency website [www.in.gov/pla](http://www.in.gov/pla) for current and updated material.

## LEAVE OF ABSENCE

This school does not offer a Leave of Absence.

## LOCKERS

A student locker is provided at no charge.

- The school is not responsible for lost, misplaced, borrowed, or stolen items.
- Students cannot keep food, drinks, drugs, alcohol, and/or weapons in their lockers.
- After 14 days of consecutive absences, the material/equipment in a locker becomes the school's property.

## MISSED CLASSES

Missed or failed classes will require that the student repeat the course.

The school reserves the right to offer missed/failed classes as needed.

## MISSION STATEMENT

We are committed to providing a positive learning environment; at the student's level of learning, which advocates considerate, responsible, and emotionally healthy behaviors. Our school provides effective support for entrepreneurship and independently thinking professionals, which prepares our graduates for initial and continued employment.

We validate our success with our reoccurring 100% licensure rate, specific to first-time state testers within the cosmetology industry and its related fields.

## NON-CREDIT/REMEDIAL COURSES

This school does not offer remedial courses/units or give credit for remedial education.

However, the school recognizes Individual Educational Plans (IEPs) and will adhere to the needs described in the plan. The State of Indiana does accommodate documented IEP(s) with applicable testing provisions.

## NON-DISCRIMINATION POLICY

This institution prohibits discrimination against and harassment of any employee, student, or applicant because of race, color, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, veteran status, or any other characteristic protected under applicable federal or state law.

All personnel responsible for the development and implementation of school programs or activities are charged to support this effort and respond promptly and appropriately to any concern that is brought to their attention.

## NO TOLERANCE POLICY

The school has a zero-tolerance policy for smoking, drugs, alcohol, weapons and/or bombs, cheating, stealing, bullying, and/or harassment.

- The school is a non-smoking and drug-free facility.
- Students engaged in unlawful criminal activities on the school campus will be reported to the appropriate authorities.

## OFF-CAMPUS STUDY

The State of Indiana allows students to stay within 10% of their program length in professional studies off campus. As mandated by the State of Indiana, the school reserves the right to approve this exceptional opportunity on a case-by-case basis.

## PARKING

On-campus student parking is available at no cost.

## PLACEMENT/LICENSING EXAM

The school offers free lifetime job placement. Those students that qualify may sit for their licensing exam before graduation, which can provide immediate employment after graduation. This school has been highly successful in placing its graduates and finds them in demand.

## PRACTICAL PROGRESS

Practical work will be evaluated in a uniform and consistent manner for all courses offered. Each practical assignment, task, or exam is graded with the rubric's methodology.

The rubric's criteria for practical work include setup, safety, sanitation, preparation, consultation, staff interaction, execution, time frame, communication/recommendation, and overview/self-assessment. The minimum acceptable standard is 80% Record Access.

The school will maintain all records for at least five years.

## RETURNING STUDENTS

- If a student withdraws from a program and re-enrolls in the same program, the opportunity to re-enter the same program is determined by the Indiana Professional Licensing Agency at the time of re-entry and the school.

- The returning student will return to the same payment period in place when the student withdrew and must complete any clock hours for which the student previously received financial funding before being eligible for additional funding.
- A student who returns to the program after more than 180 days have lapsed since withdrawal may be eligible for federal aid for any classes the student must repeat to obtain credit.

## RETURN OF TITLE IV FUNDS POLICY

As the State of Indiana does not have a state-mandated refund policy, this school uses our Accrediting Agency policy/NACCAS., as well as the federal-mandated Return of Unearned Title IV Funds policy.

This school's policy is to uniformly implement the appropriate refund calculation to all terminated and/or withdrawn students, either official or unofficial.

As per our enrollment agreements, the institutional refund policy is the only policy this school uses; however, for Title IV recipients, a calculation of how much the student earned federal aid is done before the standard tuition refund calculation is performed. Any unearned funds are returned, and earned funds are applied/used as credits to the student's account in the institutional refund calculation.

Return of Unearned Title IV Funds, aka "R2T4," Federal regulations stipulate that students may forfeit a portion of their federal student financial assistance if they fail to complete the program of study in which they were enrolled. This policy affects students who: a) received or were eligible to receive federal student financial assistance authorized under Title IV of the Higher Education Act (HEA), i.e., Federal Pell Grants, Federal SEOG awards, or Federal Direct Student Loan (FDSL) program funds, and b) who withdrew or were terminated from the institution during the first 60% of any payment period.

Students will be considered to have withdrawn from their program of study on the date of their official notification to the school of their intent to withdraw, or for unofficial withdrawals, after 14 consecutive calendar days of absence.

