



Your College. Your Future.

College of Wilmington

COLLEGE CATALOG

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Welcome Letter

Dear Prospective Student:

Welcome to the College of Wilmington! I am excited that you are considering the College of Wilmington. And I encourage you to explore the many resources and programs that are in place to ultimately help you achieve your highest potential, both within and outside of the classroom.

We believe establishing a relationship with students is an important component of a successful college experience. We want to establish a collaborative spirit between you and the College of Wilmington for the common goals of your learning development and success. We value you as a partner in your educational process.



It is important to us that you get as many of the questions and concerns answered as quickly as possible so that you are able to settle in and focus on developing your career education with us. The Catalog was designed to answer many of the questions in a **clear and concise manner**. It was also created to give you a guideline of how the College operates.

The Catalog is the foundation upon which this College was built. It regulates the quality in our school and insures the present and future success of our organization. The Catalog is yours to keep....learn it well! It will facilitate your success in achieving a quality education.

Sincerely,

Shannon Hodge

Shannon Hodge, President

History

Mr. David's Coiffures, Inc., the parent company of the College of Wilmington, was founded on March 30, 1964 by Mr. David Atkinson, the company's namesake, and his partners. In 1974, the Company began offering career education in cosmetology related fields, making the College the oldest, continuous operating Cosmetology school in the Wilmington area. The original mission of the school centered on the determination to give each and every student the highest quality and most relevant career training possible to ensure future professional and personal success. Administration understood that a holistic or comprehensive education extended beyond set curriculum and classroom walls and included those "teachable moments" where faculty assisted students with personal appearance, professionalism in the workplace, building and maintaining positive relationships, and improvement of diction. These teachable moments and commitment of the faculty in educating the whole student has proven to help the students with their confidence, employment potential, and other intangibles that are needed for personal and professional growth. The foundation of this mission remains the same. Revised in 1989 and again in 2008, the emphasis on the mission, which is described later, is to effectively train each student for gainful employment in their field of study.

In 2008, Ms. Shannon Hodge joined the College as President. Under her leadership, the name of the College changed to College of Wilmington and a barren to full oak tree was adopted as the College's official symbol. This icon represents the student's enrollment into College, where their education might appear barren, but is greatly transformed into a graduate full of life and productivity due to the education received at the College. The primary reason for the name change was that the School's ongoing market research from students, the advisory board, job classifieds, and the Occupational Outlook Handbook had demonstrated the need for additional schools in the greater Wilmington, North Carolina area specializing in career education in health, beauty, fitness, and medical fields. To meet the need of area employers and prospective students, the School submitted application to the appropriate regulatory approving agencies to offer programs in these areas. However, the College's name, Mr. David's School of Hair Design, limited the public's perception of the programs offered at the School. Given the name, the vast majority of prospective students did not perceive the School offering any programs outside of Cosmetology. In contrast though, the name College of Wilmington provided a broad umbrella underneath which the College could expand its curriculum offerings in these other fields.

In 2010, the school relocated to its present location. Preceding, the College identified three main reasons for moving the school, all which were founded on remaining competitive in the educational market in Wilmington, North Carolina; (1) the exterior of the previous location was dated and did not project the professional career-focus image the College wanted to achieve; (2) with the addition of programs in fields outside of Cosmetology, acquiring additional space allowed the College to enroll more students and expand its equipment and learning resources; and (3) the new location greatly increased the visibility of the school, providing increased opportunities for the school to reach its target market.

In 2013, with the retirement of Mr. Atkinson, Ms. Shannon Hodge became sole owner and President of the College. In 2014, based on feedback from the College's Advisory Board, the Medical Billing and Coding program was revised to Electronic Health Records Specialist. The purpose for this revision was to enhance the skill set and job opportunities for graduates.

As the school enters its fifth decade, Ms. Hodge has laid-out plans to grow the school while continually strengthening the education students receive. She is committed to all students by offering the most relevant and highest quality training, maintaining strong ties to area employers, and committing the school to public outreach to enhance goodwill and overall visibility.

