

# AC/C TECH

## Course/Program Catalog

2019 - 2022



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

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

A handwritten signature in black ink, reading "Ishman F. Moorman".

**Ishman F. Moorman**  
**President/CEO**

# Table of Contents

Mission Statement .....	1
Institutional Goals .....	1
Institutional Outcomes .....	1
Institutional Objectives .....	2
Recognition .....	3
Hours of Operation .....	3
Administrators .....	3
Legal Control .....	3
Faculty .....	4
Academic Calendar .....	5
Technology Requirements .....	6
Confidentiality and Privacy Policies .....	6
Course/Program Listings with Program Outcomes .....	7
Course Descriptions .....	12
Admissions Criteria .....	17
Academic Progress Policy .....	20
Transfer Credits .....	22
Transfer Disclosure Statement .....	22
Grading Policy .....	22
Student Code of Conduct .....	23
Non-Academic Dismissal Policy .....	24
Complaint/Grievance Policy .....	25
Student Identity Verification .....	27
Non-Discrimination Policy .....	27
Graduation Requirements .....	27
Academic Policies and Procedures .....	28
Student Services .....	30
Other Policies .....	31
Enrollment Options & Tuition/Fees .....	39
Cancellation Policy .....	40
Refund Policy .....	40
Financial Assistance .....	41
Counseling/Placement .....	41

## **Mission Statement**

The mission of AC/C TECH is to offer technical non-degree and degree programs designed to provide applied skills to meet the growing demands of personnel and professional property maintenance technology while providing opportunities for career advancement and lifelong learning.

## **Institutional Goals**

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

- Establishing a training platform that is 100% web-based and designed to take the guess work out of maintaining a residential home or apartment community. Also, establishing an easy to use, easy to understand, and easy to navigate training platform.
- Providing 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, providing 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 and in a timely manner.
- Helping students achieve educational objectives, earn credentials, get a fulltime job, and build a lifelong career in residential and apartment maintenance technology.
- Marketing outcomes through the National Apartment Association, United States Department of Housing and Urban Development (HUD), State and Local Housing Associations, and Property Management Firms.

## **Institutional Outcomes**

AC/C TECH measures outcomes based on how well students achieve school standards, employer expectations, and governmental regulations:

School Standards:

- Meeting course/program requirements
- Passing quizzes and final examinations
- Completing lab assignments
- Participating in weekly web-meetings
- Listening, understanding and answering technical/maintenance questions
- Improving technical skills and overall general knowledge
- Earning technical certificates and degrees

Employer Expectations:

- Satisfying recruitment and job placement requests
- Completing assignments within job task standards
- Following diagnostic & repair procedures
- Understanding and completing planned maintenance activities
- Using tools and test instruments designed for the trade
- Maintaining a clean and safe work environment
- Establishing good customer relation skills'

Governmental Regulations and/or Other Industry Standards:

- Earning EPA Technician Certification
- Learning new building and maintenance codes

# Institutional Objectives

AC/C TECH maintains that all lessons are observable, measurable, and can be performed by students. Moreover, each lesson is developed to be a step-by-step guide to eventual success of the course objectives. A series of courses represent a technical certificate program and each contains different outcomes. The accumulation of earning technical certificates ensures that our graduates have developed the knowledge, skills and competencies necessary for performing building maintenance expected of property management firms.

AC/C TECH provides online training and the curriculum for each course involves:

- Analyzing handouts and reading assignments
- Viewing online lectures
- Taking quizzes and final examinations via the internet
- Watching reference videos from various websites
- Doing lab assignments at apartment communities
- Repeating lessons and/or quizzes to improve scores
- Participating in web-based meetings
- Completing a mandatory 1-hour verification assignment
- Documenting 10 hours of OJT (On-Job-Training) assignments

There are many exciting features about our courses. Students can pursue lessons anytime of the day and from any location. Considering the lessons can be stopped and started at will and repeated many times over, the graduation rate will be high because students have self-paced control over the lessons. The lessons offer standardized training regardless of the equipment or employment location. All training materials align with industry standards, governmental regulations, manuals produced by equipment manufacturers, current textbooks and lab manuals, technical publications, technological advancements, YouTube videos, and OSHA standards.

Students will also gain experience doing OJT (On-Job-Training) assignments. Maintenance Supervisors will monitor each student's progress for 12 weeks and if the student demonstrates an ability to master the lessons and maintain a positive attitude, they will be offered a fulltime job.

