

# Per Scholas Buffalo

## School Catalog

**July 1, 2024**


726 Exchange Place | Suite 610 | Buffalo, NY 14210

Website: [www.buffalo@perscholas.org](http://www.buffalo@perscholas.org)

Telephone: (716) 346-3365

Effective Date: July 1, 2024

**Volume 1 - Page 1**



## Table of Contents

Overview.....	4
Vision & Mission Statements.....	4
History.....	4
Board of Directors.....	5
Our Facility.....	5
IT Support (Campus Based) UCI 1024.....	6
<i>Professional Development Training</i> .....	8
Eligibility Requirements.....	9
The Road to Admission.....	10
2024 Calendar of Classes and Instructional Format.....	10
Per Scholas Data (OEDS Data).....	10
Hours of School Operation.....	11
2024 - 2025 Holiday Schedule.....	11
Learner Experience.....	12
Typical Class Schedule.....	12
Participation Expectations.....	12
Attendance Policy (In-Person/Hybrid/Remote).....	13
Attendance Policy Exceptions [In-Person/Hybrid/Remote].....	13
Re-enrollment Policy (Leave of Absence).....	14
General Rules and Expectations.....	15
Professional Dress Code.....	16
Professional Behavior.....	17
Non-Fraternization Policy.....	17
Academic Performance.....	18
Mandatory Tutoring Program Policy.....	18
Grades, Graduation and Academic Probation.....	19
General School Policies.....	20
Classroom/Lab Rules.....	20
Class Cancellation.....	21
<i>Standards of Conduct/Academic Integrity /Procedures/</i> .....	21
Academic Integrity.....	22
Procedure for Handling Alleged Violations of Standards of Conduct.....	23
Procedure for Handling Alleged Theft or Vandalism of Materials or Equipment.....	23

Procedure Used in Cases of Alleged Misuse of Information Resources .....	23
Non-Discrimination Policy .....	24
Sexual Harassment Policy .....	24
Learner Services (Referrals & Employment Assistance).....	25
Learner Transcripts and Records .....	25
Access to Learner Records .....	26
Tuition Schedule .....	27
Refund Policy .....	27
Alumni Services.....	28
Consents.....	29
Disclosure Statement.....	30
School Directory.....	31
Grievance and Appeal Procedures.....	31
Contacting the School.....	32
Per Scholas Headquarters.....	32

## About this Catalog

This catalog is the official reference document containing approved curricula, policies and standards in effect for learners admitted to Per Scholas in Buffalo, New York during the 2024 program year. It supersedes any other document with regard to rules and regulations. Per Scholas reserves the right to limit enrollment for courses, to discontinue courses for which there is insufficient enrollment, and to modify schedules. We also reserve the right at any time to make appropriate changes in the policies and procedures contained in this publication, including admission requirements, tuition and fees (if applicable), or certificate requirements without formal notice.

## About Per Scholas

---

### Overview

Per Scholas is a national organization that has been advancing economic mobility for graduates for over 25 years. Through rigorous training, professional development, and robust employer connections, we prepare individuals traditionally underrepresented in technology for high-growth careers in the industry. We partner with leading employers to build more diverse talent pools, directly connecting our graduates to new career opportunities at businesses ranging from Fortune 500 companies to innovative startups. With campuses in 19 states and 23 cities, Per Scholas has trained over 25,000 individuals in technology skills, building bridges to careers in technology.

### Vision & Mission Statements

At Per Scholas, we believe a thriving workforce starts with equitable access to education. By providing skills, training, and access to employer networks to individuals often excluded from tech careers. Per Scholas envisions a technology workforce as diverse as the customers it serves. Over 15,000 graduates have launched successful careers in tech to date through our no-cost technical training for all learners. Our mission is to advance economic equity through rigorous training for tech careers, and to connect skilled talent to leading businesses.

### History

Founded in 1995 as a neighborhood-based organization to increase access to personal computers by a consortium of leading foundations and corporations, Per Scholas was an early pioneer in bridging the digital divide for families and schoolchildren in the South Bronx, still one of the two nation's poorest Congressional Districts in the nation. In addition to providing skills training, Per Scholas also provided programs for children and senior citizens through two of its' earlier programs, **Comp2Kids** and **Digital Families**, providing free computer training and access to computers in low-income neighborhoods throughout New York City. Per Scholas' headquarters is located in the South Bronx in New York City.

### Board of Directors

Per Scholas' full Board of Directors is made up of 22 members. Included among them are seven (7) Executive Board Members and the President and CEO of Per Scholas. See the list of Board of Directors in the School Directory and the full list in our website at [www.perscholas.org](http://www.perscholas.org)

<b>2024 Board List</b>		
<b>Lewis E. Miller</b> Chairman, Per Scholas Actionpoint Advisors, LLC	<b>Plinio Ayala</b> President and CEO Per Scholas	<b>Wale Akinwande</b> Senior Vice President & Chief Auditor S&P Global
<b>Ami Ariel</b> Founder & President G-Way Management, LLC	<b>Dwayne Brown</b> Managing Consultant Senior Manager Enterprise Value & Accenture	<b>Kevin P. Brown</b> Principal, Consulting Services Ernst & Young, LLP
<b>Kristen Chard</b> Head of Commerce, Google	<b>Blair Greenberg</b> Partner Bregal Sagemount	<b>David Hannigan</b> Director, Security and Compliance Google
<b>Jean Hill</b> Managing Director Alvarez & Marsal	<b>Wayne Kunow</b> Head of Cyber Resilience BNY Mellon	<b>Carolyn P. Landis</b> Former President, Per Scholas Catalyst Partners, LLC.
<b>J.C. Lapierre</b> Chief Strategy and Communications Office PWC	<b>Josh Lieberman</b> President & Co-Founder KMS Technology	<b>Dirk Manelski</b> Chief Technology Officer PIMCO
<b>Mary Beth Molloy</b> President MBM Elevate, LLC	<b>Indy Reddy</b> Chief Technology and Operations Office PGIM Investments	<b>Richard Rioboli</b> Executive Vice President, Chief Technology & Information Officer, Comcast
<b>Faith Rottmann Johnson</b> Vice President, Human Resources TekSystems	<b>Ian Schaad</b>	<b>Ian Shrank</b> Nonprofit Lawyer
<b>Gregory W. Sills</b> Managing Director Apollo Global Management	<b>Senta Taylor</b> Head of U.S. Credit Card Operations & Infrastructure TB Banks	

### **Our Facility**

The Per Scholas newly renovated campus is located at the Larkin at Exchange Building at 726 Exchange Street, Suite 610, Buffalo, New York. The campus is located on the sixth floor of the complex, meets all ADA requirements and is a comfortable 3,392 square feet. The campus consists of a reception area, four staff offices, two open staff office spaces, a conference room, and a learner wellness room. The campus also boasts a classroom that is 756 square feet large and can easily accommodate 24 learners, comfortably. The classroom is equipped with a wipe boards, state-of-the-art computers, printers and a range of other equipment used for instructional purposes and hands-on activities, to provide each learner with a rewarding learning experience. Additionally, there is a learner lounge equipped with a sink, refrigerator, microwave, and water cooler. There is a copy station and ample office storage, and public restrooms just outside the doors of the Per Scholas campus.