Mission

The mission of the College of Wilmington (COW) is to provide up-to-date, relevant, career training that leads to initial employment or career advancement in a student's chosen field of study. In support of this mission, the College's faculty and staff promises to:

- Continuously improve operations in order to keep current with ever-changing developments and new technologies.
- Observe all rules and regulations by state, accrediting, and federal agencies
- Encourage its instructors to stay current with the latest teaching methods in their respective fields by reading educational books and magazines, and by attending teacher's advanced programs, workshops, and trade shows.
- Participate in educational conferences and regional meetings in order to advance knowledge and application of skills
- Utilize acceptable teaching techniques and training aids [such as textbooks, workshops, films, and other audio visual aids] in order to provide the best possible training for its students.
- Purchase high grade, standard equipment, cosmetics, and supplies to be used for instruction of its students.
- Advertise truthfully and makes honest representations to its students.
- Refrain from acting in a manner that might reflect unfavorable on other schools and the cosmetology, massage, and medical professions.

Ownership

College of Wilmington is a private educational institution, which is approved to offer instructional programs in health, beauty, and business-related fields. The College is owned by Mr. David's Coiffures, Inc. a North Carolina company. Shannon Hodge, the College's chief executive, joined the school in 2008 and became sole owner in 2013.

Licensures & Accreditation

The School is licensed by the North Carolina State Board of Community Colleges. The State Board of Community Colleges is not an accrediting agency. The School is also licensed by the North Carolina State Board of Cosmetic Arts, the North Carolina Board of Massage and Bodywork Therapy and approved by the North Carolina State Approving Agency for participation in Veteran's Benefits.

The School is accredited by the Accrediting Commission of the Council on Occupational Education, located at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350. Phone: (770) 396.3898. Website: www.council.org

The School is approved by the United States Department Education to participate in Title IV Financial Aid Programs.

Description of Facilities

The College is located in the beautiful Independence Mall, the only regionally enclosed mall in Southeastern North Carolina, where it occupies 14,000 square feet. The mall, which is served by the local bus line, averages approximately 3.5 million visitors each year and provides a secure atmosphere conducive to student learning. The school has fully equipped Cosmetology and Therapeutic Massage Clinics, ample classroom space, significant educational and other resources, and complies with all health and safety requirements. In addition, the building houses administrative offices, lecture rooms, student lounges, and a learning resource center.

The School is equipped with a dispensary, which is stocked with a variety of products for student familiarization for use in their clinic courses. The clinic rooms provide ample space between stations/tables so that students may perform their work on the public without space difficulty.

Consumer Information

Gainful Employment

In accordance with federal regulations, the College reports certain information about students who enrolled in Title IV eligible educational programs that lead to gainful employment in a recognized occupation (GE programs). Those regulations also provide that institutions must disclose certain information about the institution's GE Programs. Information, in part, for each GE program at the College is provided below. The College does not provide on-campus room and board for any of its programs. Complete information can be found on the College's website at:

<http://www.collegeofwilmington.edu/student-right-to-know/gainful-employment-other-student-disclosures/>

	Cosmetology	Instructor Training	Electronic Health Records Specialist	Therapeutic Massage
Tuition / Fees	\$17,348	\$11,126	\$11,476	\$12,091
Books / Supplies	\$1,061	\$382	\$1,185	\$1,004
Length of Program	10 months	7 months	7 months	7 months
% of Students Completing within Allotted Time	0%	*1	0%	0%
Median Student Debt (Federal Loans)	\$8,800	*1	\$7,706	\$7,812
¹ Less than 10 graduates received loans. Median amounts are withheld to preserve the confidentiality of the loan recipients.				

