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Ross College and  
Ross Medical Education Center

**STUDENT GUIDELINES**  
**2024-2025**

Please call the campus for its hours of operation.

You may also call 1-800-833-ROSS or visit our website at [www.rosseducation.edu](http://www.rosseducation.edu).

Auxiliary aids and services are available upon request to individuals with disabilities.

Dial TTY Number 7-1-1

For more information about our graduation rates, the median debt of students who completed the program and other important information, visit our website at <http://rosseducation.edu/consumer-info>

# TABLE OF CONTENTS

PURPOSE OF STUDENT GUIDELINES .....	4
ACADEMICS .....	5
ATTENDANCE .....	5
Attendance Policy - Online Courses.....	6
Attendance Policy – Practical Nursing Diploma and Nursing Degree Programs .....	6
Attendance Termination Policy .....	6
Make-Up Work/Late Assignments.....	7
Student Withdrawal Policy .....	7
Official Withdraws .....	7
Unofficial Withdrawal .....	7
ADVISING .....	7
TUTORING .....	7
ACADEMIC HONESTY POLICY .....	8
OPERATING SYSTEM REQUIREMENTS - ONLINE PROGRAMS AND HYBRID PROGRAM COURSES .....	8
LEARNING ENVIRONMENT REQUIREMENTS – ONLINE COURSE DELIVERY .....	9
STANDARDS OF SATISFACTORY ACADEMIC PROGRESS.....	9
EXTERNSHIP .....	16
Externship Assignments.....	16
Externship Eligibility.....	16
Determination of Externship Grade .....	16
GRADUATION .....	17
Graduation Requirements - Certificate/Diploma Programs.....	17
Graduation Requirements - Degree Programs .....	17
Graduation Celebration .....	17
Residency Requirement.....	17
Career Services Center.....	17
GENERAL ADMINISTRATIVE INFORMATION / POLICIES .....	19
BREAK TIME.....	19
CONDUCT .....	19
DRESS CODE .....	19
Certificate and Diploma Programs.....	19
Associate Degree Programs .....	20
ELECTRONIC DEVICES.....	20
Classroom Computers.....	20
E-book Devices, Personal Laptop and PDA Usage .....	20
Ross Email Accounts .....	20
FIELD TRIPS.....	21
RESPONSIBLE USE OF SOCIAL MEDIA .....	21
ARTIFICIAL INTELLIGENCE (AI).....	21
STUDENT SAFETY .....	21
Pandemic Protocols .....	21
Guidelines for Universal Precautions .....	22
Bloodborne Pathogens and Infectious Diseases .....	22
Anti-Drug Policy .....	22
Anti-Crime Policy .....	22

Campus Closures.....	22
Clean-up .....	23
Emergency Management Plan.....	23
Exposure to Radiation .....	23
Firearms and Weapons .....	23
Hazardous Materials .....	23
Smoke-Free and Tobacco-Free Policy.....	23
SEX OFFENDER REGISTRATION COMPLIANCE.....	24
TELEPHONES .....	25
Cell Phones.....	25
School Phones .....	25
EDUCATIONAL REQUIREMENTS/LICENSURE .....	25
TITLE IX.....	25
SUGGESTIONS AND CONCERNS .....	26

## PURPOSE OF STUDENT GUIDELINES

You are enrolled in school to have the opportunity to develop skills and knowledge that can help you pursue an entry-level position in your chosen field of study. A cooperative attitude while attending school will provide Ross the opportunity to better serve you in those educational pursuits; consequently, the enclosed student guidelines are provided to assist you in getting the most out of your educational experience at Ross!

# ACADEMICS

## ATTENDANCE

Ross College and Ross Medical Educational Center maintain an institutional attendance policy to support the academic achievement of their students. The attendance policies are divided as follows:

- **Attendance Policy - Residential Courses:** Applies to all program courses delivered at the resident campus.
- **Attendance Policy - Online Courses:** Applies to students completing their program entirely online through Ross College, Sylvania and to online courses taken by students who have selected to have a portion of their residential program courses delivered via distance education (hybrid).
- **Attendance Policy - Practical Nursing Diploma and Nursing Associate Degree Programs:** Applies to students enrolled in the Practical Nursing Diploma and Nursing Associate degree programs.

***\* For students enrolled in residential programs who have selected to have a portion of the program courses delivered via distance education, the distance education courses are facilitated through a consortium agreement and delivered by Ross College, Sylvania.***

***\*\* In hybrid versions of the Nursing, Practical Nursing, and Veterinary Assistant programs, the campus of enrollment and all distance education courses are delivered by Ross College, N. Canton, OH.***

### **Attendance Policy - Resident Courses**

Students are expected to attend all scheduled classes regularly and on time in order to achieve the learning goals for their program of study. Students, whether present or absent from class, are responsible for knowing all that is announced, discussed, and/or lectured upon in class or laboratory. In addition, students are responsible for submitting on time all assignments and examinations as required in the class. Students are expected to attend all scheduled activities that are part of the class, including those activities scheduled during the class time and those scheduled outside of class time. An individual course or program may have specific requirements (which in some cases may be more stringent than the general attendance requirements) as to the effect of attendance on grades, class meetings, course assignments, off-campus activities, externships, clinical and practicum activities, and other program requirements.

Students who fail to attend a scheduled on-campus class session will not receive attendance credit for that session. Students enrolled in a hybrid program course or online program who fail to complete the academically-related activity in the learning management system (LMS) required for a scheduled online class session will not receive attendance credit for that session.

### ***Attendance Policy for Students Receiving Veterans Affairs (VA) Benefits (AL residents only):***

Students are expected to attend all classes. If attendance falls below 80%, the student will be placed on attendance probation for one month. Attendance for students receiving VA benefits is evaluated monthly at the end of the month. If circumstances prevent attendance at a particular class, prior notification is expected. If the student has not returned to satisfactory attendance at the end of the one-month attendance probation period, VA benefits will be terminated. Certification to the VA for payment will not be resumed until satisfactory attendance is regained. Students whose absences result from authorized mitigating circumstances, as determined by the campus administrator, will not be terminated. Re-admittance after dismissal for violating attendance standards requires approval of the campus administrator.

### **Attendance Policy - Online Courses**

For all courses completed online, students are required to login to their online classrooms regularly. The definition of attendance for these students is submission of a gradable item. The definition of a 'gradable item' includes:

- Threaded discussion post
- Submission of a quiz/test
- Submission of a written assignment
- Attendance at required live classroom meetings (Applies to students enrolled in hybrid versions of the Practical Nursing and Nursing programs)

Students must complete the required online academically-related activity on the day of the scheduled online session, which begins at 12:00 a.m. and ends at 11:59 p.m.

**Note:** Gradable items must be submitted within the online course system as instructed. Sending an email to an instructor does not count as a gradable item.

Meeting the attendance requirements does not indicate that the student has completed all of the required class work for a particular week. Meeting the attendance requirements indicates only that the student has participated sufficiently to be considered in attendance for that week. Assignments are graded on their merit and according to the guidelines established within the course and for the individual assignment.

### **Attendance Policy – Practical Nursing Diploma and Nursing Degree Programs**

The Nursing programs require an overall attendance minimum of 85% by the end of the program. Students who fail to attend a scheduled on-campus class session will not receive attendance credit for that session. When required to sign in for attendance, each student must sign in personally. Meeting with an instructor outside of class does not count as attending a class. A student who is not in attendance during the first week of a course will be administratively withdrawn from the course and may be administratively withdrawn from the College. Students may file an attendance appeal for extenuating circumstances. A student who is consecutively absent for more than 25% of the scheduled class sessions of a course will be administratively withdrawn from the course and may be administratively withdrawn from the College. A course starts on Monday (or the first scheduled meeting date if Monday is a holiday) and ends on the last scheduled class session of the fourth week. Students may not receive attendance credit for activities completed before a course begins or after a course ends. **(Examples: A.** if a student is scheduled for 12 class meetings, the student would be withdrawn on the 4th consecutive day of absenteeism. **B.** if a student is scheduled for 8 class meetings days, the student would be withdrawn on the 3rd consecutive day of absenteeism. **C.** if a student is scheduled for 20 class meetings, the student would be withdrawn on the 6th consecutive day of absenteeism.) The ability to make-up work missed due to absence is at the sole discretion of the instructor, and making up work does not count as attendance in the class missed. It is likewise solely the student's responsibility to maintain contact with the instructor to request the opportunity to engage in make-up work. Students are advised that withdrawals from courses will affect their course completion rate (see Ross College Undergraduate Satisfactory Academic Progress Policy”).