The Larkin at Exchange Building offers our staff and learners access to Tim Horton's Express and Chautauqua Café cafeteria on the first floor. In addition, there are many food and beverage businesses surrounding the building and free parking is available to staff and learners.

---

## Licenses and Accreditations

Per Scholas is licensed by the New York State Education Department. The following are the school's accreditations, memberships, and affiliations:

- Computer Technology Industry Association (CompTIA)
- Microsoft IT Academy Member
- Intel Premium Solution Provider

## Course Descriptions & Instruction

---

### *IT Support (Campus Based) UCI 1024*

IT Support – Thirteen (13) Weeks	
Technical Instruction Hours	297
Career Development Instruction Hours	60
Total Instruction Hours	357

### Course Description and Objectives

This 13-week in person course provides learners hands-on experience with enterprise-grade servers, routers, switches, and desktop IT technologies. Learners will perform troubleshooting exercises with PC hardware, networking equipment, system administration, cloud technologies, and IT security concepts while preparing for the A+ certification test.

The course focuses on building a strong foundation in hardware and software systems, allowing learners to diagnose and resolve technical issues confidently. The course also covers the fundamentals of system administration, enabling learners to support Windows server infrastructures and use ServiceNow helpdesks for IT service management. Graduates of this program will emerge not only as adept IT technicians, but also as well-rounded professionals capable of delivering comprehensive IT support in a diverse range of enterprise roles, like IT Technician or System Administrator. Assignments for this course will be found in the PS Academy in Canvas with all other required resources. Upon completing the program, learners will be prepared to take and pass the CompTIA A+ Certification and will have acquired the following skills:

- Install and configure Server and Computer hardware and peripherals.
- Utilize various Microsoft Office365 apps for collaboration and productivity.
- Apply PC hardware troubleshooting methodologies.

- Install and configure network devices, routers, switches, and wireless access points.
- Analyze and resolve network connectivity.
- Summarize and clarify cloud concepts.
- Configure mobile devices, computer peripherals, and printers.
- Configure mobile device apps.
- Identify features and administer various OS (Windows, Linux, and MacOS).
- Investigate and resolve workstation security issues.
- Investigate and address mobile OS, app software, and security.
- Configure and manage remote access technologies.
- Use standard safety and environmental procedures.
- Explain cloud concepts, deployment models, and shared responsibility in the cloud.
- Manage type 1 hypervisors and virtual infrastructures.
- Backup and restore OS, Data Recovery.
- Install and configure Windows servers.
- Administer group policy settings effectively.
- Summarize machine learning and its core concepts.
- Administer ServiceNow help desk to resolve client issues.
- Define applications, roles, and personas used to support IT Service Management (ITSM) processes.

### **Course Units by Title:**

- Learner Onboarding - 11 hours
- Core 1 PC Hardware - 33 hours
- Core 1 Network Hardware and Services - 33 hours
- Core Mobile and Printer Hardware - 16.5 hours
- Operating System Support - 44 hours
- Core 2 Security - 27.5 hours
- Core 2 Operational Procedures - 22 hours
- A+ Certification Review for 1101 Exam - 33 hours
- A+ Certification Review for 1102 Exam - 33 hours
- ITSM and ServiceNow - 16.5 hours
- Windows Server Administration - 27.5 hours
- Professional Development - 60 hours

**Total Hours - 357**

### **Lab/Assignments Policy**

- The learners are expected to complete all Lab/Assignments according to the schedule given by the instructor.
- Failure to complete three (3) or more assignments, quizzes, or exams is grounds for immediate dismissal from the program.
- Daily and weekly quizzes are to be assigned by the instructor.

All assignments will be found in the Per Scholas Canvas Academy. Learners will be graded using the following criteria:

- Hands-on Assignments 20%
- Quizzes 20%
- Tests - 35%
- Midterm/Final- 25%

### **Required Course Materials and Online Tools**

- <https://perscholas.instructure.com> (Canvas)
- Packet Tracer
- Microsoft Office 365
- VirtualBox
- PC Builder
- ServiceNow
- Easeus Backup and Restore
- Computer with 8 GM minimum and a 64-bit Operating System i5-i7 quad core minimum (i76-8 preferred)
- Zoom
- Slack
- Google Workplace

### **Professional Development Training**

Included in all of the above full time courses is a comprehensive series of workshops that teach critical and timely job ready skills that are necessary to search for, attain and retain IT jobs, and succeed in the competitive IT industry. The Professional Development curriculum includes resume and cover letter creation, interviewing skills, job searching strategies and techniques, customer service skills, workplace success, and diversity, equity and inclusion/belonging.

## **Admissions Process**

Founded specifically to deliver high-impact technical training, Per Scholas prepares learners for entry- and mid-level careers in the fields of Information Technology, Software Testing and Development. We will do everything we can to make the application and admissions process as simple as possible. The admissions process at Per Scholas is broad-based, open to all interested applicants, and highly selective.

The requirement of IT experience varies based on the respective course. In addition to the basic eligibility requirements listed below, the Office of Admissions will also evaluate other factors, including interests (both career and personal), responsiveness, and interpersonal



skills. For more information about the admissions process at Per Scholas, please contact the Office of Admissions at 201-714-1453 or visit our website: [www.buffalo@perscholas.org](http://www.buffalo@perscholas.org)

### **Eligibility Requirements**

All qualified applicants will be considered regardless of race, religion, nationality, ethnic origin, gender, sexual orientation, marital status, or physical disability. Requirements for admission to our non-degree, programs include:

- High School Diploma or GED.
- Be at or above the age of 18.
- U.S. Citizen or Permanent Resident, or be eligible to work in the United States.
- Applicants will be required to take and pass a 30-minute, 3-part baseline assessment with a minimum score of 70%. Individuals applying for the **IT Support** course are not required to take a technical assessment, but can complete optional pre-work related to the course.
- Be English proficient.
- Have basic computer skills.
- Have a genuine interest in a career in the Information Technology field.
- Be available to participate in classroom training 5 days per week (9-4 pm per day), for the entire length of the course, depending on the course.

### **Previous Credit**

Per Scholas does not grant credit for previous education, life experience, or the completion of training. Applicants who are approved for a program must successfully complete the entire program. Upon successful completion of all coursework requirements, graduates of the program will receive a certificate of completion.

### **Credit Disclaimer Statement:**

Licensed private career schools offer curricula measured in clock hours, not credit hours. Certificates of completion, i.e., school diplomas, are issued to students who meet clock hour requirements. The granting of any college credit to students who participated in and/or completed a program at a licensed private career school is solely at the discretion of the institution of higher education that the student may seek to subsequently attend.

