AC/C TECH

Course/Program Catalog

2022 - 2025

AC/C TECH
4415 Forest Manor Ave
Indianapolis, IN 46226-3080
(317)545-7071
www.acctech.us

The information submitted is correct to the best of my knowledge and belief.

Ishman F. Moorman
President/CEO

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GENERAL INFORMATION

Mission Statement

AC/C TECH is a vocational institution specializing in residential and apartment maintenance technology; specifically, online training related to appliance repair, electrical wiring, heating and air conditioning, interior & exterior building maintenance, plumbing, and swimming pool maintenance. Students can earn technical certificates and/or a degree via online training.

In addition, AC/C TECH recruit students according to job demands of employers. Once recruited, the student will be assigned to one of the employer's property communities to complete lab and OJT (On-Job-Training) assignments.

Institutional Goals

AC/C TECH seeks to achieve its mission through the following institutional goals:

- Establish a training platform that is 100% web-based, easy to understand, and easy to navigate.
- Recruit individuals seeking a lifelong career in residential and apartment maintenance technology.
- Provide quality online training that will help students develop the knowledge, skills, and competencies necessary for performing building maintenance, and diagnosing and repairing equipment pursuant to regulatory codes. In addition, provide training that will help students understand the upkeep and maintenance required at a property in order to maintain its curb appeal, and to ensure that all vacant apartment units are restored to a "market ready" condition in a timely manner.
- Provide student services that will help learners achieve the educational objectives, earn credentials, get a fulltime job, and build a lifelong career as a maintenance technician.
- Help property management firms reduce maintenance expenditures by encouraging planned maintenance activities, breakdown maintenance procedures, job task standards, restoring vacated apartment units, and uniform physical inspections.
- Promote outcomes through the National Apartment Association, United States Department of Housing and Urban Development (HUD), State and Local Housing Associations, and Property Management Firms… with the intent of increasing student enrollment.

Curriculum Design

In alignment with our mission and goals, AC/C TECH offers seven different Technical Certificate programs and one AAS Degree program.

TC - HVAC Maintenance (6 Courses)
TC - Plumbing Maintenance (2 Courses)
TC - Electrical Wiring Maintenance (2 Courses & 1 Workshop)
TC - Interior/Exterior Building Maintenance (4 courses & 1 Workshop)
TC - Appliance Repair (5 Courses)
TC - Swimming Pool & Spa Maintenance (4 courses)
TC - Introduction to Apartment Maintenance (8 courses)
AAS Degree - Residential & Apartment Technology (60.4 Semester Credits)

TC = Technical Certificate Programs
AAS Degree = Associate of Applied Science Degree Program

Academic Calendar

Students are assigned one course monthly until graduating from the program. No courses will be assigned during the months of June, July, and August because administrators from the apartment industry prefer 100% participation towards restoring vacated apartment units during summer months. In contrast, if a student fails a course, he/she may retake the course during June, July, and August. This waiver allows everyone to remain on schedule towards pursuing subsequent courses and graduating together.

The table below represents how a typical student will progress through our AAS Degree Program. As a road map, students are guided through "Technical Certificate Courses/Programs" in order of importance, then finish the program by completing their technical electives and general education courses (see table).

	2022	2023	2024	2025
January		**HEA101** Electric Furnace Maintenance	**ELE103** Aluminum Wiring (workshop)	**APP105** Dryer Maintenance
February		**HEA102** Gas Furnace Maintenance	**INT101** Grounds, Scenery & Curb Appeal	Technical Elective 1
March		**HEA103** EPA Technician Certification	**INT102** Outdoor Amenities	Technical Elective 2
April		**HEA104** Air Conditioning Maintenance	**INT103** Exterior Building Maintenance	Technical Elective 3
May		**HEA105** Heat Pump Maintenance	**INT104** Interior Building Maintenance **INT105** Final & Inspection (workshop)	Technical Elective 4
June				
July				
August				
September		**PLU101** General Plumbing Maintenance	**APP101** Range Maintenance	General Education
October		**PLU102** Advanced Plumbing Maintenance	**APP102** Refrigerator Maintenance	
November	**GEN101** Career Opportunities in Apartment Maintenance (provisional course)	**ELE101** General Wiring Maintenance	**APP103** Dishwasher Maintenance	
December	**GEN102** Basic Electricity	**ELE102** Advanced Wiring Maintenance	**APP104** Washer Maintenance	

The duration of the AAS Degree is 1025.5 clock hours of specialized technical training or 60.4 semester credits: 38.4 credits of required technical courses, 7 credits of technical electives, and 15 credits of general education coursework. AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes (see table). On average, each course is designed to have 45 clock hours of specialized technical training, which is equivalent to 2 semester credits.

	Carnegie clock-to-credit hour conversion	
	Semester Credits	Quarter Credits
Lectures	15 clock hours to 1 semester credit	10 clock hours to 1 quarter credit
Lab Assignments	30 clock hours to 1 semester credit	20 clock hours to 1 quarter credit
Externship/Internship	45 clock hours to 1 semester credit	30 clock hours to 1 quarter credit

History of the Institution

During 1988, the Maintenance Director of the Indianapolis Housing Agency contacted AC/C TECH about training his maintenance staff. AC/C TECH was asked to provide training in areas related to HVAC Maintenance, Plumbing Maintenance, Interior/Exterior Building Maintenance, Electrical Wiring Maintenance, and Appliance Repair. The training was unique, specialized, and geared towards maintenance workers who had limited experience as well as limited educational background. Some individuals did not have a high school diploma. Basically, AC/C TECH engaged in changing the mindset of workers from a janitorial perspective to a highly skilled maintenance worker who could diagnose failures and make repairs effectively. Key indicators included but were not limited to how well students were completing job assignments and meeting employer expectations. More specifically, we considered how effectively students completed work-orders, followed diagnostic & repair procedures, conducted planned maintenance activities, met job task standards, maintained a clean and safe working environment, and established good customer relation skills. Lastly, the training was setup to help the maintenance staff (Technicians) earn pay rate increases based on skills developed. In fact, they earned a $0.25/hour pay increase for every set of courses successfully completed.

During 1993, AC/C TECH pursued state approval through the Indiana Board for Proprietary Education to issue Technical Certificates and award an Associate of Applied Science Degree in Residential & Apartment Technology. AC/C TECH met all requirements and subsequently became approved on May 25, 1993 and was able to issue an AAS Degree effective November 10, 1993. From that point forward, AC/C TECH was recognized as a post-secondary vocational institution specializing in residential and apartment maintenance technology; specifically, training related to appliance repair, electrical wiring, heating and air conditioning, interior/exterior building maintenance, plumbing, and swimming pool maintenance.

Also during 1993, AC/C TECH sought approval to provide training and testing for the EPA Technician Certification program, nationwide. The United States Environmental Protection Agency (EPA) accepted the institution's application and granted approval on October 13, 1993. To date, AC/C TECH has certified more than 7000 technicians.

During 2005, AC/C TECH applied to provide Continuing Education coursework for the Indiana Home Inspectors program as administered by the Indiana Professional Licensing Agency (Home Inspectors Licensing Board). Approval was issued on March 1, 2006.

AC/C TECH applied to become Certified as a Minority-owned Business Enterprise (MBE) through the State of Indiana and received approval on March 27, 2006. AC/C TECH became a Member of the Indiana Apartment Association on October 30, 2006; and became Certified as a Minority Business Enterprise (MBE) through the City of Indianapolis on June 9, 2009.

During 2014, the President of Rose Property Group, LLC contacted AC/C TECH about establishing an employer-based training program for his entire maintenance staff. That included developing distance online training courses so that every maintenance technician can participate, including those in other states, and provide recruiting services for all property locations nationwide. It took six years to develop the online training courses and two years to establish policies, procedures, rules, graduation requirements, and student support services… applicable for their operations.

Next, AC/C TECH will seek national accreditation so that the entire apartment industry can benefit from our training and student services, nationwide. AC/C TECH also seeks to provide recruiting services for the industry nationwide which will be bolstered by receiving accreditation.

Authorization and/or Recognition

AC/C TECH is authorized to provide training via the State of Indiana:
Indiana Commission for Higher Education
The Indiana Board for Proprietary Education
101 West Ohio Street, Suite 670
Indianapolis, IN 46204-1984
317-464-4400 Ext. 138
Date Fully Accredited: May 25, 1993
Date approved to award AAS Degree: November 10, 1993

AC/C TECH is approved to provide continuing education that applies toward licensing renewal for Indiana Home Inspectors:
Indiana Professional Licensing Agency
402 West Washington Street,
Room W072 Indianapolis, Indiana 46204
1-317-234-3009
Date approved: November 1, 2005 Ref License #CE10600293

AC/C TECH is approved Technician Certification as required by the US EPA 40 CFR part 82, subpart F standard:
United States Environmental Protection Agency
401 M Street, SW
Washington, D.C. 20460
1-800-296-1996
Date approved: October 13, 1993

AC/C TECH is a member of the Indiana Apartment Association:
Indiana Apartment Association
100 Keystone Crossing #725,
Indianapolis, IN 46240
1-317-816-8900

AC/C TECH is a member of the National Apartment Association:
National Apartment Association
4300 Wilson Blvd, Suite 800
Arlington, VA 22203
1-703-518-614

Office Hours

9:00 a.m. to 5:00 p.m. EST Phone: 317-545-7071

Legal Control

AC/C Technology Inc, dba AC/C TECH, was incorporated on September 26, 1986, and elected to become an S Corporation on November 13, 1986. No third-party or parent company is responsible for any commitments on behalf of this institution. Also, there are no agencies that can initiate, review, or reverse actions of the institution's leadership.

AC/C TECH is a profit-oriented institution. Ish Moorman, President, owns 100% of the corporate stocks.

Administration

Ish Moorman, President/CEO
IMoorman@acctech.us
317-545-7071

Sherry Harris, Director of Recruitment/Admissions
letterstojuliette@aol.com
317-696-7465

Chanda Moorman, Director of Student Services
cmoorman@dominionsolutions.net
571-839-2459

Michael W. Robinson, Director of Education
mrobins_99@yahoo.com
317-281-0282

Faculty (Adjunct Instructors)

PAUL FRANKLIN
Electrical Wiring Maintenance

- 30 Years Experience in the Trade
- Journeyman Card in Trade

KEVIN HADLEY
Plumbing Maintenance

- 33 Years Experience in the Trade
- Journeyman License in Trade

STEVEN LATTIMORE JR.
HVAC Maintenance & Interior/Exterior Building Maintenance

- 18 Years Experience in the Trade
- Licensed General Contractor in Trade

Ish Moorman, President/CEO
All Technical Courses

- 35 Years Experience in Distance Education Training
- 12 Years Experience in Engineering, Design & Technology
- MBA - Business Administration - Indiana Wesleyan University, Marion IN
- BS - Mechanical Engineering Technology - Purdue University, IUPUI Campus, Indianapolis IN
- AAS - Mechanical Drafting Design Technology - Purdue University, IUPUI Campus, Indianapolis IN

Distance Education Disclosure

AC/C TECH is approved to offer distance online training to all qualified Indiana citizens by the Indiana Board for Proprietary Education. We do not enroll students from other states, except those employed and offered training via a recognized employer-based training program.

All courses are setup as on-demand, meaning students can play lectures, attempt quizzes, watch reference videos, and do lab assignments anytime (24/7) and from any location. All lessons can be completed by using any desktop computer, laptop computer, tablet, or smart phone. We also utilize other technologies to optimize the interaction between students… which include conducting live web-meetings and posting recorded meetings on our website.

Each student is assigned a private username and password which allows access to our Learning Recourse Center and Training Platform.

Confidentiality of Student Records

In accordance with the Federal Family Educational Rights & Privacy Act (FERPA) of 1974 and subsequent amendments, student records (transcripts) will not be released without written consent from the student.

Moreover, the student must satisfy all outstanding obligations (financial, academic, or administrative) due to AC/C TECH before a transcript request can be processed.

AC/C TECH maintains student records in electronic format and the data consists of [1] admission, [2] financial aid, [3] academic, [4] graduation, and [5] employment information. These records are maintained indefinitely and protected against fire, water, theft, tampering, etc. Furthermore, AC/C TECH makes a backup copy of all records and stores the media in an offsite secure location, such as a bank safe deposit box.

Physical Facilities and Instructional Equipment

AC/C TECH maintains a training facility at 4415 Forest Manor Ave, Indianapolis, IN 46226-3080. The facility houses one general classroom, a model living area, mechanical room, restroom, and a storage area for equipment and supplies.

- The general classroom has one 90% plus gas furnace, two 80% single pipe gas furnaces, one 70% single pipe gas furnace, two electric furnaces, two R22 air conditioners, two R410 air conditioners, one R22 Heat Pump, and one R410 Heat Pump.

- The model living area is equipped with a five-burner gas cook-top with a duel electric convection oven, a 3-speed powered vented range-hood, dishwasher, and refrigerator. Also, this area contains a mini library. There are 273 standard textbooks, numerous reference materials, and approximately 35 instructional videos. Most of those textbooks are technical in nature and directly related to residential and apartment maintenance technology. Of the 273 textbooks, four are required for the AAS Degree program.

- The mechanical room (Combustion Appliance Zone) has a high efficiency tankless gas water heater, a standard gas water heater, washer, gas dryer, and a 90% single pipe gas furnace connected to a heat pump.

- The storage area contains various supplies and major equipment such as four additional 70% single pipe gas furnaces, three additional electric furnaces, three additional condensing units, and three additional evaporator coils.

This facility supports AC/C TECH's educational offerings and future operations in many ways. It is used for training instructors, hosting weekly web-meetings with students, and as a demonstration space for production of course materials related to various practical maintenance tasks. The facility contains equipment, appliances, and fixtures typically installed in apartments and residential homes for demonstration purposes. The range of equipment maintained in the facility allows for the president, adjunct instructors, or guest speakers to demonstrate practically any diagnostic test or repair. The facility and equipment are regularly updated to align with technological improvements and regulatory codes.

Curriculum Design and Development

The main training objective at AC/C TECH is to provide quality online training so that students can develop the knowledge, skills, and competencies necessary for performing building maintenance, and diagnosing and repairing equipment pursuant to regulatory codes. In addition, provide training that will help students understand the upkeep and maintenance required at a property to maintain its curb appeal, and to ensure that all vacant apartment units are restored to a "market ready" condition in a timely manner.

In alignment with our mission and goals, AC/C TECH offers seven different technical certificate programs and one AAS Degree program.

1. HVAC Maintenance - TC (6 Courses)
2. Plumbing Maintenance - TC (2 Courses)
3. Electrical Wiring Maintenance - TC (2 Courses & 1 Workshop)
4. Interior/Exterior Building Maintenance - TC (4 Courses & 1 Workshop)
5. Appliance Repair - TC (5 Courses)
6. Swimming Pool & Spa Maintenance - TC (4 courses)
7. Introduction to Apartment Maintenance - TC (8 courses)
8. Residential & Apartment Technology - AAS Degree

TC = Technical Certificate Program
AAS Degree = Associate of Applied Science Degree Program

Each program is pre-planned and promotes the development of critical thinking, ethical reasoning, social responsibility, and lifelong learning as applicable to distance online training. In short, we believe that students can be trained to diagnose failures, make repairs, adjust the equipment to optimum efficiency, and document workorders in cost-effective ways.

Also, the organization and presentation of courses and instructional materials are designed using sound principles of learning and are grounded in distance education methodology. We measure student achievement based on curriculum mapping, i.e.: the student's progress is determined when key topics and projects are introduced, reinforced, and mastered.

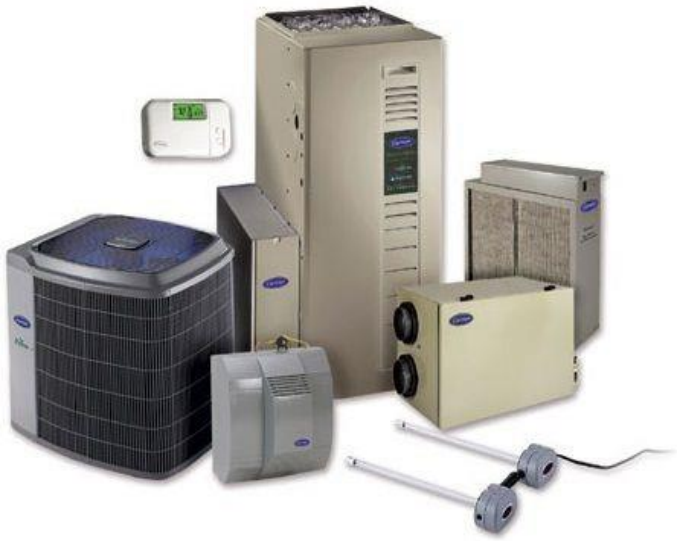
In addition, we measure student achievement based on using appropriate verbs as defined by Bloom's Taxonomy. Specific action verbs are tied to relevant competencies to demonstrate successful attainment of the outcomes. More importantly, the outcomes were developed to align with employer expectations, industry standards, and governmental regulations. All outcomes are specific and technical in nature which leads to measurability.

Furthermore, we measure student achievement based on training results. We factor in quiz scores, lab assignment scores, final examination scores, and OJT (On-Job-Training) scores. Students are required to demonstrate a proficiency in 70% of the course activities, which aligns with external requirements in the trade.

As other measurements, we determine student achievement based on retention rates and student graduation rates. Plus, we use indirect results stemming from end-of-course surveys, exit interviews, alumni surveys, and employer surveys. These measures allow AC/C TECH to compare its student progress against established benchmarks and against other appropriately accredited institutions.

HVAC MAINTENANCE

The HVAC Maintenance Technical Certificate Program is designed to help students develop advanced technical skills and competencies related to the installation, repair and maintenance of residential heating and air conditioning equipment. Students will learn details about HVAC equipment, but with an emphasis on making repairs in a safe, efficient, and productive manner. Students will learn what failed, why it failed, and how the failure can be prevented. Understanding these principles will increase worker productivity and reduce overall maintenance and capital expenditures. Students will also develop skills in recognizing and testing the components, interpreting the schematic wiring diagram, tracing the sequence of operation, cleaning the equipment, adjusting settings for optimum efficiency, and planned maintenance activities.



This program consists of 6 courses.
GEN102 - Basic Electricity
HEA101 - Electric Furnace Maintenance
HEA102 - Gas Furnace Maintenance
HEA103 - EPA Technician Certification
HEA104 - Air Conditioning Maintenance
HEA105 - Heat Pump Maintenance

There are no prerequisites… but we recommend that students pursue the courses as sequenced above, and mainly because, the set of courses are designed to build upon each other.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, the following is a breakdown of our HVAC Maintenance program:

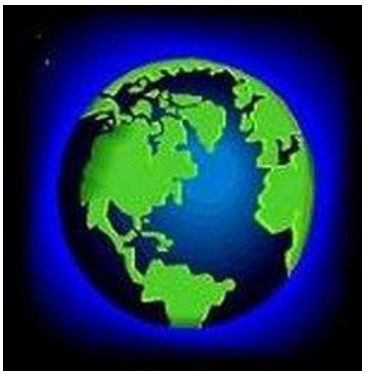
HVAC Maintenance Technical Certificate Program	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Basic Electricity	20	1.33	10	0.33	15	0.33	45	2
Electric Furnace Maintenance	20	1.33	10	0.33	15	0.33	45	2
Gas Furnace Maintenance	20	1.33	10	0.33	15	0.33	45	2
EPA Technician Certification	20	1.33	10	0.33	15	0.33	45	2
Air Conditioning Maintenance	20	1.33	10	0.33	15	0.33	45	2
Heat Pump Maintenance	20	1.33	10	0.33	15	0.33	45	2
Totals	120	8.00	60	2.00	90	2.00	270	12

Upon completion of this program, the student will be able to:

- Summarize how HVAC equipment operates.
- Classify the components of various HVAC equipment.
- Interpret the schematic wiring diagrams and trace the sequence of equipment operation.
- Make use of HVAC diagnostic and repair procedures.
- Develop professional documentation of tasks completed and customer relation skills.
- Apply HVAC maintenance skills within industry standards and governmental regulations.

Graduates will be awarded a Technical Certificate in HVAC Maintenance Technology, and EPA Technician Certification as approved by the U.S. Environmental Protection Agency.

EPA Technician Certification



The United States Environmental Protection Agency (EPA) has established a mandatory program that requires all students/technicians to be certified before performing maintenance, service, repair, or disposal of an appliance that contains refrigerant chemicals.

The agency has developed four types of certifications:
TYPE I - for servicing small appliances
TYPE II - for servicing high and very high-pressure appliances
TYPE III - for servicing low pressure appliances
UNIVERSAL - for servicing all appliances

Internet training is available and can be pursued anytime. Our training covers Ozone Depletion, Global Warming Potential, Refrigeration Characteristics & Identification, Ozone Depleting Refrigerants, Clean Air Act, The Montreal Protocol, Clean Air Act Section 608 Regulations, Clean Air Act Venting Prohibition, Refrigerants and Oils, Refrigeration, The Three R's, Leak Detection, Recovery Techniques, Dehydration, Safety/General, Safety/Cylinders, Shipping, Servicing Small Appliances, Servicing High Pressure Appliances, and Servicing Low Pressure Appliances.

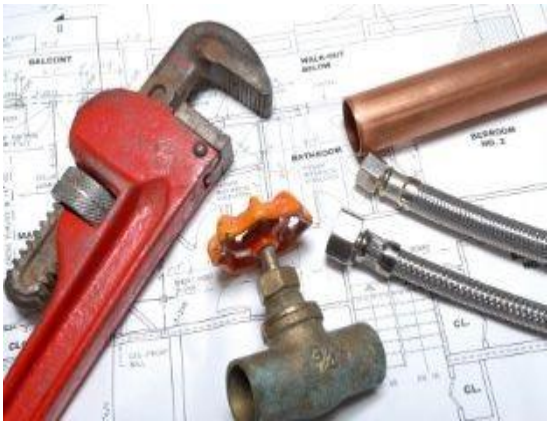
Internet testing is also available. To obtain certification, students/technicians must pass a closed-book proctored test which contains 25 questions about EPA regulations, and 25 questions on recycling procedures in the area in which they work. They may choose to test in only one area, or they may choose to test in more than one area, or they may choose to take the universal test which consists of 100 questions: 25 general and 75 sector-specific (25 from each sector of Type I, Type II and Type III). The minimum passing score is 70%. Note: Type II and Type III examinations are closed book proctored exams that must be scheduled. We proctor exams on Mondays, Tuesdays, Thursdays, or Fridays anytime between 9:00 am and 5:00 pm EST. All certification documentation and ID cards will be emailed to the student/technician on the same day certification is earned. The certification is lifetime and recognized anywhere within United States.

