
HANDBOOK

2026



**DON ROBERTS
SCHOOL OF HAIR DESIGN**

WWW.DONROBERTSSCHOOLOFHAIRDESIGN.EDU

Don Roberts School of Hair Design

Welcome,

We want you to reach your personal and educational goals. Our smaller school setting allows us to provide individualized instruction in a supportive environment, at your level of learning.

- ✓ Your instructor will ask how you learn best and about your interests.
- ✓ All classes include assistance to help students reach their career goals. If you need help in a class, talk to your instructor.
- ✓ To be successful, you need to attend class regularly. If you must miss class, email the campus prior to your absence. Please review the attendance policy.
 - Unnecessary educational expenses can be avoided by attending not less than 90% of your scheduled classes.
 - Scholarship requirements are based on strong attendance.
- ✓ Classes are set up with the expectation that you work in class, practice at home, and prepare for each class. This will maximize your learning and help you to complete your goals as quickly as possible.
- ✓ Students are expected to keep their email and/or phone number up to date with the school so we can communicate important information with you as needed.

Adult Education Student Rights:

- ✓ You have the right to an education that will assist you in accomplishing your goals
- ✓ Your education should improve your skills. It should also help you move forward to gainful employment.
- ✓ You have the right to be treated with respect in the classroom regarding your personal and educational information. Personal and educational information will be kept confidential and only be released with your written permission.
- ✓ You have the right to know the grading policies and procedures for the course you are enrolled in. Your rights also include knowing class procedures and having access to your teacher as well as any class materials that are part of the course.
- ✓ You have the right to attend school in a clean and safe environment.

Adult Education Student's Responsibilities:

- ✓ Be always mindful of your personal accountability, including but not limited to your professionalism, dress code, safety and sanitation, and homework.
- ✓ You are responsible to attend all scheduled class days and complete work towards your area of study.
- ✓ You share responsibility for your own learning. Ask for help if you need it.
- ✓ You are responsible for studying on your own when you are not in class. Expect to work on your studies outside of class on a regular basis. Be prepared daily.
- ✓ You are responsible for helping others to learn by being respectful, following a professional code of conduct.
- ✓ During class, you should ask questions if you do not understand, participate in the activities, and encourage others to learn. Always know how you learn best.
- ✓ You are responsible to help maintain a quiet and respectful learning environment in your classroom.
- ✓ You are responsible for taking care of the equipment, the materials, and yourself in the classroom.
- ✓ Please do not eat or drink while on the clock. Cell phones should be turned off or set on vibrate and should not be used in classrooms for conversations. Be quiet and courteous when using cell phones outside classrooms.

- ✓ When in doubt, check the schools web site and/or face book page. Updates and emergency information will be provided, including, but not limited to weather related announcements, emergency actions, class updates, etc.

Scholarships

Choice Scholarships are not randomly awarded, nor are they used to entice enrollment.

- ✓ Requirements for all programs offered are a minimum 95% GPA, specific to academics, attendance, and assignments, consistently throughout a program. It is limited to first-time undergraduate enrollees.
- ✓ This will qualify the graduate to sit for their licensing exam **PRIOR to graduation**.
- ✓ To complete the qualification requirement, the graduate is required to pass the state exam/all portions/ first time testing, specific to the 95% requirement and provide verified employment, specific to their program of enrollment, no later than 30 days after graduation.
- ✓ **Those students that are awarded the Choice Scholarship will be reimbursed for their first-time license issuance expense and receive a \$50 Choice Scholarship award for each 1% above a 95% state exam score; not to exceed \$250.**

Handbook Usage:

- ✓ The DR handbook is alphabetical in structure, easy to use and intended to be both an informational guide prior to beginning class and a reference guide as your education enfolds. Expectations within the handbooks are clear and well defined.
- ✓ Orientation requires that enrolling students read the handbook, school catalog and applicable course outline, prior to enrollment.
- ✓ The school reserves the right to review and update the student handbook as needed.

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ACCREDITATION & LICENSURE

STATE LICENSED:

Indiana Professional Licensing Agency www.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
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.
 - All absences/planned or unplanned are part of the students 10% absence allowance.
- 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.
- Students absent from class for more than 14 consecutive calendar days will be terminated.
- Students that withdraw and return to school within three months/90 consecutive calendar days are subject to a re-enrollment fee of \$100 in addition to applicable unpaid debt of their prior enrollment contract. 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 applicable educational expenses at time of re-enrollment. The school reserves the right to review each application on an individual basis, including, but not limited to pretesting and credit received for prior academic studies and clock hours.