Student Right to Know

For the year ending December 31, 2017, the College had a 90% licensure passing rate, an 90% placement rate, and a 69% graduation rate. Additional information can be found at:

<http://www.collegeofwilmington.edu/student-right-to-know/passplacementgraduation/>. By program these rates are:

	Cosmetology	Instructor Training	Electronic Health Records Specialist	Therapeutic Massage
Passing Rate	85%	100%	100%	79%
Placement Rate	95%	100%	75%	100%
Graduation Rate	62%	62%	71%	77%

The above rates are calculated each year based on data from Jan. 1 to December 31 as required by the College's accrediting body, the Council on Occupational Education. In addition, the United States Department of Education requires the College to report graduation rates for students who began their studies as full-time, first-time degree or certificate seeking students and who completed their program within 150% of "normal time". For the year ending August 31, 2017, the College's graduation rate was 67%. Additional information may be found at:

<https://nces.ed.gov/collegenavigator/?q=college+of+wilmington&s=all&id=199078>

Campus Safety Policy/Annual Security Report

For the previous year ending December 31, there were no serious crimes on campus or its immediate vicinity. Crime & Safety information for the last three years can be found at:

<http://www.collegeofwilmington.edu/wp-content/uploads/2015/10/COW-Campus-Security-2015-2016.pdf>

Net Price Calculator

Students can use the Net Price Calculator to get an *estimated* net price information (defined as estimated cost of attendance — including tuition and required fees, books and supplies, room and board (meals), and other related expenses — minus estimated grant and scholarship aid) to current and prospective students and their families based on what similar students paid in a previous year. This calculator is found at: <http://www.collegeofwilmington.edu/student-right-to-know/net-price-calculator/>

Teach Out

In the event that the school, for any reason, is unable to continue operation as an educational entity, sufficient bonding is in place to refund tuition and fees for currently enrolled classes as well as the refund of any unearned tuition and fees for educational programs. School records will be transferred to the North Carolina State Archives.

Complaint Procedure

If a student has a complaint regarding a specific course, instructor, or decision, the student should first appeal to the instructor or staff member involved.

If the problem is not resolved and the problem involves an academic matter, the program director for the student's program should be contacted. If the problem is still not resolved, the student should request a meeting in writing to the Campus Director with an outline of the allegation or complaint. A school representative will meet with the student within 10 days of receipt of the written complaint. The meeting will be documented. A written record will be given to student. If the problem has not been resolved through discussion, the complaint will be referred to the school's Complaint Committee. The committee will meet within 21 calendar days of receipt of the written complaint. The school Complaint Committee, made up of the President, Campus Director, and Program Director will review all allegations. The Committee will respond and may request additional information from the complainant. The request for additional information will be in written form. A letter will be sent to the complainant within 15 calendar days of the Committees' receipt of the complaint. The letter will clarify the starting steps to resolve the problem, or if the allegations were not warranted or based on fact.

If the student believes the Committee's decision is not sufficient, the student may appeal to the School's accrediting/licensure bodies at the following address or by following the electronic links provided:

Council on Occupational Education
7840 Roswell Road, Building 300, Suite 325
Atlanta, GA 30350

Link to the Council's Complaint Process: <http://www.council.org>

Phone: (770) 396.3898. Website: www.council.org

North Carolina Community College System
Office of Proprietary Education
5016 Mail Service Center, 200 West Jones
Raleigh, North Carolina 27699-5016
Link to the Office's Complaint Process: <http://www.nccommunitycolleges.edu/proprietary-schools>

North Carolina Board of Massage and Bodywork Therapy
PO Box 2539
Raleigh, NC 27602
Phone 919-546-0050
Link to the Board's Complaint Process: <https://www.bmbt.org/pages/Complaints.html>

North Carolina Board of Cosmetic Arts Examiners
School Operations
1201 Front Street, Suite 110
Raleigh, NC 27609
Link to the Board's Complaint Process: <https://www.nccosmeticarts.com/inspections/complaints.aspx>

Voter Registration

COW encourages eligible students to register to vote. Voter registration forms are available in the Student Resource Center. For more information, see the Financial Aid Department.

