



# COLLEGE *of* GOOD HOPE™

## 2024 Student Catalog



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**College of Good Hope  
Student Catalog**

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### **Mission**

Goodwill partners with the community, transforming donated goods into job training, education, and placement services, for individuals with barriers to employment.

### **Primary Educational Objectives**

The College of Good Hope prepares students for employment by offering specific industry sector state certified programs in healthcare and loss prevention, wherein individuals are provided credentialed training, job placement and continuing support services for 5 years, inclusive of higher education scholarships, with the goal of helping individuals attain economic self-sufficiency.

### **History**

The College of Good Hope is wholly owned by Goodwill Serving the People of Southern Los Angeles County (SOLAC), which is an exempt organization under IRS code section 501(c)(3). The College of Good Hope is under the policy and administrative control of Goodwill SOLAC. Goodwill SOLAC was established in 1929; and was incorporated December 12, 1939. Over the past 88 years, Goodwill SOLAC has become a trusted and respected community resource providing training and employment placement services to populations experiencing a range of barriers to employment. Goodwill's workforce development methodology implements sector strategies for low-income workers, an evidence-based practice supported by The Aspen Institute's Workforce Strategies Initiative.

Goodwill SOLAC successfully initiated a Healthcare Training program in 2005 in response to local industry needs articulated at the 2005 Long Beach Medical Industry Task Force Summit. The program was developed to address local labor shortages of appropriately skilled workers, and to promote inclusion and diversity in the healthcare workforce. Since then, Goodwill SOLAC's Healthcare Training Program has become a point of access for individuals with barriers to employment to enter the regional health care industry career pipeline. Goodwill SOLAC implements a sectoral approach that enhances opportunities for low-income workers the unemployed by improving their range of employment related skills. Sectoral strategies have been demonstrated to create lasting change in the labor market system to benefit both workers and employers.

Goodwill SOLAC's Professional Security Officer Training Program was initiated in January 2011 and is licensed by the State of California Department of Consumer Affairs Bureau of Security and Investigative Services. Graduates of this program qualify for the California Guard Card including the Powers to Arrest and Weapons of Mass Destruction Certificate. Security is one of the fastest growing industries in California and is on the list of industries in Los Angeles County with the most job openings, according to the California Projections of Employment, published by the Labor Market Information Division of the Employment Development Department. Goodwill SOLAC's Security Guard Training program is unique in that includes a total of 40 hours of BSIS training modules, job readiness and soft skills training and continuing career services.

In March 2014, Goodwill SOLAC became a State Certified Nurse Assistant Training Academy. Students in the Certified Nurse Assistant (CNA) Training Academy can achieve the CNA credential, which leads to additional certifications such as Licensed Vocational Nurse (LVN), Registered Nurse (RN), or other mid-skill level health occupations. That same year, a grant from the S. Mark Taper Foundation enabled Goodwill SOLAC to implement an Employment and Career Navigator (ECN) position for the growing Healthcare Training Program. The Healthcare ECN has become a critical

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component of Goodwill SOLAC's long term commitment to, and success with assisting graduates of the CNA Training Academy up the career ladder and into economic self-sufficiency.

### Facility

The College of Good Hope is housed at Goodwill Serving the People of Southern Los Angeles County located at 800 W Pacific Coast Hwy in Long Beach California. The facility consists of:

- Offices of the executive leadership team including the CEO, CFO, Vice President of Corporate Compliance & Human Resources, Vice President of Workforce Development, and Director of Information Services
- Cafeteria with refrigerators, vending machines, and microwaves for student and employee use.
- 3 Conference rooms
- 1 large Multi-Purpose Room that is used for job fairs, positive recruitments, and graduations.
- 3 classrooms
- 1 simulated hospital room
- 1 computer lab
- Student Learning Resource Center

The classrooms are properly arranged and equipped for lecture as well as hands-on training and are equipped with lap top computers for student use.

### Instructional Equipment and Materials

The College of Good Hope provides students with equipment that is similar to what they would see in their respective field of work.

#### **CNA**

The instructional materials are based on current industry educational materials and recommended teaching strategies for the Nursing Assistant program as directed by the Department of Public Health. The theory portion is Title 22 Nursing Assistant curriculum.