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 a 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.

ACADEMIC INCOMPLETES

- This school will include complete grades/due to lack of attendance in the scheduled academic progress review/SAP. The SAP 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 students.
- 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.

- 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
 - Pre-approved, 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 clock credit is given for unattended class time and time clock errors.

BREAKS/LUNCHES/WORK EXPECTATIONS

Accrued Hours are based on clock time.

- Breaks are offered periodically throughout the day, for not more than 10 minutes. Students taking a break must stay on campus and will receive clock time.
- Lunch periods are 30 minutes in length. Students taking a lunch break may leave the campus and will not receive clock time.
- 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.

CAMPUS HOURS

- 8:30 am to 3:00 pm/Tuesday thru Saturday

CLASS SCHEDULE

Tuesday 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 via a time clock.
 - The school 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. Students are required to network all salesmanship assignments, applicable to the specific program, as required by the State of Indiana.

- 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. All programs offered require students to complete their primary knowledge and skill prior to entering the student salon. To provide a clinic service student must have completed the class and been successfully evaluated by an instructor.

COMMUNICATION

This school encourages all students enrolled to check the website at www.donrobertsschoolofhairdesign.edu. The website will allow students to access school announcements, unforeseen closures, emergencies, and/or class information. When in doubt check the web site.

CODE OF CONDUCT

This school recognizes differences of thoughts and opinions, when done respectfully and without danger to those involved. Society is such that character education and mutual respect have become a school's responsibility and burden.

The objective of this policy is to provide quality education for all students and to provide a safe learning environment for our students, employees, staff, and guests. 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 may/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, sanitary work area, including the daily sanitation and maintenance of their student.
- Personal items, materials, and tools not required for class are to be left in the student 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 computer while on the clock unless directed, by their instructor, specific to a classroom activity.
- This school has a zero-tolerance policy for the use of drugs, alcohol, weapons, threatening or abusive behavior, fighting, verbal/non- verbal bullying, and/or nonprofessional behavior.
- The school reserves the right to suspend and/or terminate those students that terrorize, persecute, intimidate, and/or become a menace to students, guests, employees, and/or staff; via any means of interaction, including, but not limited to the school's campus, off campus, and/or social media.
- The school, without exception holds the student accountable for all actions/behaviors; conscious or unconscious.

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.

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, recommendations, 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 that do not fall within the scope of the school's expertise. All internal counseling and external recommendations are 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.

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. 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/Boots or High Tops/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 lanyard 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 expenses will be announced and/or posted on the school bulletin board or website.

As all homework is done online, students are required to have daily access to a lap top while in class.

Online homework will require a printer, ink, paper and reliable WIFI.

ADDITIONAL CHARGES

- Students Provide their own living expenses, meals, and transportation.
- Students are responsible for miscellaneous expenses, including, but not limited to clothing, notebooks, procedure cards, pens, pencils, highlighters, computer, printer, software support/Microsoft specific to Word, Excel, PowerPoint. Miscellaneous charges are estimated at \$200.00/\$300.00.
- Students will be expected to immediately re-purchase miscellaneous items, broken, and/or misplaced items issued in their student kit.
- 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. The State of Indiana determines the minimum standard/C Grade.
 - Models/Students are required to build a self-generated network of models. There is no charge for models used to practice and/or evaluate their technical skills. The number of models required is program specific and preannounced.
 - Guests/Students are required to build a guest client base while in school. All guests are charged for the performance of services. The school may choose to run periodic student salon specials to support this requirement.

EMERGENCY EVACUATION

- Emergency evacuation is discussed during orientation, prior to enrollment.

- Be aware of your surroundings.
- Anything can move, fall, break or cause a fire or potential hazard.
- Be prepared to leave the building quickly.
- Listen to cell phone and /or follow instructions of local authorities.
- If emergency is a fire
 - Do not try to fight the fire.
 - Stay together.
 - Meet in the parking lot across the street.
- Protocols and reminders are posted throughout the campus.
 - Do Not Panic
 - Locate the nearest fire exit/Front and Rear
 - Walk to the nearest exit/Do NOT run.
 - If door is closed/Feel for heat
 - If there is a lot of smoke/Get down on the floor
 - Do not try to save personal effects.
 - Get out of the building immediately.
 - Call Emergency Number 911 or 219-322-2121
 - Stay online.
 - Identify location/152 East US Route 30, Schererville, Indiana
 - If small container fire/Use Fire Extinguisher
- The school offers periodic education from the local fire and police departments.