A Nursing student who is unable to meet the Attendance Requirements may be eligible to apply in advance for Active Non-Attending status. Please see the Campus Administrator at the North Canton Campus.

### **Attendance Termination Policy**

Regardless of notification, if a student is not in attendance for seven consecutive scheduled training days (7 calendar days for WV and on-ground AAS programs) from the last date of attendance, the student will automatically be terminated. A student's last day of attendance (LDA) is defined as the last day a student participated in lecture, submissions of online gradable assignment, clinical lab on-campus or externship. Students who notify the school prior to the seven days having elapsed will be withdrawn on the date of

notification. The campus administrator has the discretion to waive the termination based upon extenuating circumstances. The LDA is used in calculating applicable refunds, and may determine the extent of the student's financial obligation to the school.

### **Make-Up Work/Late Assignments**

Each student is responsible for contacting the course instructor regarding coursework missed or not submitted on time due to an absence. Unless other arrangements have been made with the instructor, all out of class assignments are due to the instructor the day the student returns to class following an absence.

Late assignment submissions will be accepted through the end of the mod in which it was assigned. A deduction will be taken from the grade for all submitted late assignments. Additionally, any assignments submitted after the due date do not count as attendance for a missed class. It is the student's responsibility to maintain contact with the instructor regarding the submission of late assignments.

### **Student Withdrawal Policy**

In the event that a student withdraws or is terminated from the program before the program completion date, the refund policy will be applied to the total tuition and fees assessed. If it is determined that a tuition and fees obligation remains to be paid, payments are expected to continue according to the enrollment agreement until the remaining balance is paid in full.

### **Official Withdraws**

A student maintains the right to withdraw from a program any time after the cancellation period. The student must take the following steps to officially withdrawal from school:

- Notify the campus administrator in person or writing of the intent to withdrawal from school
- Complete the Student Official Withdrawal form
- If a student is receiving Financial Aid, he/she is advised to meet with the Education Support Coordinator/Financial Aid Specialist if needed.

In the event the student fails to complete the Student Official Withdrawal form they will be considered an unofficial withdrawal.

### **Unofficial Withdrawal**

Regardless of notification, if a student is not in attendance for seven consecutive classroom training days (7 calendar days for WV) from the last date of attendance, the student will automatically be terminated.

Students who notify the school prior to seven days having elapsed will be withdrawn on the date of notification. In the event that a student withdraws or is terminated from the program before the program completion date, the refund policy will be applied to the total tuition and fees assessed. If it is determined that a tuition and fees obligation remains to be paid, payments are expected to continue according to the enrollment agreement until the remaining balance is paid in full.

### **ADVISING**

The student receives academic, attendance and/or financial aid advising from the school, as the school deems necessary in its discretion.

### **TUTORING**

Tutoring and academic guidance are provided to students when needed. Students may receive extra help by making a request to their instructor or Campus Administrator. Tutoring will be arranged outside the normal classroom instruction hours to assist the student.

## ACADEMIC HONESTY POLICY

Ross expects honesty from students in the creation and submission of their academic work. Academic dishonesty is a serious violation of the trust upon which an academic community depends. Every student must agree to abide by the Ross Academic Honesty Policy and uphold the principles of honesty, integrity, and accountability in their academic work. Students are responsible for knowing and observing accepted principles of scholarly research and writing in all academic work. If a violation of the Academic Honesty Policy is suspected, the student will be provided the opportunity to explain to their instructor the events that led to the allegation by his or her instructor. If the instructor is convinced that the student is guilty of academic dishonesty, one or more of the following penalties may be imposed by the Ross Administration depending on the seriousness of the offense:

- Reprimand the student
- Require that the work in question be done over
- Assign a grade of zero on the work involved
- Assign a grade of F for the course
- Terminate the student from the program

If more than one student is involved, the situation must be discussed with each one individually.

## OPERATING SYSTEM REQUIREMENTS - ONLINE PROGRAMS AND HYBRID PROGRAM COURSES

### Computer Specifications

Canvas and its hosting infrastructure are designed for maximum compatibility and minimal requirements. Students are required to have reliable access a laptop or desktop computer with Windows or Mac operating system and internet connectivity, but may use a mobile device such as a phone or tablet as a secondary means of access coursework in Canvas. Accessibility to Canvas is extremely limited when using a Chromebook or Kindle, so students are advised not to use these devices.

Students enrolled in the Nursing, Associate, Practical Nursing, Diploma, or Veterinary Technology, Associate programs are required to have reliable access to a PC or Mac computer with the specifications listed below. Tablets, smartphones, or other mobile devices are not acceptable alternatives. Students, who do not have access to a PC or Mac, may purchase a laptop or equivalent from Ross. Details on the cost to purchase the laptop are included in the Tuition and Fees section of the catalog.

### Screen Size

Canvas is best viewed at a resolution of 1024 x 768 or better. If you want to view Canvas on a device with a smaller screen, we recommend using the Canvas mobile app.

### Operating Systems

- Canvas requires an operating system that can run the latest compatible web browsers. Your computer operating system should be kept up to date with the latest recommended security updates and upgrades. Note - Pharmacy management software for the Pharmacy Technician program only works with Windows operating systems

### Mobile Operating System Native App Support

As of November 15, 2023, Android apps require version 13 or later and iOS apps require version 15 or later. All Android and iOS both support the two most recent versions of their respective operating systems. Although course software may work on tablets and mobile devices, not all software features may be



available, including secure sign on (SSO) and grade pass back, so students are advised not to use these devices.

### **Computer Speed and Processor**

- Use a computer 5 years old or newer when possible
- 8GB of RAM
- 2GHz processor

### **Internet Speed**

- Minimum of 512 Kbps upload speed and 2.0 Mbps download speed

### **Supported Browsers**

Canvas supports the current and two previous major releases of the following browsers:

- Google Chrome
- Mozilla Firefox (Extended Releases are not supported\*)
- Apple Safari
- Microsoft Edge
- Respondus Lockdown Browser (supporting the latest system requirements)

You should always use the most current version of your preferred browser. Your browser will notify you if there is a new version available.

### **LEARNING ENVIRONMENT REQUIREMENTS – ONLINE COURSE DELIVERY**

- Internet access with a 56K modem or faster.
- Ability to accept browser cookies
- JavaScript enabled on your Web browser
- Latest version of Adobe Reader
- Set browser to refresh at every page
- Must not be behind a firewall that blocks cookies or blocks access to a secure server
- All pop-up blockers turned off
- Have speakers connected to your computer and turned on programs

## **STANDARDS OF SATISFACTORY ACADEMIC PROGRESS**

All students must maintain Satisfactory Academic Progress (SAP) regardless of whether they receive Federal financial aid. In order to maintain Satisfactory Academic Progress, a student must meet minimum standards of cumulative grade point average (qualitative measurement) and cumulative rate of completion (quantitative measurement). Cumulative Rate of Completion is defined as credit hours earned versus credit hours attempted. In order to graduate, a student must successfully complete all courses in the program with a grade point average of 2.0/C or higher with no grade less than 1.0/D in any individual course. All credits transferred from another institution will be counted as both attempted and completed hours.

### **1. MAXIMUM TIME FRAME**

A student who enrolls in a program must complete the program no more than one-and-one-half times the normal published length of the program. That is, the credit hours attempted cannot exceed 1.5 times the credit hours required to complete the program. If the student cannot complete the program during the maximum time period, the student will be terminated from school and will be no longer eligible for Title IV funds.

## 2. EVALUATION POINTS

The school determines whether students are meeting the minimum Satisfactory Academic Progress requirements at evaluation points described below. The student receives academic, attendance and/or financial aid advising from the school, as the school deems necessary in its discretion.