Prospective applicants are encouraged to visit Per Scholas and attend an Information Orientation to learn more about our program(s). Information Orientations are scheduled on a regular basis as learners apply for courses. Most Information Orientations are conducted remotely via Zoom. Candidates applying for onsite programs may be required to attend an in-person Information Orientation).

## The Road to Admission

1. Complete online application.
2. Attend Information Orientation.
3. Take the baseline assessment, and based on the course a technical assessment. Applicants who take and pass the baseline assessment with the minimum passing score continue through the application process.
4. Participate in an interview to determine appropriateness for course participation. Interview can be a one-one-one or could be a panel interview.

Applicants will be notified by email of their acceptance. Accepted applicants will be scheduled for an upcoming class based on seating availability (refer to the class schedule in the catalog). If an applicant is not selected to participate in the training, he/she will be notified via email. Any applicant who is not selected to participate in the training is eligible to reapply ninety (90) days after the date of the non-acceptance letter.

All selected applicants are required to attend the course kick-off session. Kick-off sessions provide candidates with a full overview of the course, introduce staff and instructors, and allow learners to fill out required administrative paperwork, including an Enrollment Agreement. Candidates who complete this process will be ready to begin classroom training. There are no penalties for withdrawing from a course prior to starting.

**Note:** Applicants selected to participate in the training will be required to submit paperwork verifying identity, education, employment eligibility, residence, and income. All required paperwork must be submitted prior to class start date – no exceptions will be made.

## School Access / Hours of Operation/Delivery Format

### 2024 Calendar of Classes and Instructional Format

Course Name/Course Type	Start Date	End Date
IT Support (UCI 1024) - Campus Based	TBD	TBD
IT Support (UCI 1024) - Campus Based	TBD	TBD

**The 2025 course schedule will be available and posted in the catalog December 2024.**

### Per Scholas Data (OEDS Data)

Since the Buffalo campus is new there is not OEDS data available.

## Hours of School Operation

### In Person Instruction / Normal Business Hours

Our facility is open Monday through Friday from 9 a.m. to 5 p.m. EST. During weather emergencies, Per Scholas may suspend classroom activities early, or cancel operations for the day. All class suspensions will be announced with as much notice as possible. On days when class activities are suspended due to weather emergencies, notification will be sent in Canvas no later than 6:15 a.m. Check Canvas and your email for site updates.

On occasion, classes may stop early for the day due to Per Scholas staff meetings. Any changes to class schedules will be made in advance, with no less than a 24-hour notice given prior to the change in schedule. Instructional time lost due to changes or weather emergencies will be added to the class schedule as class make-up time at the discretion of the IT instructor and approval of the Director.

### 2024 - 2025 Holiday Schedule

<b>Holiday</b>	<b>2024</b>	<b>2025</b>
New Year's Day	Monday, January 1, 2024	Wednesday, January 1, 2025
Martin Luther King Day	Monday, January 15, 2024	Monday, January 20, 2025
Presidents' Day	Monday, February 19, 2024	Monday, February 17, 2025
Memorial Day	Monday, May 27, 2024	Monday, May 26, 2025
Juneteenth	Wednesday, June 19, 2024	Thursday, June 19, 2025
Summer Break - Independence Day	Monday, July 1 thru Friday, July 5, 2024	Monday, June 30 – Friday, July 4, 2025
Labor Day	Monday, September 2, 2024	Monday, September 1, 2025
Indigenous Peoples' Day	Monday, October 14, 2024	Monday, October 13, 2025
Veteran's Day	Monday, November 11, 2024	Tuesday, November 11, 2025
Thanksgiving Day	Thursday, November 28 and Friday, November 29, 2024	Thursday, November 27 & Friday, November 28, 2025
Winter Break (5-6 days)	Monday, December 23, 2024 thru Monday, January 1, 2025	Monday, December 22, 2025 thru Thursday, January 1, 2026

## Learner Experience

### Typical Class Schedule

- Classes are held every day, Monday-Friday.
- Each day consists of a 7-hour day, 5.5 hours of instruction and 1 hour for lunch.
- There will be 4 days of technical instruction and 1 day dedicated to Career Development.
- Additional support is available on an as-needed basis and will be detailed in the course syllabus. (**See mandatory tutoring policy**).
- Lunch breaks are generally scheduled for an hour. There is also a 15-minute break in the morning and in the afternoon.

### Participation Expectations

- Adhere to the class hours set forth by your instructor for the duration of the training.
- Instructors may assign course work, which will allow learners to turn off their cameras, and work on a project/assignment.
- Complete coursework on time, whether in class remotely or via independent study assignments.
- Assignments must be submitted by 11:59 pm on the date they are due.
- Proactively communicate any connectivity or technology issues with your instructor or site staff immediately.
- Maintain professional and appropriate behavior at all times.
- Limit extraneous computer activity (text/chat, etc.) regardless of whether on premises, remote, or hybrid.
- Maintain integrity: All submitted assignments, quizzes, and tests must be the learner's own work.
- To enhance learning and provide real world experiences, all students are required to participate in certain **field activities** that are scheduled during course hours, as assigned by the instructional team. Field activities could include job fairs, trade shows, mock interviews, corporate tours, and other activities.
- Students are expected to attend all classes and arrive on or before the start of class. Students who have missed coursework or assignments must arrange with their instructor to **make up the work** whenever possible. The student is responsible for making up the work and collecting any notes/assignments that he/she missed. The instructor will inform the student about the work that needs to be made-up and the date it will be due back to the instructor. Students must make up the work during their own time, and the work must be completed by the stated deadline. Coursework submitted after the due date will not be accepted and will affect the student's final grade.

## Attendance Policy

Attendance is imperative in order to maintain academic requirements and successfully complete this course.

- Learners are expected to arrive in class at least 15 minutes before training each day, whether on premises, remote, and/or hybrid courses.
- Learners must email or call a site staff member if they are going to be late or absent.  
Anyone entering the classroom *after the designated start time* will be recorded as late. Individuals will also be recorded as late if they return from breaks and/or lunches after the return time designated by the instructor.
- Individuals will be recorded as tardy or absent if they do not arrive to class as scheduled.
- For any courses following a typical full-time schedule, missing more than three (3) hours in any given day will be recorded as absent. Any individual missing less than three (3) hours in a day will be recorded as tardy.
  - The amount of time that determines a tardy or absence may vary for any courses that do not follow the typical full-time class schedule; however, that information will be shared with learners during the admissions process.
- Calling a site staff member to inform us that you will be tardy or absent **does not excuse the tardy or absence**. This is what the allotted tardies and absences are for.
- The below chart outlines the allotted absences and/or tardies for classes that follow our typical full-time schedule, and it is based on the length of the class:

Class Duration	Allotted Absences	Allotted Tardies
18+ weeks	4 days	5 tardies
15 - 17 weeks	3 days	4 tardies
12 - 14 weeks	2 days	3 tardies
Less than 12 weeks	1 day	2 tardies

Learner's time and attendance will be monitored by the Instructor and Career Coach. Once a learner has accumulated lates and absences, the learner will be issued a written warning via email that outlines your current attendance status based on the above chart.