EQUIPMENT

- The stealing of equipment or personal items is grounds for immediate dismissal.
- Every student must bring all equipment, books, electronic devices, assignments, preassigned homework, 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.
 - 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.
 - Students are required to bring a clean and sanitized student kit daily.
 - 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 only receive clock credit once the issue has been corrected.

EVALUATIONS

The school evaluates on a scheduled and unscheduled basis. The scheduled evaluations include, but are not limited to professionalism, accrued/scheduled hours, academic GPA, assigned work completed, practical skills, client retention, and professional assessment. The minimum acceptance is 80% and the school will provide written notice as identified in its satisfactory academic policy schedule/SAP.

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, including the parking lot, 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.
 - Silent 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 will 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.

FERPA

To protect the privacy of student educational records and personal information, any person/agency requesting information about a student must do so in writing. The student, parents, and or guardians of dependent minors must give written permission each time for the release of such information to third- party requests unless otherwise required by law and the Family Educational Rights & Privacy Act (FERPA). It is the policy of this school to maintain compliance with FERPA. FERPA release documents are available in the administrative office.

FINANCIAL AID

- The school accepts 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 grants, direct student loans, and parent plus loans.
 - Free applications are found at:
 - FASFA/Grants and Loans 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, a student must pre-qualify and make satisfactory academic progress/SAP.
 - This school
 - Uses
 - A 900-academic year for all programs offered.
 - Accrued/actual hours, not scheduled when determining SAP.
 - Recognizes
 - That students making SAP at each scheduled evaluation period will continue to receive financial aid until the next scheduled SAP.
 - 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; *700 hours (*enrollment dependent) for graduation.
 - Manicuring requires 600 hours; *450 hours (*enrollment dependent) for graduation.
 - Instructor requires 1000 hours for graduation.

High School Diploma Verification Policy

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

HOMEWORK

All homework is done online. Homework may include, but not be limited to reading assignments, interactive activities and/or quizzes. Assignments are given prior to class and students are expected to complete all requirements prior to classroom attendance. The software used for homework and textbook access provides the school assurance that the students participation is complete prior to classroom admittance.

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 and/or cannot function safely within their program of enrollment.
 - Written medical clearance is required before returning to class.

INTERNAL COMPLAINT/GRIEVANCE

In accordance with this school's mission statement, to prepare students for initial and continued employment. this school will make every effort to resolve a student complaint that is not frivolous or without merit. The intent of this policy is to hear all concerns and provide guidance that is in the best interest of both the school and the complainant.

The school does not address formal complaints that are submitted if the complainant is in violation of the schools' rules, policies, i.e., not making SAP. If the complaint is in violation of the schools' rules, policies, and/or a student's failure to maintain SAP, the complainant is to make an appointment with an instructor. The instructor will hear the concerns and recommend that could/could not involve a formal complaint with the school's director. If the complaint involves the school director, it is recommended that the complainant(s) file a formal complaint with the school's owner via email to the school.

Formal complaints are maintained; including, but not limited to emails, photos, documentation, notes, and their resolution by the school for review, as required by the State of Indiana, our national accrediting agency, and/or the US Department of Education. It is recommended, but not required that a formal complaint be filed first with school, prior to filing a complaint with our accrediting agency and/or another regulatory body if such complaint violates applicable laws or regulations. Cooperation of all parties involved in the complaint is required during the schools attempt to resolve the alleged complaint.

Grievance procedures are provided for students who believe that they have been unlawfully discriminated against, unfairly treated, or harassed within a specific program of study.

- The school reserves the right to temporarily suspend the complainant until the nature of the complaint is resolved. All decisions of the school are final.
- Filed complaints, regardless of the outcome will become part of the student's permanent file.