The student's Cumulative Grade Point Average (CGPA) and Cumulative Rate of Progression (CROP) will be evaluated after each payment period for Non-Term Programs during the program (at midpoint of the program/academic year and at program completion). Evaluation periods for Term Programs (Nursing and Occupational Therapy Assistant), student will be after the end of each quarter. Please refer to the "Start Date" section of this catalog to determine when the program/academic year midpoint date will occur as based on the program start date.

## 3. MINIMUM SAP ACADEMIC ACHIEVEMENT AND COMPLETION REQUIREMENTS

At the progress evaluations, a student must meet the following minimum cumulative grade point average (CGPA) and cumulative completion rate by program (CROP) – CROP is evaluated by credit hour (i.e., credit hours attempted versus credit hours successfully completed). These standards are listed by program as follows:

### Certificate/Diploma Programs:

#### ***Medical Assistant, Dental Assistant, Pharmacy Technician, Veterinary Assistant, Medical Insurance Billing and Office Administration Programs***

Progress Evaluation	Cumulative Grade Point Average (CGPA)	Cumulative Rate of Completion (CROP)
End of Scheduled Payment Period #1 (Midpoint Date)	2.0	75%
End of Program	2.0	75%

### ***Practical Nursing Program***

Progress Evaluation	Cumulative Grade Point Average (CGPA)	Cumulative Rate of Progression (CROP)	Required Action
End of Scheduled Payment Period #1 (Midpoint Date)	1.5	33.3%	Academic/Financial Aid Warning
End of Scheduled Payment Period #2 (Academic Year #1 End Date)	1.75	66.6%	Academic/Financial Aid Warning (if 1 <sup>st</sup> time) Academic/Financial Aid Dismissal (if on Academic/Financial Aid Warning)
End of Scheduled Payment Period #3 (Academic Year #2 Midpoint) & Every Quarter Thereafter	2.0	66.6%	Academic/Financial Aid Warning (if 1 <sup>st</sup> time) Academic/Financial Aid Dismissal (if on Academic/Financial Aid Warning)
At Any Time		Anytime in excess of 150% MTF	Academic/Financial Aid Dismissal
Nursing Concentration Courses	At Any Time	2x Unsuccessful Attempts in a Single	Academic/Financial Aid Dismissal

		Nursing Concentration Course or a Total of 3 Unsuccessful Attempt in any Combination of 3 Nursing Concentration Courses	
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### Associate Degree Programs:

#### ***Medical Assistant Specialist, Medical Insurance Billing and Office Administration Specialist Programs***

Progress Evaluation	Cumulative Grade Point Average (CGPA)	Cumulative Rate of Completion (CROP)
End of Scheduled Payment Period #1 (Midpoint Date)	2.0	75%
End of Scheduled Payment Period #2 (Academic Year #1 End Date)	2.0	75%

#### ***Veterinary Technology Program***

Progress Evaluation	Cumulative Grade Point Average (CGPA)	Cumulative Rate of Progression (CROP)
End of Scheduled Payment Period #1 (Midpoint Date)	2.0	75%
End of Scheduled Payment Period #2 (Academic Year #1 End Date)	2.0	75%
End of Scheduled Payment Period #3 (Academic Year #2 Midpoint)	2.0	75%
End of Scheduled Payment Period #4 (Academic Year #2 End Date)	2.0	75%
End of Scheduled Payment Period #5 (VTA only Academic Year #3 Midpoint)	2.0	75%
End of Scheduled Payment Period #6 (VTA only Academic Year #3 End Date)	2.0	75%

#### ***Nursing, Occupational Therapy Assistant Programs***

Progress Evaluation	Cumulative Grade Point Average (CGPA)	Cumulative Rate of Progression (CROP)	Required Action
End of First Academic Year	1.25 OTA 2.0 Nursing	50.00% OTA 66.6% Nursing	Academic/Financial Aid Dismissal
End of Second Academic Year	2.0 OTA 2.5 Nursing	66.6% OTA 66.6% Nursing	Academic/Financial Aid Dismissal

End of Seventh Quarter and Thereafter	2.0 OTA 2.5 Nursing	66.6% OTA 66.6% Nursing	Academic/Financial Aid Warning (if 1 <sup>st</sup> time)  Academic/Financial Aid Dismissal (if on Academic/Financial Aid Warning)
	At Any Time	Anything in excess of 150% MTF	Academic/Financial Aid Dismissal
Nursing Concentration Courses	At Any Time	2x Unsuccessful Attempts in a Single Nursing Concentration Course or a Total of 3 Unsuccessful Attempts in any Combination of 3 Nursing Concentration Course	Academic/Financial Aid Dismissal

#### **Online Diploma Programs:**

##### ***Medical Office Administration, Medical Insurance Billing and Office Administration***

<b>Progress Evaluation</b>	<b>Cumulative Grade Point Average (CGPA)</b>	<b>Cumulative Rate of Completion (CROP)</b>
End of Scheduled Payment Period #1 (Midpoint Date)	2.0	75%
End of Program	2.0	75%

#### **Online Associate Degree Programs:**

##### ***Medical Assistant (94 Credit Hour Version), Health Care Administration, Medical Billing Administrative Specialist (90 Credit Hour Version)***

<b>Progress Evaluation</b>	<b>Cumulative Grade Point Average (CGPA)</b>	<b>Cumulative Rate of Completion (CROP)</b>
End of Scheduled Payment Period #1 (Academic Year 1 Midpoint Date)	1.5 CGPA	50%
End of Scheduled Payment Period #2 (Academic Year 1 End Date)	1.75 CGPA	66.7%
End of Scheduled Payment Period #3 (Academic Year 2 Midpoint Date) and All End of Scheduled Payment Periods Thereafter	2.0 CGPA	75%

#### **Online Associate Degree Programs:**

##### ***Medical Assistant (95.5 Credit Hour Version), Medical Office Management, Medical Billing Administrative Specialist (91 Credit Hour Version), Health Administrative Services, Human, Social and Health Services Programs***

<b>Progress Evaluation</b>	<b>Cumulative Grade Point Average (CGPA)</b>	<b>Cumulative Rate of Progression (CROP)</b>
End of Scheduled Payment Period #1 (Midpoint Date)	2.0 CGPA	75%

End of Scheduled Payment Period #2 (Academic Year #1 End Date)	2.0 CGPA	75%
End of Scheduled Payment Period #3 (Academic Year #2 Midpoint)	2.0 CGPA	75%
End of Scheduled Payment Period #4 (Academic Year #2 End Date)	2.0 CGPA	75%

#### 4. PROGRESS EVALUATIONS

Students will receive regular evaluations of their progress which will occur officially at the end of each scheduled payment period. A summary of the grades and pace for each phase of the program, as well as cumulatively, is given to each student. The appropriate instructor or school administrator will be available to discuss any concerns.

#### 5. SAP WARNING

If the minimum standards for CGPA or CROP are not met at the end of a scheduled payment period, a student may be placed on Financial Aid Warning. The Financial Aid Warning period will be one payment period. Title IV funds may be disbursed during the Financial Aid Warning periods.

If it is determined during any progress review, that a student is unable to mathematically meet either the CGPA or CROP standards referenced in the above tables titled "Minimum SAP Academic Achievement and Completion Requirements", the student may be dismissed without a Financial Aid Warning. This may be done by the determination of the Campus Administrator/Director of Education, that the student will not meet the minimum standards for Satisfactory Academic Progress during the Financial Aid Warning payment period. Students are referred to discuss directly with Campus Administration / Director of Education those calculations, and will be provided a copy upon determination.

A student will be terminated at the end of the Financial Aid Warning period if the minimum standards of Satisfactory Academic Progress are not met. In addition, students may be terminated after a single module within the Financial Aid Warning period if it is determined the student will be unable to meet the conditions of the warning. Students who satisfy the conditions of Satisfactory Academic Progress at the end of the Financial Aid Warning period will be considered to be meeting Satisfactory Academic Progress standards.

#### 6. NOTIFICATION

Students are notified in writing should they fail to meet the minimum standards of Satisfactory Academic Progress following an evaluation period.