Educational Programs / Teacher-Student Ratio

Cosmetology Diploma Program

- Goal: The mission of this program is to prepare students to be skilled technicians so that each graduating student may be licensed as a cosmetologist and obtain profitable employment.
- Description: This diploma program is designed to prepare the students for the N.C. State Board of Cosmetology Examination. Students who graduate from the cosmetology program and who pass the state examination should be prepared to work as hairdressers, salon managers, hair colorists, salon owners, product demonstrators, and other related positions. Any student completing this program will receive a Cosmetology Diploma. State Board Examination pass rates, graduation rates, and employment rates are made available to prospective students at the time of the initial interview for enrollment. Lecture classes are limited to 25 students per instructor. Practical classes are limited to 20 students per instructor.

Instructor Training Program

- Goal: The mission of this program is to prepare students to be skilled cosmetology instructors so that each graduating student may be licensed as a cosmetology instructor and salon/product educators.
- Description: The program provides an opportunity for the teacher trainee to observe and assist experienced teachers in the performance of daily duties, assist in skill demonstrations to supervise practice teaching as well as to thoroughly study the principles of teaching. The program is designed to install the basic teaching methods and techniques. An instructor trainee must be experienced and proficient in the art and practice of cosmetology prior to beginning the program. The program permits the trainees to apply the practices and theories to which they are exposed to in an actual classroom environment. Classes are limited to five students per instructor.

Electronic Health Records Specialist Diploma Program

- Goal: The mission of the program is to prepare individuals to manage electronic medical records and the coding and billing of patient services in health related settings. Through hands-on,

simulated exercises, students learn to create patient records, collect demographic and insurance information, perform coding and billing of patient services, audit patient records, and process release of information requests. Students must successfully pass the National Health Career Association's "Certified Electronic Health Records Specialist" exam to graduate. Graduates may seek entry-level employment in hospitals, medical offices, clinical care facilities, group practices, and medical insurance offices.

- Description: This diploma program is designed to prepare students for an entry level position in the field of Electronic Health Records. The externship for this program is available during the day only.

Therapeutic Massage Diploma Program

- Goal: The mission of the program is to train students in the art of touch and the application of pressure in such manners that enhance clients' relaxation, reduce overall body fatigue, and assist in client rehabilitation. This program prepares graduates to sit for the MBLEx exam issued by the Federation of State Massage Therapy Board.
- Admissions Requirement: In addition the admissions requirement listed below, students must be 18 years of age or older. Hands-on classes are limited to 16 students.
- Description: The diploma program is designed to prepare students with the skills and aptitude needed to successfully pass the MBLEx exam. For eligibility for licensure, the state of North Carolina requires certification and training from a 500 hour state approved, or exempt, program. Students may be unable to obtain licensure in North Carolina if they have a misdemeanor or felony conviction. The NCBTMB reviews misdemeanor and felony convictions on a case-by-case basis. For additional information and an application for licensure, contact the North Carolina Board of Massage & Bodywork Therapy, PO Box 2539, Raleigh, NC 27602; telephone 919-546-0050. Licensure and certification requirements may vary by state.

Admissions Requirements

The College of Wilmington has an open application policy allowing applicants to apply at any time. The first step in the process is for applicants to complete a personal interview with an Admissions Representative. During this interview, the Admissions Representative will evaluate the individual's reasons for seeking training and assess their background and experience along with their desire and ability to make such a commitment. Consideration assessments include but are not limited to punctuality, appointment keeping, professional attitude, compliance and conduct. Applicant's previous educational experiences and employment record information shall be considered. The College of Wilmington will attempt to educate applicants about the local job market, demand for their chosen profession, skills and knowledge required to work in these occupations and about the College's programs and services.

Students enrolling in any of our programs must be beyond the compulsory age of attendance (16 years of age in North Carolina) and possess a high school diploma or general equivalency diploma.

The following are required for admission to all programs of The College of Wilmington:

- 1) Enrollment application
- 2) Proof of age (Birth Certificate, passport, Gov. issued ID (i.e. driver's license))
- 3) Social Security Card or proof of eligible non-citizenship status
- 4) Proof of high school graduation, which may include copies of transcripts, high school diplomas, proof of GED completion, etc.