AC/C TECH is approved to provide EPA Technician Certification. As background information, we were approved by the United States Environmental Protection Agency on October 13, 1993, to provide Type I, Type II, Type III, and/or Universal Technician Certification. It is worth mentioning that we have certified more than five thousand technicians, have kept those technicians in compliance with EPA 's National Recycling and Emissions Reduction Program rules, and have kept numerous organizations free of penalties. EPA can penalize individuals, as well as organizations, up to $44,536 per day for non- compliance.

This course is linked to the HVAC program and AC/C TECH stands ready to assist in this capacity!

PLUMBING MAINTENANCE

The Plumbing Maintenance Technical Certificate Program is designed to help students develop advanced technical skills and competencies related to the installation, repair, and maintenance of plumbing components. Students will learn the anatomy of a plumbing system, how to repair leaks, replace faucets, install fixtures, service water heaters, and open clogged drains. Students will also learn plumbing codes related to administration and enforcement, material regulations, joints and connections, sanitary and drainage systems, vents, traps, interceptors, drain pipe cleanouts, water supply and distributions, etc. In addition, students will learn details about plumbing drawings and diagrams, tools used in the trade, and new plumbing products.



This program consists of 2 courses.
PLU101 - General Plumbing Maintenance
PLU102 - Advanced Plumbing Maintenance

There are no prerequisites… but we recommend that students pursue the courses as sequenced above, and mainly because, the set of courses are designed to build upon each other.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, the following is a breakdown of our Plumbing Maintenance program:

Plumbing Maintenance Technical Certificate Program	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
General Plumbing Maintenance	20	1.33	10	0.33	15	0.33	45	2
Advanced Plumbing Maintenance	20	1.33	10	0.33	15	0.33	45	2
Totals	40	2.66	20	0.66	30	0.66	90	4

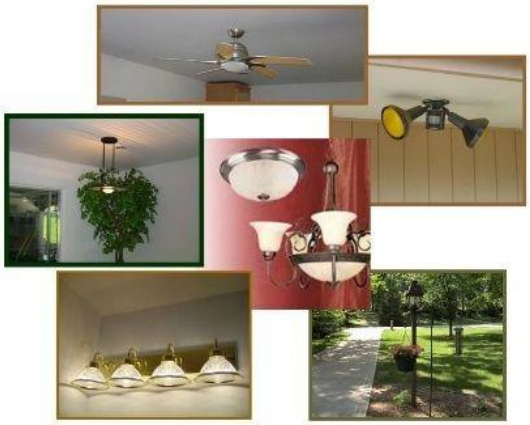
Upon completion of this program, the student will be able to:

- Explain the anatomy of a plumbing system.
- Demonstrate repairs at kitchen sinks, bathroom sinks, bathtubs, showers, and toilets.
- Solve gas and electric water heater failures.
- Illustrate how to open clogged drains, minimize foul smells, thaw frozen pipes, and winterize plumbing components.
- Develop professional documentation of tasks completed and customer relation skills.
- Apply plumbing maintenance skills within industry standards and governmental regulations.

Graduates will be awarded a Technical Certificate in Plumbing Maintenance Technology.

ELECTRICAL WIRING MAINTENANCE

The Electrical Wiring Maintenance Technical Certificate Program is designed to help students develop advanced technical skills and competencies related to the installation, repair and maintenance of residential electrical systems. Students will learn how to diagnose and repair duplex receptacles, wall switches, lighting fixtures, 120 volt special purpose circuits, 240 volt range and dryer circuits, fire and smoke detector circuits, and low voltage doorbell circuits. Students will also learn how to correctly install junction boxes, sub-panels, and/or a main breaker panel. In addition, students will learn how to interpret electrical drawings, diagrams, and schematics. An emphasis will be placed on making repairs in safe, efficient, and productive manners.



This program consists of 2 courses and 1 workshop.
ELE101 - General Wiring Maintenance
ELE102 - Advanced Wiring Maintenance
ELE103 - Aluminum Wiring Maintenance (4-hour workshop)

There are no prerequisites… but we recommend that students pursue the courses as sequenced above, and mainly because, the set of courses are designed to build upon each other.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, the following is a breakdown of our Electrical Wiring Maintenance program:

Electrical Wiring Maintenance Technical Certificate Program	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
General Wiring Maintenance	20.0	1.33	10.0	0.33	15.0	0.33	45.0	2.0
Advanced Wiring Maintenance	20.0	1.33	10.0	0.33	15.0	0.33	45.0	2.0
Aluminum Wiring Maintenance (Workshop)	1.0	0.06	1.0	0.03	4.5	0.10	6.5	0.2
Totals	41.0	2.73	21.0	0.70	34.5	0.76	96.5	4.2

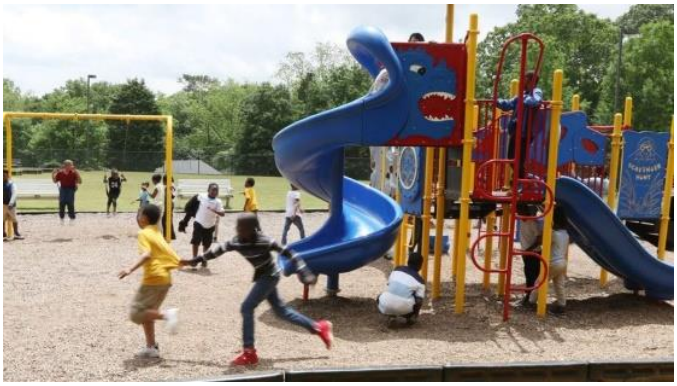
Upon completion of this program, the student will be able to:

- Explain the anatomy of an electrical system.
- Examine and replace defective duplex receptacles, wall switches, and lighting fixtures.
- Explain how to maintain junction boxes, subpanels, and a main breaker panel.
- Interpret repair procedures for unique lighting plans and aluminum wiring branch circuits.
- Develop professional documentation of tasks completed and customer relation skills.
- Apply electrical wiring maintenance skills within industry standards and governmental regulations.

Graduates will be awarded a Technical Certificate in Electrical Wiring Maintenance.

INTERIOR/EXTERIOR BUILDING MAINTENANCE

The Interior/Exterior Building Maintenance Technical Certificate Program is designed to help students develop advanced technical skills and competencies related to maintaining the physical appearance and integrity of an apartment community. Students will learn procedures for maintaining grounds and landscape items, procedures for maintaining outdoor amenities such as basketball courts, tennis courts, volleyball courts, and children's play areas, procedures for repairing exterior components such as roofs, gutters, down spouts, exterior walls, screens, windows, patios, and decks, and procedures for repairing interior components such as ceilings, walls, floors, stairs, doors, cabinets, trim, and baseboards. In addition, students will learn about tools used in the trade, construction materials, governmental regulations, energy conservation, and planned maintenance activities.



This program consists of 4 courses and 1 workshop.
INT101 - Grounds, Scenery & Curb Appeal
INT102 - Outdoor Amenities
INT103 - Exterior Building Maintenance
INT104 - Interior Building Maintenance
INT105 - Final & Inspection (workshop)

There are no prerequisites… but we recommend that students pursue the courses as sequenced above, and mainly because, the set of courses are designed to build upon each other.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, the following is a breakdown of our Interior/Exterior Building Maintenance program:

Interior/Exterior Building Maintenance Technical Certificate Program	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Grounds, Scenery & Curb Appeal	20.0	1.33	10.0	0.33	15.0	0.33	45.0	2.0
Outdoor Amenities	20.0	1.33	10.0	0.33	15.0	0.33	45.0	2.0
Exterior Building Maintenance	20.0	1.33	10.0	0.33	15.0	0.33	45.0	2.0
Interior Building Maintenance	20.0	1.33	10.0	0.33	15.0	0.33	45.0	2.0
Final & Inspection (Workshop)	1.0	0.06	1.0	0.03	4.5	0.10	6.5	0.2
Totals	81.0	5.40	41.0	1.36	64.5	1.43	186.5	8.2

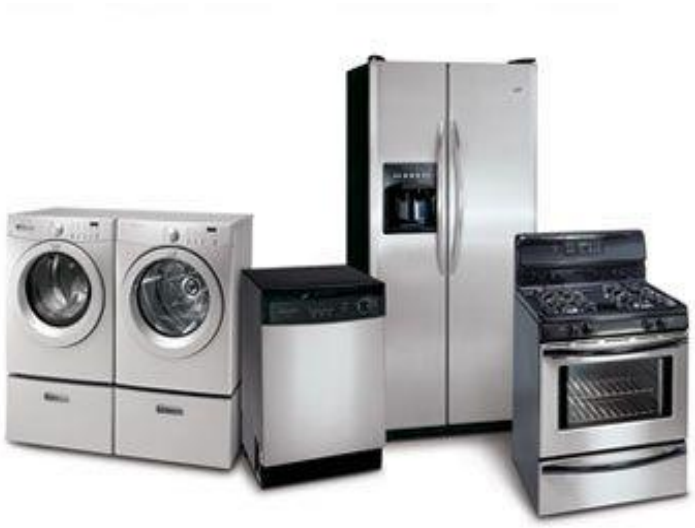
Upon completion of this program, the student will be able to:

- Select procedures for maintaining grounds and landscape items.
- Identify and repair deficiencies at outdoor amenities (such as basketball courts, tennis courts, volleyball courts, and children's play areas).
- Identify and repair deficiencies at exterior building components.
- Identify and repair deficiencies at interior building components.
- Develop professional documentation of tasks completed and customer relation skills.
- Apply Interior/Exterior Building maintenance skills within industry standards and governmental regulations.

Graduates will be awarded a Technical Certificate in Interior/Exterior Building Maintenance.

APPLIANCE REPAIR

The Appliance Repair Technical Certificate Program is designed to help students develop advanced technical skills and competencies related to the installation, repair and maintenance of major appliances. Students will learn details about servicing appliances with an emphasis on making repairs in a safe, efficient and productive manner. Students will develop skills in recognizing and testing the components, interpreting the schematic wiring diagram and tracing the sequence of operation, interpreting fault codes, adjusting the appliance for optimum efficiency, and performing annual maintenance. Also, students will learn energy saving tips, technological advancements, tools, and test instruments used in the trade, etc.



This program consists of five courses.
APP101 - Range Maintenance
APP102 - Refrigerator Maintenance
APP103 - Dishwasher Maintenance
APP104 - Washer Maintenance
APP105 - Dryer Maintenance

There are no prerequisites… but we recommend that students pursue the courses as sequenced above, and mainly because, the set of courses are designed to build upon each other.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, the following is a breakdown of our Appliance Repair program:

Appliance Repair Technical Certificate Program	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Range Maintenance	20	1.33	10	0.33	15	0.33	45	2
Refrigerator Maintenance	20	1.33	10	0.33	15	0.33	45	2
Dishwasher Maintenance	20	1.33	10	0.33	15	0.33	45	2
Washer Maintenance	20	1.33	10	0.33	15	0.33	45	2
Dryer Maintenance	20	1.33	10	0.33	15	0.33	45	2
Totals	100	6.66	50	1.66	75	1.66	225	10

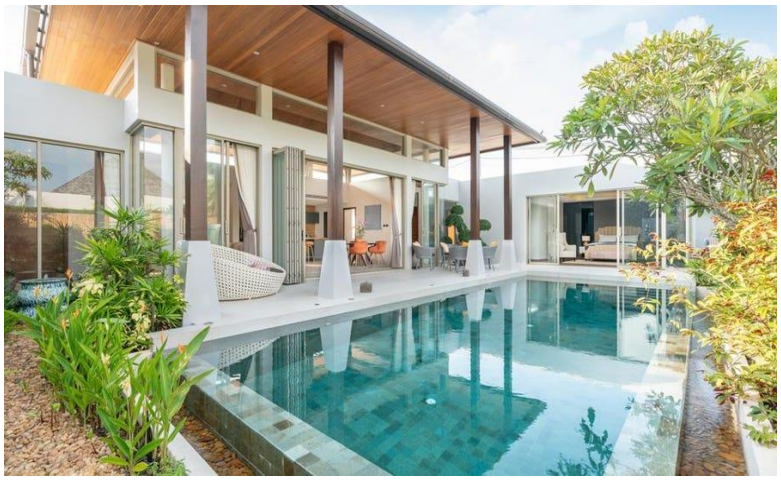
Upon completion of this program, the student will be able to:

- Summarize how appliances work.
- Identify and test for defective appliance components, and where applicable, Interpret fault codes.
- Interpret the schematic wiring diagram and trace the sequence of appliance operation.
- Explain how to properly install major appliances.
- Develop professional documentation of tasks completed and customer relation skills.
- Apply appliance repair skills within industry standards and governmental regulations.

Graduates will be awarded a Technical Certificate in Appliance Repair Technology.

SWIMMING POOL & SPA MAINTENANCE

The Swimming Pool and Spa Maintenance Technical Certificate Program is designed to help students develop advanced technical skills and competencies related to the operation and repair of swimming pool and spa equipment. Students will develop skills in pool and spa codes, pool opening and closing, pool and spa management, and furniture maintenance. Students will also learn details about safe operations of pools and spas, statistics, filtration, recirculation equipment, chemical treatment, water analysis, supplies, and accessories. In addition, students will learn details about energy conservation, disease control, accident prevention, and renovation.



This program consists of four courses.
SWI101 - Pool and Spa Codes
SWI102 - Pool Opening
SWI103 - CPO (Certified Pool Operator)
SWI104 - Pool Closing

There are no prerequisites… but we recommend that students pursue the courses as sequenced above, and mainly because, the set of courses are designed to build upon each other.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, the following is a breakdown of our Swimming Pool & Spa program:

Swimming Pool & Spa Maintenance Technical Certificate Program	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Pool and Spa Codes	20	1.33	10	0.33	15	0.33	45	2
Pool Opening	20	1.33	10	0.33	15	0.33	45	2
CPO (Certified Pool Operator)	20	1.33	10	0.33	15	0.33	45	2
Pool Closing	20	1.33	10	0.33	15	0.33	45	2
Totals	80	5.33	40	1.33	60	1.33	180	8

Upon completion of this program, the student will be able to:

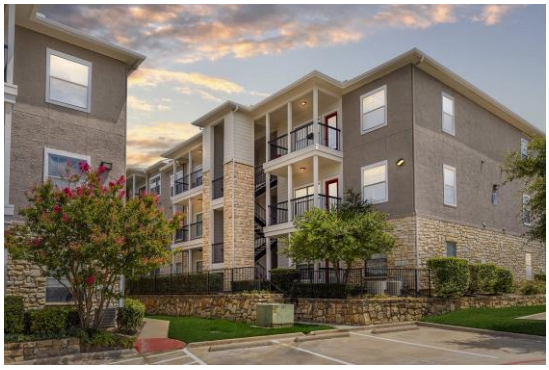
- Find and Interpret swimming pool and spa codes.
- Explain how to open and close swimming pools and spas for the season.
- Interpret procedures for cleaning and acid washing a pool safely.
- Summarize how to maintain pool and spa equipment (such as filtration, recirculation, chemical treatment, and water analysis).
- Develop professional documentation of tasks completed and customer relation skills.
- Apply Pool & Spa Maintenance skills within industry standards and governmental regulations.

Graduates will be awarded a Technical Certificate in Swimming Pool and Spa Maintenance.

INTRODUCTION TO APARTMENT MAINTENANCE

The Introduction to Apartment Maintenance Technical Certificate Program is designed to help students begin a career as a maintenance technician. They will understand the role of a maintenance technician and gain exposure to HVAC maintenance, grounds maintenance, and interior building maintenance. More specifically, they will develop skills in restoring vacant apartment units to a "market ready" condition.

This program consists of eight courses:
GEN101 - Career Opportunities in Apartment Maintenance
GEN102 - Basic Electricity
HEA101 - Electric Furnace Maintenance
HEA102 - Gas Furnace Maintenance
HEA103 - EPA Technician Certification
HEA104 - Air Conditioning Maintenance
INT101 - Grounds, Scenery & Curb Appeal
INT104 - Interior Maintenance



There are no prerequisites… but we recommend that students pursue the courses as sequenced above, and mainly because, the set of courses are designed to build upon each other.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, the following is a breakdown of our Introduction to Apartment Maintenance program:

Introduction to Apartment Maintenance Technical Certificate Program	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Career Opportunities in Apartment Maint	20	1.33	10	0.33	15	0.33	45	2
Basic Electricity	20	1.33	10	0.33	15	0.33	45	2
Electric Furnace Maintenance	20	1.33	10	0.33	15	0.33	45	2
Gas Furnace Maintenance	20	1.33	10	0.33	15	0.33	45	2
EPA Technician Certification	20	1.33	10	0.33	15	0.33	45	2
Air Conditioning Maintenance	20	1.33	10	0.33	15	0.33	45	2
Grounds, Scenery & Curb Appeal	20	1.33	10	0.33	15	0.33	45	2
Interior Maintenance	20	1.33	10	0.33	15	0.33	45	2
Totals	160	10.66	80	2.66	120	2.66	360	16

Upon completion of this program, the student will be able to:

- Identify and repair HVAC equipment.
- Explain the upkeep and maintenance required at a property to maintain its curb appeal.
- Inspect and restore vacant apartment units to a "market-ready" condition.
- Develop professional documentation of tasks completed and customer relation skills.
- Solve job assignments within industry standards and governmental regulations.

Graduates will be awarded a Technical Certificate in Apartment Maintenance Technology, and EPA Technician Certification as approved by the United States Environmental Protection Agency.

RESIDENTIAL & APARTMENT TECHNOLOGY - AAS DEGREE

The AAS Degree program is designed to help students develop the knowledge, skills, and competencies necessary for performing building maintenance, and diagnosing and repairing equipment. More specifically, these students will develop HVAC skills, plumbing skills, electrical skills, grounds skills, interior/exterior building maintenance skills, appliance repair skills, plus more. These students will also understand the upkeep and maintenance required at a property in order to maintain its curb appeal and will be able to restore vacant apartment units to a "market ready" condition and in a timely manner.

The program consists of 1025.5 clock hours of specialized technical training or 60.4 semester credits: which amounts to earning 38.4 credits of required technical coursework, 7 credits of technical electives, and 15 credits of general education. Unlike many other programs, our degree program is set-up to guide students through smaller educational plans (such as cohort technical certificate programs) that can rollover into earning the degree without penalty. Below is a listing of those programs in order of importance:

1. HVAC Maintenance - (6 courses)
2. Plumbing Maintenance - (2 courses)
3. Electrical Wiring Maintenance - (2 courses & 1 workshop)
4. Interior/Exterior Building Maintenance - (4 courses & 1 workshop)
5. Appliance Repair - (5 courses)

Shortly after completing the required cohort programs, students pursue technical electives and general education courses. AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes (see table).

AAS Degree Residential & Apartment Technology	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Required Courses	382.0	25.45	192.0	6.38	294.0	6.51	868.0	38.4
Technical Electives	70.0	4.66	35.0	1.16	52.5	1.16	157.5	7.0
Technical Course Totals	452.0	30.11	227.0	7.54	346.5	7.67	1025.5	45.4
General Education Courses	N/A	N/A	N/A	N/A	N/A	N/A	N/A	15.0
Totals	TBD	TBD	TBD	TBD	TBD	TBD	TBD	60.4

There are no prerequisites… but we recommend that students pursue the courses as sequenced in the technical certificate programs, and mainly because, the set of courses are designed to build upon each other.

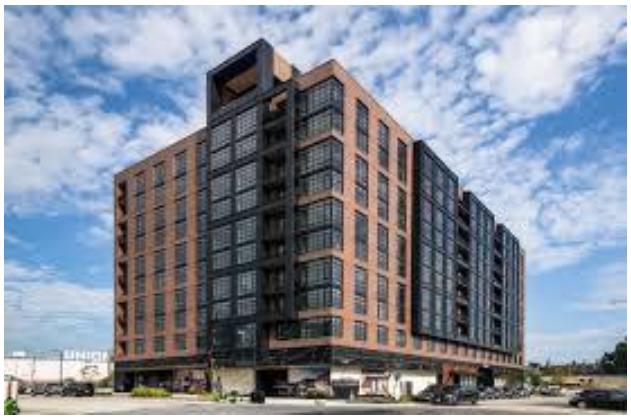
Upon completion of this program, the students will be able to:

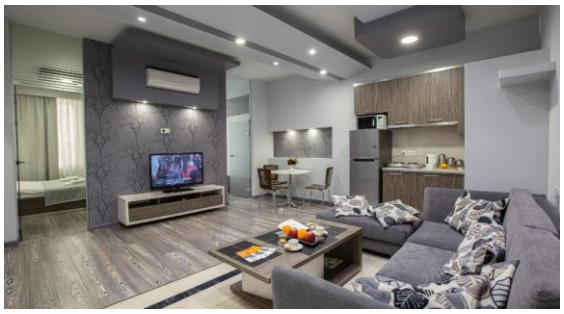
- Obtain a fulltime job in the residential and apartment maintenance industry.
- Identify and repair HVAC equipment, plumbing systems, electrical systems, interior/exterior building components, and major appliances.
- Explain the upkeep and maintenance required at a property to maintain its curb appeal.
- Inspect and restore vacant apartment units to a "market-ready" condition.
- Develop professional documentation of tasks completed and customer relation skills.
- Solve job assignments within industry standards and governmental regulations.
- Earn the AAS Degree in Residential & Apartment Technology and be prepared for the next promotional opportunity.