This school does not offer a Leave of Absence/LOA. Those students absent for more than 14 consecutive calendar days may apply for re-enrollment within 179 consecutive calendars without experiencing additional educational charges, as defined in their most recent enrollment contract. Students who choose to re-enroll after 180 consecutive calendar days are subject to the same policies and charges as newly enrolled students in the same program. This school reserves the right to issue academic credits and credits for previously earned clock hours at this institution, subject to the rules defined by the Indiana Professional Licensing Agency, at the time of re-enrollment.

### Calculation Details

Eligible Title IV federal aid recipients whose last recorded date of attendance, per the institution's attendance records, is within the first 60% of a payment period are considered to have earned federal aid only in an amount equal to the percentage of time that the student was enrolled during the payment period rounded to the nearest 1/10 of one percent (Example:  $33.333\% = 33.3\%$ ,  $66.666\% = 66.7\%$ ).

If a student's last day of attendance is within the first 60% of the payment period, the percentage of the payment period completed is determined by dividing the number of clock hours the student was scheduled to complete in the payment period, as of the student's last day of academic attendance, by the total number of clocked hours in the payment period. (Example: A student scheduled to have 100 clock hours in a payment period of 450 clock hours, the  $100/450$  would result in 22% of the payment period earned, and 78% of the Title IV money would be unearned).

Accordingly, a required calculation will be performed to determine if federal aid that the student has not earned has been disbursed, in which case the unearned portion must be returned to the U.S. Department of Education, or if



federal aid that has been earned by the student has not yet been disbursed, in which case the student may be entitled to a post-withdrawal disbursement of earned federal aid.

This R2T4 calculation will be done before a tuition refund calculation is performed by this institution's refund policy and will determine the amount of unearned aid that must be returned to the USDE by the institution as the amount to be returned by the student.

If the R2T4 calculation results in a credit balance, it will be disbursed as soon as possible and no later than 14 days after the calculation of the R2T4.

The institution will notify the student upon completion of this calculation if the student has any responsibility to repay any federal funds beyond the scope of the student's existing loan repayment obligations. In many cases, any return of unearned Title IV funds will result in adverse financial consequences, including the student owing tuition and fees to the institution that would otherwise have been paid with federal student aid.

Unearned Title IV HEA funds that must be returned to the U.S. Department of Education will be returned first to Unsubsidized Direct Loans, followed by Subsidized Direct Loans, Direct PLUS Loans, Federal Pell Grant awards, and lastly, to any Federal SEOG awards.

The institution will return unearned funds to the U.S. Department of Education. Any unearned grant funds owed by the student will be repaid within 45 days of the date the institution determined that a student has withdrawn. Unearned, Title IV funds owed by the student to a federal loan program must be repaid by the repayment terms of the student's loan.

If a student has earned federal aid over the amount disbursed at the time of withdrawal and is eligible to receive those funds, the school will process a post-withdrawal disbursement/PWD of such earned funds to the student by federal regulations and allowances.

- A PWD of grant funds will be disbursed as soon as possible but no later than 45 days after the date of the school's determination that the student withdrew. These funds will be sent via US mail without a request for confirmation of such.
- A PWD of loan funds will be offered to the student/parent within 30 days. The student/parent will have 14 consecutive calendar days to respond in writing.
  - In order for a PWD loan to be disbursed, a student/parent signature is required.
- All PWDs are applied to cover current outstanding allowable charges first.
  - If a credit balance remains after the PWD is credited, the Title IV credit balances will be issued within 14 days of the disbursement.

## REFUND POLICY

The school's refund policy can be found in the school catalog and the individual student's enrollment contract. Each enrolled student will receive a copy of their enrollment agreement.

## REINSTATEMENT OF FEDERAL FINANCIAL AID

Students not making SAP are placed on Financial Aid Warning/FAW until the next scheduled SAP. During this FAW period, the students will continue to receive Federal Financial Assistance.

## REINSTATEMENT/RE-ENTRANCE POLICY

Students are making SAP during the initial evaluation period. Therefore, this school's policy is that students who return after a temporary interruption are reinstated under the same SAP status as they had before their departure.

## STUDENT COST SALON AND SPA SERVICES

Students can receive clinic services. The cost for such services is predetermined and requires pre-payment and preapproval. Clock credit is only awarded for this activity if the student is used as a demonstration model.

## SANITATION/PERSONAL HYGIENE

Students are expected to practice and perform daily sanitation and personal hygiene duties while in attendance; the Indiana Professional Licensing Agency requires these duties as part of future job descriptions.

This may include but is not limited to a clean and sanitary work area, equipment and tool safety, preparation, decontamination, sweeping of the floor, garbage and waste removal, safe and sanitary use of chemicals, client protections, and safety measures. Each enrolled student is estimated to do at least 30 minutes of sanitation daily. This school considers all sanitation, disinfection, and sterilization protocols to be of utmost importance daily and routine. Students who adhere to their requirements will be asked to go off the clock until the conditions are met.