- A copy of the student's high school diploma.

- A copy of the student’s final official high school transcript that shows the date when the diploma was awarded.
- A copy of the student’s state certificate or transcript that shows the student passed a State-authorized examination [General Educational Development (GED), HiSET, TASC, or other State-authorized examination] that the State recognizes as the equivalent of a high school diploma.
- For students who completed secondary education in a foreign country, a copy of the “secondary school leaving certificate” or similar document.
- An academic transcript that indicates the student successfully completed at least a two-year program that is acceptable for full credit toward a bachelor’s degree.
- If State law requires a homeschooled student to obtain a secondary school completion credential for homeschooling (other than a high school diploma or its recognized equivalent), a copy of that credential.
- If State law does not require a homeschooled student to obtain a secondary school completion credential for homeschooling (other than a high school diploma or its recognized equivalent), a transcript or the equivalent, signed by the student's parent or guardian, that lists the secondary school courses the student completed and documents the successful completion of a secondary school education in a homeschool setting.

5) Required enrollment fee

To provide a safe environment, the school may conduct background checks on students. The admission of students with felonies is at the discretion of the President. The College requests that prospective students with any misdemeanor or felony convictions be advised that they may not meet the requirements for licensure. Notification of such information regarding a criminal background allows for the admissions advisor to provide further assistance and counseling with the applicant to avoid a significant investment of time and potential debt on the students behalf if they are unable to be licensed.

Admissions Consideration

Before enrolling in any program prospective students should take into consideration the personal demands and obligations of attending the College. Preparation, planning and having a thorough understanding of the school’s guidelines and attendance policies will allow students to be successful in their chosen program. Choosing the right time to start school is necessary for successful program completion. Students need positive motivation and a strong personal commitment to make the necessary preparations to attend all classes as scheduled and complete the training on-time. Prospective students must consider the class attendance schedule verses a work schedule, dependable child care, back-up day care, transportation costs, physical stamina and the overall demands of becoming a student. Additional planning involves knowing the expected amount of time to complete the program and developing a personal financial budget accordingly. Prospective students giving false or misrepresented information during the admissions process will be denied enrollment. Providing false information within the Financial Aid application and verification processes is a violation of federal law that could bring about criminal charges and termination for a student currently enrolled.

Transfer of Credit

Students whose previous training was accomplished at another school may transfer the hours earned, if within five years. However, upon evaluation of the President, if it is found that due to time elapsed and/or poor performance at the other school[s], the right is reserved to accept only those hours which will ensure the administration that the student could be successful in the completion of the program in such a way as to be able to pass the licensure examination, if applicable. No credit shall be approved by the North Carolina Cosmetic Arts Board if five years or more have elapsed from the date which a person

started in a cosmetic art school unless the person completed the required number of hours and filed an application to take the examination administered by the board.

All transfer students must provide the College with official academic transcript[s] before tuition credit can be credited to the student's account. Transfer students will be required to complete 50% of the program at the College.

If a student changes programs within the College of Wilmington, they must first meet with an admissions representative to discuss their suitability for the new program and their reasoning for leaving their current program. A new enrollment application representing the new program must be completed. Any grades earned within the original program are transferred into the new program so long as the course is also part of the new program's curriculum. Transferred course grades are computed into the new program's Standards of Satisfactory Academic Progress. Courses already taken that do not transfer into new program are not computed in the new program's Standard of Satisfactory Academic Progress.

Prior Credit Policy for Veterans: Per 38 CFR 21.4254(c)(4), ALL previous training and experience will be considered, and granted if appropriate, for veterans and other eligible students. VA eligible students must provide a copy of all post-secondary transcripts (not just those for cosmetology schools). If requested transcripts are not received within 60 days of start date, the VA benefits will be terminated.