Each student has a book, workbook and skills book for California State testing. The CNA program utilizes PowerPoint, charts, and a notes guide as an aid to following lectures and as a supplement to textbooks and skills practice. The Lab portion of the program is a mock hospital room mimicking a typical nursing home. There are 3 beds, over bed tables, and bed side drawers with curtains to give the student the visual impression of being in the hospital room. The hospital room has a sink with running water so students can perform all skills necessary to give patient care. There is also a weight station and multiple vital signs and infection control stations. Equipment such as CPR mannequins, beds, and wheelchairs are maintained on a

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daily basis by the instructor. Rooms are cleaned and sanitized daily by maintenance and custodial staff.

### **Professional Security Officer**

The Professional Security Guard Program utilizes the latest instructional material provided by the State of California Bureau of Security and Investigative Services. This material is regularly updated by the state and reflects current policies, practices and teaching practices related to the field. PowerPoint is used in class to enhance lectures and provide visuals. Students are also provided with written real life scenarios that are used for discussion, case studies and role play.

In addition to written materials and PowerPoint; hand cuffs and other real-life equipment are used as teaching and practice aids. The Security classroom is sufficiently large enough to easily accommodate eight 2 person desks, a station with two computers for student use, practice equipment and space, two shelved cabinets with written resources and the instructor's desk. Students also have access to the college's computer lab and student resource center. Handcuffs and keys are stored in a locked drawer in the instructor's desk. The cuffs are inspected before and after each use by the instructor. They are cleaned regularly and oiled as necessary for smooth operation.

### **Faculty**

#### **CNA**

Instructors in the Nursing Assistant program meet or exceed the standards set by the California Department of Public Health (CDPH) including:

- At least three years professional nurse experience, with at least one year of which must be in the provision of direct care in a nursing facility
- Hold a current California Licensed Vocational Nurse or Registered Nurse license
- Director of Staff Development (DSD) certification
- Maintain approved status through the California Department of Public health training license for Goodwill SOLAC

#### **Professional Security Officer**

Instructors in the Security program meet or exceed the standards set by the California Bureau of Investigative Services (BSIS) for guard card instructors including:

- A Bachelor's degree in criminal justice, education, social science or a security related discipline
- Three years' relevant experience in the security industry
- Hold a current California Guard Card
- Maintain approved trainer status through the BSIS training license for Goodwill SOLAC

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**Maximum Student/Teacher Ratio**

The College of Good Hope has established the following maximum student/teacher ratios:

**Certified Nurse Assistant**      15 students to 1 instructor

**Professional Security Officer**      20 students to 1 instructor

**Admissions Process**

All prospective students must be personally interviewed by a school representative, at the College of Good Hope located at 800 West Pacific Coast Hwy, Long Beach, CA 90806. During this interview, the student tours the campus and receives a link to an electronic catalog describing the course offerings and the school policies. Students review the cost of each program and discuss options of how to pay for their program of choice.

Final acceptance into the Nursing Assistance program is determined by the Nursing Assistant Program Director and final acceptance into the Security program is determined by the Admissions Director.

Additionally, students have up to seven days after they sign their enrollment agreement to cancel their enrollment. As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 or P.O. Box 980818, West Sacramento, CA 95798-0818, [www.bppe.ca.gov](http://www.bppe.ca.gov) (888) 370- 7589 or by fax (916) 263-1897

**Professional Security Officer**

Basic criteria to enter the program include:

1. Is at least 18 years of age
2. Ability to lift objects weighing up to 75 pounds.
3. Ability to walk, stand, and run
4. Ability to understand and follow oral and/or written directions.
5. No history of misdemeanor, felony conviction, or expungements (a background check will be completed as a requirement for issuance of a State of California Guard Card at the onset of the training program. Failure to pass the background check and a required drug screening, as well as the background check will result in immediate termination from the program).
6. High School Diploma or the Equivalent
7. Ability to attend Training Hours Monday through Friday from 9:00 am – 3:00 pm.