#### 7. SAP APPEALS

Students who wish to appeal the determination that they are in violation of the SAP Policy must submit an appeal to the Campus Administrator. Appeals will be considered when extraordinary circumstances such as health, family, financial, transportation, childcare or other personal issues exist. Students may also appeal if the CROP% is less than 75% and they can meet the graduation requirements. The student's appeal must include why the student failed to meet SAP standards and what has changed. The letter must be submitted within 3 calendar days of the end of the SAP evaluation point. The letter should describe any circumstances that the student feels deserve further consideration. An appeal decision will be made and the student notified accordingly.

## 8. SAP PROBATION

Degree program students who are notified of an approved appeal will be placed on Satisfactory Academic Progress (SAP) Probation for one payment period. Students in non-degree programs who are notified on an approved appeal will be placed on Satisfactory Academic Progress (SAP) Probation for up to one payment period, as determined by Campus Administration / Director of Education. While on SAP Probation, the student is eligible to receive financial aid. Students who do not meet SAP requirements or the requirements of an Academic Plan upon the end of the SAP Probation period will be terminated. No additional appeal may be taken. Students are notified in writing should they fail to meet the minimum standards of Satisfactory Academic Progress following an evaluation period. Students will be notified through the progress evaluation that they are removed from SAP Probation.

## 9. GRADING SYSTEM

The grading scale is based on a 4.0 system. Students are expected to maintain satisfactory progress in each course. All tests and assignments are graded against a 100% scale which is assigned a letter grade and a grade point average according to the chart below:

A. All programs **except** for the Associate degree programs in Nursing, Occupational Therapy Assistant and Veterinary Technology:

Numeric Grade	Letter Grade	Grade Point
90-100	A	4.0
85-89.99	B+	3.5
80-84.99	B	3.0
75-79.99	C+	2.5
70-74.99	C	2.0
65-69.99	D+	1.5
60-64.99	D	1.0
Below 60	F	0
Withdraw	W	0
Incomplete	I	0

In order to receive credit for any course, the student must earn a minimum of a D/1.0.

For courses that include proficiencies, the student must pass all proficiencies and earn a minimum of a D/1.0 in the class to receive credit for the course.

B. Nursing (AAS and Diploma), Occupational Therapy Assistant, and Veterinary Technology Programs:

Percentage Breakdown	Letter Grade	Quality Points per Credit Hr.
95 - 100	A	4.0
90 - 94.99	A-	3.7
87 - 89.99	B+	3.3
83 - 86.99	B	3.0
80 - 82.99	B-	2.7
76 - 79.99	C+	2.3 *

70 - 75.99	C	2.0 **
65 - 69.99	D+	1.7
60 - 64.99	D	1.0
Below 60	F	0
Withdrawal	W	Not computed
Incomplete	I	Computed as F in GPA
Progress (for OTA Level II Fieldwork only)	P	Not computed
No Progress (for OTA Level II Fieldwork only)	NP	Not computed
In Progress (for all OTA Level Fieldwork Course Only)	IP	Not computed

#### **Additional Evaluation Measures for Specific Programs:**

\* Students enrolled in the courses/courses with the prefixes listed below must achieve a minimum grade of 76% to pass.

- Nursing (Prefixes -NUR, PN, RN)
  - Failure to obtain a passing score in one or more components (didactic, laboratory and/or clinical) requires that the student repeat the entire course and not just the failed component.
  - The result for a student who fails the same nursing concentration course two times or has a total of three course failures in any combination of nursing concentration courses, is Academic/Financial Aid Dismissal. Appeals for re-entry after dismissal for two unsuccessful attempts in one nursing concentration course or three unsuccessful attempts in any combination of three nursing courses will be denied. An unsuccessful attempt of a course is indicated by a grade of F, W, WF, or UF.
- Veterinary Technology (Prefixes - ANH)
- MTH 1800 - College Algebra (Nursing and Veterinary Technology)
- SCI 1351 - Anatomy and Physiology I (Nursing)
- SCI 1352 - Anatomy and Physiology II (Nursing)
- SCI 2100 - Elements of Microbiology (Nursing)
- HSC 1110 - Veterinary Medical Terminology (Veterinary Technology)

\*\* Students enrolled in the courses/courses with the prefixes listed below must achieve a minimum grade of 70% to pass.

- ALH - Allied Health (Occupational Therapy Assistant)
- HSC 1100 - Medical Terminology

## **10. WITHDRAWALS**

Non-punitive grades for courses awarded by the school include: “W”. Non-punitive grades are not included in the computation of a student’s overall CGPA. The credit hours associated with any courses for which non-punitive grades are received by a student are included in the student’s Maximum Time Frame and credit completion percentage as credits attempted.

## 11. COURSE REPETITIONS AND INCOMPLETES

If a course must be repeated, all attempts will count as credits attempted in the credit completion percentage. All grades earned will be included in the calculation of the GPA.

### ***Residential Programs***

A student who receives an Incomplete grade in any course will have 7 calendar days to complete the requirements of the course(s) with a final grade of 1.0/D or higher. The student will receive a failing grade in the course if all course requirements are not satisfactorily completed by the end of the two-week period. The single course attempt will count as credits attempted in the credit completion percentage calculation. The final grade, including a failing grade, will be included in the calculation of the CGPA.

### ***Online Programs***

Students who receive an incomplete course grade will have 7 calendar days to complete the requirements of the course(s) with a final grade of 1.0/D or higher at the discretion of the instructor based on individual circumstances.

## 12. READMISSION

Students terminated due to failure to meet Satisfactory Academic Progress may apply for readmission and will be reviewed on an individual basis. A student must submit a written request for reentry and meet with the Campus Administrator before being considered for readmission. The student's Cumulative Grade Point Average and Cumulative Rate of Completion will be evaluated again at the end of the next scheduled payment period. If readmission is granted, the student will be placed on Academic/Financial Aid Probation. The student must meet the standards of Satisfactory Academic Progress by the end of his or her next evaluation point.

# EXTERNSHIP

### **Externship Assignments**

The externship is the final requirement for graduation for all certificate and diploma programs at Ross. It is arranged by Career Services and assigned to students approximately two weeks prior to the scheduled start date. The Externship can begin no sooner than the day after the last day of classroom training. The duration will vary based on program of study.

All students are required to participate in a weekly mandatory Externship Seminars for the class. The seminars and seminar assignments are completed virtual in Canvas.

### **Externship Eligibility**

In order to be eligible for externship, students must meet the following requirements:

- Successfully passed all other courses in the program of study with a minimum grade of 1.0/D.
- Tuition paid in full or payments up to date depending on the most recent tuition package worksheet or arrangements agreed to with the Central Financial Aid Office.

### **Determination of Externship Grade**

The externship evaluation is based on 0% to 100% which includes the following:

1. Professionalism
2. Clinical Skills/Technical Skills
3. Administrative Skills
4. Externship Seminars



### **Drug Testing Disclosure - Pharmacy Technician, Diploma Program Students**

In some cases, externship sites or state licensing boards may require that students undergo an additional drug screening as a prerequisite to participating in the externship. Students will not incur any costs for this drug screen. Students who fail or refuse the initial or subsequent drug screen will be dismissed from the program due to their inability to qualify for an externship site. Specific details regarding what constitutes a failed drug test is determined by the employer or state licensing board. Students may request reinstatement into the program of study by contacting the program administration.

## **GRADUATION**

### **Graduation Requirements - Certificate/Diploma Programs**

To be eligible to graduate with a credential from Ross Medical Education Center or Ross College the candidate from graduation must:

- Have successfully completed all courses required for the credential sought
- Have earned all credits required by his or her program within the maximum program length (1.5 times the number of credit hours in the program).
- Have a cumulative grade point average of at least 2.00 with no less than a final grade of a D/1.0 in any individual course

### **Graduation Requirements - Degree Programs**

An Associate of Applied Science Degree will be awarded to each student who successfully:

- Complete all program requirements in the specified time
  - Have earned all credits required by his or her program within the maximum program length (1.5 times the number of credit hours in the program).
  - Have a cumulative grade point average 2.00 or higher with no less than a final grade of a D/1.0 in any individual course
- NOTE:** For Nursing students seeking an Associate degree credential, the Cumulative Grade Point Average is at least 2.50
- Have satisfied the residency requirement

The student must satisfy his/her financial obligations to Ross Medical Education Center/Ross College in order to receive his/her transcript, Certificate/Diploma, Associate of Applied Science degree and/or placement assistance. It is the student's responsibility to maintain their credentialing documents, such as diploma, certificate and degree.