The program offers more incentives. As students develop skills and competencies their pay rate will increase. The rate will be based on achieving school standards, employer expectations, and governmental regulations. Below are suggested pay rates students may pursue after achieving program benchmarks, however, the rates are not promised:

- HVAC Maintenance - Pay Rate \$12/hr and get complimentary apartment
- Plumbing Repair - Pay Rate \$13/hr
- Interior/Exterior Building Maintenance - \$14/hr
- Electrical Wiring - Pay Rate \$15/hr
- Appliance Repair - Pay Rate \$16/hr
- Swimming Pool and Spa Maintenance - Pay Rate \$17/hr
- Completion of the Associate Degree Program - Pay Rate \$18/hr

Looking forward, the students will be positioned to earn a degree within 3 years. Less than 1% of all maintenance technicians have a degree, so pursuit of it offers distinction and great opportunities, especially those related to obtaining career wages and benefits.

## Recognition

AC/C TECH is authorized to provide training via the State of Indiana:

The Indiana Board for Proprietary Education  
101 West Ohio Street, Suite 670  
Indianapolis, IN 46204-1984  
317-464-4400 Ext. 138  
317-464-4400 Ext. 141  
Date Fully Accredited: May 25, 1993  
Date approved to award AAS Degree: November 10, 1993

AC/C TECH is also authorized to provide continuing education that applies toward licensing renewal for Indiana Home Inspectors, and, authorized to provide Technician Certification as required by the US EPA 40 CFR part 82, subpart F standard. Below is their contact information:

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

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 and National Apartment Association.

Indiana Apartment Association  
100 Keystone Crossing #725,  
Indianapolis, IN 46240  
1-317-816-8900

National Apartment Association  
4300 Wilson Blvd, Suite 800  
Arlington, VA 22203  
1-703-518-6141

## Hours of Operation

Office and Administration: 9:00 a.m. to 5:00 p.m. EST

## Administrators

Ish Moorman, President/CEO  
[IMoorman@acctech.us](mailto:IMoorman@acctech.us)  
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.

## Faculty (Casual 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 Courses

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

# Academic Calendar

AC/C TECH provides online training, and therefore, enrollments can be made anytime. As a road map, students are guided through Technical Certificate Programs in order of importance, as listed below:

- HVAC Maintenance
- Plumbing Maintenance
- Interior/Exterior Building Maintenance
- Electrical Wiring Maintenance
- Appliance Repair
- Swimming Pool & Spa Maintenance

Note: Students will be 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 those months. In the event that a student fails a course, he/she may retake the course during June, July, and August. This waiver will allow everyone to remain on schedule towards graduating.

**December 2019** GEN101 - Career Opportunities in Apartment Maintenance Technology  
GEN102 - Basic Electricity

**January 2020** HEA101 - Electric Furnace Maintenance  
February HEA102 - Gas Furnace Maintenance  
March HEA103 - EPA Technician Certification  
April HEA104 - Air Conditioning Maintenance  
May HEA105 - Heat Pump Maintenance.  
June No Classes Scheduled  
July No Classes Scheduled  
August No Classes Scheduled  
September PLU101 - General Plumbing Maintenance  
October PLU102 - Advance Plumbing Maintenance  
November INT101 - Grounds, Scenery & Curb Appeal  
December INT102 - Outdoor Accessories

**January 2021** INT103 - Exterior Building Maintenance  
February INT104 - Interior Building Maintenance  
INT105 - Final & Inspection (8 hour workshop)  
March ELE101 - General Wiring Maintenance  
April ELE102 - Advanced Wiring Maintenance  
May ELE103 - Aluminum Wiring Maintenance (8 hour workshop)  
June No Classes Scheduled  
July No Classes Scheduled  
August No Classes Scheduled  
September APP101 - Range Maintenance  
October APP102 - Refrigerator Maintenance  
November APP103 - Dishwasher Maintenance  
December APP104 - Washer Maintenance

**January 2022** APP105 - Dryer Maintenance  
February SWI101 - Pool and Spa Codes  
March SWI102 - CPO (Certified Pool Operator)  
April SWI103 - Pool Opening  
May SWI104 - Pool Closing.

## **Technology Requirements**

Students must have access to any desktop computer, laptop computer, tablet, or smart phone.

## **Confidentially and Privacy Policies**

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.



# Course/Program Listings with Program Outcomes

## INTRODUCTION TO APARTMENT TECHNOLOGY

The introduction to Apartment Technology program is designed to introduce basic elements and skills necessary to perform job requirements as well as basic education about their opportunities and life lessons. Students will learn about job assignments, work expectations, and career opportunities. They will also gain exposure to OSHA standards, fair housing rules, service call procedures, work-order documentation, compensation trends, overtime pay requirements, customer satisfaction, and resident retention during an 8-hour workshop. The students will also learn about benefits such as health insurance; sick, holiday, and vacation pay; 401k or pension plans; and educational assistance. Secondly, the student will learn electrical fundamentals as they relate to diagnosing equipment that requires electricity to operate. 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, and how to interpret diagrams and schematics. The course will conclude with basic points of electrical safety.