Additionally, once you've accumulated the allotted number of tardies or absences, you will be placed on probation for attendance and reminded that if you **are absent or tardy again** you may be dismissed from training.

## Attendance Policy Exceptions

While the attendance policy is designed to ensure learners have intentional access to instruction and hands on learning opportunities, there are two exceptions to the attendance policy. Learners will be provided bereavement and civic time off; these absences will not put

the learner in jeopardy of dismissal and will not count against the allocated absences for the course. **However, a 70% cumulative attendance rate is required to graduate.**

- **Bereavement Leave:** Learners are permitted bereavement leave for the death of an immediate family member. Learners will receive up to 3 days without attendance penalty. Members of immediate family include spouses, domestic partners, parents, brothers and sisters, children, children of domestic partners, grandchildren, grandparents, parents in law and parents of domestic partners. Learners must inform their instructor they will be absent and complete all missed work within 1 week of returning to the classroom. If a learner's leave extends more than the allotted days, they may be asked to withdraw and have the opportunity to re-enroll in a future class. (*Reference "Re-Enrollment Guidelines" below.*)
- **Civic Time Off:** Learners will receive a ½ day to participate in any municipal, county, state or federal election, general primary or special primary without an attendance penalty. Learners must inform their instructor they will be absent, provide documentation and complete any missed work by the close of the instructional week. In addition, if a learner is summoned for jury duty, they will receive time off to participate in the jury selection process without attendance penalty. Learners must inform their instructor of the summons, provide documentation and complete any missed work by the close of the instructional week. If a learner is selected for a jury, they will be asked to withdraw and have the opportunity to re-enroll in a future class.

### **Military Service**

Per Scholas is honored to support our learners and staff who are members of the Military Community. As such, we maintain a policy that ensures members of the Armed Forces, including reserve components and National Guard, who are enrolled at Per Scholas may be readmitted if they are temporarily unavailable or have to suspend enrollment by reason of serving in the Armed Forces.

### **Re-enrollment Policy (Leave of Absence)**

In the event that you are dismissed or need to withdraw from the course early, Per Scholas has a Re-Enrollment Policy the learner must wait at least 90 days before he/she is eligible to return. Additionally, the reason for departure must be related to attendance, performance, or personal reasons, such as health (not behavioral). Please speak to your local Recruitment & Admissions Specialist for more information.

Of course, the goal is for you to successfully graduate from this course, so once you graduate and become an alumnus, there are several upskilling and volunteer opportunities available to you post-graduation. During the two-year period, enrollment into a traditional full-time course is not permitted, unless approved by the Managing Director. Our Alumni Engagement team will contact you to provide more information about the resources and support available at that time.

## General Rules and Expectations

- Theft of company property or property of any Per Scholas staff or fellow learners, including intellectual property, will result in immediate dismissal from the course. At no time will a learner use a computer or one provided to him/her for illegal, offensive, abusive, pornographic, or violent purposes nor to violate the privacy or copyright, patent, trademark or other intellectual property rights of others.
- Learners certify that the information provided on their application is true. Any intentional falsification of information may result in immediate dismissal from the course.
- Willful destruction of company property or property of Per Scholas staff or fellow learners will result in immediate dismissal from the course.
- No alcohol or illegal drug consumption is allowed before or during class hours. Learners who are visibly under the influence of drugs or alcohol may be subject to dismissal from the course. Many employers have the right to test for drugs as part of their pre-employment screening process; learners should be aware that decisions regarding drug use during the course period might affect their future employability. No possession of alcohol or illegal drugs within the building is allowed.
- Smoking and/or vaping is not allowed in any Per Scholas site or building. Smoking is in designated places only with the appropriate disposal of smoking-related trash, i.e. cigarette butts, cigarette wrappers, etc. Anyone violating this policy may be subject to dismissal from the course.
- Possession of any dangerous weapon while in the building or classroom setting will result in immediate dismissal from the course. Threatening, intimidating, or physically harming any staff, affiliate, or fellow learner will result in immediate dismissal from the course.
- Be friendly and respectful to your instructor, fellow learners, and Per Scholas staff members. Learners are required to conduct themselves in a professional manner. Individuals that are deemed disruptive, argumentative, or unprofessional may be removed from the training.
- Profanity, discriminatory remarks, and general or sexual harassment in the workplace are inappropriate, unprofessional, and not permitted. This applies to the entire building, any areas surrounding the building, and at any corporate engagement events provided as part of the training at any corporate provided facilities, and on all digital communication channels used for Per Scholas purposes. Inappropriate comments and conversations are not allowed at any time. Any discriminating or derogatory remarks, behavior against staff, another learner in reference to religion, culture, race, sex, gender identity, sexual orientation, disability, or other identity markers are grounds for immediate dismissal from the course.

- Willful violation of safety rules and/or safety procedures that place you, a fellow classmate, and/or staff in danger will result in *immediate dismissal* from the course.
- As part of Per Scholas’ security procedures, all learners’ bags and belongings are subject to random inspection without advanced notice.

**Professional Dress Code**

When attending the class (**including labs, virtual sessions, Career Development, and jeans day**), learners are required to dress in *appropriate business casual and/or business professional attire*. Should a learner require assistance or resources for business attire, any Per Scholas staff member can provide him/her with the necessary information.

In-Person Jeans Days: Your instructor may occasionally designate a “jeans day.” All the other clothing guidelines apply except that blue or black jeans may be worn. All jeans must be clean and in good condition (i.e. no rips, holes or stains, no large logos). Extra baggy jeans hanging off the waist with no belt are not allowed. Jeggings are not allowed.

If someone is dressed outside of the guidelines, a staff member will issue a verbal warning followed by a written warning via email. In cases where a learner’s attire is so inappropriate that it is distracting to the class, a staff member may, at their discretion; send the learner home to change clothes and the incident will count as a “tardy” against the learner’s attendance record. **Acceptable and appropriate business casual/professional attire is described as follows:**

- Suit, dress, skirt, blazer, sports jacket



- Polo and button-down shirts, blouses, shell, sweater, shrug, wrap, cardigan, and duster.



- Dress pants, khakis, suits, and jeans (**on jeans specific days**).





- Business casual and professional footwear.



Religious headgear is acceptable. No other hats, caps or other headgear may be worn while in the building or during training hours.