Graduates will be awarded the AAS Degree in Residential & Apartment Technology, and EPA Technician Certification as approved by the United States Environmental Protection Agency.

Note 1: Students enrolled in this program are required to complete 15 semester credits of "General Education Coursework" from any recognized accredited institution, that will be transferred into their account. The general education coursework may include natural and physical sciences (mathematics, physics, biology, chemistry, etc.); social and behavioral sciences (psychology, sociology, history, geography, economics, etc.); humanities and fine arts (English, written and oral communication, literature, foreign language, etc.). AC/C TECH does not control tuition and fees at other institutions, and therefore, those expenses must be determined by the student. However, we recommend Ivy Tech Community College because they offer easy online enrollment, online training, and fair tuition at $149 per semester credit. Ivy Tech also offers payment plans. Students can take advantage of those options by paying a $30 non-refundable setup fee, and their credit card processing fee is 2.85%. When calculated, 15 semester credits of general education through Ivy Tech cost $2,235.00. When added to our technical course fees, the student's total cost is $12,990.79 to earn the AAS Degree. The only remaining cost is associated with obtaining books for general education courses.

Note 2: The admission standards to be accepted into this program involve earning a high school diploma or a recognized equivalent certificate. Evidence of that credential must be maintained in the student's private account.





INSTRUCTIONAL DELIVERY AND RESOURCES

AC/C TECH's "Instructional Delivery and Recourses" include the following areas:

- Instructional Methodology
- Training Resource Center
- Self-Paced Instruction
- Teacher-to-Student Ratio

Instructional Methodology

In alignment with our mission and goals, AC/C TECH's curriculum is guided by program outcomes established for each technical certificate program, including the AAS Degree program. After the outcomes were established and program descriptions written, we developed a preliminary set of courses which served as a logical organization of concepts, that appropriately build upon each other as students learn and develop specific skills.

Within each course, various lessons were developed, and assessments were selected in order to appropriately measure student achievements toward meeting course expectations. Each course was designed so that students can learn on a step-by-step basis and progress at their own pace. The curriculum for each course involves:

- Taking a pre-assessment
- Reading assigned books and analyzing handout materials
- Viewing online lectures
- Taking quizzes and final examinations via the internet
- Having an option of repeating quizzes and the final examination to improve scores
- Watching reference videos
- Doing lab assignments
- Participating in web-based meetings
- Documenting 15 hours of OJT assignments

It's worth mentioning that all course assignments align with workorder activities a maintenance technician will experience on the job. Emphasis is placed on completing assignments pursuant to [1] planned maintenance activities, [2] diagnostic and repair procedures, [3] job task standards, [4] uniform physical inspections, [5] industry standards, and [6] governmental regulations. In many cases, students are involved in researching new building and maintenance codes. In other cases, students may be involved in researching different methods and materials to achieve their assignments more efficiently. In any event, students can search through our "Online Technical Support" database to obtain information about completing their assignments pursuant to the six criteria noted above… or simply research for additional information related to indoor air quality, lead-based paint, mold, and radon gas. Simply put, any type of research, will enhance both the vocational and general education objectives of this program.

Training Resource Center

AC/C TECH utilizes various technologies to optimize interaction between the institution and students. In fact, we use the Inquisiq R5 Learning Management System, which is referred to as our Training Resource Center. The Training Resource Center is 100% web-based and designed to take the guess work out of maintaining an apartment community and repairing equipment. The platform is easy to use, easy to understand, and easy to navigate. In addition, the platform contains four key modules: Web-Based Classroom, Online Technical Support, Virtual Coffee House, and Q&A Bulletin Board.

- The Web-Based Classroom houses our eLearning and interactive distance education courses and workshops. All courses are highly technical and include attention-grabbing graphics, photos, videos, and sound effects aimed at simplifying complex topics. The lessons include exciting special effects and transitions in an effort to keep each student engaged. All eLearning and IDE lessons are voice narrated so that students can focus on the topic and develop the knowledge, skills, and competencies listed in the course description and outcomes. After completing a course, the student will be able to recognize the components and understand how the equipment functions in sequence of operation. Emphasis is placed on diagnosing failures and making repairs pursuant to current building codes. Students will learn what can fail, why it failed, and how the failure can be prevented. Understanding these principles will allow students to diagnose and repair more complex problems, reduce maintenance expenditures, and develop professionalism.

- The Online Technical Support is an automated database that guides students through a variety of diagnostic and repair procedures. It includes step-by-step repair tips for appliances, electrical wiring, heating and air conditioning equipment, interior/exterior building maintenance, outdoor amenities, grounds, plumbing, and swimming pool maintenance. It also includes energy saving tips, planned maintenance activities, information about indoor air quality, lead-based paint, mold, and radon gas. This online technical support database is setup like a tree diagram that identifies root causes and list possible corrective actions. Based on the failure (or problem), students will learn the structure of multiple causes and possible corrective actions. This tool is used to breakdown broad categories into finer and finer levels of detail. It can map levels of diagnostic procedures that are required to accomplish a repair or task. Developing this type of thinking allows students to move past generalities into specific troubleshooting actions.

- The Virtual Coffee House contains articles related to building and equipment maintenance, laws affecting the industry, advancements in technology, outstanding achievers, employment opportunities, and more. It also includes themes that are designed to foster creativity, develop a culture of teamwork, improve the maintenance operations, or simply help apartment communities achieve certain benchmarks and financial gains.

- The Q&A Bulletin Board contains questions and answers about building science and equipment maintenance. Students can read questions posted by peers and they can post new questions to get answers from multiple experts.

In addition to the online training platform features, AC/C TECH uses other technologies to optimize interaction between the institution and students. We use Zoom.com and GoToMeeting.com software to host weekly web-meetings, live web classes, and proctored examinations. We also use FaceTime/Duo technology, text messaging, email, and phone calls to provide instructional and administrative support. Typically, most students use email, text messaging, and phone calls to obtain additional support.

Self-Paced Instruction

Once more, AC/C TECH's training is 100% online. That means we deliver instructional lessons via electronic technologies, such as the internet. Active engagement and interaction are required by the student to meet the course/program objectives and to achieve the intended learning outcomes.

All lectures, quizzes, reference videos, and lab assignments are developed in electronic format and optimized for use within the Inquisiq R5 LMS. When available, AC/C TECH provides students with the means to purchase electronic books, rather than a hard copy.

More importantly, students have self-control over the lessons. The lessons can be stopped and started at will and repeated five times. All lessons include various media such as graphics, photos, videos, and sound effects to demonstrate and simplify complex topics. The lessons also include special effects and transitions to promote student engagement. All lessons include narration to aid auditory learners in developing the knowledge, skills, and competencies listed in the course syllabus.

Furthermore, all courses include auto-graded quizzes and final examinations which provide students' instant feedback. When students miss questions, they are provided the correct answer after the assessment is completed, so they can best learn from their mistakes before attempting to retake the assessment. Quizzes can be retaken twice, final examinations just once. Quizzes and final examinations are generated from a large test bank to assure that students who retake an assessment are not provided with the same set of questions.

Students are required to submit OJT (On-Job-Training) documentation in PDF format. They can receive assistance from the AC/C TECH staff about completing these assignments via Zoom and GoToMeeting.com software, allowing the student and instructor to see and hear the same parts/equipment when diagnosing failures, concerns, or questions. Plus, they can get instant feedback from their supervisor when doing OJT assignments. Much in the same way the AC/C TECH faculty evaluates students academically, maintenance supervisors are asked to evaluate the students OJT performance based on completing planned maintenance, breakdown maintenance, job task standards, restoring vacated apartment units, and uniform physical inspections. Also, students may be evaluated on completing work orders, special projects, safety skills, technical skills, customer relation skills, and documentation skills. This process allows both the instructional staff and maintenance supervisors to point out deficiencies, where applicable, and it helps students build competencies insofar as being able to do the work expected by the employer.

Lastly, we conduct web-meetings ever Tuesday and Thursday to facilitate interaction with students, and to keep them engaged in the training. Typically, those meetings include key points from the previous meeting, policy changes if applicable, open discussion about the training materials, lab assignment objectives/results, assignment due dates, and more. Simply stated, the noted activities are designed to align with our mission and goals, curricula mapping, and outcomes assessment plan.

Teacher-to-Student Ratio

All courses are setup as on-demand (meaning students can play lectures, attempt quizzes, watch reference videos, and do lab assignments anytime and from any location) and therefore the instructor-to-student ratio is unlimited. In fact, our ratio has been as high as 100 students to 1 instructor, and we have never experienced a problem. As of this date, AC/C TECH has not established a policy for student-to-instructor ratio, but it could be governed down the road.

When students are doing lab and OJT assignments, the maintenance supervisor-to-student ratio has never been greater than 3 students to 1 maintenance supervisor. However, that ratio is managed by the employer, not AC/C TECH. Our role is to recruit and train students based on employer workforce demands.

Student Externships/Internships

If you recall, part of our mission statement includes recruiting students according to job demands of employers, and once recruited, the student will be assigned to an apartment community to complete lab and OJT (On-Job-Training) assignments. This partnership gives students an opportunity to gain practical experience, learn employer specific competencies, showcase their skills, and secure a fulltime job.

Students are required to document 15 hours of OJT assignments for each course. The OJT assignment must align with the course lessons, and the OJT documentation must be submitted to AC/C TECH within 6-months after the online training ends.

Externship/Internship Training Objectives

Maintaining standards is paramount important at AC/C TECH because it will assure that our students (graduates) can do the work expected by the employer. Therefore, the main objective is to identify how well students are completing job assignments.

The primary objectives include the following:

- Work Orders
- Technical Skills
- Special Projects
- Safety Skills
- Customer Relation Skills
- Documentation Skills

Work Orders - Students may be evaluated on how effectively they completed assignments, e.g.: did the student understand and respond to the work order correctly? Did the student demonstrate good diagnostic and repair techniques? Did the student adjust the equipment for optimum efficiency after making the repair? Was the work completed in a timely manner?

Technical Skills - Students may be evaluated on following diagnostic and repair procedures, understanding the equipment's sequence of operation, applying a systematic approach towards isolating electro-mechanical problems, use of reference materials, and proving his/her diagnosis.

Special Projects - Students may be evaluated on how well they completed a special project.

Safety Skills - Students may be evaluated on safety procedures such as use of tools and testing meters, maintaining a clean and safe work environment, or protecting the resident and/or property. A student will be stopped and receive a zero score if he/she makes a Gross Safety Violation. Note: A Gross Safety Violation is anything that the student does or fails to do that significantly jeopardizes his/her safety or the resident's safety, e.g.: leaving energized equipment unattended, or releasing hazardous chemicals inside a facility, or causing a gas or water leak.

Customer Relation Skills - Students may be evaluated on professionalism. For example, how an introduction was made? Was customer satisfaction achieved at the end of the service call?

Documentation Skills - Students may be evaluated on how thorough, accurate, and legible workorders are completed. Specifically, the workorder must include what was observed, diagnosed, repaired, and reflect what the resident was told?

As secondary objectives, students may be evaluated on the following:

- Planned Maintenance
- Breakdown Maintenance
- Job Task Standards
- Restoring Vacated Apartment Units
- Uniform Physical Inspections

Planned Maintenance is routine work that needs to be done in order to preserve the life of equipment and/or property. A well-established planned maintenance program will allow you to control the workload, the budget, and personnel. Plus, it will help minimize emergency work that results in costly repairs, and it will reduce work-orders stemming from breakdown maintenance. Planned Maintenance should be top priority and scored the highest; and therefore, students must clearly demonstrate a true ability to do planned maintenance assignments successfully and without supervision.

When Breakdown Maintenance occurs, it is imperative that all students approach the job systematically and follow diagnostic and repair procedures. This will reduce misdiagnosing and replacing parts until the equipment works. This unnecessary expense affects the property's net operating income. As the minimum passing standard, students must demonstrate an ability to follow diagnostic and repair procedures.

Job Task Standards measures a worker's performance based on the amount of time and quality of work produced. As one example, the estimated time to diagnose and repair a defective blower motor inside an electric furnace is 40 minutes. Anyone exceeding that time may require additional training, better tools, and/or precise supervision. As the minimum passing standard, students must complete 70% of all OJT assignments within the allocated time.

Restoring Vacated Apartment Units to a market ready condition involves repairing ceilings, walls, floors, stairs, doors, cabinets, trim, and baseboards. It also involves cleaning, repairing, and inspecting appliances, HVAC equipment, plumbing fixtures, and the electrical system for safety and functionality. As the minimum passing standard, students must demonstrate an ability to restore vacated apartment units to a market ready condition without supervision.

Uniform Physical Inspections is fifth priority. Emphasis is placed on helping apartment communities achieve a 90-100% REAC score. This objective can be achieved by getting everyone involved, which should be a company-wide concern, not just a maintenance concern. Our strategy includes inspections by Maintenance Personnel, Property managers, Risk Facility Service Manager, and Residents. This team approach will have the greatest impact towards helping communities achieve the highest score possible. In fact, we recommend that inspections be conducted quarterly.

In short, these activities/objectives are meaningful to students insofar as job placement and retention. Also, they are meaningful to alumni insofar as employment advancements. However, it's worth mentioning that OJT represents 25% of the training/learning experience, and therefore, it represents a meaningful balance among the evaluation process.

The OJT requirements and objectives are communicated to students at the beginning of each course/program; and reinforced in each course syllabus. Also, the OJT requirements and objectives are communicated to maintenance supervisors verbally by AC/C TECH staff, and via the subscriber license agreement.

COURSE DESCRIPTIONS

APP101 - Range Maintenance
This course develops specific skills in servicing gas and electric ranges. Students will learn how to interpret the schematic wiring diagram; how to repair the surface heating components; how to repair the bake and broil components; and how to repair the clock, timer and/or lights. Most importantly, the students will learn to make these repairs in a safe, efficient, and productive manner.

APP102 - Refrigerator Maintenance
This course develops skills in servicing refrigerators. Students will learn to how to interpret the schematic wiring diagram; trace the sequence of operation; test every component; diagnose the compressor; check for refrigerant leaks; and/or recharge the system in a safe, efficient, and productive manner.

APP103 - Dishwasher Maintenance
This course develops skills in servicing convertible and built-in dishwashers. The students will learn to interpret the electrical diagram and trace the sequence of operation; specifically, the wash cycle, the rinse cycle, and the dry cycle. The students will also learn how to improve poor dish-washing results, improve poor drying results, and reduce noisy operations. Moreover, they will learn how to repair water leaks and how to make all repairs in a safe, efficient, and productive manner.

APP104 - Washer Maintenance
This course develops skills in servicing automatic washing machines. The students will learn how to interpret the electrical diagram and trace the sequence of operation. Also, how to diagnose and repair the timer, the water system, the agitator and motor, the pump, suspension system, plus more. Students will gain exposure to safety information, tools, and testing equipment.

APP105 - Dryer Maintenance
This course develops skills in servicing dryers. Students will learn how to interpret the electrical diagram and trace the sequence of operation. They will learn how to diagnose and repair controls, dryer timer, heating elements, thermostats, drum drive, motor and air flow, cabinet construction, and more.

ELE101 - General Wiring Maintenance
This course develops skills in diagnosing and repairing electrical components. Specifically, devices such as wall switches, lighting fixtures, duplex receptacles, GFCI's, AFCI's, 120-volt general purpose circuits, 240-volt dryer and range circuits, and more. The students will also learn basic principles of electricity, safety tips, VOM and Amp meter usage.

ELE102 - Advanced Wiring Maintenance
This course develops skills in maintaining service entrance equipment such as overhead and underground conductors, weatherheads, anchors, conduit, meter base, meter, main service panel, subpanels, junction boxes, grounding electrode conductor, grounding rod, etc. Also covered are electrical requirements in attics, basements, crawl spaces, garages, workshops, swimming pools, spas, hot tubs, low voltage circuits, planned maintenance activities, energy saving tips, and basic points of electrical safety. NOTE: Students are encouraged to bring their residential or community's electrical drawings to class for analyzing.

Course Descriptions

ELE103 - Aluminum Wiring Maintenance (workshop)
This program is designed to help students understand how to maintain aluminum wiring branch circuits in accordance with applicable building codes. This program covers procedures that will promote awareness to unsafe conditions, connection failure warning signs, routine inspections, and proper maintenance techniques. Emphasis will be placed on making repairs in a safe, efficient, and productive manner.

GEN101 - Career Opportunities in Apartment Maintenance
This course is designed to help students understand the role of a maintenance technician and to help them realize Career Opportunities in the Residential & Apartment Maintenance Industry. Students will gain exposure to different job levels, job assignments and work expectations for each level, work order procedures, service calls during and after normal business hours, compensation trends, overtime pay requirements, customer satisfaction, resident retention, plus more. The students will also gain exposure to heating & air conditioning systems, plumbing systems, and electrical systems. In addition, the students will gain exposure to grounds maintenance and interior building maintenance, and safety. Lastly, if applicable, this course will help students satisfy AC/C TECH's provisional admissions policy.

GEN102 - Basic Electricity
This course develops skills in understanding electrical fundamentals. Specifically, the students will learn electrical theory, electrical terminology, ohms law, and electrical formulas. From a practical standpoint, students will learn how electricity is produced and distributed from the utility company, the demand for electricity in a home or apartment, how to diagnose failures using a volt-ohm meter, how to interpret diagrams and schematic, plus more. The program will conclude with basic points of electrical safety.

GEN103 - Self-Management
This course helps students develop careers within the residential and apartment industry. Simply stated, it's understanding and taking responsibility for one's own behavior and wellbeing. The course takes a psychological approach toward improving attitudes and concepts. It includes planning a career, projecting a professional image, developing skills, time management, human relation, motivation, personality, health, and leadership skills.

GEN104 - Supervision
This course prepares students for entry level supervision positions within the industry. The students will develop an understanding of various organizational structures and practices, supervisory methods and concepts, human relations within the industry, personal considerations, and supervision of maintenance activities.

HEA101 - Electric Furnace Maintenance
This course develops skills in servicing electric furnaces. Students will learn electric heating principles, how to interpret the schematic wiring diagram, how to trace the sequence of operation, how to test and evaluate the components, how to make repairs in no-heat situations, and how to adjust the furnace for optimum efficiency. Emphasis will be placed on making repairs in a safe, efficient and productive manner.

Course Descriptions

HEA102 - Gas Furnace Maintenance
This course develops skills in servicing gas furnaces. Students will learn to recognize the components, interpret the schematic wiring diagram, trace the sequence of operation, diagnose and replace only defective parts; and adjust the furnace for optimum efficiency. The students will also learn to clean the furnace, check for gas leaks, and complete service calls in safe, efficient, and productive manners.

HEA103 - EPA Technician Certification
This course prepares students for the EPA Technician Certification Exam. It covers Ozone Depletion, Global Warming Potential, Refrigeration Characteristics & Identification, Ozone Depleting Refrigerants , Clean Air Act and The Montreal Protocol, Clean Air Act Section 608 Regulations, Clean Air Act Venting Prohibition, Refrigerants and Oils, Refrigeration, The Three R's, Leak Detection, Recovery Techniques, Dehydration, Safety/General, Safety/Cylinders, Shipping, servicing small appliances, servicing high pressure appliances, and servicing low pressure appliances. All technicians must pass a closed-book proctored test which contains 25 questions about EPA regulations, and 25 questions on recycling procedures in the area in which they work. They may choose to test in only one area, or they may choose to test in more than one area, or they may choose to take the universal test which consists of 100 questions: 25 general and 75 sector-specific (25 from each sector of Type I, Type II and Type III). The minimum passing standard is 70%.

HEA104 - Air Conditioning Maintenance
Residential air conditioning principles are studied in detail but with an emphasis on diagnosing, repairing, and tweaking the unit for optimum efficiency. Students will develop skills in understanding the refrigeration cycle, examining the components, interpreting the electrical wiring diagram and tracing the sequence of operation, analyzing the compressor, charging the system, making repairs, and conducting planned maintenance activities.

HEA105 - Heat Pump Maintenance
This course studies the basic approach to servicing residential heat pumps. The technicians will learn to diagnose a reverse-cycle heat pump, identify and test the components, determine what controls the direction of heat flow, adjust auxiliary heat, and more. The technicians will also gain exposure to causes of failures, planned maintenance techniques, safety information, tools, testing equipment, and most importantly, how to make all repairs in a safe, efficient, and productive manners.

HEA201 - Worst Case Draft Testing
This course develops skills in evaluating the operation of vented combustion appliances under conditions which may not allow them to function properly. Students will learn the importance of conducting a Daily Safety Test Out / Worst Case Draft Test; set-up procedures for pressure testing the combustion appliance zone; how to determine the worst-case configuration; draft test procedures for water heaters and furnaces; minimum draft testing requirements; and permanent corrective solutions that will minimize back-drafting and carbon monoxide poisoning.

INT101 - Grounds, Scenery & Curb Appeal
This course develops skills in maintaining the appearance of a residential building or apartment community. Students will gain exposure to a comprehensive list of items to inspect, clean and/or repair: e.g.: landscaping, parking lots and driveways, walkway and steps, fencing and gates, mailboxes, signs, children's play areas, disposal areas, retaining walls, drainage systems, building exterior components, hallways, laundry rooms, storage areas, etc. They will also learn aspects related to liability, e.g.: grounds safety, security systems, environmental health concerns, and utility shut-offs.

Course Descriptions

INT102 - Outdoor Amenities
This course covers maintaining and repairing outdoor amenities. They are items of being pleasant and something that expresses comfort, convenience, or enjoyment. Specifically, the students will learn how to maintain basketball courts, patios, sidewalks, steps, concrete walls, children's play areas, decks, fences, gates, volleyball courts, water fountains, flags and flag poles, banners, and signs. Emphasis will be placed on removing obstacles that may be considered hazardous and improving the appearance of the facility or community.

INT103 - Exterior Building Maintenance
This course develops skills in exterior building maintenance. Students will learn how to repair foundations, exterior walls, roofs, gutters and down spouts, screens and windows, doors and door locks, porches, patios, and decks. Also covered are safety awareness, tool selection, and construction materials. Most importantly, the students will learn to make repairs in safe, efficient, and productive manners.