This program consists of 1 course and 1 workshop. The duration of the course is 40 hours with an 8 hour workshop, and when computed, represents 48 hours of training.

GEN101 - Career Opportunities in Apartment Maintenance Technology (8 hour workshop)

GEN102 - Basic Electricity

## HVAC MAINTENANCE

The HVAC Maintenance 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 5 courses. The duration of each course is 40 hours, and when computed, represents 200 hours of specialized technical training.

HEA101 - Electric Furnace Maintenance

HEA102 - Gas Furnace Maintenance

HEA103 - EPA Technician Certification

HEA104 - Air Conditioning Maintenance

HEA105 - Heat Pump Maintenance



Graduates will be awarded a Technical Certificate in HVAC Maintenance Technology, and, EPA Technician Certification as approved by the U.S. Environmental Protection Agency. To earn graduation privileges, students are required to achieve the course objectives, job task standards, and other work specific benchmarks.

## 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 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. The duration of each course is 40 hours, and when computed, represents 80 hours of specialized technical training.

PLU101 - General Plumbing Maintenance

PLU102 - Advanced Plumbing Maintenance



Graduates will be awarded a Technical Certificate in Plumbing Maintenance Technology. To earn graduation privileges, students are required to achieve the course objectives, job task standards, and other work specific benchmarks.

## INTERIOR/EXTERIOR BUILDING MAINTENANCE

The Interior/Exterior Building Maintenance 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 accessories 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. The duration of each course is 40 hours with an 8 hour workshop and this program represents 168 hours of specialized technical training.

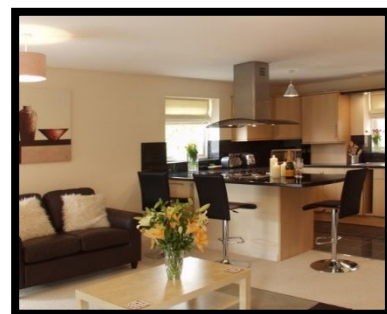
INT101 - Grounds, Scenery & Curb Appeal

INT102 - Outdoor Accessories

INT103 - Exterior Building Maintenance

INT104 - Interior Building Maintenance

INT105 - Final & Inspection (8 hour workshop)



Graduates will be awarded a Technical Certificate in Interior/Exterior Building Maintenance. To earn graduation privileges, students are required to achieve the course objectives, job task standards, and other work specific benchmarks.

## ELECTRICAL WIRING MAINTENANCE

The Electrical Wiring Maintenance 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. The duration of each course is 40 hours with an 8 hour workshop and this program represents 88 hours of specialized technical training.

ELE101 - General Wiring Maintenance

ELE102 - Advanced Wiring Maintenance

ELE103 - Aluminum Wiring Maintenance (8 hour workshop)



Graduates will be awarded a Technical Certificate in Electrical Wiring Maintenance. To earn graduation privileges, students are required to achieve the course objectives, job task standards, and other work specific benchmarks.

## APPLIANCE REPAIR

The Appliance Repair 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. The duration of each course is 40 hours, and when computed, represents 200 hours of specialized technical training:

APP101 - Range Maintenance

APP102 - Refrigerator Maintenance

APP103 - Dishwasher Maintenance

APP104 - Washer Maintenance

APP105 - Dryer Maintenance



Graduates will be awarded a Technical Certificate in Appliance Repair Technology. To earn graduation privileges, students are required to achieve the course objectives, job task standards, and other work specific benchmarks.

## SWIMMING POOL & SPA MAINTENANCE

The Swimming Pool and Spa Maintenance 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. The duration of each course is 40 hours, and when computed, represents 160 hours of specialized technical training:

SWI101 - Pool and Spa Codes

SWI102 - Pool Opening

SWI103 - CPO (Certified Pool Operator)

SWI104 - Pool Closing



Graduates will be awarded a Technical Certificate in Swimming Pool and Spa Maintenance. To earn graduation privileges, students are required to achieve the course objectives, job task standards, and other work specific benchmarks.

## APARTMENT TECHNOLOGY - AAS DEGREE PROGRAM

AC/C TECH offers an Associate of Applied Science Degree in Residential & Apartment Technology. The degree program consists of 28 courses and 3 workshops, and when computed, it represents 1,144 hours of specialized technical training. To earn a degree, students are required to [1] earn a Technical Certificate in each of the programs previously covered and [2] pass the courses listed below:

INT201 - REAC Inspections

INT202 - Mold Remediation

HEA201 - Worse Case Draft Testing

GEN103 - Self Management

GEN104 - Supervision

Education and training is often an elusive benefit to measure financially, but less than 1% of all apartment maintenance technicians have a degree, so pursuit of it offers distinction and opportunities.