### Professional Behavior

- Any discriminating or derogatory remarks or behavior against another learner or staff in reference to religion, culture, disability, race, gender identity, sexual orientation or other identity markers are grounds for immediate dismissal from the course.
- All enrolled learners are required to create a professional email address. No nicknames or non-Standard American English terms are allowed.
- While in all virtual Per Scholas spaces, learners are expected to conduct themselves professionally and refrain from using profanity or any other language deemed inappropriate in the workplace.
- Cell phones are to be turned off and not in sight during class. Calls are limited to breaks and lunch.
- Per Scholas does not condone cheating in any form or the use of outside study materials. Learners enrolled in training will be provided approved study materials. Materials that are not CompTIA or Per Scholas approved may not be correct or legal. Any newly found study materials should be submitted to the instructor for approval. Anyone found to be cheating, using, or passing around unauthorized materials will be dismissed from training.
- Supplementary materials such as a bookbinder, USB storage drive, pens, and notebooks are the responsibility of the student. Any materials issued to the student must be brought to class daily.
- Inappropriate use of Per Scholas technology is prohibited. Under no circumstances should a learner surf any unrelated non-IT websites. Entering any unauthorized website may result in immediate dismissal from the course. **Internet usage is monitored internally.**

### Non-Fraternization Policy

To create an effective, safe learning environment, Per Scholas requires all learners and staff members to maintain a professional and ethical relationship at all times. Learners are prohibited, under any circumstances, to engage in any improper fraternization or personal, romantic relationships with other learners or staff members during training. Inappropriate behavior includes, but is not limited to:

- flirting
- making suggestive comments
- dating
- requests for sexual activity
- physical displays of affection
- giving inappropriate personal gifts
- engaging in sexual contact and/or sexual relations.

Any learner who believes that he/she has been subjected to inappropriate behavior as enumerated in this policy by another Per Scholas learner or staff member, or any third parties who have knowledge of or witness any possible occurrence of inappropriate fraternization, shall report the incident to the Site or Managing Director. In all events, such reports shall be forwarded to the Director of Human Resources for further investigation; the anonymity of the complaints will be maintained during the investigation. Per Scholas shall promptly investigate all complaints of inappropriate fraternization and take prompt corrective action to stop such conduct if it occurs. Per Scholas prohibits any retaliatory behavior directed against complainants, victims, witnesses, and/or any other individuals who participate in the investigation of allegations of inappropriate fraternization.

### **Academic Performance**

Learners will be required to maintain a 70% exam average as indicated in the Course Outline, including career development curriculum.

### **Mandatory Tutoring Program Policy**

If a learner is struggling with their grades, prior to dismissal from the training course, mandatory tutoring sessions will be required in order to get the learner's exam grade point average (GPA) at or above 70%.

- The **same week** a learner's exam GPA falls below 70%, the technical instructor will issue a probation letter requiring the learner to achieve an average score of at least 70% on their next **two (2) exams**.
- As a condition of probation, the learner must participate in tutoring every day Monday-Friday, until the required exam GPA is obtained. Dates and times are set by the instructor and documented in the course syllabus.
- **Tutoring is mandatory.** If a student refuses to participate in mandatory tutoring, they will be dismissed from training. If a student misses 2 sessions of mandatory tutoring without a valid reason, they will be dismissed from the training program.

## Grades and Graduation Requirements

### Grading

At the end of each course, each learner is assigned a final numerical grade using the following format:

Numerical Grade	Letter Grade Equivalent
90-100	A
85-89	B+
80-84	B
75-79	C+
70-74	C
65-69	D
64 and below	F

### Graduation Requirements

Learners who successfully meet the requirements for graduation will receive a certificate of completion. At a minimum, learners must achieve the following:

1. A 70% or higher GPA (grade point average) for the course, including passing the Job Readiness Assessment, and no less than 70% cumulative attendance rate.
2. Completion of the full length of the course.
3. Completion of all required examinations.
4. Adherence to the school attendance policy.
5. Submit all required coursework, including lab exercises and projects, and Professional Development assignments, including final resume approved by the Professional Development Coach. Coordinate the submission of make-up work with instructor.
6. If the course leads to a certification, learners must take the certification exam(s) (learners who fail the exam are still eligible to graduate).

### Academic Probation

Learners must maintain academic progress towards the completion of the course. In addition to on-going feedback, learners have 1:1 meeting with the technical instruction team (Instructor or Teaching Assistant) to review their progress in the course. Learners will have at least two 1:1's with Professional Development Coach and Learning Support Team (LST) [Social Worker and Financial Coach] to ensure all supplemental assignments are completed to meet course completion requirements.

A learner who has not maintained a 70% GPA average by the end of the 6th week of the course will be placed on academic probation. A learner who does not maintain a 70% cumulative attendance rate by the 6<sup>th</sup> week will be placed on probation. The learner will be immediately informed both verbally and in writing. For the learner with the GPA below 70%,

an action plan will be created to assist the learner. The learner will be required to attend mandatory tutoring, which we provide to assist the learner in improving his/her academic performance. Mandatory tutoring is offered before and/or after class with the Instructor, a Teacher's Assistant or a Student Mentor Monday - Friday, until the required GPA is achieved. Learners may be required to join a study group. If a learner refuses to participate in mandatory tutoring or is unable to bring his/her GPA or cumulative attendance rate to 70% or higher, the learner will be dismissed from the training course. A learner who is dismissed from a course will be provided with a written academic evaluation.

## General School Policies

- Theft of company property or property of any Per Scholas staff or fellow learners will result in *immediate termination* from the course.
- Willful destruction of company property or property of Per Scholas staff or fellow learners will result in *immediate termination* from the course.
- No alcohol or illegal drug consumption is allowed before or during class hours. Learners who appear to be under the influence of drugs or alcohol will be subject to *immediate termination* from the course. Many employers have the right to test for drugs as part of their pre-employment screening process; participants should be aware that decisions regarding drug use during the course period might affect their future employability. No possession of alcohol or illegal drugs within the building is allowed.
- Possession of any dangerous weapon while in the building or classroom setting will result in *immediate termination* from the course. Threatening, intimidating, or physically harming any staff, affiliate or fellow learner will result in *immediate termination* from the course. Anyone with Peace Officer status must register his/her weapon with the local police precinct or Sheriff's office every day prior to attending classes.
- Willful violation of safety rules and/or safety procedures that place you, a fellow learner, and/or staff member in danger will result in *immediate termination* from the course.
- As part of Per Scholas' security procedures, all learners' bags and belongings are subject to random inspection without advanced notice.

## Classroom/Lab Rules

- Cell phones are to be turned off during class. Calls are limited to breaks and lunch.
- Per Scholas does not condone cheating in any form or the use of outside study materials. Participants enrolled in a course will be provided approved study materials. Materials that are not CompTIA or Per Scholas approved may not be correct or legal. Anyone found to be cheating or to be using or passing around unauthorized materials will be subject to *immediate termination* from the course.
- Supplementary materials such as a bookbinder, CD, DVD and USB storage drive are the responsibility of the learner. Any manuals issued to the learner must be brought to

the class on a daily basis.

- Inappropriate use of school technology is prohibited. Under no circumstances should a learner surf pornographic websites. Entering a pornographic site will result in *immediate termination* from the course. All Internet usage is monitored internally.
- All learners are required to clean up after themselves after lunch and breaks.

### **Class Cancellation**

Per Scholas is committed to providing every learner with the opportunity and support needed to complete a course from start to end. If for any unforeseen reason a course in-session must be canceled, learners will be immediately notified. Additionally, learners impacted by a course cancellation will be given first seating priority to join an upcoming class.