INT104 - Interior Building Maintenance
This course develops skills in maintaining the interior components of a property and to ensure that all vacant apartment units are thoroughly restored to a "market ready" condition, and in a timely manner. Students will learn procedures for repairing interior components such as ceilings, walls, floors, stairs, doors, cabinets, trim, and baseboards. They will also inspect appliances, HVAC equipment, plumbing fixtures, and the electrical system for safety and functionality.

INT105 - Final & Inspection (8-hour workshop)
This course develops skills in making final preparations before a facility can be leased. It mainly covers touch-up work that may have been damaged during punch-out or the cleaning process. It also covers inspections to assure that the facility is clean, all appliances are working properly, and that all repairs were made in a professional manner.

INT201 - Uniform Physical Inspections
This course develops skills in conducting inspections as covered under the United States Department of Housing and Urban Development REAC (REAL ESTATE ASSESSMENT CENTER) Standards. Students will learn details about the inspection protocol and procedures, deficiency definitions, inspection guidelines, scoring, technical reviews, and database adjustments. Emphasis will be placed on achieving a 95-100% REAC score. Additionally, the program includes a strategy for getting everyone involved so team can have the greatest impact towards helping apartment communities achieve the highest score possible.

INT202 - Mold Remediation
This course involves the mold remediation process. It begins by providing background information about mold and its origins. Specifically, it defines mold (including characteristics and optimal, environmental factors for maturation based on type), mold's different types and manifestations, health risks associated with exposure, and finally, procedures associated with the detection, containment, removal, prevention, and completion of the remediation process.

Course Descriptions

PLU101 - General Plumbing Maintenance
This course develops skills in solving plumbing problems in a home or apartment community. The students will learn the anatomy of a plumbing system and how to make repairs at kitchen sinks, bathroom sinks, tubs, showers, toilets, and water heaters. The students will also learn drain cleaning techniques via plungers, pressure, and toilet augers. Other topics include tools of the trade, minimizing foul smells, thawing frozen pipes, and winterizing plumbing components. Emphasis will be placed on making repairs in a safe, efficient and productive manner.

PLU102 - Advanced Plumbing Maintenance
This course develops skills in making plumbing repairs. Students will learn how to work with different types of pipes, e.g.: PVC, CPVC, copper, galvanized, and black pipe. Moreover, they will learn how to cut, thread and braze pipe. Other topics include water softeners & treatment, water filters, on-demand and point of use hot water heaters, recirculating pumps and sump pump installation & repair, sewage ejector repair, correcting noise problems, air admittance valves, and drain machine cleaning. Emphasis will be placed on making repairs in a safe, efficient and productive manner.

SWI101 - Swimming Pool & Spa Codes
This course develops skills in understanding codes and regulations affecting public, semipublic, special-use, and private swimming pools and spas. Students will learn codes affecting the water supply and plumbing fixtures; sewer system and drains; depth markings; safety requirements, supervision and lifesaving equipment; disinfection and water quality; suits and towels for swimmers; cleaning pools; records of operation and supervision; supervision of personal conduct and regulations.

SWI102 - Swimming Pool & Spa Opening
Pool Opening covers activities related to draining and cleaning the pool; making floor and wall repairs where necessary; painting or acid-bathing; inspecting the chlorinator and chemical feeder; checking the valves, filters, strainers, motor and pump for proper operation; and filling the pool.

SWI103 - CPO (Certified Pool Operator)
This course develops skills in maintaining records on water testing, disease and accident prevention, pool operation problems and chemical adjustments, equipment maintenance, energy conservation, training personnel, and monitoring swimmers. Also covered is pool equipment which includes maintenance activities on pumps and motors, filters and strainers, pressure gauges and flow meters, chemical feeders, and chlorine tanks.

SWI104 - Pool Closing
This course develops skills in closing a pool. It covers draining the pool; blowing out lines; winterizing the components; storage of equipment; and setting up circulation for winter water, plus chemicals.

FINANCIAL AFFAIRS

AC/C TECH's "Financial Affairs" includes the following areas:

- Tuition & Fees
- Financial Assistance
- Payment Collection Policy
- Cancellation Policy
- Refund Policy
- Account Receivables

Tuition & Fees

All tuition, fees, and other charges are the same for all students. Students have an option of pursuing Courses Only, Technical Certificate Programs, or the AAS Degree Program. Below is a complete listing of all cost associated with courses and each program:

- Admission Fee $0.00
- Tuition/Course $250.00
- EPA Technician Certification $200.00
- Workshops $75.00

Technical Certificate Programs	Tuition/Workshops	Books	Tools/Supplies	Uniforms	Total Cost
☐ HVAC Maintenance	$1,500.00	$163.75	$439.07	$160.00	$2,262.82
☐ Plumbing Maintenance	$500.00	$254.83	$603.55	$160.00	$1,518.38
☐ Electrical Wiring Maintenance	$575.00	$198.95	$293.95	$160.00	$1,227.90
☐ Interior/Exterior Maintenance	$1,075.00	$69.90	$1,114.95	$160.00	$2,419.85
☐ Appliance Repair	$1,250.00	$174.75	$682.14	$160.00	$2,266.89
☐ Swimming Pool & Spa Maintenance	$1,000.00	$59.95	$439.07	$160.00	$1,659.02
☐ Introduction to Apartment Maintenance	$2,000.00	$163.75	$439.07	$160.00	$2,762.82

AAS Degree Program	Tuition/Workshops	Books	Tools/Supplies	Uniforms	Total Cost
☐ Required Technical Courses	$4,900.00	$862.18	$3,133.66	$800.00	$9,695.84
☐ Technical Elective Courses	$1,000.00	$59.95	$0.00	$0.00	$1,059.95
Totals	$5,900.00	$922.13	$3,133.66	$800.00	$10,755.79
☐ General Education Coursework	TBD	TBD	TBD	N/A	TBD

Students are responsible for acquiring books, tools, and supplies. The fees are based on pricing from Menards; however, the items can be obtained from any source. Please reference our website to obtain a complete listing. Acquiring uniforms is optional.

Students enrolled in the AAS Degree are required to complete 15 semester credits of "General Education Coursework" from any recognized accredited institution. AC/C TECH does not control tuition and fees at other institutions, and therefore, those expenses must be determined by the student. However, we recommend Ivy Tech Community College because they offer easy online enrollment, online training, and fair tuition fees at $149 per semester credit. Ivy Tech also offers payment plans for budgeting. Students can take advantage of those options by paying a $30 non-refundable setup fee, and their credit card processing fee is 2.85%. When calculated, 15 semester credits of general education coursework through Ivy Tech cost $2,235.00. When added to our technical course fees, the student's total cost is $12,990.79 to earn the AAS Degree. The only remaining cost is associated with obtaining books for the general education courses.

There are no other fees… AC/C TECH does not offer discounts, nor waivers.

Financial Assistance

There are four options students may pursue to obtain financial assistance:

Option #1: Employer Assistance
As part of AC/C TECH's mission, students are recruited according to job demands. Once recruited, the student will be assigned to work at the employer's property community and will be allowed to complete lab and OJT (On-Job-Training) assignments. That is how students can obtain a fulltime job, attend training, earn credentials, and build a lifelong career in residential and apartment maintenance technology without going into debt. Simply stated, the employer pays the tuition and fees.

Below are rates for employer-based training programs:

- 1-day Training Sessions ……. $2,300.00
- 2½ day Training Sessions ……. $4,200.00

Property Management Firms can purchase unlimited access to our training platform by Subscriber License Agreement. The base rate is $0.70 per apartment unit. For example, a 300-unit apartment community would pay 300 x $0.70 = $210 per month, or $2,520 per year. The minimum term is 1-year. This subscription allows their entire maintenance staff to pursue training. In general, most property management firms hire 1 technician for every 90 apartment units. Under this scenario 3 or 4 individuals can pursue our training and there is no cost to the student because the employer is responsible for making the payments.

OPTION #2: Sponsor Assistance
AC/C TECH provides training for public school districts, public libraries, workforce development groups, community development organizations, governmental agencies, and the like. This is another way students can attend training, earn credentials, and build a lifelong career without going into debt. It's worthy to mention that AC/C TECH has no authority to regulate the mechanism under which the sponsors funding is governed and administered, we only provide the training. In general, the qualification guidelines are based on income, and most of our students qualify because their annual income is below poverty level. This is a model AC/C TECH will encourage as much as possible.

OPTION #3: Payment Plans
AC/C TECH offers a payment plan for every course/program. The payment plan is not a loan, and therefore, the student has no debt, no interest, no finance charge, and there is no credit check. Based on the enrollment, a down payment is due before starting classes and the amount is listed in the Enrollment Agreement. The balance is paid off by making $50.00 weekly payments. However, there is a late fee penalty of $5.00 per occurrence. Students are scheduled to graduate on the last day of their payment, and therefore, payments do not extend into the next cohort training program. Again, payments are due weekly starting the first week of classes. Students may choose to make payments directly from their bank account or by a credit/debit card. We accept MasterCard, Visa, Discover, and American Express. Payments made via Credit/Debit card are subject to a 3.49% service fee.

OPTION #4: Standard Promissory Note
AC/C TECH offers a Standard Promissory Note that is setup for students wanting to pursue our training fulltime and wanting to earn the AAS Degree as fast as possible, or, for students who cannot secure a fulltime job and want to defer all payments until obtaining employment. In any event, the students are required to start their lessons within the 1st 15 days of the course schedule and maintain an 80% attendance rate through course completion. Also, students are required to maintain a SAP (Student Academic Progress) score of 67%, or higher, to continue eligibility for the next cohort technical certificate program.

The Promissory Note discloses that students have the option to pay for the program immediately (prior to starting the training) via a deferred Lump Sum payment, or in installments. If installments are desired, the student will have an option of making payments on a weekly basis, or monthly basis, or based on their employer pay cycle. Students are not charged a financing fee for paying in a deferred lump sum or in installments. However, when payments are not made pursuant to the scheduled timeline, AC/C TECH applies a late fee for each occurrence:

- $10 per occurrence if student is paying weekly
- $40 per occurrence if student is paying monthly.
- $25 per occurrence if student is paying based on their employer's pay period.

AC/C TECH accepts cash, personal checks, money orders, and charge card payments to satisfy tuition and fees.

Payment Collection Policy

It is AC/C TECH's intent to conduct all collection practices according to sound and ethical business practices. It assures that it does so through regular review of its collection principles against higher education and consumer norms, and by conducting its collection practices consistently and fairly via procedures.

AC/C TECH's collection practices reflect sound and ethical business practices in that students are provided clear information for consideration and signature via an Enrollment Agreement and included Promissory Note, thus both parties are legally bound to navigate the payment and collection process as agreed upon. Students are offered payment options without finance charges, and only a minimal late fee is applied.

AC/C TECH also assures that its collection process is ethical by providing appropriate communication in various events:

- If the student's credit card information is no longer active or payment has been declined, AC/C TECH will contact the cardholder immediately to update information.
- For accounts in arrears over 30 days, AC/C TECH will contact their employer or family members to inquire about the individual and to attempt to resolve the concern. The employer or family member may be contacted by telephone, email, or letter.
- For accounts in arrears over 60 days, AC/C TECH will suspend the student from all training programs until the account is paid up to date or until payment arrangements have been satisfied by the school.
- Only after an account has been in arrears over 90 days would AC/C TECH refer the matter to legal counsel for collection and possibly refer the debt to a third-party collection agency

AC/C TECH's collection practices consider the rights and interests of both the student and our institution. The "Standard Promissory Note" clearly states the rights and obligations of both parties and payment and collection process enumerated respects those rights. Students are provided a quality education with flexible payment options, and AC/C TECH retains the right to receive payment for its training and student services in a timely manner, and to seek restitution when payment becomes uncollectable.

Cancellation Policy

Students may cancel an enrollment anytime and for any reason and by any method. Prospective students who have not visited AC/C TECH or the Property Management Firm where OJT will be conducted, prior to enrollment, will have the opportunity to cancel (without penalty) following a tour of the facilities.

Refund Policy

AC/C TECH will pay a refund to students in the amount calculated under this policy, or as otherwise approved by the Indiana Board for Proprietary Education. The student's obligation at the time of cancellation will be calculated as follows:

(A) Within six (6) days following the signing of the contract, no obligation and all monies paid, if any, to be fully refunded. Example Refund: $250 – ($250 x .00) = $250.00

(B) After six (6) days, but before beginning of training, a registration fee of 20% of the total tuition not to exceed $100.00. Example Refund: $250 – ($250 x .00) = $250.00 * AC/C TECH does not have Registration Fees

(C) After beginning of training, the registration fee, plus 10% of the total tuition until student completes 10% of the assignment. Example Refund: $250 – ($250 x .10) = $225.00

(D) After completing 10% of the assignments, but prior to completing 25% of the assignments, the registration fee plus 25% of the total tuition. Example Refund: $250 – ($250 x .25) = $187.50

(E) After completing 25% of the assignments but prior to completing 50% of the assignments, the registration fee plus 50% of the total tuition. Example Refund: $250 – ($250 x .50) = $125.00

(F) After completing 50% of assignments, but prior to completing 75% of the assignments, the registration fee plus 75% of total tuition. Example Refund: $250 – ($250 x .75) = $62.50

(G) After completing 75% of assignments, the student is responsible for total tuition. Example Refund: $250 – ($250 x 1.00) = $0.00

(H) The entire course (all lessons and testing) must be completed within 30 days. If a student does not cancel by the end of such time, he is responsible for his total tuition.

(I) The institution will make a proper refund, within thirty-one (31) days of the student's request for cancellation.

(J) If the student has paid tuition extending beyond twelve (12) months all such charges shall be refunded.

Account Receivables

All tuition and fee payments are computerized and retained indefinitely. We record and maintain the following data: Student ID, Student Name, Address, Phone Number, Program or Course Name, Cost of Program/Course, Amount Paid, Date Paid, Method of Payment, and Balance Due. As part of our Strategic Plan, a copy of the Accounts Receivable Record will be deposited into the student’s account, where they can view it anytime.

STUDENT ASSESSMENT & ACHIEVEMENT POLICY

AC/C TECH's "Assessment & Achievement Policy" includes the following areas:

- Adherence to AC/C TECH's Assessment and Grading Policy
- Satisfactory Academic Progress (SAP)

AC/C TECH measures student achievement through direct assessments including quiz scores, lab assignment scores, final examination scores, and OJT (On-Job Training) scores. As indicated in the table, each assessment is weighted equally, and represents 25% of the student's final score.

Grading Criteria		
Quizzes	100 pts	25%
Lessons/Labs	100 pts	25%
Final Examination	100 pts	25%
OJT Assignment	100 pts	25%
Total	400 pts	100%

In all cases, the benchmark for successful completion involves mastering 70% of the course activities. This benchmark aligns with various external licensure requirements and was adopted throughout AC/C TECH's curriculum as the minimum standard of achievement. As comparison, maintenance technicians are required to score 70% or higher to earn a license in plumbing, electrical, and HVAC. Additionally, maintenance technicians are required to score 70% or higher to earn EPA Technician Certification as regulated by the U.S. Environmental Protection Agency and score 70% or higher to complete auditor training as administered by the IHCDA (Indiana Housing Community Development Authority). We simply wanted to align our passing standards with industry standards used in the trade, which is why we use a percentage method rather than grades (see performance indicator below):

Performance Indicator
100 - 95% Superior
94 - 88% Good
87 - 80% Average
79 - 70% Passing

Attendance and/or class participation are not factored into passing standards.

Testing Policy:
Quizzes are setup at the end of each training session. A final examination is setup after completion of all training sessions. Students are allowed to retake quizzes and final examinations to improve scores. Quizzes may be re-taken twice, but final examinations just once. Retake quizzes and examinations are randomly drawn from a large test-bank of questions to assure that students do not get the same set of questions and answers twice.

Lesson/Lab Policy:
All assignments must be submitted before the course ends. If an assignment is not submitted, the student will be given a zero (0) score for that lesson, unless prior approval was obtained from the instructor. The instructor may assign additional outside work if necessary. Students may redo lab assignments to improve scores.

1-Hour Student Verification Assignment:
Prior to earning course credits, students are required to complete a mandatory 1-hour verification assignment. Instructors will verify the identity of students to assure that they are indeed the person who completed the online training. Acceptable forms of identification are driver's license, governmental identification, passport, or military identification. In addition to checking identification, instructors may verify that the student has developed the skills necessary to complete work assignments expected of a maintenance technician. The student may be required to answer questions related to diagnosing and repairing a defective component, cleaning the equipment, adjusting the system for optimum efficiency, and/or answering routine maintenance questions. This policy does not apply to students who are being monitored and evaluated by their employer.

OJT Assignments:
Every AC/C TECH course has an externship linked to its program; and therefore, apartment maintenance students are required to document 15 hours of OJT assignments, which represent 0.33 semester credits per course. The OJT assignment must align with the course lessons, and the OJT documentation must be submitted to AC/C TECH within 6-months, after conclusion of the didactic portion of the eLearning lessons. For example, while a student learns about electric furnace maintenance, he/she could assist in repairing or cleaning a furnace. While a student learns about interior building maintenance, he/she could assist in restoring a vacant apartment unit to a market ready condition for leasing. This experience is truly meaningful because it represents 15 hours of training/learning experience, and more importantly, it can identify how well students are completing assignments which leads to job placements.

Self-employed students, and those who may not qualify to work at apartment communities, may do OJT assignments at their worksite or another location. As another option, students may opt-out of doing OJT assignments, but to earn a credential they must complete additional training until the minimum graduation requirements (credits) are reached. As example, the number of credits earned for a normal course is 1.67 credits, which is equivalent to opting out of 5 OJT assignments valued at 1.65 credits.

Students are informed of their progress on a regular basis. In fact, all transcripts are computerized and updated daily, and a copy is deposited into their private account. Students may be assigned a course designation of "A" for Audit Course, "P" for Passed Course, "F" for Failed Course, "I" for Incomplete, "T" for Transferred, "TO" for Test-Out, "WA" for Withdrew Administratively, "WP" for Withdrew Passing, or "WF" for Withdrew Failing. All "WA's" (Withdrew Administratively) are processed due to a non-compliance issue stemming from the student's behavior, poor attendance, or a request from an employer where the student is assigned to complete OJT.

Adherence to AC/C TECH's Assessment and Grading Policy

Our assessment system is computer automated, and therefore, it's unlikely that students will detect errors or find improper scoring. In fact, instructors are not actively involved in grading quizzes, final examinations, lab assignments, etc… they focus more on helping students understand and achieve the course objectives… such as diagnostic and repair procedures.

Again, our computerized assessment system grades and maintains scores. However, we take a proactive stance to assure compliance of all policies, by providing instructor training, reviewing institutional effectiveness data, and conducting annual performance evaluations.

INSTRUCTOR TRAINING
Shortly after gaining employment, and every year thereafter, each instructor is required to attend training related to AC/C TECH's: [1] Mission and Institutional Goals, [2] Curricula Mapping, [3] Outcomes Assessment Plan, [4] Clock-Credit Hour Evaluation, [5] Curriculum Development Manual, [6] List of Textbooks, [7] AC/C TECH's Training/Learning Platform, [8] Attendance Policy, [9] Satisfactory Academic Progress Policy, [10] Externship/Internship Policy, [11] OJT Form and Grading Policy, [12] Confidentiality of Student Records, and [13] our 24-Hour Timeline to Answer Student Questions and/or Concerns.

INSTITUTIONAL EFFECTIVENESS DATA
AC/C TECH monitors its effectiveness by evaluating student data, employer/sponsor data, certification data, program completion data, and Job placement data. From a broader perspective, our Institutional Effectiveness Plan covers much more. It's a roadmap for evaluating our mission, goals, student characteristics, training programs, academics, operations, and financials.

AC/C TECH recognizes that identifying key indicators, collecting data, and measuring benchmarks is requisite to validating and verifying the ongoing realization of the mission and our goals. The success of AC/C TECH graduates is directly related to the continuous vigilance, evaluation, revision, and improvement of our educational offerings. The mission can only be achieved through continuous self-evaluation including key indicators that support institutional effectiveness in three main areas of academics, operations, and finances. The data collected provides a comprehensive overview of how effectively the mission is being achieved; and therefore, the data must be accurate and reliable. This is just another reason why the entire staff has a true incentive to adhere to all assessment and grading policies.

ANNUAL PERFORMANCE EVALUATIONS

Like other institutions, all faculty members are evaluated annually. Where deficiencies are detected, which may include assessment and grading policies, a corrective action plan will be implemented.

Once more, the combination of providing instructor training, monitoring institutional effectiveness data, and conducting annual performance evaluations will help all faculty members to develop a good understanding of our grading processes and realize the importance of adhering to all policies.

Satisfactory Academic Progress (SAP) Policy

AC/C TECH aligns its Satisfactory Academic Progress policy with ACCET's Document 18. More specifically, students are required to make Satisfactory Academic Progress in their program of study which includes maintaining a cumulative score of 70%, passing 67% of all courses attempted, and earning a technical certificate or degree within 150% of the standard program length.

SAP scores are determined by the total number of courses passed divided by the total number of courses attempted (SAP = # Passed/# Attempted). When determining rates, AC/C TECH includes only the coursework pursued through our institution; for example, we include courses that are designated as passed, failed, and test-out. We do not include courses that are transferred, incomplete, withdrawn, repeated, non-credit remedial coursework, and the like.

As additional information, AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, each course represents 45 clock hours or 2 semester credits.

Students are informed of their progress on a regular basis. In fact, all transcripts are updated daily, and a copy is deposited into their private account. This frequent notification serves as early warning to prevent their SAP status from becoming problematic. If the SAP score drops below 80% the student is issued a warning. The warning notification includes:

a) the length of time, but not exceeding the duration of the program currently enrolled.
b) the terms or conditions.
c) the SAP status during the warning period.
d) the consequences for failure to meet the terms of the warning.