Graduates will have developed the knowledge, skills and competencies necessary for performing building maintenance and repairing equipment. Specifically, they will 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 thoroughly restored to a “market-ready” condition in a timely manner. Graduates will be awarded an Associate of Applied Science Degree in Residential & Apartment Technology.

# 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 (8 hour workshop)**

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**

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 (8 hour workshop)**

This course is designed to help students understand the role of a maintenance technician and to help them realize career opportunities in the industry. Students will gain exposure to different job levels in apartment maintenance, job assignments and work expectations for each level, work order procedures, service calls after normal business hours, compensation trends, overtime pay requirements, customer satisfaction, resident retention, plus more. The students will also gain exposure to employer benefits such as health insurance; sick, holiday, and vacation pay; 401k or pension plans; and educational assistance.

## **GEN102 - Basic Electricity**

This course develops skills in understanding electrical fundamentals as a prerequisite for diagnosing and repairing major appliances, heating and cooling equipment, swimming pool pumps and motors, and defective circuits in a home or apartment. 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**

The primary objective of this course is to prepare students for the EPA Technician Certification exam. The United States Environmental Protection Agency (EPA) has established a mandatory program that requires all technicians to be certified before performing maintenance, service, repair, or disposal of an appliance that contains refrigerant chemicals. To obtain certification, 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%.

## **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 Accessories**

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 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 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 - REAC 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 - Pool and 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 - Pool 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.

# 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:

## [1] EDUCATIONAL STANDARDS

**NON-DEGREE PROGRAMS:** There are no prerequisites or entrance exams for candidates making enrollments into Courses only or Technical Certificate programs. It should be noted that provisions can be made for special needs in reading and/or completing exams.

**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.

## [2] 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 is away. This will assure that all residents and their property are respected and that all work-orders are completed in a professional manner. So, in short, all candidates must commit to:

- Personal responsibility
- Academic honesty and integrity of work
- Moral respect for everyone and their property
- Ethical concern for the good of AC/C TECH and the good for our students.

## [3] ADMISSION 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. Students are also required to submit the necessary documentation that meets admission requirements; e.g.:

- Enrollment Agreement
- Student Educational Plan
- Student Behavior Policy
- Drug and Smoking Policy
- Physical & Health Requirements
- Release of Information Form

## [4] EMPLOYER BACKGROUND STANDARDS

Part of AC/C TECH's Mission 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.

## **[5] ENGLISH LANGUAGE PROFICIENCY ASSESSMENT**

AC/C TECH adopted DEAC standards verbatim regarding this procedure. 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), or accepted foreign Distance Education Accrediting Commission, 1101 17th Street NW, Suite 808, Washington, DC 20036 Page 125 equivalent that is listed in the International Handbook of Universities where the language of instruction was English. A "B" or higher is required for master's degree, first professional degree, or professional doctoral degree.

When admissions requested for candidates who wish to pursue employment at apartment communities 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 or by "GoToMeeting" 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 set up 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 only be for 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.

Note: Individuals wishing to pursue courses individually or without the desire to become employed in the residential and apartment industry opportunities can still pursue their educational objectives without the need to perform OJT, but they will not be able to earn a technical certificate.

AC/C TECH will not deny admissions nor discriminate against individuals based on race, religion, color, gender, sexual orientation, genetic information, age, disability, or national origin.

# **Academic Progress Policy**

The instructional staff will monitor the student's progress routinely, and when a student is not progressing according to expectations, we may offer the following 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 to work with someone more experienced. Nonetheless, if the deficiencies continue, he/she may be given extra time, private counseling, or tutoring.

## **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. This will help students realize possible consequences of reducing their course load as it could affect financial aid. Failure to maintain the requirements of a fulltime student may affect Satisfactory Academic Progress (SAP) and receipt of federal, state and other benefits, including but not limited to veterans benefits or social service benefits.

## **ACADEMIC 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 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 two courses within a 9-month period, he/she will be placed on academic probation. 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 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.

## Transfer Credits

AC/C TECH allows transfer of credits when an official transcript is received indicating the student's achievements. The course organization and length must be similar to AC/C TECH's, the age of the previously earned credit is not greater than 10 years old, the transfer does not exceed 75% of the program requirements (21 courses), and the transferring institution's accreditation is defined as equal to or higher in status than AC/C TECH's. In addition, credits awarded for experiential or equivalent learning cannot exceed 25 percent of the program requirements (7 courses) to earn the AAS Degree.