Grievance Protocol

- All complaints must clearly identify the complainant as a currently enrolled student, date(s) and program of enrollment.
- Any complaint is to be filed via an email format to drschoo@sbcglobal.net
- Complaint is to be sent via email; with any supportive attachments, not less than **3 business days** of the alleged occurrence.
 - Email must be in **outline form**. It must be factual and without bias.
 - Email **must include all the following**: date(s), time(s), location of occurrence(s), person(s) involved, nature of the occurrence(s), witness(s) and prior method(s) used to make private resolution.
 - Email should include **supportive attachments**, photos, social media postings, etc.
 - Email must include complainants' **suggestive means of resolution**.
- School will **within 2 business days**, acknowledge, via email receipt of the complaint.
- School will respond **within 13 business days** from the original email with an attempt to make resolution, obtain more detailed information and/or ask for a meeting.
- When applicable, the school reserves the right to determine the meeting agenda.
- The school reserves the right to maintain permanent records of all complaints, their processes, and outcomes, as applicable.

LAB/STUDENT SALON

- Students who have completed their primary academy/entry-level studies will advance to the second academy/intermediate level. Programs are offered on alternate days, pre-determined 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.
- Minimum salesmanship activities, program-dependent, are required by the State of Indiana.
- Each student is required to create and maintain an updated procedure book and professional Instagram account progressively throughout their enrollment. These will be reviewed at each scheduled evaluation period.

LANGUAGE

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

LATE ARRIVALS

- Each student is allowed one pre-announced late per month.
- Late arrivals are excused only for the first 30 minutes after school begins.
- Students arriving late must contact the school, via email, 30 minutes before their school day begins.
- The school does not provide admittance for an unannounced late arrival.

Student are expected to be on campus, no later than, 15 minutes prior to the beginning of a scheduled class.

During this 15-minute students are expected to prepare for the day, as detailed in the schools' dress code policy. Requirements for admittance include but are not limited to; pre-cleaned and sanitized student kit, fully charged computer, homework, applicable testing assignments, notebooks, highlighters, writing tools, and up to date procedure book. Students that do not meet this expectation are not be allowed admittance until the limitation(s) are corrected. Should this limitation(s) be corrected in a timely fashion, and the student allowed admittance, this counts as a late arrival.

Late students may choose to voluntarily monitor a class. As per Indiana law, a student that is not on the clock, may not receive credit for work performed and/or assignments. When applicable makeup work/testing will be reassigned.

LAW

The State of Indiana requires that the student have access to the most current cosmetology laws, rules, and regulations. The student's responsibility is to periodically monitor the Indiana Professional Licensing Agency website <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 and lock are 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 IEPs with applicable testing provisions. It is the enrolling student's responsibility to supply the school with the necessary documentation.

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 of any kind, to its students, staff and/or guests.

- 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.
- Enrollees and/or currently enrolled students that have been or are convicted of a felon, may have applicable Title IIF funding revoked, as per direction from the US Department of Education and may find it difficult to sit for a licensing exam in a timely manner.

OFF-CAMPUS STUDY

The State of Indiana allows students to participate in off campus education/job shadowing/outside education, not to exceed 10% of their program length. As mandated by the State of Indiana, the school reserves the right to approve this exceptional opportunity, specific to criteria and length.

All programs, program specific, require a minimum of off campus study. The minimum standard is spread throughout each program length and is intended to introduce the student's awareness specific to various modalities of employment. Students may request additional off campus hours, determined by SAP and TBD on an individual basis.

PARKING

On-campus student parking is available at no cost. Student parking is in the rear/north side of the building. Overflow parking, when applicable is available on the south side of the building.

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 opportunities 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.

Independent students/ dependent students/parents or guardians of dependent students have access to their school records by appointment only. Requests are submitted via email/drschoo@sbcglobal.net.

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.
- 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. Pretesting may apply.

RETURN OF 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.

This school does not offer a Leave of Absence/LOA. 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.

As the State of Indiana does not have a state-mandated refund policy, this school uses its national accrediting agency policy, as well as the federal-mandated Return of Unearned Title IV Funds policy; specific to those students that have qualified for and use Title IV funding. The last date of attendance will be used to calculate Return to Unearned Title IV/R2T4 and the schools refund policy.

For Title IV recipients, a calculation of how much the student earned specific to 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.

Disclaimer: Return of Unearned Title IV Funds: 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.

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.
 - 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 may receive clinic services. The cost for such services is predetermined and requires pre-approval and pre-payment. 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 duties and personal hygiene practices while in attendance; the Indiana Professional Licensing Agency requires these duties as a necessary skill set for licensure and employment. This may include, but is not limited to, a clean and sanitary work area, equipment, and tool safety, pre and post preparation, decontamination, sweeping of the floor, garbage and waste removal, safe and sanitary use of chemicals, client protections, and routine 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. Students who do not adhere to these requirements will be asked to go off the clock until the conditions are met.