## SATISFACTORY ACADEMIC PROGRESS (SAP)

This policy applies to every student enrolled in a NACCAS-approved program and all students in each program regardless of the terms of their enrollment.

- The student handbook, specific to Satisfactory Academic Progress, is provided to applicants before enrollment. It is available online at [donrobertsschoolofhairdesign.edu](http://donrobertsschoolofhairdesign.edu), or a copy may be located in the main office.
- This school uses a 900-hour academic year.
- Evaluation periods are based on accrued/actual hours, not scheduled hours
- Periodic posting of hours and SAP can be located on the student bulletin board
- Students are notified of their progress at the scheduled SAP.
- SAP is applied to all students enrolled in a specific program and scheduled for a particular category of attendance, both full-time and part-time
- SAP is measured in cumulative reviews of quantitative hours accrued vs. Scheduled and qualitative academic measurement.
- An average of all qualitative and quantitative areas determines SAP. The minimum acceptable level is 80 %
- To make SAP, a student must meet both qualitative and quantitative criteria.
- Students who meet this policy's attendance and academic standards will be making satisfactory academic progress/SAP until the next scheduled evaluation.
- SAP is determined by periodic academic every 450 clock hours or mid-point of the program, whichever comes first
- If the course length exceeds 900 clock hours, the evaluations are scheduled midpoint of the last academic year.
- Students must maintain SAP throughout their training to comply and remain eligible for Title IV funds.
- If a student is not eligible for Title IV Aid and has lost eligibility for Title IV Aid, periods of attendance are counted towards the maximum timeframe.
- Programs offered are clock hour-based, not term based; therefore, a summer term is not offered.
- All clock-hour programs are offered throughout the calendar year
- Practical work is graded each time a task or assignment is completed. The practical criteria work is consistent for all assigned work, as a consistent rubric is used for evaluation
- Should a student change program, SAP criteria apply only to a new program
- This school does not accept mitigating circumstances when evaluating SAP.

## MEASUREMENTS

Both criteria, qualitative and quantitative measures, must be made SAP.

SAP applies to each program offered.

## QUALITATIVE

Qualitative measurement:

Includes, but is not limited to, academic exams, rubric evaluations, professionalism, job readiness, and client development.

Each student must maintain an 80% qualitative measurement to make SAP.

- Practical work is graded each time a task or assignment is completed
  - The practical criteria work is consistent for all assigned work.
  - Periodic rubrics apply to each program and become part of the qualitative SAP measurement.
- Academic work is tested periodically.
  - Multiple choice testing is used as it is a representation of the Indiana licensing exam.
  - Failed exams are expected to be retested within 30 calendar days.

## QUALITATIVE / PRACTICAL WORK RUBRIC

- Set-Up
- Safety
- Sanitation
- Preparation
- Consultation
- Staff Interaction
- Execution of task
- Time Frame Commitment
- Communication
- Completion

## QUANTITATIVE

Quantitative measurement:

- Accrued hours in relation to scheduled hours
- Each student must maintain a minimum of 67% attendance quantitative measurement to make SAP.
  - Example: Accrued 393 hours/scheduled 450 hours  $393/450 = 87\%$
  - Students are making SAP.
- Each student is expected to maintain a 90% attendance quantitative measurement within the terms of their enrollment agreement.
  - Example: Accrued 393 hours/scheduled 450 hours  $393/450=87\%$
  - The student is making SAP.
  - Each student is expected to maintain a 90% attendance quantitative measurement within the terms of their enrollment agreement.
  - Example: Accrued 393 hours / scheduled 450 hours  $393/450=87\%$
  - The student is making SAP; financial aid will continue.
  - Students outside their enrollment agreement will be billed for additional educational charges/\$15.00 per clock hour.

- Per the Department of Education regulations, financial aid does not cover excessive absences over 10%, as defined in the enrollment contract. Financial Aid Warning / FAW
- Students NOT meeting either criterion will be placed on Financial Aid Warning/FAW.
- The student can receive financial aid during the FAW period until the next scheduled SAP.
- If the student is not making SAP at the end of the FAW period, all Title IV funds will be suspended until the next scheduled SAP in which the student is making SAP.
- Financial aid eligibility will be re-instated when the student is making SAP. This school does not provide an SAP probationary period(s) and/or an appeal process.
- If a student does not meet SAP, the student will be notified in writing. This notification will detail any negative impacts on financial aid and applicable eligibility.

## MAXIMUM TIME FRAME

- This school measures time frames in clock hours.
- Students that exceed the maximum time frame will be terminated from their program.
- The maximum time frame is the maximum amount of time an enrolled student may stay in school.
- If a student is not making SAP and, as a result, does not receive Title IV Aid and/or withdraws, officially or unofficially, hours accrued within that applicable time frame are included/counted toward the maximum time frame allowable for the completion of the program.