The student's courses to be evaluated for transfer are listed on the left side of a ledger and those approved are listed on the right side of a ledger, so the student will clearly realize which courses were approved. The total transfer cannot exceed 21 courses. Be aware that 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 the programs. Students may appeal transfer credit decisions using procedures outlined in the Complaint/Grievance Policy

### TRANSFER DISCLOSURE STATEMENT

When AC/C TECH courses are being transferred to another institution, the acceptance of that transfer is determined by the receiving institution.

## Grading Policy

Maintaining standards is paramount important at AC/C TECH; mainly because it will assure that our students can do the work expected by the employer. In other words, we will not lower training expectations to accommodate students; instead, we will determine why the student is not meeting expectations and then work towards eliminating the cause(s).

The student's performance will be determined by completing lectures, labs, quizzes, a final examination, and OJT evaluations. 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.

AC/C TECH aligns its passing standards with industry standards.

Mainly because [1] a 70% passing standard is required to earn a license in trades related to plumbing, electrical, and HVAC; [2] a 70% passing standard is required to earn an EPA Technician Certification; and [3] a 70% passing standard is required to achieve auditor training as administered by the IHCD (Indiana Housing Community Development Authority).

We also show performance indicators (in percentage) on transcripts rather than letter grades; however, those indicators align with educational standards; e.g.:

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

Grading Criteria		
Lectures/Labs	100	25%
Quizzes	100	25%
Final Examination	100	25%
OJT Evaluation	100	25%
Total	400	100%



# 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.

## ACADEMIC ASPECTS OF THE HONOR

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. The above items are not the only violations to consider. 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 in the practice.

## **Non-Academic Dismissal Policy**

Non-Academic Suspensions can stem from non-compliance, absenteeism, poor behavior, plagiarism, or drug or theft related problems (or any violation of this publication). At the time of enrollment, students are required to review our Student Behavior Policy, and Drug/Smoking Policy. A violation of these policies 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 an "F" grade for the assignment, with no possibility of redoing the work. Multiple violations may lead to an "F" grade 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.

# Complaint/Grievance Policy

An Honor Code grievance can be filed by any member of the AC/C TECH community including a student who wishes to file a grievance, either on their own accord or at the request of another member of the College community. The Director of Student Services should be notified immediately of any suspected infraction of the Honor Code.

## RESOLVING STUDENT COMPLAINTS

AC/C TECH is committed to an open and collaborative approach towards dealing with student concerns and will endeavor to resolve all issues as soon as possible. Students are encouraged to resolve their complaint(s) by following these procedures:

### STEP 1 - Informal Resolution Stage

The informal resolution stage must be initiated as soon as possible or within 10 working days of the incident.

If the complaint involves an instructor, the student shall first communicate directly with the individual involved; however, if a student fears retaliation or is not comfortable starting the process, they should inform the Director of Student Services. If the complaint regards a violation of the student handbook by another student, the complaining party should inform the Director of Student Services. The role of the Director of Student Services is to clarify steps in the process, explore options to assist the student in his/her efforts to resolve the concerns, and where appropriate, suggest sources of support for the student.

If desired, the student may request online mediation or face-to-face mediation with assistance from the Director of Student Services or Director of Education. When this occurs, the President shall be notified that mediation is being undertaken. Hopefully, this process will resolve the issues, and if an amicable solution is reached, no other action will be initiated. In any event, the mediation results will be documented by the AC/C TECH Administrator.

From a different perspective, if the student's complaint is against the Director of Student Services or Director of Education, he/she may contact the President of AC/C TECH for resolution.

### STEP 2 - Formal Resolution Stage

If mediation does not satisfactorily resolve the complaint, the student may pursue formal resolution.

1. The student may document the issues and submit key points to the President of AC/C TECH.
2. The President will subsequently establish a Student Resolution Committee to hear the complaint within 5 working days from receipt of the student's written notification.

Note: The committee will consist of five individuals: one active student, one graduate, one Faculty Member, one Administrator, and one Advisory Member from the Apartment Industry. The active student will be chosen at random from the current enrollment of students. The Faculty Member will be from the area of study that involves the issue unless that Faculty Member is the subject of the complaint. The Administrator will be the Director of Education unless a conflict of interest is determined, at which time the Director of Student Recruitment will be chosen. The Advisory member will be a selected member from the Apartment Industry that will change every three years.

3. The Student Resolution Committee will conduct a hearing, interview witnesses, and do research as necessary to fully explore the complaint as outlined below:
  - a. Make an initial briefing of the complaint;
  - b. Allow the student to express key facts;
  - c. Allow the respondent to reply;
  - d. Question either party or witnesses, if required;
  - e. Request the parties to produce additional material or witnesses directly related to the complaint;
  - f. Research the evidence and only consider those relevant to the complaint;
  - g. Each complaint shall be considered independent and decided on its merits;
  - h. All information reviewed and discussed shall remain confidential.
4. 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.
5. 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.
6. There shall be no representation by legal counsel during any stage of the Student Complaint Resolution process.
7. The Director of Student Services will be responsible for maintaining an official record of the proceedings, including all reference documents, a copy of the Committee's recommendation(s), and the President's final ruling.
8. Student's documentation shall be returned to the student.
9. Committee members' documentation shall be returned to the institution.
10. The President will review the findings and make a final ruling.