A minimum of 4 weeks, but up to 6 weeks before the class is scheduled to begin; learners impacted by a canceled course will be contacted and notified of the upcoming class start date. If there are multiple start dates for the same course, the learner will have the ability to select the start date that best meets his/her needs. No documentation will be required to begin the course.

### **Vaccine Mandate**

In May 2023, the U.S. Government officially ended the COVID-19 Public Health Emergency, but the health and safety of our community continues to be our highest priority. As such, all campuses will remain a mask-optional environment. Those who feel more comfortable wearing a mask while on campus always have an option to do so. Per Scholas does not require proof of vaccination for our learners, except where required by local jurisdiction. Please note: The local Managing Director has the ultimate autonomy to make real-time decisions to update protocols for their local campuses as conditions warrant.

## **Standards of Conduct/Academic Integrity /Procedures/ Policies/Records**

---

The faculty of Per Scholas expects the conduct of all learners in the school to be consistent with that of a professional person.

### **Standards of Conduct**

- Learners are required to conduct themselves in a professional manner. Learners are expected to demonstrate courtesy, honesty, and respect to your instructor, fellow learners and Per Scholas staff members. Learners who are deemed disruptive, argumentative, disrespectful, or unprofessional may be removed from the course.
- Similarly, learners should expect faculty to treat them fairly, showing respect for their ideas and opinions and striving to help them achieve maximum benefits from their experience in the school.
- Profanity, discriminatory remarks, general or sexual harassment in the workplace is inappropriate, unprofessional and not permitted. This applies to the entire facility and

any areas surrounding the building. Inappropriate comments and conversations are not allowed at any time. Any discriminatory language or derogatory remarks or behavior against staff or another learner in reference to religion, culture, race, sex, or sexual orientation are grounds for immediate termination from the course.

- All enrolled learners are required to create a professional e-mail address. No nicknames or slang terms are allowed.
- While in the building, class or learner lounge, learners are expected to refrain from using profanity.

### **Academic Integrity**

Per Scholas has a strict academic integrity policy. Plagiarism is considered cheating. Any learner caught plagiarizing will automatically be dismissed from the course. Plagiarism includes but is not limited to copying answers or assignments from another learner and/or a website. You are allowed to reference material as long as it is properly cited.

- If a learner is caught cheating on exams he/she will be dismissed from the course.
- The preparation of reports and examinations, assigned on an individual basis, must represent each learner's own effort. Assistance from other learners or aides of any kind during a written examination, except when the use of books or notes has been approved by an instructor, is a violation of the standards of conduct.
- Additionally, dismissal from the course will occur for intentional misuse of equipment or materials, and aiding and abetting the perpetration of such acts.

**Kick-off Meeting:** A full day introduction to the course is held prior to the start of each new class. Learners receive information about the course, school rules and regulations, the attendance policy, academic requirements and a description of all services provided by Per Scholas. In addition, learners meet the faculty and are provided with their contact information.

**Communicating with Learners:** Communication is critical to success in the course, and during the post-graduation job search. It is expected that all learners will respond quickly to all requests from the instructional team and the general administrative staff. Communication could be in person, as well as via e-mail and phone calls. Learners are expected to respond within 24 hours to requests for information, job opportunities, and other important matters that affect the learner's coursework and ability to locate a job. Additionally, learners are expected to inform the Administrative Staff of any changes in their e-mail or home/cell number.

**Personal Property:** The school cannot assume liability for loss or theft of personal property, or for damage to personal property on the school premises. The use and care of personal property is the responsibility of the learner.

## **Procedure for Handling Alleged Violations of Standards of Conduct**

### ***Reporting of Alleged Violations***

A faculty member who observes or suspects that a violation of the standards of conduct may have occurred, will bring the matter to the school's site Managing Director.

### **Meeting with the Managing Director**

Upon receipt of an alleged violation, the school Managing Director will schedule a meeting with the learner and faculty member who made the allegation to review the evidence and circumstances. The school Managing Director will inform the learner about the charges and provide a summary of the facts which support the charges. The learner will have an opportunity to explain their interpretation of events.

### **Action by the Site Managing Director**

Upon careful review of the facts, and interviews with the faculty and learner, the school Managing Director will make a decision. If it is determined that the learner did in fact violate the Standards of Conduct, he/she may be issued a warning notice, letter of probation, or be dismissed from the course.

## **Procedure for Handling Alleged Theft or Vandalism of Materials or Equipment**

Theft of books, materials or equipment belonging to Per Scholas, or vandalism of the facility are prohibited. If a faculty member discovers a suspected instance of theft or vandalism, the following procedures will be followed:

- The name of the suspected learner will be documented.
- The faculty member involved in discovering the incident will prepare a brief report of the incident and forward the report to the school Managing Director.
- If the incident appears to be a clear instance of attempted theft or vandalism, based on the judgment of the faculty member and Director, the Director may choose to take disciplinary action. Such action can involve filing criminal charges, dismissal from the training, or both.

## **Procedure Used in Cases of Alleged Misuse of Information Resources**

Information resources include any information in electronic or audio/visual format, or any hardware or software that make possible the storage and use of such information. For example, electronic mail, local and external databases, proprietary curriculum or other written materials, and photographs owned by Per Scholas.

In accordance with established practices, policies and procedures, confirmation of

inappropriate use of Per Scholas resources may result in termination from the course, disciplinary review, and/or legal action. The school characterizes as unethical and unacceptable, any activity through which an individual:

- Violates such matters as the school's or a third-party copyright or patent protection.
- Violates authorizations, as well as license agreements and other contracts.
- Interferes with the intended use of the information resources.
- Seeks to gain or gains unauthorized access to information resources.
- Destroys, alters, dismantles, prevents rightful access to without authorization, or otherwise interferes with the integrity of computer-based information and/or information resources.
- Without authorization, invades the privacy of individuals or entities that are creators, authors, users, or subjects of the information resources.

If a learner is confirmed as having participated in any of the above activities, the procedures outlined in the above section on *alleged theft or vandalism of materials or equipment* will apply.

### **Non-Discrimination Policy**

Per Scholas is committed to equal opportunity in admission and employment. It is the policy of Per Scholas to provide equal opportunity for all qualified applicants, learners and employees and to prohibit discrimination based on race, color, gender, religion, national origin, age, sexual preference, disability, or marital status. Related inquiries should be addressed with the school Director.

### **Sexual Harassment Policy**

Per Scholas maintains an academic and work environment free of sexual harassment for learners, faculty, and staff. Sexual harassment is illegal and it will not be tolerated. Sexual harassment is prohibited in the employment context by Title VII of the 1964 Civil Rights Act, in the education context by Title IX of the Educational Amendments of 1972 and the Missouri Human Rights Act. A claim under this policy may be brought by the school or by a faculty member, staff, or learner of the school based on the conduct of any school employee. Sexual harassment is a very serious matter having far-reaching effects on the lives and careers of individuals. Intentionally false accusations can have a similar impact. Thus, the charge of sexual harassment is not to be taken lightly by a charging party, an accused party, or any member of the school. A person who knowingly and intentionally files a false complaint under this policy is subject to disciplinary action.