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### **Certified Nurse Assistant**

Basic criteria to enter the program include:

1. Is at least 18 years of age (may allow for students below 18 years with parental permission)
2. Verification for employment in the United States.
3. Tuberculosis test clearance.
4. Flu Shot and Physical Examination
5. Medical clearance with no lifting restrictions.
6. 9th grade academic levels for reading and 8th grade academic levels for math (Test for Adult Basic Education will be conducted to determine grade levels).
7. As per CDPH requirements, no history of criminal conviction.
8. Must pass a Nursing entrance interview conducted by Goodwill staff.
9. Ability to attend classroom and clinical training during day and/or evening hours.

### **Transfer of Credit Policy**

The College of Good Hope may accept credit earned at another institution only if that institution is accredited by an agency recognized by either the U. S. Department of Education. The school will provide guidance, transcript, catalog, syllabus and course descriptions for any student interested in transferring to another institution.

Students applying for transfer of credit must provide an official transcript and catalog with course descriptions of the prior postsecondary training. Official transcripts are required to post transfer credits. Unofficial transcripts can be used to evaluate credit. Photocopies will not be accepted.

Courses from accredited post-secondary training programs that correspond directly in content, scope and length to courses will be considered for credit. A minimum grade of C or 2.0 or above is required in order to be considered for credit. No more than 50% of the total credits of the program can be accepted from transfer credits.

The transferability of credits you earn at the College of Good Hope is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or certificate) you earn in (name of educational program) is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, diploma, or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution.

For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending (name of institution) to determine if your (credits or degree, diploma or certificate) will transfer

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**Program Information**

**Professional Security Officer**

**Certificate**

Instructional Weeks                    2  
Normal Time to Complete            2

**Program Objective**

This is an intensive two-week course that includes Goodwill Works life and work soft skills training as well as California BSIS authorized security instruction. The security portion is designed to develop the skills and training used to deter, observe and report theft, vandalism, accident and injury and to develop ways to detect safety issues security violations. Successful completion of the program meets the requirements for the California 40-hour Guard Card and provides the life and job readiness skills to start and advance in a security career.

In addition to classroom instruction, enrollment in the course includes supportive services to assist students with economic and other barriers to employment. These services include payment of fees related to the state required Live Scan and Guard Card Application, and a Positive Recruitment event with opportunities to interview with potential employers.

Successful graduates will also receive ongoing follow-up employment retention services from Goodwill to assist in accessing future employment with higher wages and with career ladder opportunities.

**Career Outcomes** (SIC Code 33-9032.00)

This program prepares students for entry-level positions, such as Security Guard and Security Officer.

**Program Outline**

<b>Course Number</b>	<b>Course Title</b>	<b>Clock Hours</b>
SEC 100	Professional Security Officer	60
	Total	60 Clock Hours

**Program Information**

**Certified Nurse Assistant- FT (Full Time)**

**Certificate**

Instructional Weeks                    11  
Normal Time to Complete            11



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**Program Objective**

The Certified Nurse Assistant program was designed to meet the standards set forth by the California Department of Public Health. During this course, students will prepare for and take the National Nurse Aide Assessment Program (NNAAP) Exam.

The first course in the program provides students with training in Employment Preparedness. Upon successful completion of the first course, the students are enrolled in the theory and clinical portion of the training.

The Clinical portion is an intensive five day a week, 5 hours a day, hands on training program at a local healthcare site. One day of the five day a week

Clinical portion of the training is conducted in a classroom environment.

Students must complete 115 hours of clinical training and have passed the necessary in-class examinations and complete American Heart Association CPR certification in order to be eligible to sit for the State of California C.N.A. certification examination.

**Career Outcomes** (SIC Codes: 31-1014.00, 31-1011.00, 39.9021.00)

This program prepares students for entry-level positions, such as Certified Nurse Assistant, Home Health Aide, and Personal Care Aide.