The warnings will continue after each course until the score improves above 80%. These early and ongoing notifications will increase the student's likelihood of achieving SAP standards. Also, after re-establishing 80%, all previous notifications will be expunged.

When a SAP score drops below 67%, the student is removed from the program. It's important to realize that AC/C TECH strives to maintain an ethical spirit in which it operates, particularly when it involves applying disciplinary measures.

The following are consequences of course failures:

- Should a student fail a course, he/she may retake the course at no additional charge.
- Should a student fail the same course twice, he/she will be placed on academic probation.
- Should a student fail any two courses, within a 9-month period, he/she will be placed on academic probation.
- Should a student fail the same course three consecutive times, he/she will be suspended from the program for a period of not less than one year.
- Should a student fail any three courses, within a 12-month period, he/she will be suspended from the program for a period of not less than one year.

If desired, students may appeal a suspension/removal by following the procedures outlined in our Complaint/Grievance Policy. To obtain a successful appeal, the student must develop an "Academic Plan" that ensures compliance of our satisfactory academic progress standards. Additionally, the plan must include corrective actions throughout the existing program, as well as corrective actions that will apply to all future enrollments.

- Should a student fail to comply with an "Academic Plan", after obtaining a successful appeal, he/she will be removed permanently.

Like other institutions, students can be removed for non-academic reasons. Non-Academic Suspensions can stem from non-compliance, behavior problems, poor attendance, plagiarism, drug or theft related problems, and the like. At the time of enrollment, students are required to review AC/C TECH's Student Code of Conduct Policy. A violation of any policy will result in disciplinary action that could range from counseling to suspension depending on the severity of the offense, the number of offenses involved, whether this is the first violation of the honor code, and the impact of the offense(s) on the rest of the AC/C TECH community.

ATTENDANCE POLICY

AC/C TECH's attendance policy applies to students logging into their online courses and completing lessons/assignments. It does not refer to physical presents. Therefore, our attendance policy is based on starting lessons within the 1st 15 days of course schedules and maintaining an 80% attendance rate through course completion. Since our program is 100% online and students can do the lessons anytime… concerns related to tardiness, early departures, make-up work, excused absences, etc., are not applicable.

As background information, students are assigned one course monthly until graduating. No courses are assigned during the months of June, July, and August because administrators from the apartment industry prefer 100% participation towards restoring vacated apartment units during summer months. In contrast, if a student fails a course, he/she may retake the course during June, July, and August. This waiver allows everyone to remain on schedule towards pursuing subsequent courses and graduating together. It's important to realize that our academic failure rate has never exceeded 2%, but our non-compliant failure rate (which involves attendance) reached 34%.

Both types of failures are not desirable, but 34% is highly concerning and requires special attention. As corrective action, we pursued the following approach:

- Summarize the Causes of Poor Attendance.
- Establish Ramifications for Violating the Policy.
- How is Attendance Data Collected and Maintained?
- Assign Administrative Control and Responsibility.
- Increase Awareness of this Policy.

SUMMARIZE THE CAUSES OF POOR ATTENDANCE

There are many reasons why students fail to complete their lessons/assignments, however, the following describes the top five: [1] Some workloads causes apartment technicians to become procrastinators, [2] Apartment technicians require more training compared to other skilled tradesmen, [3] Energy efficient equipment requires more time to diagnose & repair, [4] Not maintaining a planned maintenance program triggers unexpected breakdown maintenance, and [5] Working in a decentralized maintenance operations could affect technical learning.

1. **Some Apartment Maintenance Technicians Become Procrastinators**
   Apartments, like any other physical structure, need constant maintenance. Aside from walls and flooring, apartments contain appliances, plumbing, electrical, heating and air conditioning systems, swimming pools, recreational facilities, and other amenities. It is a scientific fact that anything mechanical/electrical will wear out and fail given enough time. Therefore, an apartment technician can become overwhelmed by the number of workorders that must be completed daily, and as a result, sacrifice learning and training opportunities. They simply become procrastinators, not giving themself enough time to complete all lessons and subsequently fail the course. This is why our attendance policy is based on starting lessons within the 1st 15 days of course schedules and maintaining an 80% attendance rate through course completion.

2. **Apartment Technicians Require More Training Compared to Other Skilled Tradesmen**
   Apartment technicians must have the knowledge, skills, and competencies to accomplished heating and air conditioning repairs, plumbing repairs, electrical repairs, interior/exterior building repairs, appliance repairs, swimming pool repairs, spa repairs, mold remediation, uniform physical inspections, telecom services, worst case draft testing, and more. Compared to other skilled tradesmen, who are required to have a working knowledge of only one skill/trade, apartment technicians must have a

working knowledge of many different skills/trades. However, apartment technicians are generally less trained, and less motivated to pursue training. Those are other reasons why our attendance policy is based on starting lessons within the 1st 15 days of course schedules and maintaining an 80% attendance rate through course completion.

3. Energy Efficient Equipment Requires More Time to Diagnose & Repair

Everyone knows how rapidly technology is evolving but advancements related to building sciences require special attention, especially those related to optimizing building performance. Maintenance workers must understand details about [1] comprehensive weatherization programs that are designed to reduce utility bills, [2] appliances, HVAC, electrical, and plumbing devices that have electronics to increase efficiency, and [3] changes in regulatory codes that urge energy improvements. Repairs associated with these advancements often require special tools and test instruments that must be understood. As another factor, most energy efficient equipment has substantially more parts than older equipment, and therefore, requires more time to diagnose and repair. To help combat this concern, we recommend that all maintenance workers be given 1-hour daily to pursue training. This would improve "Job Task Standards" and "Worker Performance" based on the amount of time and quality of work produced.

4. Not Maintaining a PM Program Triggers Unexpected Breakdown Maintenance

Planned Maintenance (referred to as preventive maintenance) is routine work that needs to be done in order to preserve the life of equipment and/or property. A well-established planned maintenance program will allow you to control the workload, the budget, and personnel. Plus, it will help minimize emergency work that results in costly repairs, and it will reduce workorders stemming from breakdown maintenance. Planned Maintenance should be given priority… the same as "Grounds, Scenery & Curb Appeal". For example, many property management firms require technicians to police their grounds 2-hours daily. That means ¼ of their workday involves picking-up papers, cigarette butts, trash, cleaning building hallways, laundry rooms, swimming pool facilities, and other amenities daily. Simply stated, if the same amount of time was devoted towards planned maintenance of equipment and systems, there will be far less breakdown maintenance. As a result, the maintenance staff will have more time for doing other things, such as training and learning.

5. Working in a Decentralized Maintenance Operations Could Affect Technical Learning.

Many property management firms are setup to have a decentralized maintenance operations which requires property managers to govern maintenance workers. This management structure allows property managers to dictate assignments who frequently gives priority to marketing, financial management, landlord-tenant laws, rental violations, resolving resident complaints, and the like. In contrast, most centralized maintenance operations are governed by a maintenance director who is more focused on building science, maintenance repairs, and compliance with regulatory codes. To help combat this divide, we created a special account so that property managers can monitor the progression of their maintenance workers training anytime (24/7) and from any location. They can view daily progress reports, transcripts, credentials, and more. Also, we plan to develop "Maintenance Tips for Property Managers", that will include information about planned maintenance activities, diagnostic & repair procedures, job task standards, restoring vacated apartment units, and more. Knowing that type of information will help property managers detect warning signs sooner, so they can encourage or demand procrastinators to start their lessons, as well as encourage or demand course completions.

Establish Ramifications for Violating the Policy
As noted previously, AC/C TECH's attendance policy is based on starting lessons within the 1st 15 days of course schedules and maintaining an 80% attendance rate for course completions.

- Anyone who procrastinates more than 15 days, in starting lessons, will automatically be withdrawn from the course. In addition, he/she will be issued a written warning. A copy of that warning will be emailed to the student and a second copy will be deposited into their private account. That allows students to have access to all school records anytime of the day (24/7) and from any location.
- Students automatically withdrawn from courses are entitled to a 100% refund. This will minimize possible student complaints and maximize our Satisfactory Academic Progress results.
- If an attendance problem reoccurs during the next course, the student will be placed on Non-Compliant Probation. That notification will be emailed to the student and another copy deposited into their private account. Furthermore, the Director of Student Services will reach out to that student for discussion of this policy and provide guidance towards compliance. Note: Both warning and probation notifications will automatically be expunged after the student maintains good attendance over the next 9 months. However, the probation can be reduced to 3 months if a plan is submitted towards correcting the deficiencies.
- Should another attendance problem reoccur during a third consecutive course, the student will be suspended from the program for a period of not less than one year. Moreover, after the suspension process, reinstatement is not automatic. The student must apply "in writing" and his/her documentation "shall" include a plan to correct all deficiencies.
- Warnings, probations and suspensions can be prevented by withdrawing from the course; but prior to executing that decision, AC/C TECH will inform the student how it may affect their financial assistance.

Since our program is 100% online and students can attempt the lessons anytime of the day (24/7), concerns related to tardiness, early departures, make-up work, etc., is not applicable.

How is Attendance Data Collected and Maintained?
All attendance records are created automatically inside the LMS (Learning Management System), uploaded daily to the AC/C TECH student recordkeeping database, and maintained indefinitely in electronic format.

More specifically, the LMS maintains when courses were assigned, the students last login, IP address, local time zone, credits, enrollment date, course status, course due date, course completion date, lesson identification, lesson date/time, content resource, lesson completion, progress measure, lesson success, score, lesson timestamp, lesson time, lesson attempts, interaction, interaction description, interaction timestamp, interaction time, learner response, correct responses, result, objective, objective description, objective score, objective completion status, and objective success status. As indicated, we maintain far more useful data than traditional sign-in sheets.

Assign Administrative Control and Responsibility
The Director of Student Services is responsible for managing attendance-related matters. In addition, the Instructor and Director of Student Services are emailed progress reports daily, for detecting and responding to poor attendance.

As another form of control, AC/C TECH created a special account for employers and sponsors to view their clients'/employees' training progress anytime (24/7) and from any location. This allows management personnel to detect warning signs early, so they can encourage or demand procrastinators to start their lessons in a timely manner, as well as encourage or demand course completion.

Make This Policy an Independent Key Topic

Simply stated, we will be transparent and proactive about this policy… in fact, it's publicly available through our website www.acctech.us, it's posted inside the "About US" tab listed as Attendance Policy, it's published inside our Program/Course Catalog, and it's listed as a student acknowledgement inside the Enrollment Agreement.

As you can imagine, every student, employer, sponsor, etc. will be informed about this policy. In addition, they will realize the importance of maintaining good attendance and that our policy is based on starting lessons within the 1st 15 days of course schedules and maintaining an 80% attendance rate through course completion.

When this policy is updated, both the website and catalog are updated in a timely manner to assure the new changes are readily accessible to everyone.

RECRUITMENT & ADVERTISEMENT POLICY

AC/C TECH's "Recruitment & Advertisement Policy" includes the following areas:

- Recruitment Strategy
- Admission and Enrollment Process
- Responsibility for Managing this Campaign.

AC/C TECH's approach to recruiting, advertising, and promoting its programs depicts the occupational nature of a maintenance technician and the training offered by this institution. Our efforts can be separated into four categories: [1] Student Desires, [2] Employer Desires, [3] AC/C TECH's Website Promotions, and [4] Phone Inquiry Campaigns.

1. Student Desires

We seek to recruit students who are interested in residential and apartment maintenance technology, likely to complete their educational objectives, and suited for employment at the end of the training. Once recruited, the student is assigned to one of the employer's property communities to complete OJT (On-Job-Training) assignments. At present, our recruitment efforts are primarily conducted in the State of Indiana, where AC/C TECH is authorized to operate as a vocational institution. We also train students in other states where an exemption exists for training employees (recognized as an employee-based training program) who work for a property management firm, in which AC/C TECH is contracted to provide in-house private training.

2. Employer/Sponsor Desires

We offer property management firms a contractual relationship insofar as training their current employees and providing them with valuable skills leading to completion of technical certificates and/or an AAS Degree. Furthermore, their maintenance supervisors are encouraged to serve as mentors to AC/C TECH students and provide feedback to our instructors on how well students are completing OJT assignments. This symbiotic relationship is a benefit to all involved, as it leads to higher student retention, graduation rates, and employment outcomes. In addition, AC/C TECH seeks to partner with sponsors and other vocational schools for training adult clients, directly connecting their educational knowledge, skills, and competencies with a practical credential. Simply stated, many older technicians have quality skills but lack credentials that verify their skills.

3. AC/C TECH's Website Promotions

Our website is designed as a promotional tool to offer prospective students' information about AC/C TECH's programs, courses, and services. Our website address is www.acctech.us. Specifically, the website contains information about our mission and goals, history and authorization, consumer information disclosure, course/program catalog, distance education disclosure, forms and documents, admissions, financial assistance, student policies, student services, and faculty. Also, the website includes special links to our admission/tuition/refund policies, course descriptions, course schedules, professional development, technical certificate programs, AAS Degree program, and how to contact us.

We disclose that AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes. Each course is setup to have 45 hours of specialized technical training: 20 hours of lectures, 10 hours of lab assignments and 15 hours of OJT assignments, which means both e-learning and resident training is involved. However, the resident training (referred to as OJT) is conducted at the students' employment location, not at AC/C TECH's facility. We also disclose an academic calendar and the estimated timeline for program completion which is dictated by the program enrolled… see listing:

HVAC Maintenance	6 eLearrning courses	6 months
Plumbing Maintenance	2 eLearrning courses	2 months
Electrical Wiring Maintenance	2 eLearrning courses & 1 workshop	2 months
Interior/Exterior Building Maintenance	4 eLearrning courses & 1 workshop	4 months
Appliance Repair	5 eLearrning courses	5 months
Swimming Pool & Spa Maintenance	4 eLearrning courses	4 months
Intro to Apartment Maintenance	8 eLearrning courses	8 months
AAS Degree	60.4 semester credits	48 months

At this point in time, no advertisements are used to drive traffic to the website. We do not advertise nor promote our training via radio, TV, direct mail, etc. Prospective students find our website through organic search results or through word-of-mouth referrals from current students, alumni, employers, and sponsors.

4. **Phone Inquiry Campaigns**

Through phone inquiries, we promote that our training is 100% web-based and that students can earn technical certificates and/or a degree via online training. We disclose that our training platform includes a Web-based Classroom, Online Technical Support, Virtual Coffee House, and Q&A Bulletin Board.

- We state that our Web-Based Classroom houses our interactive courses and workshops. All courses are highly technical and include attention-grabbing graphics, photos, videos, and sound effects aimed at simplifying complex topics. The lessons include exciting special effects and transitions in an effort to keep each student engaged. All lessons are voice narrated so that students can focus on the topic and develop the knowledge, skills, and competencies listed in the course description and outcomes.
- We state that our Online Technical Support is like a library, it's an automated database that guides individuals through a variety of diagnostic and repair procedures. It includes step-by-step repair tips for appliances, electrical wiring, heating and air conditioning equipment, interior/exterior building maintenance, outdoor amenities, grounds, plumbing, and swimming pool maintenance.
- We inform students that our Virtual Coffee House is like an electronic library. It contains articles related to building and equipment maintenance, laws affecting the industry, advancements in technology, outstanding achievers, employment opportunities, and more.
- We inform students about our Q&A Bulletin Board which contains questions and answers about building science and equipment maintenance. Students can read questions posted by peers and they can post new questions to get answers from multiple experts.
- Students have access to the noted resources 24 hours per day 7 days per week.

If asked, we inform students that previous work experience, previous technical education, and/or previous competencies are not required to achieve the program outcomes. Mainly because, in some cases, their previous training does not align with current building and maintenance codes which are updated on a 3-year cycle. In other cases, their previous training may have involved old materials and old methods that no longer align with industry standards. Nonetheless, we provide training so that students can develop the necessary skills.

Like other institutions, we provide students with a course syllabus and other instructional aides to follow. The course syllabus covers everything about the course; and it includes a sequential list of sessions/topics that guide students through the learning experience. This makes our training and learning platform easy to understand, easy to use, and easy to navigate. Plus, the syllabus includes the instructors' contact information should tutoring be desired.

In support of our mission and goals, we inform students that instructors will monitor their progress routinely, will provide counseling and tutoring as needed, and will computerize all results. We also inform students that our instructors conduct web-meetings every Tuesday and Thursday, starting at 7:00 pm, so that we can demonstrate how to diagnose equipment and illustrate other related activities. During the meetings, students can share their camera and screen for displaying anything unique, and the instructors will explain how to diagnose and repair that equipment. However, it's important for students to attend the meetings because employers attend, which gives unemployed students an opportunity to showcase their skills and secure a job.

Lastly, we want students to realize the importance of maintaining good attendance… and that our attendance policy is based on starting lessons/assignments within the 1st 15 days of course schedules and maintaining an 80% attendance rate through course completion. We inform students that our academic failure rate has never exceeded 2%, but our non-compliant failure rate (which involves attendance) has reached 34%. That is why our phone inquiry campaign includes attendance. Simply put, we want every student, employer, sponsor, etc. to know that maintaining good attendance will lead to a higher probability of achieving the training objectives, earning credentials, and securing a fulltime job.

Despite how the noted information is perceived and utilized by prospective students and visitors, they are welcome to inquire about other information. However, we maintain that all communications are ethical, honest, and consistent with ACCET policies. We do not imply that employment, occupational advancement, and/or certification is guaranteed… nor do we participate in robocalls as well as telemarketing.

It's worth mentioning that we have a Facebook account, but it's primarily used to promote student achievements and graduation activities. Also, we have a Tweeter, Instagram and Linkedin account but those accounts are not actively being used at this time. Below are URL's to all AC/C TECH social media accounts:

Facebook	https://www.facebook.com/ACCTechIndy/
Tweeter	https://twitter.com/ACCTECH7
Instagram	https://www.instagram.com/acctechonline/
Linkedin	https://www.linkedin.com/company/ac-c-tech

Recruitment Strategy

AC/C TECH seeks to recruit students who are interested in maintenance technology, likely to complete the educational objectives, and suited for employment at the end of the training.

There are two common approaches to our recruitment strategy: reactive and proactive. AC/C TECH will pursue both. Historically, we have followed the reactive approach, meaning "prospective students will find us". This was acceptable in the past because the majority of our training was limited to the Indianapolis Indiana geographical area. However, our goal is to recruit nationwide and follow the proactive approach; meaning: "We will find prospective students and contact them directly". We will do things differently than most institutions to attract candidates; e.g.: [1] we will establish a recruitment team that is highly effective in communicating via social media; [2] we will find talent in unlikely places through Facebook, Twitter, Linkedin, Pinterest, Google +, Snapchat, Instagram, and other social networking sites; [3] we will recruit from high schools, trade schools, and vocational schools; [4] we will recruit from the veteran's administration, WorkOne Centers, and other community workforce organizations; [5] we will recruit by online advertising as well as by local television and radio; [6] we will recruit through employment workshops and trade shows; [7] we will recruit by referrals and offer incentives to those who made the referral; [8] we will develop training and employment algorithms for selecting the best candidates possible; [9] we will advocate that AC/C TECH has "AFFORDABLE TUITION" but it can be "PAID BY AN EMPLOYER/SPONSOR" if the student excels.

Our recruitment team will show prospective students how to utilize the U.S. Department of Labor's career search tools. Those tools display career occupations for every trade as well as data about the average annual salary for each trade. It's important that students understand the earnings for Residential and Apartment Maintenance because it will help them compare the occupational paths more effectively from the start. In fact, this program is unique in that students may complete online lessons at home, then go to a job site and complete OJT assignments. During this process, they can earn a stipend while pursuing the OJT. The employer/sponsor Maintenance Supervisors will monitor the student's progress for 10 weeks and if the student demonstrates an ability to master the lessons and maintain a positive attitude, they will be offered a fulltime job. From that point forward, the student's tuition will be paid by the employer/sponsor; plus, they will be allowed to continue the training during the 8-hour workday.

We also want prospective students to realize a world of opportunities insofar as building a career. As indicated throughout this document, establishing contractual arrangements with property management firms is a key factor towards achieving the institutional goals. Our partners have agreed to engage the students frequently and will help them become high performers. They will offer students a feeling of respect and involvement towards the prosperity of their organization. Making a student feel respected and appreciated will have greater impact than increased wages. Simply put, we want prospective students to develop specific skills, earn credentials, secure a fulltime job, and build a career without going into debt.

Responsibility for managing this Campaign

The President assures that all promotional materials are truthful, accurate, and clear because he is intimately familiar with the institution's operations, programs, courses, and services. The President is also responsible for changes to the curriculum and promotional messaging.

The Director of Recruitment/Admissions is responsible for all recruitments, advertisements, promotional materials, disclosures, cancellations, refunds, and other related policies and best practices. This individual is also responsible for executing our marketing plan.

As AC/C TECH continues to grow, the institution will hire various personnel, or expand the responsibilities to adjunct instructors, as needed. The hiring process will include the creation of a job description and required qualifications. First, adjunct instructors will be approached about increasing their hours and job responsibilities to include recruitment. If the need extends beyond this group, job postings will be published in appropriate local and national job boards and websites. Candidate resumes will be screened, and a handful of the most qualified candidates will be interviewed. An offer of employment and contract will then be issued to successful candidates. After being hired (or if adjunct instructors are brought on to participate in recruitment) they will be trained to fulfill the duties.

Their training will include:

- Review of all admission policies, course/program catalog, and website content for familiarity.
- Training on communication methods and templates used for email or phone scripts.
- A period when the President and Director of Recruitment/Admissions can observe recruiter communication and provide feedback.
- A review of ACCET Document 30 - Policy on Recruiting, Advertising, and Promotional Practices.

Lastly, AC/C TECH's admissions and recruitment processes are ethical because students are not subject to undue pressure towards enrollment. Prospective students initiate the inquiry and enrollment process and determine how the process unfolds through their engagement. When a student provides their contact information and does not immediately complete an application, follow up communications are encouraging and frequent enough to remind the student of the remaining steps required, but infrequent enough so they do not feel pushy or

harassed. Follow-up communications will be limited to one per week, unless otherwise requested or stated by the student. In addition, our admission criteria and policies are fair, clearly stated, and publicly available to facilitate a student-driven and student-centric enrollment process. As a final point, AC/C TECH evaluates and updates its recruitment processes annually including the website, course/program catalog, and promotional flyers.