Sexual harassment by a staff member or learner are grounds for immediate termination from the school (employee) and from the course (learner).



## **Learner Services**

### **Referrals:**

Learner services and counseling are provided to learners who need assistance with personal problems that could interfere with the training. Per Scholas services are augmented by a strong network of local community resources that provide learners with services based on need. When necessary, learners are referred to other service providers for support services. Additional services for learners included:

- Wealth building through financial capabilities training;
- Wellness building by providing a range of wellness tool;
- One-on-one coach;
- Tutoring services.

### **Employment Services and Assistance:**

All graduates of the training courses are assigned to work with the Business Solutions team for support in finding and obtaining employment.

Per Scholas has been successful in assisting our graduates in obtaining industry-recognized professional credentials and becoming employed upon completion of the training course. Upon the successful completion of the course, learners will be eligible for job referral assistance. While job search services may be provided, it is understood that Per Scholas does not promise or guarantee employment to any learner or graduate.

Learners receive employment preparation training through the Professional Development training classes, by working independently, and with assistance from a Professional Development Coach and the Business Solutions team. Learners research job opportunities and receive job referrals for positions available at small, mid-size, and large companies that work with Per Scholas.

## **Learner Transcripts and Records**

### **Transcripts**

Each learner is entitled to a transcript upon request at the end of a course. Official transcripts, with the school's official seal, are sent by the school to other institutions upon request from the learner, in writing.

### **Purpose of Learner Records**

The school collects information about learners and maintains learner records for purposes of counseling learners and assisting them in the completion of their training. The school also uses information from learner records to collect and analyze statistical information to improve instruction and services delivered to learners. Information on learner outcomes is also shared

with funders. Learner records are kept by Per Scholas in a secure database for up to seven (7) years from the date of enrollment, or longer based on the state's requirements.

### **Information in Learner Records**

Five basic categories of information are included in learner records:

1. Admissions materials including the application for admission, test scores, and essay.
2. Financial information supplied by learners and/or parents, and related correspondence.
3. Official school academic information including a copy of the learner's progress reports, test scores, and other correspondence.
4. Notes placed in the file by a staff member, summarizing the purpose of the learner's contact with the staff member, matters discussed and/or commitments made, and relevant observations.
5. After training, and once a graduate becomes employed, Per Scholas collects employment verification.

### **Access to Learner Records**

Any learner currently or formerly enrolled in the school may examine all materials in his/her record. Learners who wish to examine their record shall file a written request with the Director. Every attempt will be made to schedule an appointment for the learner to review the record. Access to a learner's record will not be delayed for more than one week. Once a request has been received, no material shall be removed from the file until the learner has reviewed it. All records shall be examined in the presence of a faculty member of the school.

The school's Agents, Director, and appropriate staff members will have direct access to learner records, as their particular responsibilities require. The school's Managing Director may provide information from learner records to other staff members who demonstrate a need to know, consistent with their official functions for the school and consistent with normal legal and professional practices. Other than public information, persons outside the school shall be given personally identifiable information from learner records only upon the specific written authorization of the learner involved, except:

- When the request is made by a sponsoring partner organization; or
- Disclosure is required by subpoena or by federal or state law; or
- In connection with a learner's application for, or receipt of, financial aid; or
- In connection with studies conducted for the purpose of school evaluation, administration of learner aid programs or improvement of instruction; or
- When there is a health or safety emergency

All persons or organizations receiving such information shall be notified in writing that they may use it only for the purpose for which it was furnished. They may not make it available to

others without obtaining the written consent of the learner involved, and that they must destroy it when it has served the purpose for which it was intended.

## Tuition

Per Scholas provides training at no direct cost to the learner. The full cost of training is financed entirely by Per Scholas through private, corporate, foundation or government funding.

### Tuition Schedule

Course	IT Support Training Course (In Person)
Hours	357
Tuition	\$9,615.00
Books/Tool Kit	\$550.00
Registration Fee	\$50.00
Total	\$10,215.00
Refund Policy	Any refund will go directly to the funder. See more details below.

## Refund Policy

Learners who withdraw prior to the end of the course should immediately notify the Admissions Manager or Associate. A learner who begins training and then decides to withdraw should notify the Managing Director of his/her decision. The refund policy is as follows:

- Tuition liability is determined by the percentage of the program provided to the learner.
- A learner who cancels before signing the enrollment agreement and before instruction begins is eligible to have all funds returned to the funding source, as required.
- Refunds for learners who begin the training course, but discontinue training may have some portion of the funds returned to the funding source, **as required**, based on the following refund schedule:

### Refund Calculation Table - IT Support

Time of Withdrawal Based on Quarter	Amount School Will Retain
Prior to or during first week of instruction	0%
During the second week of instruction	25%
During the third week of instruction	50%
During the fourth week of instruction	75%
From the fifth week of instruction and beyond	100%

## Weekly Student Tuition Liability Chart - IT Support

Time of Withdrawal	School Will Retain	Amount
Prior to or during first week of instruction	0%	0%
During the second week of instruction	25%	2,554.00
During the third week of instruction	50%	5,108.00
During the fourth week of instruction	75%	7,661.00
From the fifth week of instruction and beyond	100%	10,215.00

**NOTE:** Since Per Scholas provides training opportunities to individuals that enroll in a program at no direct cost to them, learners who discontinue training are not eligible to receive any direct refund for the cost of training. Learners who receive course materials and equipment will be required to:

1. Return any textbooks or supplies accepted.
2. Return any computer/technology equipment issued for your use during training.

The failure of a learner to immediately notify the school Managing Director in writing of the student's intent to withdraw may delay a refund of tuition to the student or funder, pursuant to Section 5002(3) of the Education Law.

All information regarding Per Scholas training offering(s) and cost are provided to applicants during Information Orientations. Throughout this catalog, prospective applicants will find information on enrollment policies, rights and responsibilities.

## Alumni Services

Through the Per Scholas Alumni program, graduates are offered a number of advancement program throughout the year, based on instructor availability, funding, job market demand, scheduling and other related factors. These programs are only open to graduates of our full time day programs. All Per Scholas graduates will receive notification via email whenever alumni programs are being offered.

Additionally, graduates can continue to receive support and assistance in the following areas:

- Financial advising;
- Job replacement assistance;
- Additional professional development.

Alumni services are available to all graduates of a Per Scholas training course for up to two years after graduation.

## Consents

### **CONSENT TO NON-FRATERNIZATION POLICY**

You hereby consent and agree to comply with Per Scholas' Non-Fraternization Policy, which requires that all training enrollees and staff members maintain professional and ethical relationships at all times.

### **CONSENT TO RECORD COURSE**

You understand that the Per Scholas training course you are participating in is being recorded by Per Scholas for 1) use by instructors and learners to refer to and review during the course of the training, and 2) for Per Scholas' own quality improvement purposes. These recordings will not be used or shared externally.