**Program Outline**

<b>Course Number</b>	<b>Course Title</b>	<b>Clock Hours</b>
CNA 100	Intro to CNA	50
CNA 200	Certified Nurse Assistant	262
	Total	312 Clock Hours

**Program Information**

**Certified Nurse Assistant- PT (Part Time)**

**Certificate**

Instructional Weeks                      18  
Normal Time to Complete              18

**Program Objective**

The Certified Nurse Assistant program was designed to meet the standards set forth by the California Department of Public Health. During this course, students will prepare for and take the National Nurse Aide Assessment Program (NNAAP) Exam.

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The first course in the program provides students with training in Employment Preparedness.

Upon successful completion of the first course, the students are enrolled in the theory and clinical portion of the training.

The Clinical portion is an intensive five day a week, 5 hours a day, hands on training program at a local healthcare site.

One day of the five day a week Clinical portion of the training is conducted in a classroom environment.

Students must complete 115 hours of clinical training and have passed the necessary in-class examinations and complete American Heart Association CPR certification in order to be eligible to sit for the State of California C.N.A. certification examination.

**Career Outcomes** (SIC Codes 31-1014.00, 31-1011.00, 39.9021.00)

This program prepares students for entry-level positions, such as Certified Nurse Assistant and Home Health Aid, and Personal Care Aide.

**Program Outline**

<b>Course Number</b>	<b>Course Title</b>	<b>Clock Hours</b>
CNA 100	Intro to CNA	50
CNA 200	Certified Nurse Assistant	262
	Total	312 Clock Hours

**Attendance Policy**

Good attendance and punctuality is mandatory for continued participation in the Employment Training and Placement programs. Each program has unique attendance requirements as set forth by their respective governing agencies. The College of Good Hope encourages all students and all programs to be in attendance for every hour of every class session

**Certified Nurse Assistant**

Certified Nurse Assistant Students attend and complete all hours of theory and lab (the first 14 days of CNA 200). Students are allowed to makeup up to five hours of absences during the first 14 days of class. These hours must be completed before a student is permitted to begin the clinical portion of the program. Students may not be absent for more than 15 hours of the clinical portion. A violation of this attendance policy will result in the student being terminated from the program.

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### **Professional Security Officer**

Security students must be in attendance 100% of the time for the first forty hours of class which consists of the BSIS mandated 40 hour Guard Card Curriculum. For the remainder of the program, students can miss only 8 hours. Make-up hours are not permitted for Loss Prevention. If a security student exceeds 8 hours of absences, they will be terminated from the program.

### **Attendance Monitoring**

Student attendance is recorded daily by the instructor by hour. Students are updated immediately on their attendance progress when any time is missed. The first absence or tardy will result in a student advisement session between the instructor and student. If attendance continues to be an issue, the student will be advised by the program lead. In certain circumstances, the student will meet with the Program Director-College of Good Hope, Associate Director of Workforce Development, or the Director of Education.

### **Leave of Absence**

The College of Good Hope does not permit Leaves of Absence. However, it is the policy of the school to provide opportunities for reentry into its programs. If a student withdraws from the program on their own accord, or they are withdrawn from the program by the school, the student will have the opportunity to apply for reentry into the program. A Reentry committee will convene to review applications for reentry.

### **Make-Up Work**

At the discretion of the instructor, make-up work may be completed to make up for assignments, exams, or other course content missed during classes. The make-up work may include, but not limited to completion of the missed assignment or additional assignments comparable to the content covered on the days or assignments missed.

### **Conduct**

Students are expected to follow all the rules and regulations of the College of Good Hope and to act professionally at all times. Unacceptable behavior and/or conduct may lead to termination from the program.

### **Cause for Termination**

The following list of unacceptable conduct are meant to provide specific reasons for initiating disciplinary action, and to alert students to the more commonplace types of conduct violations. However, because conditions of human conduct are unpredictable, the list below is not meant to be a complete and exhaustive list. Should there be instances of unacceptable conduct not included in the list below the College of Good Hope may find it necessary and appropriate to initiate disciplinary action in accordance with prescribed policies and procedures.