STUDENT ADMISSION/ENROLLMENT POLICY

AC/C TECH's "Student Admission/Enrollment Policy" includes the following:

- Admissions Criteria
    a. Educational Standards
    b. Honor Code Standards
    c. Identification Standards
    d. Employer Background Standards
    e. English Language Proficiency Assessment
- Chronology of Events for Admissions/Enrollments
- Reliable Methods for Admitting Qualified Students
- Responsibility for the Admission/Enrollment Processes
- Transfer of Credit Policy
- Advanced Standing Through Examinations (Test-Outs)

Admissions Criteria

AC/C TECH will admit candidates interested in maintenance technology, likely to complete their educational objectives, and suited for employment at the end of the training. To reach this status, candidates are required to meet the following standards:

a. EDUCATIONAL STANDARDS

NON-DEGREE PROGRAMS: There are no prerequisites or entrance exams for candidates making enrollments into courses only or technical certificate programs.
DEGREE PROGRAMS – UNDERGRADUATE: Students enrolling in the AAS Degree program must have a high school diploma or equivalent. An official transcript or evidence is required. If a student wishes to transfer credits from another institution, an official transcript from that institution must be provided. Students who are homeschooled or attend an alternative school should submit credentials that demonstrate equivalent levels of achievement and ability.

b. HONOR CODE STANDARDS

All candidates must commit to the AC/C TECH Honor Code. The Honor Code defines the ethical spirit in which students must work. This policy was implemented because maintenance technicians are required to complete assignments in occupied units while the resident may not be at home. This helps ensure that all residents and their property are respected and that all workorders are completed in a professional manner. So, in short, all candidates must commit to [1] personal responsibility, [2] academic honesty and integrity of work, [3] moral respect for everyone and their property, and [4] ethical concern for the good of AC/C TECH and the good for our students.

c. IDENTIFICATION STANDARDS

Prior to course enrollments, potential candidates are required to submit an acceptable form of identification. That may include a valid driver's license, or governmental identification card, or passport, or military identification.

d. EMPLOYER BACKGROUND STANDARDS

Part of our Mission Statement is to recruit students according to job demands of employers. Once recruited, the student will be assigned to one of the employer's property communities to complete OJT (On-Job-Training) assignments. That may require some candidates to undergo a background check. The investigative inquiries may include credit, criminal, driving, and/or other background reports.

e. ENGLISH LANGUAGE PROFICIENCY ASSESSMENT

Prospective candidates whose native language is not English and who have not earned a degree from an appropriately accredited institution where English is the principal language of instruction, must demonstrate college-level proficiency in English through one of the following for admission:

- Undergraduate Degree: A minimum score of 500 on the paper-based Test of English as a Foreign Language (TOEFL PBT), or 61 on the Internet Based Test (iBT), a 6.0 on the International English Language Test (IELTS), or 44 on the Pearson Test of English Academic Score Report. A high school diploma completed at an accredited/recognized high school (where the medium of instruction is English).
- Master's Degree: A minimum score of 530 on the paper-based Test of English as a Foreign Language (TOEFL PBT), or 71 on the Internet Based Test (iBT), a 6.5 on the International English Language Test (IELTS), or 50 on the Pearson Test of English Academic Score Report.
- First Professional Degree or Professional Doctoral Degree: A minimum score of 550 on the paper-based Test of English as a Foreign Language (TOEFL PBT), or 80 on the Internet Based Test (iBT), a 6.5 on the International English Language Test (IELTS), or 58 on the Pearson Test of English Academic Score Report.
- A minimum score on the College Board Accuplacer ESL Exam Series as follows: ESL Language Use: Score of 85 ESL Listening: Score of 80 ESL Reading: Score of 85 ESL Sentence Meaning: Score of 90 ESL Writeplacer: Score of 4 Comprehensive Score for all exams of 350.
- A minimum grade of Pre-1 on the Eiken English Proficiency Exam.
- A minimum B-2 English proficiency level identified within the Common European Framework of Reference (CEFR) standards and assessed through various ESOL examinations, including the University of Cambridge; 7.
- A transcript indicating completion of at least 30 semester credit hours with an average grade of "C" or higher at an institution accredited by an agency recognized by the United States Secretary of Education and/or the Council for Higher Education Accreditation (CHEA).

When admission request exceeds the number of job openings for the location/industry, AC/C TECH will interview and select candidates via algorithms. The instructional staff will conduct interviews by utilizing video conferencing equipment such as "GoToMeeting.com" or "Zoom.com" software. The interviews will be recorded for future reference. The interview process will cover 13 significant topics: [1] Scrutinizing the candidate's resume, [2] Exploring the candidate's technical background, [3] Discussing job-task-standards and work performance benchmarks, [4] Promoting the educational plan established for all Maintenance Technicians, [5] Reviewing the job description as it relates to health requirements, [6] Exploring how the candidate is able and willing to contribute his/her skills towards the prosperity of the organization, [7] Evaluating how the candidate's personal comportment can be a key factor, [8] Determining if outside special assistance is necessary, [9] Instructing the candidate to complete the pre-employment inquiry form, [10] Requesting information from previous schools and employers, [11] Having a discussion about references, [12] Having a discussion about information posted on social networks, and [13] Allowing the applicant to express why he/she is the best candidate for the program.

Selecting candidates based on algorithms will remove biases and improve the selection process, and the algorithms can be tweaked to achieve future improvements. The algorithms will be setup to factor the topics covered above. The instructional staff will assign a score from 0 to 8 for each topic: 8 points representing outstanding, and 0 representing unsatisfactory. The last topic will be scored 0 to 4 points. When computed, the candidates can earn 100 points maximum.

- Those who earn the highest rating will be admitted into the program first.
- Those who meet the admissions criteria will be informed in writing.
- Any applicant not meeting qualifications to become a student will be denied admission. Likewise, they will also be notified in writing and the communication will indicate the basis for that denial.

Chronology of Events for Admissions/Enrollments

Like other institutions, AC/C TECH has a separate admission process followed by a separate enrollment process. Below is a description of both:

THE APPLICATION FOR ADMISSIONS PROCESS

a) When prospective students make an inquiry, AC/C TECH thoroughly answers their questions and provides detailed information about the activity. We may provide details about courses, certificate programs, and/or the AAS degree program. Additionally, we may provide information about the admission requirements, total cost, and optional financial assistance. Moreover, the prospective students contact information is obtained, so that we can make a follow-up call, if necessary.

b) During admission discussions, prospective students are informed to complete the application for admission which is posted on the AC/C TECH website. That document includes the student's personal information, login credentials, emergency contact information, employment information, sponsor information, and other key details. That document also includes the student's educational background & self-certification, the chosen course(s) and/or program(s) with total cost, financial assistance information, and the student's electronic signature. A notification is automatically sent to the Director of Recruitment/Admissions and to the prospective student indicating that the application has been submitted and will be reviewed for completeness. The application is reviewed to assure that every question is answered and that all supporting documentation (such as a high school transcript, etc.) is submitted.

- If questions are unanswered or if the supporting documentation is missing, AC/C TECH will notify the student about the discrepancy.
- If the application is complete and all admissions criteria have been satisfied, the student is informed that they have been accepted for their chosen program via email and provided a link to the Enrollment Agreement.
- If the application is complete and the student does not meet admissions criteria, they are informed via email and provided the reason for denial.
- If the applicant has not successfully completed high school or its equivalent, and indicates a desire to earn the AAS Degree, they are considered for provisional admission pursuant to AC/C TECH's admissions exception policy. Students are considered for this exception if they have successfully completed all other information on the application form, submitted a copy of an official identification, and if correspondence with the student indicates an aptitude for learning. Once more, this exception applies to students interested in earning an AAS Degree in Residential and Apartment Technology and it will only be approved in limited circumstances. This policy does not apply to those pursuing courses only or a Technical Certificate program.

Provisionally admitted students are required to successfully complete GEN101 Careers in Apartment Maintenance with a 70% score before they are matriculated into the AAS Degree program. This path to matriculation aligns with the institution's mission to provide training and job skill improvements for anyone who might benefit.

c) AC/C TECH accommodates students with disabilities in accordance with the Americans Disability Act. Those students are provided reasonable accommodations, if they do not significantly alter the education provided and if they do not create an undue burden on AC/C TECH. Also, those students are required to self-disclose their disability and provide recent documentation of such from a Medical Professional, and the documentation cannot be more than three years old. Examples of potential accommodations may include:

- Additional time to complete assignments, e.g.: all pre-assessments, quizzes and final examinations are timed.
- Having assignments and examinations read aloud.
- Video captions can be inserted into lessons for accommodation of deaf students.

d) AC/C TECH does not deny admission nor discriminate against candidates based on race, religion, color, gender, sexual orientation, age, disability, or national origin. We admit students interested in maintenance technology, who are educationally prepared to complete the objectives, and suited for employment at the end of the training. We also admit students with a disability as long as they understand the job expectations of a maintenance technician, can perform the duties, and can pass the physical, vision, hearing, speaking, and mental/emotional requirements.

e) After admitting students, we review all transcripts submitted for possible transfer of credits.

THE ENROLLMENT AGREEMENT PROCESS

f) Next, the student is required to complete an enrollment agreement. That document includes the student's personal information, emergency contact information, employment information, course/program enrollment options with tuition & fees, payment options if requested, distance education disclosure, cancellation policy, refund policy, collection policy, transfer credit disclosure statement, AC/C TECH's obligations, the students' rights responsibilities and obligations, student identity verification, student acknowledgements, and the student's electronic signature.

g) All correspondences are saved as part of the student's record… including a copy of the application for admission, transfer of credit evaluation, release of information form, and all enrollment agreements. Moreover, a copy is retained in the student's private account, which is accessible from the student's dashboard anytime (24/7) and from any location.

h) AC/C TECH will assure that all applicants clearly understand that distance education is being offered and that they are required to read and understand the Distance Education Disclosure page, the Course/Program Catalog, and other policies before starting courses.

i) AC/C TECH affirms that the application for admission and enrollment agreement is furnished to all applicants before any payment or obligation is made, which clearly identifies the rights, obligations, and responsibilities of all parties.

j) The process for group and third party-funded enrollments are the same as noted above, except, an employer or sponsor may be instructing the prospective students to complete the application for admission and subsequent enrollment agreements.

As a final point, our institution accepts full responsibility for the actions, statements, and conduct of all recruitment personnel. Indeed, all future members will be required to comply with ACCET's Document 30 and AC/C TECH's best practices in a highly ethical way.

Reliable Methods for Admitting Qualified Students

AC/C TECH seeks to admit prospective students who request to improve their careers through individual maintenance courses, technical certificate programs, and/or the Associate of Applied Science Degree in Residential & Apartment Technology.

Those individuals must achieve the following requirements:

a) Complete an application form
b) Certify high school completion or a recognized equivalent such as a general educational development (GED) test.
    - Applicants who are homeschooled or attend an alternative school must submit credentials that demonstrate equivalent levels of achievement and ability.
    - Applicants who did not complete high school or a recognized equivalent must review the provisional admission policy. As noted in the previous section, applicants who did not complete high school or a recognized equivalent may be granted provisional admission for one course in order to demonstrate that they possess the ability to succeed in their chosen course or program. After successful completion of all other admission requirements, provisionally admitted students must pass GEN101: Career Opportunities in Apartment Maintenance on their first attempt with a passing score of 70% or higher. This course must be completed before students are matriculated into the AAS Degree program.
c) Submit a copy of a government-issued identification such as a driver's license, passport, military ID, etc.
d) A prospective student may be subject to a background check prior to being admitted, if required by the sponsor/employment partner. The investigative inquiries may include credit, criminal, driving, and/or other background reports.
e) Students whose native language is not English are required to demonstrate English Proficiency according to AC/C TECH's English Language Proficiency Policy.

AC/C TECH allows prospective students to self-certify their completion of high school in alignment with our mission and goals to provide opportunities to those seeking technical training, while minimizing any encumbering admission and enrollment processes. When prospective students self-certify their completion of high school or a recognized equivalent, AC/C TECH obtains a signed statement from the individual attesting that they successfully completed high school, earned a GED, or a recognized equivalent. Prospective students are required to state the institution name, city, state, and year of graduation for either their high school or the educational testing center as applicable. The prospective students high school completion is evaluated and if AC/C TECH has reason to believe that a prospective student may have submitted a false certification, an investigation will be implemented. Any prospective student who knowingly provide false information, will be removed from all enrollments.

Responsibility for the Admission/Enrollment Processes

As noted previously, the President assures that all promotional materials are truthful, accurate, and clear because he is intimately familiar with the institution's operations, programs, courses, and services. The President is also responsible for changes to the curriculum, services, or promotional messaging, which makes him most suitable to coordinate any changes to advertisements, website content, or promotional flyers when updating related content.

The Director of Recruitment/Admissions is responsible for student recruitment, advertisements, promotional materials, disclosures, cancellations, refunds, admissions policies, and practices. This individual is also responsible for executing our marketing plan.

Transfer of Credit Policy

AC/C TECH allows transfer of credits when an official transcript is received indicating the student's academic performance. In general, we only transfer credits for students enrolled in the Associate of Applied Science Degree in Residential & Apartment Technology. The degree requirements involve earning 60.4 semester credits: 38.4 credits from required technical courses, 7 credits from technical electives, and 15 credits from general education coursework. The general education coursework may include natural and physical sciences (mathematics, physics, biology, chemistry, etc.); social and behavioral sciences (psychology, sociology, history, geography, economics, etc.); humanities and fine arts (English, written and oral communication, literature, foreign language, etc.).

Students will be highly encouraged to transfer all general education coursework, when applicable. Students may transfer a maximum of 75 percent of the credits required to earn the AAS Degree, which amounts to transferring 45 semester credits. Credits awarded for experiential or equivalent learning cannot exceed 25 percent of the degree requirements which totals 15 semester credits.

To be considered for transfer:

- The coursework must have been completed through an accredited institution recognized by either the United States Department of Education, or the Council for Higher Education Accreditation, or the Accrediting Council for Continuing Education & Training.
- Course content must be similar to AC/C TECH's.
- Courses must have been completed no more than 10 years ago.
- A grade of C (2.0 GPA) is required for any course to be considered.

Prior to course enrollments, it is the students' responsibility to have official transcripts sent to AC/C TECH, either digitally or physically, by the granting institution(s). Afterwards, we review the transcript(s) without further requirement from the student.

When transcripts are received, they are first authenticated and the courses to be considered are added to a ledger. If a course title is unclear, AC/C TECH will look up that information on the institution's website? In any event, the courses evaluated for transfer are listed on the left side of a ledger and those approved are listed on the right side, so that students will clearly realize which courses were approved. All courses are considered together to assure that transfer credit maximums are not exceeded, etc. A sample of AC/C TECH's transfer of credit evaluation is provided in Exhibit 7-C3.1 for review. Furthermore, that document becomes part of the student's permanent record, which is accessible to them anytime, after their login.

- Awarding credits from other accredited institutions shall be made by qualified individuals and through a team approach. Together, the Director of Admission/Enrollment, Director of Education, and instructional staff will evaluate official transcripts and make transfer credit decisions with feedback from the management team where the student will be job placed.

- Awarding credit from experiential learning is also made by qualified individuals. Similar to the above, the Director of Admission/Enrollment, Director of Education, instructional staff, and maintenance supervisors, will interview the student and make decisions which courses to grant credit based on experiential learning. Alternately, students may complete an experiential assessment and if they score 80 percent or above, full credit will be granted based on experiential learning. AC/C TECH aligns its experiential assessment criteria with topics covered in the course lectures, e.g.: identifying components, understanding how the components function, tracing the sequence of operation, testing components by using a VOM, following diagnostic and repair procedures, doing planned maintenance activities, completing assignments within job-task standards, maintaining a clean and safe working environment, etc.

- Experiential assessments are proctored examinations. We proctor exams on Tuesdays, Thursdays and Saturdays during the times indicated below (except holidays):

  Tuesdays 9:00 am - 3:00 pm EST
  Thursdays 1:00 pm - 7:00 pm EST
  Saturdays 9:00 am - 1:00 pm EST

  AC/C TECH uses GoToMeeting.com and Zoom.com software to proctor exams. The student will need a detachable webcam or smart phone to satisfy this requirement. Most students use their smart phone for proctoring and their desktop (or laptop) computer for testing. Note: The device must be positioned so that the proctor can see the student, and the computer monitor at the same time (see example). This positioning will allow us to verify that the student answered the questions without using books and notes, and without searching the internet for answers. The student will not be permitted to start the exam until the webcam or phone is positioned correctly. In addition, the student cannot leave the visual area until all exams are completed.

AC/C TECH has the right to accept or deny credits based on how they align with the program and how they could affect property management firms and apartment communities supporting this institution. Students may appeal transfer credit decisions using procedures outlined in the Complaint/Grievance Policy.

Financially, students are not required to pay any fees related to the transfer of credits; however, there is a $50 fee per experiential assessment. Students will be made aware of potential ramifications for financial aid, should they decide to reduce their school workload, based on accepting transfer of credits.

When AC/C TECH courses are being transferred to another institution, the acceptance of that transfer is determined by the receiving institution, not our evaluation team.

Lastly, we maintain that AC/C TECH's transfer of credit policy is fair and equitable because it allows students to submit any prior education as long as it is appropriately accredited, similar to AC/C TECH's courses, and less than 10 years old. That expiration timeline is important because our course content is updated regularly to provide students with the latest building codes and maintenance regulations, thus acceptance of transfer credits more than 10 years old, would be disadvantageous towards complying with the current workforce requirements. Furthermore, the institution's transfer credit maximums are fair because they allow for proper consideration of the student's prior educational work.

Please reference Exhibit 7-B1.2 - Transfer of Credit Form

Advanced Standing Through Examinations (Test-Outs)

AC/C TECH uses various methods for determining student knowledge, skills, and competencies including a pre-assessment. Pre-assessments contain 25 questions, and if the student scores 80% or above, it's considered a test-out and the student will be awarded full credit for that particular course. Pre-assessments/Test-outs are proctored examinations. We proctor exams on Tuesdays, Thursdays, and Saturdays (except holidays).

AC/C TECH uses GoToMeeting.com or Zoom.com software to proctor exams. The student will need a detachable webcam or smart phone to satisfy this requirement. Most students use their smart phone for proctoring and their desktop (or laptop) for testing. Note: The device must be positioned so that the proctor can see the student, and the computer monitor at the same time (see example). This positioning will allow us to verify that the student answered the questions without using books and notes, and without searching the internet for answers. The student will not be permitted to start the exam until the webcam or phone is positioned correctly. In addition, the student cannot leave the visual area until all questions are answered.

AC/C TECH considers pre-assessments/test-outs as equivalent to credits awarded for experiential or equivalent learning. Once more, students are permitted to test-out 25 percent of the program requirements as measured in semester credits. For example, students can test-out of 15 semester credits when enrolled in the Associate of Applied Science Degree in Residential and Apartment Technology.

As additional information, AC/C TECH developed a test bank from which the assessment pulls questions randomly for each topic. The test bank contains questions that a maintenance technician will experience on the job and the formats include multiple choice, true/false, fill-in-the-blank, short answer, matching, hot spot, sequence, and rating scale questions. Some questions require a step-by-step approach towards answering, some require detailed thought, and some require analysis of a cause-and-effect (chain reaction). During testing, the test bank will randomly pick questions and shuffle answers.

STUDENT SERVICES POLICY

AC/C TECH provides Student Services in the following areas:

- Technology Requirements
- Academic and Instructional Support
- Administrative Support
- Confidentiality of Student Records
- Transcript Services
- Job Placement and Retention Support
- Career Development Training
- How AC/C TECH Student Services Meet the Needs of Learners

Technology Requirements

AC/C TECH utilizes various technologies to optimize interaction between the institution and students. We use the Inquisiq R4 Learning Management System (LMS), which is referred to as our Learning Resource Center. The Learning Resource Center is 100% web-based and designed to take the guess work out of maintaining an apartment community and repairing equipment. The platform is easy to use, easy to understand, and easy to navigate. The platform contains four key modules: [1] Web-Based Classroom, [2] Online Technical Support, [3] Virtual Coffee House, and [4] Q&A Bulletin Board. In addition to the online training platform, AC/C TECH uses other technologies to optimize interaction between the institution and students. We use GoToMeeting.com software to host weekly web-meetings, live web classes, and proctored examinations. We also use FaceTime/Duo technology, text messaging, email, and phone calls to provide instructional and administrative support. Typically, most students use email, text messaging, and phone calls to obtain support.

As a minimum requirement, students must have access to any desktop computer, laptop computer, tablet, or smart phone. We recommend that quizzes and final examinations be completed on a computer or tablet, all other activities can be completed on a smart phone if the student does not have any other device.

Academic and Instructional Support

AC/C TECH provides academic and instructional support to help students achieve program requirements, program outcomes, course objectives, and educational goals consistent with best practices. The instructional staff monitors the students' progress routinely and offers assistance as needed. Assistance may include explanation of difficult concepts, tutoring, communication, learning habits and tips, scheduling proctored examinations, etc.

Administrative Support

Students may obtain administrative support related to their application for admission, transfer of credits, release of information, enrollments, transcripts, credentials, account receivables, professional development, resume, references, job placements, etc. AC/C TECH makes a backup copy of all records and stores the media in an offsite secure location, such as a bank safe deposit box. Administrative support is available Monday through Friday, anytime between 9:00 am and 5:00 pm EST.

Confidentiality of Student Records

In accordance with the Federal Family Educational Rights & Privacy Act (FERPA) of 1974 and subsequent amendments, student records will not be released without written consent from the student. Also, students have the right to inspect their school records and may request corrections of information they believe to be not accurate.