#### APPEAL OF RESULTS

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.

## **Student Identity Verification**

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 will verify the identity of students to assure that they are indeed the person who completed the online training. In addition, the instructors will 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.

## **Graduation Requirements**

Students are required to achieve the 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.

Furthermore, students are required to pass all courses listed in the program to earn a Technical Certificate or AAS Degree. Successful completion of a program is based on meeting all requirements listed under the program objectives and will be confirmed by an appropriate credential.

# Academic Policies and Procedures

As part of AC/C TECH's mission, students will be recruited based on 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. The employer 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. This creates a goal-oriented structure for learning. Each student will have the opportunity to earn credentials, connect with employers to secure a fulltime job, and build a lifelong career.

## Lecture/Lab Policy

Students will have an option of repeating lecture and lab assignments 5 times to improve scores. The Employer will evaluate the student's lab performance and report outcomes to our institution. The assignments and evaluations must be submitted before the course ends. If an evaluation is not submitted, the student will be given a zero score for that particular lesson.

## Testing Policy

A 10 question quiz must be assigned at the end of each lecture. Also, students will have an option of repeating quizzes twice to improve scores. A 100 question final examination must be assigned at the end of all training lessons. Final examinations can be repeated, but just once. All tests must be completed before the course ends; otherwise, the student will be given a zero score for each test not completed. In addition, students can achieve test requirements on-line by using GoToMeeting software. The student is not required to have a subscription to GoToMeeting, 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 10 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 30 days after the course ends. More specifically, the Employer will evaluate the student's OJT performance and report outcomes to our institution. Again, the OJT assignments must parallel the lessons, for example, 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.

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 evaluation process may stem from any of these areas:

- 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, how much time was needed to correctly make the repair, 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 devices, maintaining a clean and safe 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. 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.
- Customer Relation Skills - Students may be evaluated on professionalism. For example, how an introduction was made? Did the student interact with the resident? Was customer satisfaction achieved at the end of the service call?
- Documentation Skills - Students may be evaluated on how thorough, accurate, and legible work-orders are completed. Specifically, the work-order must include what was observed, diagnosed, repaired, and reflect what the resident was told?

## Student Services

When necessary, AC/C TECH provides self-sufficiency counseling. We offer services related to family issues, such as child care, child support, health and nutrition, domestic violence, drug or alcohol abuse, fraud, and other personal issues. When a student requires financial assistance for obtaining books, tools, uniforms, safety equipment, transportation, food stamps, housing, etc., they will be informed to apply for temporary assistance through Family Social Services, WorkOne, Goodwill, Salvation Army, and other poverty assistance agencies. AC/C TECH maintains case notes of all counseling sessions and provide follow-up sessions for monitoring other needs. All services are computerized and maintained indefinitely. The intent here is to identify and remove factors that could prevent a candidate from having a successful school-to-work experience.

Students are permitted access to AC/C TECH's "Learning Resource Center" which is web-based and designed to take the guess work out of maintaining an apartment community and repairing equipment. This resource is highly technical and contains four key modules:

1. The web-based classroom contains interactive courses and workshops. All courses are highly technical but 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 syllabus. After completing a course, the students will be able to recognize the components and understand how the equipment functions in sequence of operation. Emphasis is placed on understanding how the equipment works, diagnostic and repair procedures, planned maintenance activities, and safety tips.
2. The Online Technical Support is an automated database that will guide an individual 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's also loaded with job task standards, planned maintenance activities, energy saving tips, information about indoor air quality, lead-based paint, mold, and radon gas.
3. The Virtual Coffee House contains articles related to building and equipment maintenance. It features articles that cover laws affecting the industry, advancements in technology, outstanding achievers, employment opportunities, and more.
4. The Q&A Bulletin Board contains questions and answers about building and equipment maintenance. Students can read questions posted by peers or they can post new questions in an effort to get answers from multiple experts.

These modules are available to students 24 hours per day, 7 days per week.

AC/C TECH assist students and their family members for graduation ceremonies. We provide detail information about the date, time and location of the event. Also, we provide information about who and how many family members can attend. Moreover, based on the student preferences, we will setup notifications via e-mail, text, phone calls, Facebook, tweeter, and/or AC/C TECH website.