SATISFACTORY ACADEMIC PROGRESS (SAP) POLICY

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.
- Students confirm receipt of SAP policy by submission of signed Orientation Document which is completed prior to enrollment.
- This policy is applied consistently to all students enrolled in a specific program and scheduled for a particular category of attendance; part-time/ full-time.
- Sap includes both a quantitative (attendance) and qualitative (academic performances including, but not limited to theory exams, tests, quizzes, practical rubrics, and homework) that are evaluated on a cumulative basis every 450 clock hours of the academic year or the midpoint of the program, whichever is less.
- The school reserves the right to provide mentorship and SAP review as needed. Students are mentored and receive a copy of their SAP at each scheduled/unscheduled SAP.

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 450 hours/scheduled 490 hours $450/490 = 92\%$
 - Student is making SAP and attending within the terms of the enrollment contract.
 - Financial aid will continue and there are no anticipated additional educational charges.
- Disclaimer: Each student is expected to maintain a **90% attendance** quantitative measurement within the terms of their **enrollment agreement**.

- Example: Accrued 450 hours/scheduled 600 hours $450/600=75\%$
- Student is making SAP, but **not** attending within the terms of the enrollment contract.
- Financial aid will continue until the next SAP and student could anticipate additional educational charge in proportion to attendance percentage.
- Per the Department of Education regulations, financial aid does not cover excessive absences; over 10%, as defined in the enrollment contract.

QUALITATIVE MEASUREMENT

Qualitative measurement includes, but is not limited to, academic exams, rubric evaluations, assignments, professionalism, job readiness, and client development.

- Each student must maintain an **80% qualitative** measurement to make SAP.
- Evaluations are preannounced.
- Academic evaluations/Theories require online homework. Testing is done at the campus.
 - Multiple Choice Testing
- Practical evaluations/Rubrics are completed each time an assignment is completed.
 - Minimum number of assignments are program dependent and topic specific.
 - Practical work Rubric Evaluations are evaluated on a ten-step standard; Set up, Safety, Sanitation, Preparation, Consultation, Staff interaction, Execution of task, Time frame commitment, Communication and Completion.
- The maximum time frame, the amount of time a student may stay in school, for completion of all programs is 150% of the applicable program length, based on 100% attendance schedule measured in clock hours completed.

Program Name	Maximum Time Frame Scheduled Hours
Cosmetology 1500 Hours	2250 Hours
Barber 1500 Hours	2250 Hours
Esthetics 700 Hours	1050 Hours
Manicure 600 Hours	900 Hours
Manicure 450 Hours	765 Hours
Instructor 1000 Hours	1500 Hours

- Students that exceed the maximum time frame will be terminated from their program.
- 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.
- This school does not allow a leave of absence and for this reason does not provide an extension of the maximum time frame.
- The grading scale is used to evaluate qualitative factors including academic performance for academic/theory and assigned work/rubrics.
- The Indiana Professional Licensing Agency determines the minimum number of assignments; topic specific, per applicable program, that must be completed prior to graduation.
- This school does not accept mitigating circumstances when evaluating SAP.

GRADING SCALE

Honors Program	A	95% - 100%
High Achievers	B	94% - 90%

Acceptable	C	89% - 80%
Non-Acceptable	F	0% - 79%

ACADEMIC YEAR/AY

All programs offered have an academic year of 900 clock hours, which is not less than 26 academic weeks in length.

EVALUATION PERIODS

- Evaluation periods and payment periods established by the US Department of Education, for purposes of Title IV funding are the same.

Program Name	Evaluation Periods/Accrued Clock Hours
Cosmetology 1500 Hours 24 Clock Hours Per Week AY #1 0- 900 Clock Hours AY #2 901-1500 Clock Hours	450 Clock Hours and 19 Weeks 900 Clock Hours and 38 Weeks 1200 Clock Hours and 51 Weeks 1500 Clock Hours and 64 Weeks
Barber 1500 Hours 24 Clock Hours Per Week AY #1 0- 900 Clock Hours AY #2 901-1500 Clock Hours	450 Clock Hours and 19 Weeks 900 Clock Hours and 38 Weeks 1200 Clock Hours and 51 Weeks 1500 Clock Hours and 64 Weeks
Esthetics 700 Hours 24 Clock Hours Per Week AY #1 0-900 Clock Hours	350 Clock Hours and 15 Weeks 700 Clock Hours and 30 Weeks
Manicure 600 Hours 24 Clock Hours Per Week AY #1 0- 900 Clock Hours	300 Clock Hours and 13 Weeks 600 Clock Hours and 26 Weeks
Manicure 450 Hours 24 Clock Hours Per Week AY #1 0- 900 Clock Hours	225 Clock Hours and 10 Weeks 450 Clock Hours and 20 Weeks
Instructor 1000 Hours Undergraduate Program TBD AY #1 0- 900 Clock Hours AY #2 901-1000 Clock Hours	450 Clock Hours TBD 900 Clock Hours TBD 1000 Clock Hours TBD