Transcript Services

Currently, students have access to 100% of their records after the login process. More specifically, they can print an updated copy of their transcript/credentials and send them to anyone. However, transcripts are certified to be a true copy of the student's record when signed and embossed with the institutional seal. AC/C TECH will issue an official transcript upon request, provided the student have satisfied all outstanding obligations (financial, academic, and administrative). A request for an official authenticated transcript must be made in writing and must contain the student's signature.

Fees to process an official authenticated transcript is listed below:
Official Transcript = $5/transcript
Same Day Processing = $20 ($5/transcript + $15 same day processing fee)
Overnight Shipping = $45 ($5/transcript + $15 same day processing + $25 overnight shipping)

All transcript requests must be paid at the time of ordering. Fees can be paid by credit card, check or money order. Checks should be made payable to "AC/C TECH."

Job Placement and Retention Support

AC/C TECH has a job referral relationship with property management firms, and they notify us when job opportunities are available. Therefore, we connect students and graduates with those organizations and promote their educational achievements to facilitate the potential hire. However, AC/C TECH does not GUARANTEE job placement.

Job retention and employment advancement is extremely important, and for those reasons, we allow students access to instructor support and training materials after graduation. Alumni have access to the AC/C TECH Online Technical Support database for one year. Specifically, the Online Technical Support is an automated database that guides individuals through a variety of diagnostic and repair procedures. It includes step-by-step repair tips for appliances, electrical wiring, heating and air conditioning equipment, interior/exterior building maintenance, outdoor accessories, grounds, plumbing, and swimming pool maintenance. It also includes energy saving tips, planned maintenance activities, information about indoor air quality, lead-based paint, mold, etc.

Career Development Training

Currently, AC/C TECH does not offer career development training related to resume writing, job search skills, interview skills, etc. It hasn't been a priority because we recruit students according to job demands of employers, and once recruited, the student is assigned to one of the employer's property communities to complete OJT assignments. However, we are in the process of developing a self-management course that will help students master the following sessions/topics: [1] understanding the role and job description of a maintenance technician, [2] planning your career, [3] developing a resume, [4] establishing good interview techniques, [5] searching for employment opportunities, [6] promoting maintenance skills via AC/C TECH and social networks, [7] obtaining proper tools to be efficient at your job, [8] developing good work maturity competencies, job specific competencies, and employer specific competencies, [9] complying with the goals, objectives, and policies associated with your employment, and [10] final examination. This course is scheduled for completion September 1, 2024.

How AC/C TECH Student Services Meet the Needs of Learners

In support of our mission and goals, the instructional staff is required to monitor the student's progress routinely, engage students in a one-on-one conversation during web-based meetings, provide counseling and tutoring as needed, and computerize all results. The student's performance is determined by completing lectures, labs, quizzes, a final examination, and OJT assignments. As the minimum passing standard, students are required to demonstrate a proficiency in 70% of the course activities. That includes earning a 70% or higher score on the Final Examination, OJT Evaluation, and Final Score.

When a student is not progressing according to expectations, we offer assistance: [1] he/she may be given additional time to complete assignments, [2] that individual may be given special assistance such as having materials and/or examinations read to them, or [3] the student may be assigned a mentor. Should further assistance be required, the instructional staff will provide counseling and tutoring. The process in determining when counseling and tutoring is needed is by analyzing their academic progress. Any score below 70% is a clear indicator that an individual is struggling. Other indicators could be feedback from the student based on how a question was answered or if someone makes a simple request for additional help.

It is the responsibility of both the Instructional Staff and Director of Student Services to identify the student's academic progress. In addition, if a student is struggling, it is their duty to inform the Director of Education so that an evaluation can be made for determining if the noted deficiencies are stemming from training materials, which can be tweaked. As additional information, the instructional staff and Director of Student Services are emailed an updated summary of the students' academic progress (scores daily). This method of communication will allow the AC/C TECH educational team to identify and correct deficiencies as soon as possible.

Beyond these targeted interactions with struggling students, AC/C TECH takes a holistic approach towards encouraging student success and program completion. We respond to student inquiries in a warm and promptly manner. The instructional staff is available to provide one-on-one web-based tutoring should anyone have difficulties understanding a task. Checkpoints are established when student counselors, instructors, and employer maintenance supervisors can review the student's progress; and offer recommendations for improvements, devise additional support, and launch encouragement plans. These checkpoints are setup as needed but usually occur at the end of each technical certificate program.

As a final point, the administrative team will make certain that the student's experience with AC/C TECH is focused on learning, and learning, and learning. Simply stated, only a small amount of time will be utilized towards completing application and enrollment agreements, obtaining transcript and other school documents, protecting their confidentiality and privacy, finding a job, resolving complaints, etc.

ACADEMIC POLICIES AND PROCEDURES

AC/C TECH's Academic Policies and Procedures includes the following areas:

- Lecture/Lab Policy
- Testing Policy
- OJT Evaluation Policy
- Make-Up Work Policy
- Course Extension Policy
- Course Withdrawal Policy
- Copyright Policy
- Student Code of Conduct
- Non-Academic Dismissal Policy
- Academic Probation/Suspension Policy
- Suspension Reinstatement Policy
- Permanent Suspension Policy
- Student Identity Verification
- Non-Discrimination Policy
- Student Disability Policy
- Graduation Requirements

Lecture/Lab Policy

Students have an option of repeating lecture and lab assignments to improve scores. All assignments must be submitted before the course ends. If an assignment is not submitted, the student will be given a zero score for that assignment/lesson.

Testing Policy

A 10-question quiz is assigned at the end of each lecture. Also, students have an option of repeating quizzes twice to improve scores. A 100-question final examination is assigned at the end of all training lessons. Final examinations can be repeated, but just once. All exams must be completed before the course ends; otherwise, the student will be given a zero score for each test not completed. In addition, students may complete all testing requirements on-line by using GoToMeeting.com or Zoom.com software. The student is not required to have a subscription to the noted software, but they must have access to a web camera. They can use a desktop computer, laptop computer, tablet, or mobile phone.

OJT Evaluation Policy

Students are required to submit 15 hours of OJT documentation for each course, the OJT must align with the course lessons, and the OJT documentation must be submitted to AC/C TECH within 6-months after the course ends. Moreover, the OJT assignments must parallel the lessons, i.e.: while a student is learning about electric furnace maintenance, he/she can assist in repairing or cleaning a furnace. While a student is learning about interior building maintenance, he/she can assist in prepping a unit for leasing. Much in the same way the AC/C TECH faculty evaluates students academically, maintenance supervisors are asked to evaluate students. Students may be evaluated on completing Planned Maintenance, Breakdown Maintenance, Job Task Standards, Restoring Vacated Apartment Units, and Uniform Physical Inspections. Students may also be evaluated on how well secondary objectives were completed, such as Work Orders, Technical Skills, Special Projects, Safety Skills, Customer Relation Skills, and Documentation Skills. These activities/objectives are meaningful to students insofar as job placement and retention. Also, they are meaningful to our alumni insofar as being prepared for employment advancements.

Make-Up Work Policy

No make-up work is allowed unless approved by the instructor.

Course Extension Policy

Students are encouraged to complete all coursework pursuant to the schedule; however, course extensions may be granted due to extenuating circumstances. Extenuating circumstances may include family or medical emergencies, work related accidents, building system failures*, job relocations, employment terminations, military deployments, natural disasters, universal precautions, or hazardous substances and cleanup.

** Building System Failures mean significant damage to the electrical power, gas supply, water distribution, sewer system, or building structure that requires maintenance work from numerous technicians until repaired. This definition does not include failures that one individual can repair.*

Students who meet these criteria may submit a request to have his/her course extended. Documentation is required to support such claim. More importantly, students are required to set realistic goals and timelines to complete outstanding assignments. Requests stemming from routine maintenance operations will not be considered. If the request is denied, that decision can be appealed by obtaining approval from the student's management team: specifically from [1] the Maintenance Director or Maintenance Committee, [2] Property Manager, and [3] Regional Property Manager. Their approval must be unanimous; otherwise, approval from the Company CEO is required.

Course Withdrawal Policy

Students are allowed to drop courses up to the fifth-class session. Courses dropped will not appear on the student's transcript. Approvals for withdrawals are not required; however, we recommend that students consult the Director of Student Services prior to withdrawing from a course. We will help them realize possible consequences of reducing their course load as it could affect financial aid. Failure to maintain the requirements of a fulltime student status may affect Satisfactory Academic Progress (SAP) and receipt of federal, state and other benefits, including but not limited to veterans' benefits.

Copyright Policy

Except as necessary to utilize the Services and Information contained in the training program, students may not reproduce, create derivative works from, perform, publish, transmit, distribute, lease, rent, assign, transfer, sell, offer to sell, or otherwise access, use, or exploit any material retrieved from or contained in the Services or Information in any manner whatsoever that may infringe any copyright or proprietary interest of AC/C TECH; store any content from the Services or Information in any information storage and retrieval system except for memory caches and similar temporary file storage associated with internet usage or online content; or alter, translate, modify, or adapt the Services or Information to create derivative works; make use of "framing" or other means of redirecting content; copy and redistribute (internally or externally) any of the training Information or Services or any tables of contents, highlights, indexes, or other finding aids included therein. All rights reserved!

Violation of this policy will result in disciplinary action which may include "PERMANENT SUSPENSION" from the institution. Also, AC/C TECH may report the incident to the appropriate law enforcement agencies. Under federal law, a person found to have infringed upon a copyright may be liable for actual damages and lost profits attributable to the infringement, and statutory damages from $200

up to $150,000, per infringement. In addition, criminal penalties may be assessed against the infringer and could include jail time of up to 10 years depending upon the nature of the violation.

Student Code of Conduct

The Honor Code at AC/C TECH defines and expresses the ethical spirit in which we pursue students and promote their skills through apartment maintenance professionals. AC/C TECH recognizes that a community of learning cannot function well without respect for basic moral order, and therefore, we understand that the furthering of excellence requires greater commitments. In addition to basic moral principles, we affirm emphasis on the development of personal character and ethical standards that oversee the conduct and quality of our training.

In short, the AC/C TECH family commits to: [1] personal responsibility, [2] academic honesty and integrity of work, [3] moral respect for everyone and their property, [4] ethical concern for the good of AC/C TECH and for the good of mankind, particularly our students. Embracing these ideas will help us achieve a humane learning institution.

The following items are considered examples of academic violations of the Honor Code.

1. Dishonest preparation of course work. In the preparation of assignments, intellectual honesty demands that a student not copy from another student's work.
2. Papers borrowed or purchased. It shall be considered an act of dishonesty for a student to submit any document that has been borrowed or purchased from any source whatsoever.
3. Dishonest examination behavior. The unauthorized giving or receiving information during testing is prohibited. This applies to all types, such as quizzes and final examinations, written or oral or online tests, and lab or take-home tests. Unauthorized use of books, notes, papers, etc. is not acceptable.
4. Excessive help. It shall be considered an act of dishonesty for a student to receive excessive help when performing lab assignments. Such help shall not exceed the general discussion of ideas. In short, excessive help is that in which the supervisor/technician diagnoses the problems and/or does most of the work. The instructor will define the parameters of legitimate help.
5. Plagiarism. Plagiarism is a form of stealing another person's ideas or even his/her very words are borrowed without acknowledgement or credit being given. Plagiarism may be all the way from directly copying an entire paper from a single source to a merging together of quotations from many sources; it exists when these sources are not properly identified and when quoted material is not put in quotation marks or indented. Even when the student paraphrases the ideas of another writer, he/she is obligated to credit that writer.
6. Dishonest OJT Documentation. Falsifying or submitting inaccurate OJT documentation will not be tolerated and such action is considered fraudulent.
7. Aiding and Abetting. Aiding and abetting, related to cheating in any way, is considered academic dishonesty and shall be treated with the same consequences.
8. Unauthorized Collaboration. Unauthorized collaboration is the use of another student or outside source on a test or assignment that was given with the intention that it was to be completed without assistance.

AC/C TECH maintains that any violation in the spirit of the Honor Code is viewed as disobedience. If a student has doubt, he/she should consult the Director of Student Services before engaging the activity.

Non-Academic Dismissal Policy

Non-Academic Suspensions can stem from non-compliance, absenteeism, poor behavior, plagiarism, drug or theft related problems (or any other violation that may not be listed in this publication). At the time of enrollment, students are required to review our Student Code of Conduct Policy. A violation of any policy will result in disciplinary action that could range from counseling to suspension depending on the severity of the offense, the number of offenses involved, whether this is the first violation of the honor code, and the impact of the offense(s) on the rest of the AC/C TECH community. When an incident occurs, AC/C TECH will document the situation and warn the student that if it reoccurs, he/she will be suspended from the program for a period of not less than one year. The evaluation of the offense will be at the discretion of the Administrators with input coming from the instructors on a case- by-case basis.

Students who violate the Honor Code are subject to a grievance being filed against them. Such grievances will be reviewed by a Program Advisory Committee. However, faculty members of AC/C TECH are responsible for determining if a situation has risen to the level of academic dishonesty (cheating) and for the discipline of students whom they believe to be guilty. The consequences depend on whether the incident is a single infraction or involves multiple infractions. The result of a single violation may lead to a "0" score for the assignment, with no possibility of redoing the work. Multiple violations may lead to a "0" score for the course and subsequent expulsion from the program.

Students found guilty of violating the Honor Code twice are subject to automatic suspension. Any student who has had sanctions imposed by a faculty member and/or the Director of Education may appeal their case before a Student Complaint Resolution Committee. This committee will consist of five individuals: one active student, one graduate, one AC/C TECH Faculty Member, one AC/C TECH Administrator, and one Advisory Committee Member from the Apartment Industry.

Academic Probation/Suspension Policy

If a student fails a course, he/she will be allowed to retake the course at no additional charge.

- Should a student fail the same course twice, he/she will be placed on academic probation.
- Should a student fail any two courses, within a 9-month period, he/she will be placed on academic probation.
- Should a student fail the same course three consecutive times, he/she will be suspended from the program for a period of not less than one year.
- Should a student fail any three courses, within a 12-month period, he/she will be suspended from the program for a period of not less than one year.

Suspension Reinstatement Policy

After getting suspended, reinstatement is not automatic; the student must apply in writing and his/her documentation shall include a plan to correct all deficiencies. The President of AC/C TECH will establish a committee to review the student's plan. If the plan is considered genuine, the committee will make a recommendation for reinstatement. The President will review the recommendation(s) and make a final ruling. As additional information, the committee will consist of five individuals: one student, one Graduate, one AC/C TECH Administrator, and two Advisory Committee Members from the Apartment Industry.

Permanent Suspension Policy

Should a student get reinstated, and subsequently violate another policy that leads to a second 1-year suspension, he/she will be permanently removed from all AC/C TECH programs.

Student Identification Policy

During the admission process, all candidates are required to submit identification. Acceptable ID's may include a valid driver's license, governmental identification card, passport, or military identification. At the conclusion of each course, instructors verify the identity of students to assure that they are indeed the person who completed the online training. In addition, the instructors verify if the student developed the skills necessary to complete work assignments expected of a maintenance technician. The instructor may ask questions related to diagnostic procedures, adjusting the system for optimum efficiency, annual maintenance activities, etc. Again, it's just a 1-hour verification assignment.

Non-Discrimination Policy

AC/C TECH will not discriminate against individuals based on race, religion, color, gender, sexual orientation, genetic information, age, disability, or national origin.

Student Disability Policy

If a student has a disability, which may affect learning via the internet, the student is required to disclose that disability to AC/C TECH. Disabled students requesting academic assistance may be requested to provide documentation of the disability and the extent of support services necessary. More specifically, the documentation must stem from a medical professional, and it must be recent, less than three years old. In response, AC/C TECH will provide reasonable accommodations to remove all barriers that prevent learning.

Graduation Requirements

Students are required to pass all course objectives listed in each program to earn a Technical Certificate or AAS Degree. Again, student achievement is determined by completing lectures, labs, quizzes, a final examination, and OJT assignments. As the minimum passing standard, students are required to demonstrate a proficiency in 70% of the course activities. That includes earning a 70% or higher score on the [1] Final Examination, [2] OJT Assignment, and [3] Final Score. Successful completion of a program is based on meeting all requirements listed under the program objectives and will be confirmed by an appropriate credential.

GENERAL RULES AND POLICIES

AC/C TECH's General Rules and Policies include the following areas:

- Academic Breaks
- Alcohol
- Anti-Violence Policy
- Bullying
- Body Piercing and Tattooing
- Conduct and Dress
- Drugs
- Drug-Free School Act
- Emails
- Firearms, Weapons, Explosives, Firecrackers, Etc.
- Gambling
- Harassment
- Non-compliance Issues
- Personal Property
- Property Damage
- Professional Conduct and No Harassment
- Smoking
- Social Networking Online
- Telephone Directories
- Theft
- Vandalism

Academic Breaks

Students are responsible for meeting all academic obligations prior to leaving for a scheduled break, e.g.: holiday, winter, spring, or summer break. So again, students are required to complete all lessons, examinations, labs, and OJT commitments, FOR WHICH THEY ARE RESPONSIBLE. In addition, students are responsible for meeting all academic obligations when classes restart. Be sure to make travel plans in accordance with the institutional schedule… because no one will be excused or have an examination extended because of ill advised planning.

Alcohol

Alcoholic beverages are prohibited on AC/C TECH property. Violation of this policy through the consumption, possession, or distribution is subject to disciplinary action.

AC/C TECH may also contact local law enforcement or emergency agencies in situations involving alcohol as deemed appropriate. Examples of these type situations include students or guests who refuse or fail to comply when asked to forfeit suspicious beverages; or who become disruptive due to alcohol consumption; or who are obviously intoxicated to the point that they present a clear and present danger to themselves or others. Also, the possession of empty alcohol containers is prohibited, and students will be subject to disciplinary action.

Pursuant to the Family Educational Rights and Privacy Act of 1974 (FERPA), AC/C TECH may notify parents of students under the age of 21 who are alleged to be in violation of this policy. AC/C TECH may contact parents before a disciplinary hearing, and not inform the student of that notification. The Director of Student Services will maintain a record of parental disclosures and provide evidence to the student, upon request.

Anti-Violence Policy

AC/C TECH strives to maintain a safe and healthy learning environment, and to that end, we will not tolerate violence of any kind. Students who violate this policy may be subject to disciplinary action which may include permanent dismissal. Furthermore, AC/C TECH may pursue legal action if a student's conduct (on or off-campus) represents a threat to the health, safety, or welfare of other students or the AC/C TECH community or the integrity of the school. In short, students must comply with all local, state, and federal statutes that apply towards violence.

The following terms are used to indicate AC/C TECH's policy with regard to violence on campus.

a. Acts of violence include any physical action, whether intentional or reckless, that harms or threatens the safety of another individual.
b. A threat of violence includes any behavior that by its very nature could be interpreted by a reasonable person as intent to cause physical harm to another individual.
c. The possession of a weapon on AC/C TECH's property unless written permission has been previously given by the President of the Institution.

Bullying

Bullying will not be tolerated. Bullying is when a person is picked on over and over again by an individual or group with more power, either in terms of physical strength or social standing. Some bullies attack their targets physically, which can mean anything from shoving, tripping, punching, hitting, or even sexual assault. Others may use psychological control or verbal insults to put themselves in control. For example, people in popular groups or cliques often bully people they categorize as different by excluding them or gossiping about them known as psychological bullying. They may also taunt or tease their targets as verbal bullying. Verbal bullying can also involve cyberbullying; e.g.: sending cruel text messages or posting insults about a person on Facebook or other social sites. Students found guilty of bullying will be disciplined which may include permanent dismissal.

Body Piercing and Tattooing

Due to health and safety concerns, and out of consideration for all members of the AC/C TECH community, performing body piercing and/or tattooing is not permitted on AC/C TECH property. This policy applies even if the person performing the piercing (or tattooing) is licensed and performs this service in a professional capacity.

Conduct and Dress

Students attending AC/C TECH Courses assume an obligation and are expected by the institution to conduct themselves in a professional manner to achieve the educational objectives. The behavior of a student should reflect seriousness of purpose, propriety of action, responsible behavior in all social settings and an awareness of their obligation as a student of AC/C TECH and a citizen of the community. Students may not engage in disruptive or disorderly conduct nor lewd, indecent or obscene conduct or dress on AC/C TECH property.

Wearing or possessing any attire related to any groups or traditions are prohibited and may be subject to disciplinary action. Students may not harass or require other students to refrain from wearing certain colors, symbols or distinctive garments on specific days of the week or require restrictions in speech or behavior as a part of any student tradition. Violators will be subject to disciplinary action.

Drugs

Illegal and synthetic drugs (i.e., possession, use, or distribution of controlled substances without a doctor's prescription) are prohibited on AC/C TECH's property. Possession of drug paraphernalia, including hookahs, is also prohibited. Anyone found guilty of violating this regulation may be dismissed from AC/C TECH. Those found responsible for selling drugs will be dismissed. As a matter of policy, AC/C TECH will notify law enforcement in all situations where a violation of Indiana or federal laws governing controlled substances appears to have occurred. Pursuant to FERPA, AC/C TECH may notify the parents of students under the age of 21 who are alleged to be in violation of this policy. AC/C TECH may contact parents prior to any disciplinary hearing and is not required to inform students of the notification. The Director of Student Services will maintain a record of any parental disclosures that will be provided to the student involved, upon request.

Drug-Free School Act

The Drug-Free School and Communities Act Amendments of 1989 require an institution of higher education, as a condition of receiving funds or any other form of financial assistance under any federal program, to certify that it has adopted and implemented a program to prevent the unlawful possession, use, manufacture, or distribution of illicit drugs and alcohol by students. As part of this drug and alcohol prevention program, students may be provided information about the program annually. Additional copies of the prevention program can be obtained from the Director of Student Services. The AC/C TECH prevention program includes institutional policy regarding the use of alcohol and other drugs, educational information including federal, state and local laws, and health risks associated with the use of alcohol and other drugs.