- Conduct Endangering Self, Students, Employees, Staff, Volunteers and Visitors
- Theft of Personal or Goodwill Property
- Possession or Use of Alcohol or Drugs

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- Possession or Use of Weapons on Goodwill Property
- Indecent, Immoral or Unethical Conduct
- Failure to Follow Supervisor's Instruction and Insubordination
- Use of Abusive, Improper or Unprofessional Language/Behavior
- Chronic Punctuality or Attendance Problems
- Destruction of Goodwill Property
- Failure to Follow Safety Practices
- Failure to Participate in Job Search Activities and/or to Accept Job Opportunities within the Anticipated Outcomes of Training Provided

### **Policy on Sexual Harassment**

The college of Good Hope will not tolerate sexual harassment of any kind. All individuals are responsible for assuring that the training environment is free from sexual harassment and must avoid offensive or inappropriate sexual behavior. The School prohibits unwelcome sexual advances, requests for sexual acts or favors, or any other verbal or physical conduct of a sexual nature that creates a hostile or offensive training environment.

Examples of prohibited conduct include, but are not limited to, lewd or suggestive comments, language or jokes, verbal or physical conduct denigrating an individual's gender, pregnancy or marital status, or any display of sexually explicit pictures, drawings or written materials. Incidents of sexual harassment should be reported immediately. Complaints of sexual harassment will be promptly and thoroughly investigated, and students are assured that filing such complaints will not result in reprisal or retaliation. If the investigation reveals that the complaint is valid, immediate action will be taken, up to and including, termination of the offending individual.

### **Policy on Theft**

Any student who engages in an act of theft is subject to immediate termination and possible arrest and prosecution. Theft is the removal of any property of the College of Good Hope or Goodwill SOLAC, including, but not limited to:

- Donated materials
- Materials stored by Goodwill for production purposes
- All tools, supplies, equipment, materials, and vehicles, either owned or stored by Goodwill
- Property of other workers and students, including personal items or money owned by employees, students, volunteers, customers or guests.
- Property of the College of Good Hope

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Students are expected to only enter and exit the building at designated entrances. Upon reasonable suspicion Goodwill reserves the right to search lockers, desks, purses, briefcases, packages, bags and lunch boxes. In addition, security methods may include monitoring of e-mail and telephone messages, video surveillance of designated areas, anti-shoplifting systems and the utilization of security guards.

### Policy on Personal Appearance Standards

Goodwill has taken the position that students will be expected to present themselves during training hours in attire that is appropriate to their field of employment and nature of training performed. Students are also expected to observe good habits of grooming and personal hygiene at all times, and to avoid any personal practices or preferences that may prove offensive to others.

Below are examples of clothing that is inappropriate for wear while attending the College of Good Hope. Final determination of what constitutes appropriate clothing will be at the discretion of the College of Good Hope's faculty and staff:

1. Shorts
2. Short skirts
3. Beach attire
4. Muscle shirts
5. Tank tops/low cut tops
6. See-through apparel
7. Open toed shoes
8. Sandals
9. Loose jewelry (chains, rings, bracelets, earrings, etc.)
10. Facial piercing (earrings are acceptable)
11. Body piercing
12. Nylon head caps/baseball caps
13. Low hung and baggy pants ("sagging")
14. Torn, dirty, ripped clothing

### Probation and Termination

Violation of the College of Good Hope policies, including, but not limited to policies related to conduct, attendance, and academic progress may result in probation or termination.

In the event a student is on probation, the student will meet with an academic advisor (instructor, program lead, Program Director - College of Good Hope, Associate Director of Workforce Development, or Director of Education).

A probationary plan will be established with the goal of corrected or improved the behavior or performance. If the behavior or performance is not improved, termination from the program may result.

### Grading System

The College of Good Hope uses the following grading scale:

Percent	Letter Grade	Grade Point Average
90 – 100	A	4.0
80 – 89	B	3.0
75 – 79	C	2.0
60 – 74	D	1.0
0 – 59	F	0.0

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Students must earn a letter grade of “C” or better in order to pass and receive credit for a class. A letter grade of “D” or “F” is considered a fail, resulting in no credit being awarded. All classes in each program must be completed successfully in order to graduate from the program. Security and Intro to Nursing are pass/fail.

**Satisfactory Progress**

A student’s academic progress is evaluated based on 2 criteria: Cumulative Grade Point average (GPA) and Rate of Progress (ROP).