SAP EVALUATION

The school will evaluate students both qualitatively and quantitatively, at the end of each evaluation period, within seven business days following the established evaluation period. At the end of the last evaluation period, the school will do a cumulative review to determine eligibility compliance for graduation.

- All evaluation periods are based on actual hours completed.
- Students must meet the minimum requirements for quantitative/attendance/67% and qualitative/academic and rubric performance/80% to be making satisfactory academic performance, until the next scheduled evaluation.
- Students not making SAP/satisfactory academic progress are placed on financial aid warning/FAW. During financial aid warning they are making SAP 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.

- SAP and/or financial aid eligibility will be re-instated when the student is making SAP. Sap is reestablished when a student is meeting the minimum requirements of this SAP policy.
- This school does not provide for SAP probationary period(s) and/or an appeal process.
- A student that does not meet SAP is no longer eligible for Title IV funds.
- The student will be notified in writing if not meeting SAP. This notification will detail any negative impacts on financial aid and applicable eligibility.

OVERVIEW

- This school does not offer temporary interruptions or leaves of absences. For this reason, they will have no impact on the student's ability to maintain SAP. All absences/tardies/ voluntary early dismissal are included in the 10% allowance as identified in the enrollment contract.
- Students re-entering the institutions will re-enter in the same progress status as when they left.
- Course incompletes, withdrawals, repetitions, and non-credit remedial courses do not apply to this school and have no impact on SAP.
- Transfers are treated on an individual basis. When accepted, they are counted as both attempted and completed hours for the purpose of determining when the allowable maximum time frame has been exhausted. Sap evaluation periods are based on actual contracted hours at this institution.
- Students have weekly access to SAP reports that are posted. Students receive a hard copy of their SAP at each regularly scheduled evaluation period.
- Programs offered are clock hour-based, rotating throughout the calendar year. They are not term based, and for this reason a summer term is not offered.
- Should a student change programs, SAP criteria apply only to a new program.
- If a student withdraws from a program and re-enrolls in the same program within 180 calendar days, the student returning will re-enter at the same progress level as when they left. The returning student will be pre-tested and may receive credit at the same progress level as when they left. TBD on an individual basis.
- A student who returns to the program after more than 180 calendar days has lapsed since withdrawal may be eligible for federal aid for any classes the student must repeat to obtain credit.
- The returning student is treated as returning to the same payment period that was in place when the student withdrew and must complete clock hours for which the student previously received financial funding, before being eligible for additional funding.

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 is determined by the school.
- State testing expenses and licensing fees are determined by the Indiana Professional Licensing Agency.

TERMINATION

- This school has a no tolerance policy for smoking, drugs, overuse of over-the-counter medication, stealing, alcohol, weapons, and/or bombs of any kind, cheating, bullying/harassment and/or nonprofessional behavior, including but not limited to profane language, negative body language, argumentativeness, non-cooperative, and/or lack of exemplary behavior.
- Failure to comply with the rules of the school, as identified in school policies and the Student Handbook, comply with the 90% attendance requirement, as required by the State of Indiana and the inability to be fiscally and/or timely responsible for the educational debt owed to the school.
- Absence from class for 14 consecutive calendar days.
 - Terminated students that make re-application for enrollment are addressed on a case-by-case basis.

TESTING

- All testing/written and practical require a minimum score of 80%.
 - Written and practical exams are pre-announced.
 - Students must complete assigned homework prior to 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; school reserves the right to determine independent work and/or retaking of the class.
 - Missed classes; 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

- As identified in Indiana law, 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
- 4th 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.

Scheduled vacations are included in projected completion terms, as defined in the student's enrollment contract. Students are not billed for anticipated school closures and/or unanticipated school closures.

WAIVER / RELEASE

This school reserves the right to use photo/videos taken of students/work in class/on the school campus; to include, 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.