Tuition Credit Policy for Transfer Students

Tuition credit for transfer students is pro-rated based upon the number of transfer hours accepted by the School at a cost per hour [based on the tuition amount shown on the enrollment agreement]. [Cosmetology Program Example: 450 hours X \$10.00 = \$4,500. Tuition charges for Cosmetology Program would then be \$15,000 - \$4,500 = \$10,500.00 Net Tuition Charge] – please note this in a sample calculation. Actual calculations are performed based on the student's enrollment agreement.

All students must pay all other school related costs such as application and enrollment fees. If a student owns equipment obtained at another school, such equipment will be evaluated for suitability, and if deemed useable, credit will be given to the student for such equipment. To receive credit for any books presently owned by transfer students, such books must be identical to those used by the School, including publication dates.

Evaluation of the High School Diploma

Regulation 34 CFR 668.16 (p) requires Title IV schools to establish policies and procedures to confirm the authenticity of high school diplomas in the event that the school or the Secretary of the U.S. Department of Education has reason to question the validity of a student's high school diploma.

The School may require further documentation in the form of a certified copy of final high school transcripts for the high school in question or information from a company that evaluates foreign diplomas (in the case of a foreign diploma). Student self-certification is not considered sufficient proof of validity.

In addition to checking online for further information about the school issuing the diploma and its accreditation, the school may also contact the Department of Education in the state in which the diploma was issued to determine if the school listed on the diploma is on the state list of recognized schools.

The school maintains a list of known diploma mills for the admissions staff to check when receiving a diploma from an unknown and questionable source. It is understood that this list may not be all inclusive as there are hundreds of diploma mills some known and some not currently known.

Applicants/Students with Special Needs

COW welcomes students with disabilities. The College does not discriminate against individuals with disabilities seeking to apply to its programs. The admissions application process for students with disabilities is the same as for other students. Applicants with disabilities who may need accommodations in the application process should contact the Campus Director. Contacts with the Director are strictly confidential and this information will not be shared with the Admissions Office. COW is aware that some prospective students with disabilities may choose to disclose their disabilities during the application process (for example, to help COW understand adverse information in their educational records). Such disclosure is entirely voluntary and optional. COW will not use any information provided in a discriminatory manner.

Except where excused as a matter of law, the College of Wilmington is responsible for:

- Providing or arranging through the Campus Director reasonable accommodations, reasonable modifications of policies, practices and procedures and/or appropriate auxiliary aids and services for potential applicants, applicants and students with disabilities in connection with its courses, programs, services or activities, including examinations. These accommodations will be provided at no additional cost to the student.
- Ensuring the school will not make a pre-admission inquiry as to whether an applicant is a person with a disability.
- Ensuring social organizations do not discriminate against persons on the basis of disability.
- Ensuring the school will respond appropriately to incidents of misconduct or harassment (e.g., bullying, hazing, teasing) due to disability.
- Requesting an accommodation, modification or auxiliary aid or service when needed and seeking information, advice and assistance regarding a reasonable and appropriate accommodation, modification or auxiliary aid or service in a timely fashion.

The College, potential or active applicants, and students with disabilities may have rights or responsibilities that are not listed above.

Qualified individuals with disabilities who comply with the process outlined below may receive reasonable modifications tailored to their individual needs to ensure equal access to COW's programs and services. Some examples of modifications may include extended time, use of assistive technology, and assistance liaising with external agencies such as rehabilitative services, if applicable. To receive services, students must:

1. Identify the need for modifications through the Campus Director.
2. If found eligible for services, meet with the Campus Director to discuss modifications. The Campus Director will set up a mutually convenient time for an in-person or telephone conference to review the Accommodation Plan.
3. Provide the Campus Director a signed consent form authorizing disclosure of the Accommodation Plan to instructors and other relevant COW staff.
4. Provide each instructor with a copy of the Accommodation Plan.

