



THE COUNCIL OF PRIVATE COLLEGES OF AMERICA

Candidate Level Requirements and Actions Section 5 Worksheet

Institution _____ Date Started _____

Institution Certification Coordinator _____

Phone Number _____ Email address _____

Assigned Certification Facilitator _____

V.A. Admission Practices:

- ___ 1. Provide the institution and program admission requirements. Explain and document how the institution discloses in writing the scope and nature of its courses/programs, and its educational and training objectives, and how the institution protects student privacy.
- ___ 2. Document where the institution states that it does not discriminate in its admissions because of race, sex, color, creed, age, religion, or national origin in admitting students.
- ___ 3. Explain the process for establishing the program admissions policies. Explain how the institution establishes the qualifications that an applicant must possess to successfully assimilate the educational materials.
- ___ 4. Describe any evidence that shows that students who meet the minimum admission standards can achieve the announced objectives of the course/program. Explain how the institution determines with reasonable certainty, prior to acceptance of the applicant, that the applicant has been informed of and has proper qualifications to enroll in the course/program.
- ___ 5. Document how the institution makes certain that the applicant was informed that he/she had been accepted into the program and that the official transcripts or required documentation must be received by the institution within one enrollment period not to exceed 12 semester credits, or the student will not be accepted into the program.
- ___ 6. Explain what controls ensure that the admissions policy, requirements, and practices are consistently and uniformly applied. If the institution enrolls a person *not* meeting established qualifications for admission, explain and document how it is keeping a record showing the reasons for acceptance of that person.
- ___ 7. If a specific education level is required for institutional and/or program admission, explain how it is determined, if any exceptions are made, and the basis for these exceptions.

- ___ 8. Describe how educational requirements for admission are documented (e.g., diploma or transcript).
- ___ 9. Describe any policies and **procedures** that permit students to receive credit for prior non-school learning. Provide a copy of the policy(ies) and procedure(s).
- ___ 10. Identify the position of the person who makes acceptance decisions, including those in marginal cases, and explain the criteria used in making these decisions.
- ___ 11. Identify the principal reasons why students are denied admission by the institution or program.
- ___ 12. Explain the policies and procedures for informing prospective students of any requirements for governmental or other licensing, certification, or registration procedures, which apply directly or indirectly to the particular areas served by the institution's programs.
- ___ 13. Explain the procedure for students being admitted and registering online. Describe what documentation the institution requires for online enrollment.
- ___ 14. Describe the admissions policies, procedures, requirements, and prerequisites.
- ___ 15. Describe how the institution's admissions standards and process require that 15plicant students whose first language is not English must pass the TOEFL test with the minimum TOEFL scores for degree programs that are offered in English. Show how admissions records for degree program applicants' accommodate the recording of the applicant's TOEFL score or other scores.
- ___ 16. Describe how any non-U.S. institution transcripts of degree seeking applicants that are not presented in English are either evaluated by (a) an appropriate, competent third party service; or (b) are translated into English by a trained, qualified transcript evaluator fluent in the original language on the transcript. In either case, the evaluator or the service must have expertise in the educational practices of the country of origin. They must include an English translation, along with the original transcript. Both documents must be on file at the institution.
- ___ 17. State the institution's policies for transfer credits and explain how they are validated.
- ___ 18. Give the number of students in the last calendar/fiscal year who were awarded transfer credit into your institution and the average number of credits awarded.
- ___ 19. State the institution's policies and describe the validating procedures for credit for experiential learning and other non-school prior learning.
- ___ 20. Explain how the person who evaluates academic transcripts or portfolios of experiential learning are properly qualified and trained for his/her assignments.
- ___ 21. Give the number of students in the last calendar/fiscal year who were awarded credit for experiential learning and other non-school prior learning and the average number of credits awarded.
- ___ 22. Explain the minimum of doctoral-level semester or quarter credit hours each doctoral program requires to be successfully completed beyond a master's degree, and the maximum number of credit hours that may be earned for the dissertation.

___23.Explain how the appropriate time periods for the length of each component of the doctoral degree programs been established by the institution and how are they communicated to potential students and applicants prior to and during the admission process.

V.B. Tuition Policies

___ 1. Describe how the following is verified: Institutions must use Total Course Price in preparing enrollment agreements, calculating refund amounts and collecting student accounts. Total Course Price includes charges for tuition, registration, educational services and instruction. Total Course Price also includes earned financial charges, and any fees that are charged to all students for required services, such as proctoring, technology access, library services, etc. Costs expended for normal shipping and handling for distance courses are not subject to refund.

___ 2. Provide the person(s) name who is responsible for ensuring compliance and reference the appropriate Exhibits:

___2a.The costs expended for optional or special services, such as expedited shipment of materials, experiential portfolio assessment, or other optional services such as dissertation binding, must be disclosed effectively to prospective students and are not subject to refund.