### **Graduation Celebration**

Ross holds an annual graduation celebration the last Friday in April. All students who graduated April 1 through March 31 of the year are invited to attend. Details will come directly from the campus.

### **Residency Requirement**

Though credits may be applied to a student's degree program through transfer from institutions other than another Ross Medical Education Center or Ross College and through other means, the total number of these credits cannot exceed 75 percent of the credits in the student's program. In addition, the student must complete the final 25 percent of a degree program's credits or 50 percent of a program's concentration credits in-residence at any Ross Medical Education Center or Ross College, whichever is the greater benefit to the student.

### **Career Services Center**

Ross Medical Education Center/Ross College is committed to assisting program graduates with career services. To help ensure the success of every graduate, Ross Medical Education Center/Ross College offers

job placement assistance at no additional charge through its Career Services Center. To help prepare students for allied health entry-level position, professional development and communication skills are presented throughout the respective program to prepare each graduate for employment. This includes, but is not limited to, job seeking skills such as resume writing, networking and interviewing techniques.

The Career Services Center staff maintains regular contact with health care employers to obtain first-hand information about their employment needs. This information is then shared with students and program graduates.

The objective of Career Services is to assist students with the skills necessary to secure an entry-level position in an allied health setting. Naturally, securing rewarding employment for a graduate depends upon a mutual effort between campus personnel and the graduate. Ross cannot in any way or any time guarantee employment. Specific recent placement information can be obtained at the campus.

Students and graduates can contact Career Services via the following methods:

- **Telephone:** To obtain the phone number, visit the Career Services webpage at [rosseducation.edu/students/career-services](http://rosseducation.edu/students/career-services) or contact your campus' leadership

# GENERAL ADMINISTRATIVE INFORMATION / POLICIES

## BREAK TIME

Students may be allowed to eat and drink in designated areas during scheduled breaks only (depending upon the Ross facility they are attending). All Ross campuses are located in non-smoking facilities.

## CONDUCT

Students should maintain a professional and positive attitude toward their schoolwork, the faculty and other classmates. Disruptiveness and disrespect on campus and on public property (which is in the same reasonably contiguous geographic area of the campus) will be considered cause for dismissal. Substance abuse, theft, cheating or plagiarism will also be causes for dismissal.

Students who disregard the rules and regulations will be subject to dismissal. In most cases, students will be warned and then dismissed if the misconduct continues. The Campus Administrator makes all determinations regarding conduct.

## DRESS CODE

The dress code requirement for Ross students follows the protocol found in most medical facilities. Students are required to wear their school issued name tag during all campus activities. Professionalism and safety should be practiced at all times while on campus.

### **Certificate and Diploma Programs**

Students are required to wear a school issued uniform or comparable style as determined by the Campus administrator during their classroom training. Comparable style is determined to include scrubs or lab jackets only and polo shirts for OAT students. Additionally, hooded sweatshirts and similar apparel is considered unacceptable classroom attire. The Campus administrator makes all determinations regarding professional attire.

Medical Assistant, Dental Assistant, and Veterinary Assistant program students will be issued two sets of uniform scrubs and one lab coat. The first will be a set of Ross scrubs, ordered during the student's first Module or Term. The second set of scrubs and lab coat will be ordered after 90-days of attendance.

Students in the Pharmacy Technician and Medical Insurance and Office Administration programs will be issued one set of uniform scrubs and one lab coat. Students will pick up the set of Ross scrubs at the local campus prior to externship.

All footwear must be appropriate for a healthcare facility and meet OSHA standards. All shoes must be closed toed and heels and be fluid and puncture resistance. All fingernails must be groomed to no more than ½ inch. For students in the Medical Assistant, Dental Assistant, Pharmacy Technician, Practical Nursing, Nursing (AAS), and Veterinary Assistant programs- no artificial or acrylic nails. All facial piercings must be removed or covered discretely. All tattoos must be covered appropriately. Personal grooming, including

hair length and jewelry should be professional and not interfere with any classroom or clinical procedures. The standard for appropriateness will be determined by the administration on the campus.

During all clinical invasive procedures, students are issued and required to wear Personal Protective Equipment (PPE) which consists of an impervious gown, facial shield and gloves.

### **Associate Degree Programs**

Student enrolled in the Associate Degree programs will not receive Ross uniforms. They will be expected to wear business casual attire to class. Blue jeans, shorts or capris are not considered business casual and therefore not allowed. Closed toed shoes must be worn. All facial piercings must be removed or covered discretely. All tattoos must be covered appropriately. Personal grooming, including hair length and jewelry should be professional and not interfere with any classroom activities. The standard for appropriateness will be determined by the administration on the campus.

Occupational Therapy Assistant students will be issued two Ross polo shirts to wear with business casual pants or skirt during classroom training. The first polo shirt, ordered during the student's first term. The second polo will be issued, after 90-days of attendance.

## **ELECTRONIC DEVICES**

### **Classroom Computers**

The computers at Ross are for educational purposes only. The programs on the computers cannot be changed in appearance or format, nor can programs or software be installed. The computers cannot be personalized in any way (i.e., screen savers, etc.). Computer disks and any external storage devices from outside Ross cannot be used in the computers. Any computer/hardware abnormalities must be reported to the instructor immediately. Ross provides and maintains computers and internet access for students while actively enrolled in a Ross program. All costs associated with these tools, including use of eBooks and supporting hardware, are included in the cost of tuition. However, damage or loss to related materials may result in additional costs to the student. Computer usage is intended for use relative to classroom assignments, eBooks and placement initiatives only. It is not intended for personal or non-school related use, Internet access is not to be used to send or receive copyrighted, offensive, illegal, pornographic, religious, racially explicit or political material. The electronic mail system is the sole property of Ross Education Holdings, Inc.

### **E-book Devices, Personal Laptop and PDA Usage**

In order to prepare students for allied health careers, a variety of tools are available for program instruction. Delivery of the course material will be done using multiple platforms including, but not limited to, classroom textbooks, eBooks, computer web-based simulations, field trips and community guest speakers. Ross provides and maintains internet access for Ross computers and student issued eBook devices only. No personal usage of USB flash drives or similar devices will be permitted. In addition, usage of any personal email account, ftp site or file sharing site is strictly prohibited.

### **Ross Email Accounts**

Students will be issued a Ross email account during orientation and also access to the Student Learning Management System [Canvas]. Students may not sign up for or access other personal email accounts or instant messaging programs on Ross computers or internet access lines.

## FIELD TRIPS

Students, who will be participating in a mandatory, class wide offsite learning activity (field trip), must complete the Release and Waiver of Liability Assumption or Risk, and Indemnity Agreement prior to participation. Students are expected to provide their own transportation to and from field trip locations and assume responsibility for all risks associated with the travel. Because field trips are scheduled during classroom training hours, students who do not participate will be considered absent for the class session and are subject to the terms of the current attendance policy. Students who are unable to participate in a scheduled field trip must contact his/her instructor prior to the date of the field trip to inquire as to the possibility of completing an alternative assignment in lieu of field trip participation.

## RESPONSIBLE USE OF SOCIAL MEDIA

Students using sponsored Ross Education Holdings, Inc. social media sites, such as pages in Facebook, and Instagram, are expected to conduct themselves in a manner that complies with the terms of the student code of conduct. The code of conduct also applies to those students who identify themselves with Ross Medical Education Center or Ross College and/or use their Ross email address in social media platforms such as professional blogs, LinkedIn, Facebook, etc.

While Ross does not typically provide editorial review of the content of social media sites used by its students, Ross does reserve the right to ask students to take down content that is deemed in violation of the student code of conduct, from third party complaints, applicable law or regulation, or computer and network management concerns.