# Other Policies

## **ACADEMIC BREAKS**

Students are responsible for meeting all academic obligations prior to leaving for a scheduled break; e.g.: holidays, winter and spring breaks, etc. So again, you are required to complete all lessons, examinations, labs, and OJT commitments, FOR WHICH YOU ARE RESPONSIBLE.

In addition, students are responsible for meeting all academic obligations when classes resume. Be sure to make your travel plans in accordance with the institutional schedule and final examinations. You will not be excused or have an examination extended because of ill advised planning.

## **ALCOHOL**

Alcoholic beverages are prohibited on AC/C TECH property, including inside cars on parking lots. 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 at AC/C TECH. 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 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 may determine the appropriate vehicle for official communications affecting students. 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 Education's 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 general 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 has or is apparently violating 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.

### **NONCOMPLIANCE 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 you in verifying a loss for an insurance claim provided you 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 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 that 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 their subordinates or to the College. Similarly, faculty members must demonstrate the utmost professionalism when interacting with students.

**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. Include social sharing buttons for organizations that have an interest in promoting higher education and training.
- d. Run a Launchrock Campaign -- Launchrock is a popular free 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.
- e. Create micro content. A growing trend is to create bite sized chunks of content for quick and easy consumption.
- f. 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] Employer Specific Training, [3] Technical Certificate Programs, or [4] 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.

### **CONTRACTUAL ARRANGEMENTS**

Establishing a contractual arrangement with employers is a key factor towards achieving the objectives of our training programs. Key administrators from the apartment industry have concluded that a school-to-work component is important, and if both are treated equally, it will produce a more effective workforce. To that end, AC/C TECH will recruit candidates interested in maintenance technology that they believe are qualified, likely to complete their educational objectives, likely to benefit from the training, and suited for prospective employment at the end of the training program at employer apartment communities. More specifically:

- The Employer will secure pre-employment verifications, e.g.: students must have a valid driver's license, pass a physical examination per OSHA requirements, pass a drug test, pass a criminal background check, pass a credit background, etc.
- AC/C TECH will provide online lessons and guide students through a 10 week technical certificate program that will rollover into earning a Residential and Apartment Technology AAS Degree. Also, AC/C TECH will monitor the student's progress routinely, engage the student in a one-on-one conversation during web-based meetings, provide counseling and tutoring as needed, and computerize all results. The student's school performance will be determined by completing lessons, labs, quizzes, and a final examination.
- The Employer will monitor and evaluate the student's OJT (OnJob-Training) performance and report outcomes to AC/C TECH. Students may be evaluated on completing work orders, special projects, safety skills, technical skills, customer relation skills, documentation skills, work maturity competencies, job specific competencies and employer specific competencies. In addition, the employer will pay the students a stipend (\$10/hour) when doing OJT assignments.

Simply stated, AC/C TECH and the Employer will monitor every aspect of student achievements. Only those students who have satisfactorily completed the coursework in a timely manner will be allowed to work at Employer apartment communities.

Students who violate the AC/C TECH Honor Code, or fail to meet academic performance, or violate the employer's policies, or fail to meet OJT performance are subject to sanctions. The instructional staff will determine if the violation has risen to a level of academic dishonesty (cheating) and determine the discipline of students whom they believe to be guilty. In general, students are expected to accomplish the academic and OJT objectives, as well as excel in the following areas:

- a. Complete all lessons in a timely manner.
- b. Earn a passing score.
- c. Report for tutoring when assigned.
- d. Report to the Jobsite on time when pursuing OJT assignments.
- e. Satisfactorily complete other tasks assigned by the employer.

The consequences depend on whether the incident is a single infraction, or involves multiple infractions. The result of a single violation may lead to an "F" grade for the assignment, with no possibility of redoing the work. Multiple violations may lead to an "F" grade for the course and subsequent expulsion from the program.

Any student who 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.



# ENROLLMENT OPTIONS & TUITION/FEES

AC/C TECH's tuition and fee policy is simple and highly affordable:

- Admission Fee \$0.00
- Tuition/Course \$250.00
- EPA Technician Certification \$150.00
- Workshops \$75.00

AC/C TECH reserves the right to increase tuition and fees without notice.