**Grade Point Average Requirement (GPA)**

A student must maintain a 2.0 GPA or higher

**Rate of Progress Requirement (ROP)**

A student’s rate of progress is the ratio of clock hours completed to clock hours attempted. For example, if the student successfully complete 10 clock hours, but has attempted 15 clock hours, the student’s rate of progress would be  $10/15 = 66.67\%$ . A student must maintain a rate of progress of 66.67% or better.

**Maximum Timeframe (MTF)**

The maximum timeframe to complete the program is 150% of the clock hours required to complete the program. For example, if the total clock hours required for a particular program are 100 clock hours, the maximum timeframe would be  $100 \text{ clock hours} * 150\% = 150 \text{ clock hours}$ .

**Requirements for Graduation**

Students must meet all academic and attendance requirements in order to be eligible for graduation. Specifically, students complete and pass all courses in their respective course of study and achieve a cumulative 2.0 grade point average upon completion of the program.

**Tuition**

Program	Clock Hours	Registration Fee*	Books	Supplies	Other Expenses*	Total Tuition**	Total Charges for the Program
Professional Security Officer	60	\$0	\$0	\$0	\$150	\$1,096	<b>\$1,246</b>
Certified Nurse Assistant	312	\$750	\$0	\$0	\$0	\$3,250	<b>\$4,000</b>

+ The State of California Student Tuition Recovery Fund (STRF)

\* Non-refundable fees

\*\*Total Tuition includes books, supplies, uniform, background check, physical exam, and state exam fees if applicable

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### **Cancellation Refund Policy**

California Education Code Section 94919 (d) provides that the student has the right to cancel and obtain a refund of charges paid (excluding the registration fee) through attendance at the first class session, or the seventh day after enrollment, whichever is later.

In accordance with California Education Code Section 94919(d), the institution's policy is that all new and re-entry students have the right to cancel the enrollment agreement until midnight of the seventh (7) day from the scheduled start date of the first module not including holidays.

In accordance with California Education Code Section 94919(b), Students shall notify the school in writing of the cancellation of their enrollment agreement ("Notice of Cancellation").

If the Notice of Cancellation is received by mail, it is effective when deposited in the mail properly addressed with postage prepaid. A student may cancel the enrollment agreement in the event the school cancels the program. All monies paid (with the exception of the registration fee), will be returned to the student within thirty (30) days after either the school receives the applicant's Notice of Cancellation; or if the school cancels this agreement as described below.

A cancellation determination will be made by the institution for new and re-entry students on or before midnight of the fourteenth (14) consecutive calendar day from the scheduled start date of the first module (for re-entry students, it is the first module in which the student is enrolled upon returning to school), not including school-scheduled holidays and school-scheduled breaks (winter, spring, and summer breaks only) based on the following criteria:

1. Violation of the Student Code of Conduct.
2. Unable to successfully pass drug screen
3. Unable to successfully pass background screen
4. Unable to obtain proof of high school graduation or equivalent.
5. Incomplete arrangements to fulfill financial obligations.

If the Enrollment Agreement is cancelled the school will refund the student any money he/she paid, less a registration or administration fee not to exceed \$250, and less any deduction for equipment not returned in good condition, within 45 days after the notice of cancellation is received.

### **Institutional Refund Policy**

Students have the right to withdraw from a course of instruction at any time.

The institution has the right to withdraw a student after the cancellation period for the following reasons:

1. Not meeting minimum attendance requirements.
2. Not meeting minimum Satisfactory Academic Progress
3. Violation of the Student Code of Conduct.

A student may withdrawal from a program by notifying a campus representative, either in writing or verbally, of their intent to withdrawal.

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The Institutional Refund Policy is used to determine the amount of tuition to be refunded to a student who withdraws or is terminated after the first day of class. Refunds are computed from the first date of entrance (commencement of training) to the last date of actual attendance as determined by official attendance records.