___2b.Institutions employing an admissions review process may charge a one-time non-refundable fee not to exceed \$75.

___2c.If the institution requires or permits students to purchase textbooks or other required materials separately, the institution must make available to the student on its website, catalog, or enrollment agreement “a best effort estimate” of the costs of the textbooks and materials needed for successful completion of course/program. The institution’s textbook pricing policy for new or used textbooks must be fair to students.

___2d.The total course price for any program must be the same for all persons, with the exception of discounts for well-defined groups.

___2e.Any variation in Total Course Price must be *bona fide*. This applies to scholarships, limited time institution aid grants, discount offers, special prices, or announcements of price increases, all of which must occur during a specified period and must state a specific date of execution or termination. The Total Course Price may be varied, and special discounts or payment plans be offered, as long as the Total Course Price remains the same for all enrollees during a specific period of time.

___2f.The institution must disclose to students on the enrollment agreement any additional charges to the student associated with verifying student identity.

___ 3. State whether the total program/course price is the same for all students at a given time (except for allowable discounts). Provide samples of discounts used in the last 12 months.

___ 4. State if price discounts have a published termination date.

___ 5. Explain how any aptitude tests and student contests are administered and how the results are used and related to price discounts.

___ 6. Describe any scholarship programs, indicate the sources of funds for them, identify who selects the recipients, and list the criteria used in selection.

V. C. Tuition Collection Procedures: Tuition collection practices and procedures are fair. They encourage the progress of students and seek to retain their good will. The institution exercises its right to protect its finances through collection practices in keeping with sound and ethical business standards. Such practices take into account the comparable rights and interests of the student.

___ 1. Describe in detail the policies and procedures for the institution's collection of tuition.

___ 2. Supply a complete set of all sample notices and collection letters used by the institution.

___ 3. If outside collection agencies are used, provide the name and address of each agency used, and provide copies of the signed contract(s) with each agency and collection procedures used by it.

___ 4. Provide in a sample of the written ethical standards furnished by the institution to any outside collection agencies.

___ 5. Demonstrate that collection notices, letters, forms, and telephone scripts used by collection agencies conform to ethical business practices. Include samples used by each agency.

___ 6. If outside collection agencies are used, state the percentage of accounts that are turned over to such agencies.

___ 7. Explain how the institution monitors each outside agency's adherence to its collection policies and procedures in conformance with CPCA Standards.

___ 8. Explain how collection policies and practices encourage the student to continue with the program of study.

V. D. Tuition Refund Policies: The institution recognizes that there are legitimate reasons why enrolled students may not be able to complete their programs with benefit to themselves. Accordingly, the institution has a policy for equitable tuition adjustments or refunds in such cases that conform to CPCA Standards. Records are maintained on tuition refunds and enrollment cancellations to provide a reference source for management analysis.

___ 1. Describe the policies and procedures used in the settlement of students' accounts in cases where there are legitimate reasons why the enrolled students may not be able to complete the program with benefit to them. Provide documentation of refunds and how they are calculated. Include a copy of the refund template used.

___ 2. Explain how refunds to students are made within 30 days after date of request and identify where it is stated that a student may cancel "in any manner."

___ 3. Explain the procedure used by the institution for a student who has paid in full but no longer wants to submit assignments/lessons for grading but wants to receive all of the instructional materials.

- ___ 4. Describe any institutional or program policies relating to the release of kits to students and the students' return of equipment, including any tuition payment policies that apply to the kits or equipment. Include examples of how students are informed of these policies.
- ___ 5. If students are permitted to acquire published textbooks separately, state the policy that applies to this procedure.
- ___ 6. For the 12-month period covered by enrollments and completions represented in the institution, compile a table that shows the statistics for each program/course of study.
- ___ 7. Show the institution's refund schedule and how refunds are calculated. For example, what would be the refund due a student who had just completed the third assignment/lesson in a 12-assignment/lesson course? What about four assignments/lessons or five or six or none?
- ___ 8. Refer to the exhibit and highlight where the refund policy is stated on the enrollment agreement/contract.
- ___ 9. List all legal actions or other formal investigations initiated against the institution by students during the last two years because of refund or other financial issues, and indicate briefly the current status and/or disposition of each. Also list any legal actions initiated against students by the institution.
- ___ 10. List any local, state, and/or federal government agency (such as the Federal Trade Commission) or consumer agency investigations and/or actions taken against the institution in the past five years. Include complaints received from non-government bodies such as the Better Business Bureaus, Chambers of Commerce, etc.
- ___ 11. State if the institution operates under any local, state, or federal government consent decrees and/or orders and/or voluntary assurances of compliance. Describe fully.