Program Name	Maximum Time Frame Scheduled Hours
Cosmetology 1500 Hours	2250 Hours
Barber 1500 Hours	2250 Hours
Esthetics 900 Hours	1350 Hours
Manicure 600 Hours	900 Hours
Instructor 1000 Hours	1500 Hours

## GRADING SCALE

Honors Program	A	95% - 100%
High Achievers	B	94% - 90%
Acceptable	C	89% - 80%
Non-Acceptable	F	0% - 79%

## SAP INCOMPLETES

- NA/Incompletes are recognized by a complete lack of attendance for the course/unit of study.
- This school does not offer course “incompletes”; accordingly, these have no impact on SAP.
- This school does not include incomplete grades/o due to lack of attendance in the scheduled academic progress review/SAP.
- This is inclusive of both quantitative and/or qualitative evaluations. Grade changes are not applicable to incomplete grades; therefore, incompletes are not recognized and have no effect on SAP.

## SAP/PROGRAM REPEATS

- If a student withdraws from a program and re-enrolls in the same program within 180 calendar days, the student re-entering will re-enter at the same progress level as when they left. The returning student will be pre-tested and may receive credit for hours and work completed.

- The returning student is treated as returning to the same payment period that was in place when the student withdrew and must complete any clock hours for which the student previously received financial funding before being eligible for additional funding.
- A student who returns to the program after more than 180 calendar days have lapsed since withdrawal may be eligible for federal aid for any classes the student must repeat to obtain credit.

## SAP OVERVIEW

Students that have withdrawn officially or unofficially are passing or failing based on their SAP at the time of withdrawal.

## NON-CREDIT / REMEDIAL CLASSES

NA/This school does not offer remedial school courses/units, nor does it give credit/credit value for non-remedial coursework.

The school does, however, recognize Individual Educational Plans (IEPs) and will adhere to the needs described in the plan. The State of Indiana does accommodate documented IEP(s) with applicable testing provisions.

## SCHOLARSHIP

The school offers periodic scholarships. At the time of offering, the criteria are made available to all applicants within the applicable program(s).

## STATE EXAMS AND LICENSING FEES

- Students that maintain a consecutive 95% GPA throughout their program are afforded the opportunity to sit for their licensing exam prior to graduation; 95% GPA is subjective to first-time testing and no documented makeup work/hours.
- The graduate is responsible for all testing and licensing fees.
  - Students register online with the testing agency to facilitate their written exam/Cost and date determined by the Testing agency
  - Students register at school for their practical exam/Cost and date are determined by the school.
- Licensing fees are determined by the Indiana Professional Licensing Agency.

## TERMINATION

- Students who do not comply with the standards defined in the Student Handbook will be terminated.
- Students that make re-application for enrollment after termination must convince the school that approval of such will result in a positive and productive outcome for both the terminated student and the campus.

## TESTING

- All testing/written and practical require a minimum score of 80%.
  - Written and practical exams are pre-announced.
  - Students must complete assigned homework before a test.
  - There is no charge for testing/retesting prior to graduation.
  - Failed exams must be taken within 30 days of the initial failure.
  - Students are allowed three attempts per exam; the school reserves the right to determine independent work and/or retaking of the class.

- Missed classes; the school reserves the right to reschedule and/or assign independent learning activities.

## TIME OUT

- The school reserves the right to offer an educational time out/excused absences to those students that do not meet the academic standard.
- As needed, the school will offer/refer remedial educational opportunities to the student.
- Criteria:
  - Attends class within the terms of their enrollment contract
  - Completed counseling with the school's director
  - Taken and failed repetitive exams

## TRANSCRIPTS

- The school reserves the right to withhold a transcript when the educational debt to the school and/or the federal government has not been met or satisfied with applicable payment arrangements.
- A transcript requires a prepayment of \$10.00 and a written request.

## TRANSFER POLICY

The transfer policy of this school is determined on a case-by-case basis.

## VACATIONS

This school observes four weeks per calendar year for regularly scheduled vacations.

- Easter Week
- 4<sup>th</sup> of July Week
- Thanksgiving Week
- Christmas Week

This school reserves the right to close for emergencies, maintenance, repairs/planned or unexpected, pre-planned educational days, staff education, etc.

Students are not charged for the clock time accrued during school closures.

## WAIVER / RELEASE

This school reserves the right to use photos/videos taken of students/work in class/on the school campus, including, but not limited to, promotional material via social media and/or printed material.

## WITHDRAWAL

This school recognizes two types of withdrawals:

- Official
  - Student officially withdraws
  - Student fails to comply with the enrollment contract
- Unofficial/Absent for more than 14 consecutive calendar days