## ARTIFICIAL INTELLIGENCE (AI)

Ross recognizes the increased use of artificial intelligence (AI) in the delivery of quality healthcare services and encourages its application within the classroom as a positive tool for teaching and learning where feasible. Students are reminded that the use of Generative AI and other AI tools to complete course assignments must abide by the standards of conduct and academic integrity, including consideration for intellectual property rights, data privacy and security, and ethical use. All AI used in the completion of course assignments must include proper references and citation of source content. Students are advised to confer with their instructors about specific course policies regarding AI use before using any AI tools to complete their course assignments.

## STUDENT SAFETY

### Pandemic Protocols

In response to the COVID-19 pandemic, Ross Education Holdings, Inc. follows the recommendations from the Center of Disease Control and Prevention, as applicable. Staff and students should be aware of the latest signs and symptoms of the COVID-19 virus as identified by the CDC. Virus carriers can be symptomatic or asymptomatic, so use the guidelines listed below to mitigate exposure. Individuals with symptoms should:

- Remain/return home
- Contact a medical professional

- Contact Associate Director via phone to inform them and identify areas on campus that were recently accessed [if applicable]
- Provide medical clearance to return to campus

A complete copy Ross Education Holdings, Inc. Health & Safety Plan – Campus Guidance for COVID-19 Pandemic Preparedness and Response can be obtained by the campus leadership.

### **Guidelines for Universal Precautions**

One of the most important steps in infection and disease control prevention is hand washing; when working in a clinic or laboratory area, clean hands are required along with the necessary PPE. All students working in programs with clinical labs will receive a copy of the Guidelines for Universal Precautions.

### **Bloodborne Pathogens and Infectious Diseases**

All health care professionals working with sharps (needles, lancets, etc.) and body fluids must be gloved. Gloving is the number one protective measure to curb the spread of infectious diseases, specifically AIDS and Hepatitis B. Engineering controls and work practice controls are utilized to eliminate or minimize student exposure to bloodborne pathogens at Ross campuses. Where exposure remains after institution of these controls, the following personal protective equipment shall also be utilized by students:

1. Spill Kits
2. Sharps Containers
3. Gloves — in order to protect hands
4. Face Shields/Eye Wear— in order to protect eyes, nose, mouth and face
5. Long Sleeves or Impervious Gowns — in order to protect skin and clothing
6. Eyewash Stations

### **Anti-Drug Policy**

In compliance with the federal government’s 1990 Drug-Free Schools and Campuses Act, each student receives a Ross anti-drug packet. The student should read the contents carefully; paying special attention to the institutional sanctions which will be imposed should the student fail to adhere to the school’s explicit policy.

### **Anti-Crime Policy**

In compliance with the federal government’s Campus Crime and Campus Security Act of 1990, Ross prepares, publishes, and distributes the annual Campus Crime and Safety Report to all current students and employees. This report includes information regarding campus security policies and campus crime. The Campus Crime and Safety Report and other informative information on crime and safety are also available for review to all prospective students and prospective employees.

As in any public facility, Ross urges you to be aware of conditions that could potentially jeopardize your safety, e.g., park in a lighted area, lock your car, keep your purse and other belongings with you, and report any suspicious occurrences or behaviors to your instructor or the Campus Administrator.

Ross encourages anti-crime awareness opportunities; you can refer to [rosseducation.edu](http://rosseducation.edu) for related community resources.

### **Campus Closures**

Like other postsecondary institutions (*and unlike grade school or high school*), Ross does not build “snow days” into published program schedules. Consequently, in the event of a school closing due to inclement weather or other unforeseen situations that will prevent the campus from opening, students will be notified of such closings via the Ross website at [www.rosseducation.edu/weather](http://www.rosseducation.edu/weather). In addition, every attempt will be made to also post the closing on a local television station. In the event of these closings,

please note that all cancelled classes will be rescheduled in addition to and outside of regularly scheduled class hours.

### **Clean-up**

Students are responsible for keeping their work areas and other school premises clean at all times. This includes sanitizing work areas with approved sanitizer, following the “Guidelines for Universal Precautions”.

### **Emergency Management Plan**

All Ross campuses have an Emergency Management Plan which is designed as a comprehensive reference to assist Ross campuses in providing a safe learning environment. This plan includes risk assessment, evacuation procedures, lockdown procedures, communication to interested parties, designated media spokesperson, and training of staff and students. During Orientation, these significant points from the plan are reviewed to inform students of procedures in the event of an emergency. Practice drills are held randomly throughout the year. The detailed Emergency Management Plan is available for review by contacting the Campus administrator.

### **Exposure to Radiation**

Most Ross campuses contain radiation equipment for exposing and processing x-rays as part of the Dental Assistant Program. Faculty members and students in the Dental Assistant Program will engage in classroom training using the radiation equipment. The radiation equipment, as well as the room in which the equipment is contained, have been approved by and meet the radiation safety standards set by the State for dental radiology teaching or training programs.

While risk of radiation exposure during the Dental Assistant Program is minimal, all students have the potential to be exposed to radiation while in the campus and on externship. Individuals that have any health concerns are pregnant or of reproductive age, are undergoing radiation therapy or engaging in other activity that may expose them to higher than normal levels of radiation, are advised to consult with a medical professional regarding any recommended precautions relative to radiation exposure.

### **Firearms and Weapons**

Ross Education Holdings, Inc. does not tolerate any type of violence committed by or against students, staff or faculty including physical and/or verbal threats. Students are prohibited from making threats for engaging in violent activities. Possession of firearms or weapons of any sort on Ross property or grounds by anyone other than sworn police officer authorized to possess firearms is absolutely prohibited. Ross Education Holdings, Inc. maintains a no tolerance violence policy, and violations of this policy constitute grave misconduct and may lead to disciplinary action including student termination and notification to local law enforcement. For the safety of students and staff, all Ross campuses are monitored by video surveillance.

### **Hazardous Materials**

A hazardous material is a substance (gas, solid, or liquid) capable of harming people, property and the environment, as a result of use, handling, storage or disposal. Ross’ policy is to assure safe use, handling and storage of hazardous materials through proper labeling, provision of material safety data sheets (MSDS) and training. The use of sharps collectors is mandatory. All contaminated materials, i.e., needles, syringes, etc., must be disposed of in these containers. Under no circumstances are sharps collectors allowed to be disposed of by students.

### **Smoke-Free and Tobacco-Free Policy**

All Ross campuses are smoke-free and tobacco free (including e-cigarettes and vaping). Smoking is not allowed in the building or in front of the building. It is against the law to smoke within 20 feet of a public building. Local governments can choose to enact stricter laws if desired.

## SEX OFFENDER REGISTRATION COMPLIANCE

The following language satisfies required notice to the Ross Education community regarding registered sex offenders:

In accordance with the “Campus Sex Crimes Prevention Act” of 2000, which amends the Jacob Wetterling Crimes against Children and Sexually Violent Offender Registration Act, the Jeanne Clery Act, and the Family Educational Rights and Privacy Act of 1974, Ross Education is providing a link to Sex Offender Registries for the states in which Ross operates. This act requires institutions of higher education to issue a statement advising the campus community where law enforcement information provided by a State concerning registered sex offenders may be obtained. It also requires sex offenders already required to register in a State to provide notice of each institution of higher education in that State at which the person is employed, carries a vocation, or is a student.

In accordance with the Wetterling Act, Megan’s Law, and the Campus Sex Crimes Prevention Act of 2000, it is now mandatory that all registered sex offenders report to the law enforcement agency having jurisdiction in which the institution of higher learning is located.

Information regarding a list of sexual offenders provided by each State-can be viewed at the local law enforcement agency or obtained from the following websites:

- Alabama <https://www.registeredoffenderslist.org/alabama-sex-offenders.html> September 2022
- Indiana <http://www.icrimewatch.net/indiana.php>
- Iowa Sex Offender Registry | [data.iowa.gov](http://data.iowa.gov)
- Kentucky <http://kspsor.state.ky.us/>
- Michigan [https://www.michigan.gov/msp/0,4643,7-123-1878\\_24961---,00.html](https://www.michigan.gov/msp/0,4643,7-123-1878_24961---,00.html)
- Ohio <http://www.icrimewatch.net/index.php?AgencyID=55149>
- Tennessee Sex Offender Registry ([tn.gov](http://tn.gov))
- West Virginia <https://apps.wv.gov/StatePolice/SexOffender/>

Law enforcement information provided by states under 42 USC 14071(i) concerning registered sex offenders may be obtained at: <https://www.fbi.gov/scams-and-safety/sex-offender-registry>.