Students have an option of pursuing Courses Only, Technical Certificate Programs, or an Apartment Technology AAS Degree. Below is a complete listing of all cost associated with each technical certificate program and the AAS Degree program in Residential & Apartment Technology:

Program Name	Tuition/Workshops	Books	Tools/Supplies	Uniforms	Total Cost
<input type="checkbox"/> HVAC Maintenance	\$1,500.00	\$163.75	\$439.07	\$160.00	\$2,262.82
<input type="checkbox"/> Plumbing Maintenance	\$500.00	\$254.83	\$603.55	\$160.00	\$1,518.38
<input type="checkbox"/> Interior/Exterior Maintenance	\$1,075.00	\$69.90	\$1,114.95	\$160.00	\$2,419.85
<input type="checkbox"/> Electrical Wiring Maintenance	\$575.00	\$198.95	\$293.95	\$160.00	\$1,227.90
<input type="checkbox"/> Appliance Repair	\$1,250.00	\$174.75	\$682.14	\$160.00	\$2,266.89
<input type="checkbox"/> Swimming Pool & Spa Maintenance	\$1,000.00	\$59.95	\$439.07	\$160.00	\$1,659.02

Program Name	Tuition/Workshops	Books	Tools/Supplies	Uniforms	Total Cost
<input type="checkbox"/> AAS Degree Program	\$7,150.00	\$972.13	\$3,572.73	\$960.00	\$12,854.86

Students are responsible for acquiring books, tools, and supplies. Acquiring uniforms is optional. These fees are based on pricing from Menards website, however, the items can be obtained from any source. There are no other fees.

AC/C TECH accepts cash, personal checks, money orders, and charge cards.

## CANCELLATION POLICY

Students may cancel an enrollment anytime and for any reason and by any method. Prospective students who have not visited the Property Management firm prior to enrollment will have the opportunity to cancel (without penalty) following a tour of the facilities where training will be provided.

## 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:  $\$250 - (\$250 \times .00) = \$250.00$
- (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:  $\$250 - (\$250 \times .00) = \$250.00$  \* 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:  $\$250 - (\$250 \times .10) = \$225.00$
- (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:  $\$250 - (\$250 \times .25) = \$187.50$
- (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:  $\$250 - (\$250 \times .50) = \$125.00$
- (F) After completing 50% of assignments, but prior to completing 75% of the assignments, the registration fee plus 75% of total tuition. Example Refund:  $\$250 - (\$250 \times .75) = \$62.50$
- (G) After completing 75% of assignments, the student is responsible for total tuition. Example Refund:  $\$250 - (\$250 \times 1.00) = \$0.00$
- (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.

## **FINANCIAL ASSISTANCE**

Students have an opportunity to “earn a degree and build a career without going into debt”. Initially, they will be enrolled into the HVAC maintenance training program and will complete 4 hours of online lessons at home, then go to an apartment community and complete 4 hours of OJT assignments. They will earn a stipend (\$10/hour) while pursuing OJT. The employer 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, and they will be allowed to continue the training during the normal 8-hour workday.

As option #2, students can pursue financial assistance through WorkOne, or another community development organization. The cost to participate in the HVAC program is \$2,262.82; and generally, most of our students meet the income guidelines to qualify for assistance. This is a model AC/C TECH will pursue as much as possible.

As option #3, AC/C TECH offers a “Standard Promissory Note” to satisfy tuition. Students have an option of repaying the loan in “Lump Sum” or “Installments”. If Installments are desired, the student will have an option of making payments on a weekly basis, or pay period basis, or monthly basis. As long as the student makes regularly scheduled payments, no fees will be applied to their account. When payments are not made pursuant to the scheduled timeline, AC/C TECH will apply a late fee for each occurrence: \$10 if a weekly payment plan was selected, \$20 if a pay period (bi-weekly) payment plan was selected, or \$40 if a monthly payment plan was selected.

So again, it’s worth repeating that our students have an opportunity to “earn a degree and build a career without going into debt”.

## **COUNSELING/JOB PLACEMENT**

It is a general practice of AC/C TECH to help students secure a fulltime job and build a career. Similar to other institutions, AC/C TECH has a job referral relationship with property management firms and it’s a general practice for employers to notify AC/C TECH when job opportunities are available. Indeed, there is a high probability for our students to obtain a fulltime job. As of this publication, AC/C TECH has a job placement rate of 92%.

Job retention is extremely important, and for that reason, all graduates will continue to have access to the AC/C TECH Online Technical Support for one year after graduation. Simply stated, that information will help graduates achieve their occupational goals. If a graduate is not performing as expected, we will provide counseling and/or tutoring. We may also do an assessment for determining whether or not the current employment opportunity is a suitable match. Job Placement Records will be computerized and maintained indefinitely. When applicable, AC/C TECH will provide self-sufficiency counseling regarding family issues, such as child support, child care, health and nutrition, domestic violence, drug or alcohol abuse, fraud, and other personal issues. When a student requires financial assistance for obtaining books, tools, uniforms, safety equipment, transportation, food stamps, housing, etc., the student will be informed to apply for temporary assistance through Family Social Services, WorkOne, Goodwill, Salvation Army, and other agencies. The Director of Student Services will maintain case notes of student counseling sessions and provide follow-up sessions for monitoring other needs. All services will be computerized and maintained indefinitely.