When a student withdraws, the institution prorates tuition charges up to 60% of the period of enrollment based on the formula outlined below. For students who withdraw after attempting more than 60% of the period of enrollment, the institution will retain 100% of the tuition charges for that period of enrollment. This means that the student will be responsible for 100% of the tuition charges for the enrollment period. The calculation to determine the percentage of tuition to be refunded to the student is as follows:

Scheduled hours in period of enrollment up to student's LDA \_\_\_\_\_ = Percentage of period of  
Total hours in the period of attempted enrollment.

If the percentage of period of enrollment attempted is greater than 60%, then 100% of tuition will be retained by the institution. If the percentage is 60% or less, then the following calculation will be applied:

Tuition X Percentage of period enrollment attempted = Tuition Retained by Institution.

If the amount that paid is more than the amount owed for the time of attendance, then a refund will be made within 45 days of the date the institution determines that the student withdrew. If the amount charged is more than the amount already paid, the student is responsible for the difference.

### **Student Tuition Recovery Fund (STRF)**

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss.

Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program." "It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.



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2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary awards by an arbitrator or courts, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.

### **Employment Assistance**

The school maintains a policy of providing job placement assistance for all of its graduates. No school can ethically promise or guarantee a job. However, the College of Good Hope does provide assistance with resume writing, interviewing techniques, job search skills, on site job fairs, arranging appointments for job interviews and continued employment support and assistance for up to five years following graduation.

Job readiness skills including career information, resume writing, job search, interview attire, and mock interviews are a part of all programs. Each program has a career coach who works one on one with students to develop their Individual Employment Plans.

The Job Developer works closely with students and coaches to bring together recruiters from appropriate fields and reputable companies for a Positive Recruitment event on site on the day of graduation. Employment progress is tracked and assistance given by career coaches for five years

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following graduation. The job developer leads a weekly Job Club that provides career support and information.

### **Student Services**

The College of Good Hope provides various services to assist students in the successful completion of their respective programs. These services are available to all students, and students are made aware of such services in the school catalog, through Orientation, and postings around the campus.

Designated and qualified campus associates have a responsibility to provide assistance regarding academic and life skills by developing and maintaining programs designed to enhance student community life and academic success.

The College assesses the needs of students and offers services that are in line with those needs. The methods the College uses to determine services needed include, but are not limited to, the following:

1. Admissions questionnaires, which give students the opportunity to state how they can be successful in school and what, if any, obstacles or issues they are currently experiencing which could interfere with their success
2. Assessments and discussions conducted by instructors with students on a weekly basis after tests, during class each day, and when students are issued Progress Reports at the end of their module(s)
3. Student survey results
4. Issues raised during tutoring and advisement sessions
5. Student conversations/complaints taken to management
6. Employer feedback
7. Issues/obstacles that interfere with student attendance, satisfactory academic progress, and student conduct during school
8. Reasons for drops from school
9. Ethics Hotline complaints from students (internal complaint line)
10. Accreditation, Better Business Bureau, State, and other complaints received

### **Types of Student Services**

1. Student Services Resource Personnel – Staff are available to assist students identify resources for childcare, housing, transportation, drug prevention, domestic violence, etc.
2. Tutoring/Advisement for students who request help or if their instructor recommends it after advising a student in class.

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3. Career Development support – assist students with resume writing, interviewing techniques, dressing for success, job search techniques, job leads, and help prepare students for interviews with employers.
4. Positive Recruitment- On the last day of class, each program brings in employers in the respective field that are actively recruiting and hiring. These employers interview students for those positions.
5. Learning Resources - both on-line and print formats, to assist with program projects and assignments, and career related services/research
6. On-going instructor, management and staff support whenever a student is in need of help regarding a program or question.
7. Relevant coping skills (e.g., life, career development, budget, and personal, financial planning skills).
8. Supervision and monitoring of attendance records.

### **Americans with Disabilities Act**

The College of Good Hope prohibits discrimination on the basis of disability in regards to all training practices or terms, conditions and privileges of training. Consistent with this policy and applicable law, the College of Good Hope will make reasonable accommodations to the known physical or mental limitations of students, unless to do so would place an undue hardship on the operation of Goodwill business.

### **Reasonable Accommodations**

The College of Good Hope is dedicated to ensuring that all students are able to maximize their training experiences. To that end, the College of Good Hope will make reasonable accommodations needed by an individual inclusive of physical plant accessibility and mobility concerns, unless to do so would place an undue hardship on the school.