Registered sex offenders who are members of the College community, upon enrollment at the College and/or anytime thereafter while they remain a student at the College, are obligated to notify the Campus Administration. Students who disregard this rule will be subject to dismissal.



## TELEPHONES

### Cell Phones

During school hours, excluding scheduled break times; cell phones must be stored with personal belongings and turned off or on silent mode as to not disrupt the flow of classroom instruction. Usage is limited to before class, after class or during break time. Cell phone usage is also limited to the student lounge area or outside the facility.

### School Phones

The school phones are not for student use. A student receiving an emergency call will be notified immediately. Calls of a non-emergency nature will not be relayed to the student. Cellular phone use is not allowed in the classrooms and is permitted in the break area only – before and after class, and during scheduled break times.

## EDUCATIONAL REQUIREMENTS/LICENSURE

Ross reviews each state's educational requirements to ensure its programs fulfill educational requirements for applicable professional licensure or certification required for employment in the field. Any such requirements, and whether the program meets the requirements, are published in a public manner. In any case where the determination changes, currently enrolled students will be notified within 14 calendar days if the program does not meet state licensure or certification requirements for the state in which the student is located.

## TITLE IX

Ross Education Holdings, Inc. values civility, dignity, diversity, education, honesty, and safety and is firmly committed to maintaining a campus environment free from all forms of sex discrimination, sexual harassment, and sexual assault. Sexual misconduct and relationship violence, defined more specifically below, are inconsistent with these values, violate institutional policy, and will not be tolerated at Ross and are expressly prohibited. Similarly, retaliation for having brought forward concern or allegation or for participating in an investigation of a report of sexual misconduct or relationship violence is also expressly prohibited and is grounds for disciplinary action.

### Title IX Coordinator

Ross has appointed a Title IX Coordinator responsible for implementing the Ross Education Title IX Sexual Harassment/Sexual Misconduct Policy and related procedures. The Title IX Coordinator oversees compliance with all aspects of the sex/gender harassment, discrimination, and misconduct policy. Questions about this policy should be directed to the Title IX Coordinator.

Anyone (whether or not the person reporting is the person alleged to be the victim of conduct that could constitute sex discrimination or sexual harassment) wishing to make a report relating to discrimination or harassment may do so by reporting the concern to Ross at any time (including during non-business hours) in person, by mail, by telephone or by electronic mail via the contact information below.

Jeffrey Biltz  
Vice President of Accreditation and Regulatory Affairs  
22800 Hall Road, Suite 800

Clinton Township, MI 48036-4805  
jbiltz@rosseducation.edu  
(810) 941-8066

## SUGGESTIONS AND CONCERNS

Ross encourages students to submit suggestions and/or concerns. Suggestions or concerns should be directed to the Campus Administrator. If an issue has not been resolved after meeting with the Campus Administrator, please adhere to the following procedure:

Contact the Concern Resolution Department of Ross Education Holdings, Inc., Executive Vice President of Operations, via one of the following methods:

**Address:**

Ross Education Holdings, Inc., Concern Resolution Department  
22800 Hall Road, Suite 800, Clinton Township, MI 48036

**Email:**

RossStudentConcerns@rosseducation.edu

**Phone:**

(810) 637-6100, extension 20050

**Procedure:**

Concerns submitted to the Concerns Resolution Department will be forwarded to the appropriate corporate supervisor. A written concern will be acknowledged within three (3) working days, and a formal response to the concern will be provided in writing within ten (10) business days. All parties to the complaint will be made aware of its progress as it advances through the process and will also have the opportunity to speak on their own behalf regarding the complaint, as necessary. A meeting will be arranged for the concerned principals as needed. If the response does not rectify the situation, contact the Ross Student Resolution Department at (810) 637-6100, extension 20050. If, at any time, a student cannot resolve the complaint to their satisfaction at the campus location level, he/she is not obligated to submit their complaint to the Concerns Resolution Department. The student may submit their concern directly to the state or other applicable agency per the processes outlined below.

**Complaint Policy for Students Receiving VA Education Benefits**

For students receiving VA education benefits, any complaint against the school should be routed through the VA GI Bill<sup>®</sup> Feedback System by going to the following link:

<http://www.benefits.va.gov/GIBILL/Feedback.asp>. The VA will then follow up through the appropriate channels to investigate the complaint and resolve it satisfactorily.

Students should direct state inquiries to the agency for the state in which they are physically located as follows:

**1. Alabama:**

**The Private School Division, Alabama Community College System**  
P.O. Box 302130  
Montgomery, AL 36130

A Student Complaint Form can be found on their website at: <https://www.accs.edu/student-complaints/>

### **Alabama (Ross College, Sylvania, OH, Online Program Students Only)**

The state of Alabama is a member of the National Council for State Authorization and Reciprocity Agreements (NC-SARA). Under the compact, member states, districts and territories have established comparable national standards for interstate offering of postsecondary distance education courses and programs. If you are enrolled in a Ross College distance education program, and you are a resident of the state of Alabama, the contact information to file a complaint against Ross College is as follows:

- **Michigan Department of Labor and Economic Opportunity  
Employment & Training, Postsecondary Schools & State Approving**  
320 S. Walnut Street  
Lansing, MI 48933  
(517) 335-4000  
[www.michigan.gov/pss](http://www.michigan.gov/pss)

## **2. Indiana:**

### **The Indiana Commission for Higher Education/Board for Proprietary Education**

The Commission for Higher Education is responsible for responding to formal complaints against public, independent non-profit and proprietary institutions of higher education in Indiana. The Board for Proprietary Education handles complaints for proprietary schools.

Board for Proprietary Education  
Indiana Commission for Higher Education  
101 West Ohio Street, Suite 300  
Indianapolis, IN 46204-4206  
Phone: (317) 464-4400

A complaint form can be found on their website at <https://www.in.gov/bpe/2329.htm>.

**Discrimination:** If a student believes that an institution has acted in a discriminatory manner, he/she may wish to contact the Indiana Civil Rights Commission (ICRC) using the ICRC's complaint form or call them at (800) 628-2909.

**Financial Aid:** If a student has been denied state of Indiana financial aid, they may file an appeal. Students should complete the student financial aid complaint form or call (888) 528-4719 for assistance.

**Law Violations:** If a student believes that a college or university has violated state or federal law, he/she may wish to contact the Office of the Indiana Attorney General at (317) 232-6201 or by using this comment form: <https://www.in.gov/attorneygeneral/3063.htm>

### **Indiana (Ross College, Sylvania, OH, Online Program Students Only)**

The state of Indiana is a member of the National Council for State Authorization and Reciprocity Agreements (NC-SARA). Under the compact, member states, districts and territories have established comparable national standards for interstate offering of postsecondary distance education courses and programs. If you are enrolled in a Ross College distance education program, and you are a resident of the state of Indiana, the contact information to file a complaint against Ross College is as follows:

- **Michigan Department of Labor and Economic Opportunity  
Employment & Training, Postsecondary Schools & State Approving**  
320 S. Walnut Street  
Lansing, MI 48933  
(517) 335-4000  
[www.michigan.gov/pss](http://www.michigan.gov/pss)

### **3. Illinois:**

#### **Illinois Board of Higher Education**

1 North Old State Capitol Plaza, Suite 333

Springfield, IL 62701-1377

Phone: (217) 557-7359

<https://complaints.ibhe.org/>

#### **Illinois (Ross College, Sylvania, OH, Online Program Students Only)**

The state of Illinois is a member of the National Council for State Authorization and Reciprocity Agreements (NC-SARA). Under the compact, member states, districts and territories have established comparable national standards for interstate offering of postsecondary distance education courses and programs. If you are enrolled in a Ross College distance education program, and you are a resident of the state of Illinois, the contact information to file a complaint against Ross College is as follows:

- **Michigan Department of Labor and Economic Opportunity  
Employment & Training, Postsecondary Schools & State Approving**  
320 S. Walnut Street  
Lansing, MI 48933  
(517) 335-4000  
[www.michigan.gov/pss](http://www.michigan.gov/pss)

### **4. Iowa:**

#### **Iowa College Student Aid Commission**

475 SW Fifth Street, Suite D

Des Moines, IA 50309-4608

Toll Free: (877) 272-4456

<https://www.iowacollegeaid.gov/StudentComplaintForm>

#### **Iowa (Ross College, Sylvania, OH, Online Program Students Only)**

The state of Iowa is a member of the National Council for State Authorization and Reciprocity Agreements (NC-SARA). Under the compact, member states, districts and territories have established comparable national standards for interstate offering of postsecondary distance education courses and programs. If you are enrolled in a Ross College distance education program, and you are a resident of the state of Iowa, the contact information to file a complaint against Ross College is as follows:

- **Michigan Department of Labor and Economic Opportunity  
Employment & Training, Postsecondary Schools & State Approving**  
320 S. Walnut Street  
Lansing, MI 48933  
(517) 335-4000  
[www.michigan.gov/pss](http://www.michigan.gov/pss)

### **5. Kentucky:**

#### **Kentucky Commission on Proprietary Education**

##### Filing a Complaint with the Kentucky Commission on Proprietary Education

To file a complaint with the Kentucky Commission on Proprietary Education, a complaint shall be in writing and shall be filed on Form PE-24, Form to File a Complaint, accompanied, if applicable, by Form PE-25, Authorization for Release of Student Records. The form may be mailed to the following address: Kentucky Commission on Proprietary Education, 500 Mero Street, 4th Floor, Frankfort, Kentucky 40601. The forms can be found on the website at <http://kcpe.ky.gov>.

### **Kentucky (Ross College, Sylvania, OH, Online Program Students Only)**

The state of Kentucky is a member of the National Council for State Authorization and Reciprocity Agreements (NC-SARA). Under the compact, member states, districts and territories have established comparable national standards for interstate offering of postsecondary distance education courses and programs. If you are enrolled in a Ross College distance education program, and you are a resident of the state of Kentucky, the contact information to file a complaint against Ross College is as follows:

- **Michigan Department of Labor and Economic Opportunity  
Employment & Training, Postsecondary Schools & State Approving**  
320 S. Walnut Street  
Lansing, MI 48933  
(517) 335-4000  
[www.michigan.gov/pss](http://www.michigan.gov/pss)

### **6. Michigan:**

**Michigan Department of Labor and Economic Opportunity  
Employment & Training, Postsecondary Schools & State Approving**  
320 S. Walnut Street  
Lansing, MI 48933  
(517) 335-4000  
[www.michigan.gov/pss](http://www.michigan.gov/pss)

### **7. Ohio:**

**Associate degree programs offered by Ross Colleges N. Canton and Sylvania, OH:**

1. Students are required to exhaust the school's complaint process before appealing to the Ohio Department of Higher Education.
2. Ohio Department of Higher Education  
Email: [ODHE-Complaints@highered.ohio.gov](mailto:ODHE-Complaints@highered.ohio.gov)

### **Diploma programs:**

**(Ohio) State Board of Career Colleges and Schools**

30 East Broad Street, 24th Floor

Columbus, OH 43215

Phone: (614) 466-2752

Fax: (614) 466-2219

Toll Free: (877) 275-4219

Email: [bpsr@scr.state.oh.us](mailto:bpsr@scr.state.oh.us)

A Student Complaint Form can be found on their website at:

<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

### **8. Pennsylvania:**

**Pennsylvania Department of Education**

333 Market Street, 12<sup>th</sup> Floor

Harrisburg, PA 17126

Email: [RA-HigherEducation@pa.gov](mailto:RA-HigherEducation@pa.gov)

Phone: (717) 783-6786

<https://www.education.pa.gov/SARA>

**Pennsylvania (Ross College, Sylvania, OH, Online Program Students Only)**

The state of Pennsylvania is a member of the National Council for State Authorization and Reciprocity Agreements (NC-SARA). Under the compact, member states, districts and territories have established comparable national standards for interstate offering of postsecondary distance education courses and programs. If you are enrolled in a Ross College distance education program, and you are a resident of the state of Pennsylvania, the contact information to file a complaint against Ross College is as follows:

- **Michigan Department of Labor and Economic Opportunity  
Employment & Training, Postsecondary Schools & State Approving**  
320 S. Walnut Street  
Lansing, MI 48933  
(517) 335-4000  
[www.michigan.gov/pss](http://www.michigan.gov/pss)

**9. Tennessee:****Tennessee Higher Education Commission  
Division of Postsecondary State Authorization**

312 Rosa Parks Ave. 9<sup>th</sup> Floor

Nashville TN 37243

Phone: (615) 741-5293

Attention: Complaints

Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1540-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization.

A Student Complaint Form can be downloaded on the Postsecondary State Authorization page of their website at: <https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html>

**Tennessee (Ross College, Sylvania, OH Students, Online Program Only)**

The state of Tennessee is a member of the National Council for State Authorization and Reciprocity Agreements (NC-SARA). Under the compact, member states, districts and territories have established comparable national standards for interstate offering of postsecondary distance education courses and programs. If you are enrolled in a Ross College distance education program, and you are a resident of the state of Tennessee, the contact information to file a complaint against Ross College is as follows:

- **Michigan Department of Labor and Economic Opportunity  
Employment & Training, Postsecondary Schools & State Approving**  
320 S. Walnut Street  
Lansing, MI 48933  
(517) 335-4000  
[www.michigan.gov/pss](http://www.michigan.gov/pss)

**10. Virginia:****Virginia State Council of Higher Education**

101 N. 14<sup>th</sup> Street, 10<sup>th</sup> Floor

James Monroe Building

Richmond, VA 23219

<http://www.schev.edu/index/students-and-parents/resources/student-complaints>

**Virginia (Ross College, Sylvania, OH Students, Online Program Only)**

The state of Virginia is a member of the National Council for State Authorization and Reciprocity Agreements (NC-SARA). Under the compact, member states, districts and territories have established

comparable national standards for interstate offering of postsecondary distance education courses and programs. If you are enrolled in a Ross College distance education program, and you are a resident of the state of Virginia, the contact information to file a complaint against Ross College is as follows:

- **Michigan Department of Labor and Economic Opportunity  
Employment & Training, Postsecondary Schools & State Approving**  
320 S. Walnut Street  
Lansing, MI 48933  
(517) 335-4000  
[www.michigan.gov/pss](http://www.michigan.gov/pss)

#### **11. West Virginia:**

##### **(West Virginia) Community & Technical College School System of West Virginia**

1018 Kanawha Boulevard E., Suite 700

Charleston, WV 25301

or Fax to: (304) 598-3675

A Student Complaint Form can be found on their website at: <https://www.wvctcs.org/complaints>

##### **West Virginia (Ross College, Sylvania, OH Students Online Program Only)**

The state of West Virginia is a member of the National Council for State Authorization and Reciprocity Agreements (NC-SARA). Under the compact, member states, districts and territories have established comparable national standards for interstate offering of postsecondary distance education courses and programs. If you are enrolled in a Ross College distance education program, and you are a resident of the state of West Virginia, the contact information to file a complaint against Ross College is as follows:

- **Michigan Department of Labor and Economic Opportunity  
Employment & Training, Postsecondary Schools & State Approving**  
320 S. Walnut Street  
Lansing, MI 48933  
(517) 335-4000  
[www.michigan.gov/pss](http://www.michigan.gov/pss)

#### **12. All other states:**

All states, except California, are members of the National Council for State Authorization and Reciprocity Agreements (NC-SARA). Under the compact, member states, districts and territories have established comparable national standards for interstate offering of postsecondary distance education courses and programs. If you are enrolled in a Ross College distance education program, and you are a resident of one of these states, the contact information to file a complaint against Ross College is as follows:

- **Michigan Department of Labor and Economic Opportunity  
Employment & Training, Postsecondary Schools & State Approving**  
320 S. Walnut Street  
Lansing, MI 48933  
(517) 335-4000