### **CONSENT TO RELEASE OF INFORMATION**

You hereby consent and agree to Per Scholas releasing any and all necessary information (whether in the form of a resume or otherwise) to your employer or potential employers, in an effort to assist you with job placement, or to the government or private agencies in order to secure additional support services.

### **CONSENT FOR RELEASE OF PERSONAL INFORMATION**

The undersigned hereby authorizes Per Scholas, Inc. (PS) to release my personal information to other organizations in order to do one or more of: (i) obtain employment for me, (ii) satisfy requirements for information from organizations which funded in part the cost of the education I have received, or am to receive, from PS, (iii) respond to requests for information from government agencies that regulate PS, (iv) conduct research on behalf of PS for the purpose of improving PS program offerings and/or analyzing PS program success rates, (v) secure additional funds for current or future PS services, and/or (vi) enable PS to provide services to me which I have requested. This information may include but is not limited to, my income, name, age, date of birth, race, social security number, address, and other information that may otherwise be confidential. PS will request that the recipients of any such information which is identifiable keep such information confidential, but PS cannot guarantee that such recipients will do so.

PS will never sell such information (if identifiable to the undersigned) to any other person or entity and will not use such identifiable information for marketing purposes.

The undersigned hereby instructs any credit reporting agencies selected by PS to supply to PS credit reports regarding the undersigned as and when PS so requests. In addition, the undersigned consents to PS obtaining employment and salary information and history directly from employers or other sources of such information post graduation.

It is understood that the undersigned may (i) revoke this consent at any time, but any such revocation will only apply to disclosures occurring after such revocation and (ii) inform PS of any corrections needed to be made to such information, in which case PS will correct its records as requested.

PS complies with all laws regulating the disclosure of personal information of others and will do its best to maintain the confidentiality of such information, subject to the above consent.

### **CONSENT TO PHOTO AND VIDEO RELEASE**

You hereby give permission for images captured during all training classes and field trips within and/or outside of Per Scholas to be used for promotional purposes. Images include any video, photo and digital images to be used solely for the purposes of Per Scholas and its partners or funders' promotional material and publications. I also waive any right of compensation or ownership thereto.

### **Disclosure Statement**

The student should be aware that some information in the catalog may change. It is recommended that students considering enrollment check with the school director to determine if there is any change from the information provided in the catalog. In addition, a catalog will contain information on the school's teaching personnel and courses/curricula offered. Please be advised that the State Education Department separately licenses all teaching personnel and independently approves all courses and curricula offered. Therefore, it is possible that courses/curricula listed in the school's catalog may not be approved at the time that a student enrolls in the school or the teaching personnel listed in the catalog may have changed. It is again recommended that the student check with the school director to determine if there are any changes in the courses/curricula offered or the teaching personnel listed in the catalog.

## School Directory

<b>NATIONAL TEAM</b>		
Plinio Ayala President and CEO	(718) 991-8400	<a href="mailto:Payala@perscholas.org">Payala@perscholas.org</a>
Dino Lianos Chief Accounting Officer	(718) 772-0670	<a href="mailto:Dlianos@perscholas.org">Dlianos@perscholas.org</a>
Michelle Pullaro Chief Operating Officer	(718) 991-8400	<a href="mailto:Mpullaro@perscholas.org">Mpullaro@perscholas.org</a>
Jasmine Miller, Chief Training Officer	(404) 450-5235	<a href="mailto:Jmiller@perscholas.org">Jmiller@perscholas.org</a>
Sandip Amin Regional Vice President, Northeast	(773) 551-7790	<a href="mailto:Saamin@perscholas.org">Saamin@perscholas.org</a>
<b>BUFFALO TEAM</b>		
Jeremy Besch Managing Director, Buffalo	(716) 346-3365	<a href="mailto:MD.Buffalo@perscholas.org">MD.Buffalo@perscholas.org</a>
Misba Gani, Director, Admissions Northeast	(201) 714-1453	<a href="mailto:Mgani@perscholas.org">Mgani@perscholas.org</a>
Sierra Harvey Senior Director, Alumni Engagement & Training	(201) 788-7895	<a href="mailto:Sharvey@perscholas.org">Sharvey@perscholas.org</a>
TBD Business Solutions Manager		
Emmanuel DeCastro Technical Instructor	(718) 772-0656	<a href="mailto:Edecastro@perscholas.org">Edecastro@perscholas.org</a> Bachelor's Degree, Civil Engineering <u>Mapua Institute of Technology</u> Master's Degree Candidate Management Engineering <u>St. Louis University</u> <u>NYS BPSS Private Career School License</u> <u>CompTIA Certified Classroom Trainer</u> <u>CompTIA A+ Certified</u> <u>CompTIA Mobility Certified</u>

## Grievance and Appeal Procedures

Learners who have a complaint or who would like to appeal a dismissal must request in writing an appointment for an interview with the Buffalo Managing Director. The written request should include the following information:

1. Learner's full name, last four digits of their social security number (or learner ID number), and current address.
2. A statement of the concern including dates, times, instructors, and if applicable, other learners involved.
3. Date of complaint letter and signature of the learner.
4. Three dates in which the learner would be available for a meeting with the school Director.

These dates should be within five (5) business days of the complaint. The school Director will notify the learner in writing of the appointment date in which the concerns or appeal will be addressed. Every effort will be made to bring an amicable closure to the concern. Should it be necessary, a panel of staff will hear the concerns and will be asked to assist in bringing a resolution to the concern(s) and/or appeal. The learner will be notified in writing within five business days of the outcome of the meetings. The decision of the Director and/or appeal panel is final.

If the learner’s complaint cannot be resolved after exhausting Per Scholas’ grievance procedure, the learner may file a complaint with the New York State Education Department, Bureau of Proprietary Supervision. See additional details below.

**Contacting the School**

<b>Issues and/or Inquiries Concerning:</b>	<b>Please Write or Email:</b>
Matters Relating to General Policies	Managing Director
Interests and Welfare of the School	Managing Director
Faculty	Managing Director
Admissions	Director, Admissions Northeast
Donations to the School	Chief Revenue Officer
General Information	Info@perscholas.org
Transcript Requests	Managing Director

**Filing a Complaint with the New York State Education Department**

Any student or employee of a Licensed Private or Registered Business School in the State of New York, who believes that the school or anyone representing the school has acted unlawfully, has the right to file a complaint with the New York State Education Department. You can write:

New York State Education Department  
 Office of Special Education  
 89 Washington Avenue, Room 309  
 Albany, New York, 12234  
 Attention: State Complaints

A copy of a complaint form will be made available upon request at the school.

**Per Scholas Headquarters**

Per Scholas, Inc.  
 804 East 138<sup>th</sup> Street, 2<sup>nd</sup> Floor  
 Bronx, New York 10454  
 Tel: (718) 991-8400 /  
 Fax: (718) 991-0362  
[www.perscholas.org](http://www.perscholas.org)