Emails

AC/C TECH determines the appropriate vehicle for official communications. Along with other forms of communications, students are responsible for receiving, reading, and responding to AC/C TECH e-mails. A student's failure to receive or read official communications in a timely manner does not absolve the student from knowing and complying with the content in the communications. Students are expected to check their AC/C TECH e-mail on a frequent and consistent basis in order to remain informed of educational-related communications. Faculty and staff will assume that a student's official AC/C TECH e-mail is a valid mechanism for communicating. Faculty may use e-mail for communicating with students registered in classes. This policy ensures that all students are informed of course requirements communicated to them by e-mail from course instructors.

Students must submit coursework according to acceptable guidelines established by instructors.

- Students are not permitted to send, transmit or otherwise communicate any "spam" or other unsolicited email messages using their AC/C TECH e-mail account.
- Students are not permitted to send emails to prospective students without consent from the Director of Recruitment and Admission services.

For further assistance regarding e-mails, students should contact the Director of Student Services.

Firearms, Weapons, Explosives, Firecrackers, Etc.

Unauthorized use or possession of firearms, other weapons, explosives, firecrackers, or chemicals within or upon the grounds, buildings, or any other facilities of AC/C TECH is prohibited. This policy shall not apply to any police officer or others authorized by the President of the Institution. "Weapons" may include but are not limited to: B-B guns, slingshots, martial arts devices, brass knuckles, Bowie knives, daggers or similar knives, or switchblades. A harmless instrument designed to look like a firearm, weapon, or explosive which is used by a person to cause fear in or assault to another person is expressly included within the meaning of firearms, weapons, or explosives.

Gambling

Gambling in any form is not allowed on AC/C TECH property.

Harassment

(A) Racial, Religious, or National Origin Harassment

Racial, religious, or national origin harassment is expressly prohibited at AC/C TECH. Racial, religious, or national origin harassment includes any verbal, written, or physical act in which race, religion, or national origin is used or implied in a manner that would make another person uncomfortable in the educational environment or that would interfere with another person's ability to participate in an educational program. Examples of racial, religious, or national origin harassment include jokes that include reference to race, religion, or national origin; the display or use of objects or pictures that adversely reflect on a person's race, religion, or national origin; or use of language that is offensive due to a person's race, religion, or national origin.

(B) Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to the conduct is made either explicitly or implicitly a condition of participation in an educational program or activity or a condition of employment; or
- Submission to or rejection of the conduct is used as the basis for an employment decision or decision regarding participation in an educational program or activity affecting the harassed employee or student; or
- Such conduct has the purpose or effect of substantially interfering with the student's or employee's educational performance or work, or creates an intimidating, hostile, or offensive learning or work environment.

Prohibited acts of sexual harassment can take a variety of forms, ranging from off-color jokes to subtle pressure for sexual activity to physical assault. It is not possible to identify each and every act that may constitute sexual harassment. Examples of conduct that may constitute sexual harassment are:

- Repeated or unwelcome sexual flirtations, advances, propositions, touching, remarks, or requests for sexual favors
- Graphic verbal comments about a person's body
- Sexually degrading words used to describe a person
- The display of sexually suggestive objects or pictures
- Unwelcome questions or comments about private sexual matters
- Slurs, "off-color" jokes, or degrading comments related to gender
- Demeaning, discourteous conduct, or negative stereotyping; or
- A sexual relationship with a subordinate or a student.

(C) No Retaliation

AC/C TECH will not allow retaliation against anyone who reports or assists in making a complaint of prohibited harassment. Retaliation is contrary to this policy statement and may result in discipline up to and including suspension, termination, or dismissal. Anyone who feels that retaliatory action has been taken because of reporting or filing an official complaint should immediately bring the matter to the Director of Student Services attention.

(D) How to Report Instances of Harassment or Retaliation
AC/C TECH cannot resolve matters that are not brought to its attention, and therefore, any student affected by a complaint or witness's harassment or retaliation, has a responsibility to immediately bring the matter to the attention of AC/C TECH. This responsibility applies to everyone, including all AC/C TECH employees, students, advisory members, and the public.

Students may report an incident to any faculty or staff member; however, they are encouraged to inform the Director of Student Services, Director of Education, or President of this Institution.

If the complaint or observation involves someone in the student's direct line of command, or if the student is uncomfortable discussing the matter, he/she is urged to go to another member of the AC/C TECH staff. Any member of the AC/C TECH community, including faculty, staff and students may file a grievance against the individual who apparently violated a rule. Local law enforcement may be contacted.

(E) How AC/C TECH Will Investigate Complaints
AC/C TECH will thoroughly and promptly investigate all claims of harassment or retaliation. If an investigation confirms that harassment or retaliation has occurred, AC/C TECH will take prompt, corrective action, as appropriate. Complaints of harassment and retaliation will be kept confidential as much as possible.

(F) AC/C TECH's Commitment to an Effective No Harassment Policy
Finally, if you feel that AC/C TECH has not met its obligations under the policy, you should inform the President of this Institution. Also, you can file a complaint with the Indiana Commission for Higher Education using the ICHE's Student Complaint form or the Indiana Civil Rights Commission by calling 800-628-2909.

Non-compliance Issues
Students must comply with orders or directives of AC/C TECH, as well as law enforcement officials or fire department personnel acting in the performance of their duties. Violators will be subject to disciplinary action.

Personal Property
AC/C TECH shall not be liable directly or indirectly for loss or damage to personal property by fire, theft, or any other cause. Each student is encouraged to review their family personal property insurance coverage. AC/C TECH will assist in verifying a loss for an insurance claim provided the student have completed the necessary theft report. (See Theft to follow in this section.) AC/C TECH is not responsible for any vehicle, registered or unregistered, or its contents while parked on AC/C TECH's property; nor is AC/C TECH responsible for damages which may result from improper towing or storage of parked vehicles. Cars should be locked at all times.

Property Damage
Students, student organizations, and other members of the academic community will be held responsible for the loss or destruction of AC/C TECH property. Violators will be subject to disciplinary action and cost of repairs.

Professional Conduct and No Harassment (Including the Prohibition of Harassment Based on Racial, Religious, and National Origin as well as Sexual Harassment)

It is a general policy at AC/C TECH to maintain an environment that is free of harassment, illegal discrimination, and unprofessional conduct. In keeping with this policy, AC/C TECH prohibits any form of harassment by or against any student, employee, and applicant for employment, customer, supplier, or any other person whether such harassment is lawful or unlawful. It is never justifiable to harass a student or employee because of her/his race, color, sex, religion, national origin, citizenship, age, disability, sexual orientation, or any other status protected by law. Harassment is counterproductive and does not serve the principles on which AC/C TECH operates.

AC/C TECH respects the dignity and worth of each student and believes that each student and employee should be free to develop fully their potential, neither hindered by artificial barriers nor aided by factors that are not related to merit. AC/C TECH also prohibits unprofessional conduct and comments that may not amount to unlawful harassment. All employees are expected to use good judgment and to avoid even the appearance of impropriety in all of their dealings with students and with other employees. AC/C TECH employees especially must exhibit the highest degree of personal integrity at all times, refraining from any behavior that might be harmful to students, subordinates or the institution.

Smoking Limitations

AC/C TECH will maintain a student-centered approach to education, commitment to creating a healthy learning environment, and general concern for the well-being of every student, and therefore, smoking is restricted at AC/C TECH. Smoking is not permitted inside any building; however, smoking is allowed in designated areas. Students found smoking in nonsmoking areas are subject to disciplinary action.

Social Networking Online

Students and student organizations are encouraged to publicize and promote their activities via social networking, e.g.: Facebook, Twitter, Pinterest, and other social networks.

Students may:

a. Post content daily for continued growth.
b. Use images when posting to Facebook.
c. Increase exposure of AC/C TECH training programs by incorporating social buttons on the website.
d. Include social sharing buttons for organizations that have an interest in promoting higher education and training.
e. Run a Launchrock Campaign -- Launchrock is a popular service for collecting email addresses of people who want to get early access to something new. What's special about Launchrock is that it can be used to turn a regular promotion into a viral marketing strategy to help drive traffic and increase student enrollment.
f. Create micro content. A growing trend is to create bite sized chunks of content for quick and easy consumption.
g. Students are encouraged to experiment with different titles as shown with blog posts. The title of a blog carries a lot more weight than the average person realizes and should get as much attention as the content in the post. For example: Titles relating to Diagnose and Repair Tips, Energy Saving Tips, Anatomy of an Appliance, Planned Maintenance Activities, etc., can draw special attention.

Telephone Directories (Yellow & White Pages)

AC/C TECH will maintain a listing of telephone numbers in geographical areas where training is provided. The publication shall include the name and address of AC/C TECH facilities. The publication may also list [1] Courses, [2] Technical Certificate Programs, and/or [3] the Associate of Applied Science Degree in Residential & Apartment Technology.

Theft

Persons engaging in theft of individual or AC/C TECH property shall be subject to disciplinary action. If you believe that something may have been stolen from you, report this information to the Director of Student Services as soon as possible. Thefts may also be reported to local law enforcement officials.

Vandalism

Students found guilty of destruction or defacement of AC/C TECH property, or other student property, may be subject to fines and other forms of disciplinary action. In addition, students found guilty are subject to an assessment for the costs of repair or replacement of the items damaged. Incidences related to vandalism will be reported to local law enforcement officials.

COMPLAINT/GRIEVANCE POLICY

AC/C TECH is committed to an open and collaborative approach towards addressing student concerns and endeavors to resolve all complaints. Complaints are addressed according to the following process:

STEP 1 - PROCEDURE: INFORMAL RESOLUTION STAGE
Students are encouraged to attempt resolution of their complaint. Informal resolution procedures shall be initiated as soon as possible or within ten (10) working days of the incident.

- Students shall first communicate directly with the individual(s) involved.
- In their discussion, students shall outline the nature of the complaint including a brief description of what occurred, when and where it took place, and who was involved.
- Respondent shall consider students' concerns and outline their understanding of the situation.
- Both parties are encouraged and expected to clarify their perspectives and continue this dialogue to reach a successful resolution.

If students are having difficulty achieving resolution, they are encouraged to contact the Director of Student Services. The role of the Director of Student Services is to clarify the steps in the process, explore options to assist students in their efforts to resolve the concerns, and, where appropriate, suggest sources of support.

If the complaint involves a student and an instructor and they are unable to resolve the issue themselves, either party can request online mediation or face-to-face mediation through the Director of Education. When this occurs, the President shall be notified by the Director of Education that mediation is being undertaken. Upon request for mediation, the Director of Education shall schedule a mediation meeting within ten (10) working days.

If mediation satisfactorily resolves the complaint, the Director of Education shall provide a brief written summary of the resolution to each party involved within ten (10) working days from the date of mediation.

If the students' complaints are with the Director of Student Services, the student shall contact the President.

STEP 2 - PROCEDURE: FORMAL RESOLUTION STAGE
If mediation does not satisfactorily resolve the complaint, students may pursue formal resolution.

1. The student shall provide a written submission to the President within five (5) working days of the mediation meeting. This submission will include a summary of the information discussed during the Informal Resolution Stage.
2. The President will establish a Student Complaint Resolution Committee to hear the complaint within five (5) working days of receipt of the students' written notification. This committee will consist of one (1) student, one (1) graduate, one (1) Advisory Committee Member, one (1) Faculty Member, and one (1) Administrator. The President will name an individual to chair the meeting.
3. The Student Complaint Resolution Committee will conduct a hearing and will interview and do research as necessary to fully explore the complaint. The committee will also make a recommendation for resolution.
4. The Chair of the Student Complaint Resolution Committee will advise the President within two (2) working days of their recommendation. The President will review the recommendation and make a final ruling.

Student Complaint Resolution Committee Procedure

1. The Student Complaint Resolution Hearing shall proceed as follows:
    a. An initial briefing and review of the complaint will be summarized by the Committee Chairperson.
    b. Allow presentation of the complaint by the student.
    c. Allow presentation of the response by the respondent.
    d. Listen to witnesses, if necessary.
    e. The Committee may direct the parties to provide additional support or witnesses related to the complaint. Note: The Committee shall only consider evidence relevant to the complaint.
    f. In a private setting, the Committee Members shall discuss their findings and make a recommendation towards formal resolution.
2. The hearing shall be conducted in a fair and impartial manner, each complaint shall be considered independently and decided on its merits, and all information reviewed and discussed shall remain confidential.
3. Each student may bring one support person to the hearing. The support person shall not participate in the proceedings unless called by the Chair to do so.
4. Participation of witnesses shall be limited to providing evidence and responding to questions from the Committee. Witnesses may be present only when providing evidence or responding to questions from the Committee.
5. The Director of Student Services will be responsible for maintaining an official record of the proceedings, all reference documents, a copy of the Committee's recommendation(s), and the Presidents' final ruling.
6. Students' documentation shall be returned to the student. Committee members' documentation shall be retained by the institution.

AC/C TECH's complaint policy includes the following statement in accordance with the State of Indiana requirements.

- **If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Indiana Commission for Higher Education using the ICHE's Student Complaint form or the Indiana Civil Rights Commission by calling 800-628-2909.**

EMERGENCY ACTION POLICY

Confusion during an emergency can make a situation worse and put lives at risk. Creating an Emergency Action Plan will ensure that employees are informed of the proper procedures to take when an emergency happens, ensuring that their safety is of the utmost concern.

EMERGENCY PERSONNEL CONTACT INFORMATION
Ish Moorman, President
317-545-7071
IMoorman@acctech.us

ALERTS

In the event of an emergency, all students and employees shall be alerted by:

- A text alert
- A phone call
- An email notification
- Verbal communication by designated leader(s)

ROUTES, ASSEMBLY, and ACCOUNTING

In the event of an emergency, all students and employees shall evacuate the premises:

- To the nearest available marked exit.
- After an emergency evacuation, all students and employees must gather outside (far away from the emergency) to take a headcount.
- If anyone is missing, the emergency response team must be notified ASAP. Please report where the missing individual was last seen!!!

MEDICAL EMERGENCY

[1] Call medical emergency personnel:

- Paramedics
- Ambulance
- Fire Department
- Other

[2] Provide the following information:

- Nature of medical emergency,
- Location of the emergency (address, building, room number), and
- Your name and phone number from which you are calling.

FIRE EMERGENCY

[1] When a fire is discovered, pull the fire alarm (if available and not already activated) to warn occupants to evacuate. Then Dial 911 to alert the fire department. Provide the following information:

- Business name and street address
- Nature of fire
- Location of fire and/or fire alarm (building and floor)
- Type of fire alarm (detector, pull station, sprinkler waterflow)
- Name of person reporting fire
- Telephone number for return call

[2] Fight the fire ONLY if:

- The fire is small and not spreading to other areas.

[3] Fire Extinguisher Policy

- Portable fire extinguishers are provided for employee use. In the event of fire, any employee may use the extinguishers in an attempt to extinguish the fire before evacuating.

[4] Upon being notified about the fire emergency, occupants must:

- Leave the building using the designated escape routes.
- Assemble outside away from the designated area.
- Remain outside until a competent authority announces that it is safe to re-enter.

[5] Evacuation Procedures

- Evacuate the building along evacuation routes to primary assembly areas outside.
- Redirect building occupants to stairs and exits away from the fire.
- Prohibit use of elevators.
- Evacuation personnel shall account for all employees, students, and visitors at the Assembly Area.

SEVERE WEATHER AND NATURAL DISASTERS

Tornado:

- When a warning is issued by sirens or other means, seek shelter inside. Consider the following:
    - Small interior rooms on the lowest floor and without windows,
    - Hallways on the lowest floor away from doors and windows, and
    - Rooms constructed with reinforced concrete, brick, or block with no windows.
- Stay away from outside walls and windows.
- Use arms to protect the head and neck.
- Remain sheltered until the tornado threat is announced to be over.

Earthquake:

- Stay calm and await instructions from the emergency coordinator or the designated official.
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Help individuals with disabilities find a safe place.
- Evacuate as instructed by the emergency coordinator and/or the designated official.

Flood:

[1] If indoors:

- Be ready to evacuate as directed by the emergency coordinator and/or the designated official.
- Follow the recommended primary or secondary evacuation routes.

[2] If outdoors:

- Climb to high ground and stay there.
- Avoid walking or driving through flood water.
- Abandon your car immediately if it stalls and climb to a higher ground.

Hurricane:
[1] The nature of a hurricane provides for more warning than other natural and weather disasters. A hurricane watch will be issued when a hurricane becomes a threat to a coastal area. Typically, a hurricane watch will be issued when hurricane winds of 74 mph or higher, or a combination of dangerously high water and rough seas, are expected in the area within 24 hours.

[2] Once a hurricane watch has been issued:

- Stay calm and await instructions from the emergency coordinator or the designated official.
- Continue to monitor local TV and radio stations for instructions.
- Secure the building by moving all loose items indoors and boarding up windows and openings.

[3] During a hurricane remain indoors and consider the following:

- Small interior rooms on the lowest floor and without windows,
- Hallways on the lowest floor away from doors and windows, and
- Rooms constructed with reinforced concrete, brick, or block with no windows.

EXTENDED POWER LOSS
[1] In the event of extended power loss to a facility, certain precautionary measures should be taken depending on the geographical location and environment of the facility:

- Unnecessary electrical equipment and appliances should be turned off if power restoration would surge causing damage to electronics and sensitive equipment.
- Facilities with freezing temperatures should turn off and drain the following lines in the event of a long-term power loss.
    - Fire sprinkler system
    - Standpipes
    - Potable water lines
    - Toilets
- Add propylene-glycol to drains to prevent traps from freezing.
- Equipment that contains fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

[2] Upon Restoration of heat and power:

- Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensation from forming on circuitry.
- Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and the water is turned back on.

ACTIVE SHOOTER AND WORKPLACE VIOLENCE
[1] Profile of an Active Shooter: An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically using firearms.

[2] How to respond when an Active Shooter is in your vicinity:

- Evacuate
    - Have an escape route and plan in mind
    - Leave your belongings behind

- Hide out
    - Act with physical aggression and throw items at the active shooter
    - Block entry to your hiding place and lock doors

- Take action
    - As a last resort and only when your life is in imminent danger, attempt to incapacitate the active shooter
    - Block entry to your hiding place and lock doors

*****CALL 911 WHEN IT IS SAFE TO DO SO*****

[3] How you should react when law enforcement arrives:

- Remain calm and follow officers' instructions
- Immediately raise hands and spread fingers
- Avoid making quick movements towards officers such as attempting to hold on to them for safety
- Avoid pointing, screaming, and/or yelling
- Do not stop to ask officers for help or directions when evacuating. Just proceed in the direction from which the officers entered the premises.

[4] Information you should provide to law enforcement:

- Location of active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapon(s)
- Number of potential victims at the location

BOMB THREATS

[1] Phone Bomb Threat

- Stay calm - do not alarm others.
- Notify your supervisor who will report the threat to law enforcement by CALLING 911. Make the call if the supervisor is not present.
- Decisions to evacuate the building will be made by law enforcement personnel.

[2] Written Bomb Threat

- Remain calm and leave the message where it is found.
- Do not handle the document any more than necessary to preserve fingerprints and other evidence.
- Do not alarm others.
- Notify your supervisor who will report the threat to law enforcement by CALLING 911. Make the call if the supervisor is not present.
- Do not give information to anyone except a supervisor and law enforcement personnel.

INTERIM (BUSINESS) GUIDANCE FOR COVID-19 RESPONSE

[1] Reduce transmission among employees

- Employees who have symptoms of COVID-19 (i.e. fever, cough, and/or shortness of breath) should notify their supervisor and stay home.
- Follow CDC-recommended steps if you are sick. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- Employees should notify their supervisor and follow CDC recommended precautions if they are well but have a sick family member at home.

[2] Separate sick employees

- Employees who appear to have symptoms (i.e., fever, cough, or shortness of breath) upon arrival at work or who become sick during the day should immediately be separated from other employees, customers, and visitors and sent home.
- If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The fellow employees should then self-monitor for symptoms (i.e., fever, cough, or shortness of breath).

[3] Perform routine environmental cleaning and disinfection

- Routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.
    - If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- When possible, employees are discouraged from using other workers' phones, desks, offices, or other work tools and equipment. If necessary, clean and disinfect them before and after use.

PERSONS WITH DISABILITIES

Employee and Supervisor Responsibilities

If you are an employee with a disability, there are critical steps you should take to help ensure that you will be safe during an emergency. First, inform your supervisor if you require assistance in the event of an evacuation. Second, work with your supervisor to develop a plan to ensure your safe evacuation in the event of an emergency. If you do not wish to share your needs with your supervisor, you should review the procedures to be followed in an emergency situation affecting your assigned facility and familiarize yourself with your evacuation route and assembly areas.

If you are a supervisor, you are responsible for reviewing your facility's EAP with all employees under your supervision, including those with disabilities, to ensure that each employee clearly understands procedures that must be followed during an emergency event. Be proactive in developing emergency plans to meet the needs of employees with a disability. You should also include your employees with disabilities in the decision-making process when selecting special equipment and developing evacuation procedures in collaboration with your building managers.

Procedures

Options for disability evacuation include:

- Shelter in Place–Take immediate shelter at the designated location.
- Evacuation Chair or Other Assistive Device–An evacuation chair or escape chair is a lightweight wheelchair used to evacuate a physically disabled person from an area of danger, such as a burning building. The chair is designed to allow an attendant to transfer the person downstairs more safely than could be done with a normal wheelchair. Such chairs may be folded to a small size and stowed in much the same manner as other firefighting equipment such as fire hoses and fire extinguishers.
- Two-person Carry–This is a way to carry a person to safety with the assistance of a partner. The two assistants link arms to form a backrest and grip wrists to form a seat.

Please remember, when making decisions regarding the best way to evacuate individuals with disabilities from your building, you should work closely with your local emergency response personnel and their safety specialists.

CRITICAL OPERATIONS

Critical operations shutdown procedures are not required because no employees are authorized to delay evacuation for this purpose.

This Institution is regulated by:
Indiana Commission for Higher Education
The Indiana Board for Proprietary Education
101 West Ohio Street, Suite 300
Indianapolis, IN 46204-4206
1-800-227-5695 or 317-464-4400