Reasonable accommodations include:

- Assistive devices. Students and staff are responsible for identifying and implementing the use of these devices.
- Modifications may be made to equipment and/or the training site to enable the student to access training services. Staff will make recommendations for, and implement the changes.
- When there is a documented need for adjusted hours or additional rest periods due to a disability, a modified training/work schedule will be developed. Staff will make recommendations for any necessary adjustments.

### **Class Schedules and Holidays**

The College of Good Hope offers classes year-round.

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Classes are not scheduled on the following holidays unless otherwise noted in the specific training program calendar:

New Year's	Labor Day
Martin Luther King's Day	Thanksgiving Day
President's Day	Day after Thanksgiving
Memorial Day	Christmas Day
Independence Day	

### **Student Compliant/Grievance Procedure**

The College of Good Hope has established a dispute resolution procedure. This policy and procedure is planned to give students a voice in those matters that affect their training conditions at the College of Good Hope. The school realizes that it is important to express such issues.

The College of Good Hope desires to solve such problems as quickly and justly as possible, objectively and confidentially, and free from any and all concern over reprisal or recrimination. As requested, the College of Good Hope by way of Goodwill will facilitate access or referral to legal entities/advocacy groups for appropriate representation during the grievance process. When a student believes that an issue or situation is unfair, unjust, or inequitable, he/she should discuss it with the Program Director-College of Good Hope, Associate Director of Workforce Development, or the Director of Education. If the student is not satisfied after discussing the matter with the one of the aforementioned people, the student can request a meeting with the Vice President of Workforce Development.

The Vice President of Workforce Development will respond with a decision in writing to the student within fifteen (15) working days from the date of the meeting. If the student is not satisfied with the response of the Vice President of Workforce Development, the student may request an appointment to speak with the President/CEO of Goodwill SOLAC or designee. The President/CEO of Goodwill SOLAC will provide a decision in writing within an additional ten (10) working days from the date of the meeting. Decisions of the President/CEO are final.

If applicable, the student is encouraged to discuss their grievance with their referring agency. In all cases, the student will receive written notification of the decision made and of actions to be taken to address the grievance. Such issues may be honest differences of opinion, or judgment situations, but the College of Good Hope acknowledges the importance of their expression. The College of Good Hope is desirous of solving problems as promptly and justly as possible, objectively and confidentially, and free from any/all concern over reprisal or recrimination.

### **Ethics Hotline** 888-254-9209

The ethics hotline, 888-254-9209, is also a resource for students to use to report any issues to the company. The hotline is administered by an independent third party who will receive the issue and forward it only to the President and CEO of Goodwill SOLAC.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet web site ([www.bppe.ca.gov](http://www.bppe.ca.gov)).

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Additionally, a student may consider contacting the Accrediting Commission of Career Schools and Colleges. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. All inquiries should be directed to:

Accrediting Commission of Career Schools & Colleges  
2101 Wilson Boulevard, Suite 302 Arlington, VA 22201  
(703) 247-4212  
[www.accsc.org](http://www.accsc.org)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting the Vice President of Workforce Development or online at [www.accsc.org](http://www.accsc.org).

### **Family Educational Rights and Privacy Act (FERPA)**

FERPA is a federal law that protects student information. Under this law, students are given certain rights regarding their student information:

1. The right to inspect and review the student's education records within 45 days of the day the institution receives a request for access.
2. The right to request the amendment of education records the student believes are inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA.
3. The right to provide written consent before the institution discloses personally identifiable information (PII) from the student's education records, except to the extent that FERPA authorizes disclosure without consent.
4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the institution to comply with the requirements of FERPA.

An "eligible student" under FERPA is a student who is 18 years of age or older who attends a postsecondary institution.

Students wishing to file complaints relating to the privacy of their student information contact the following office of the U.S. Department of Education that administers

FERPA  
Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW Washington, DC 20202-4605  
(202) 260-3887

The College of Good Hope encourages students to also notify the school of complaints or concerns with our school pursuant to the Student Complaint/Grievance procedure.