Students are encouraged to submit all requested documentation promptly; ideally, requests for accommodations should be submitted approximately six weeks prior to their program start date. This will allow the Campus Director to ensure that approved accommodations are provided in a timely manner. Requests for certain accommodations such as note takers, and course materials in alternative format may take several weeks to fulfill. Students should obtain necessary documentation 6-8 weeks in advance of the applicable start date to avoid delays in participating in COW's programs and activities.

If COW requires additional documentation, the Campus Director will notify the student. Upon request, students may be required to provide the Campus Director with the following from an appropriately licensed or credentialed professional that is on letterhead, dated, and signed:

- An evaluation by an appropriately licensed or credentialed professional stating the nature of the impairment and the current impact of the impairment on the student's ability to participate in postsecondary educational programs and services (also known as "functional limitations").
- A list of recommended accommodations for the student and an explanation of the relationship between the requested accommodations and the impairment.

Students bear the cost of obtaining this documentation. Some students may not need documentation if the disability is permanent, observable, and stable. Documentation provided must be current, generally less than three years old. For conditions that are more permanent, documentation may be less recent. However, more current documentation may be required for chronic or changing conditions. Please consult with the Campus Director about the need for, and appropriateness of, documentation.

If a student with special needs believes the College did not act appropriately, complaints of discrimination and/or harassment based on disability, including complaints regarding student requests for accommodations or modifications may be filed by:

1. Filing a complaint: Any individual who believes he or she has been discriminated against based on disability in COW's programs or activities is encouraged to immediately contact the Campus Director. Complaints generally should be filed within 180 days of the date of the alleged discrimination. Complaints filed after this date may be eligible for a discretionary waiver. Requests for a waiver should be made to the Campus Director. If there is a conflict of interest with the Campus Director, the Campus President will assume all duties assigned to the Campus Director services under this procedure.
2. Optional informal resolution of complaints: A complainant may choose to resolve a complaint informally by participating in a facilitated meeting with the respondent and the Campus Director within two weeks of the filing of the complaint. A complainant may end the informal process at any time and request formal resolution of the complaint.
3. Formal resolution of complaints: Unless a complainant elects to participate in the optional informal resolution process, complaints will be addressed through the formal resolution process.
 - a. Within 45 business days of the filing of the complaint or the conclusion of the optional informal resolution process, the Campus President will investigate the complaint. The investigation generally will consist of an assessment of the complaint, the gathering and review of relevant documentation, and, if necessary, interview of the complainant, respondent, and other relevant witnesses.
 - b. If the investigative phase will take longer than 45 days, the Campus Director will provide the parties with an explanation for the delay.
 - c. Within one week of the conclusion of the investigation, the Campus President will provide the parties with written notice of the outcome of the investigation.
4. This procedure provides for the prompt, adequate, reliable, and impartial resolution of the complaints, including an equal opportunity for the parties to access, review, and present witnesses and other evidence.
5. COW will provide to the complainant interim measures as appropriate (e.g., arranging for changes in class schedules) and will strive to keep the complaint and investigation confidential to the extent possible. COW will take steps to prevent the recurrence of any discrimination or harassment and to correct discriminatory effects on the complainant and others, as necessary.
6. COW does not tolerate retaliation against complainants, witnesses, or any person who participates in the investigatory process or otherwise exercises rights under Section 504 or the ADA. Any retaliatory conduct should be promptly reported to the Campus President.

Orientation

All courses have a complete orientation before classes begin or on the first day of classes which provides information about the instructional programs, goals of each course, policies affecting students and services available to students. Students have access to advising from members of the school staff regarding their program of study, progress, financial affairs, placement or other areas in which the student may need assistance including referral to professional assistance when necessary. Students whose progress in the course is unsatisfactory are advised and provided any additional assistance available. When requested, the College may provide assistance and advisement in acquiring adequate housing facilities. A student requiring housing assistance should contact the College prior to enrollment. Housing is not provided by the College.

Financial Aid

The College of Wilmington participates in the Federal Pell Grants Program under the Title IV of the U.S. Code along with the Stafford Loans through the U.S. Direct Loan Program. Students may request assistance from the Financial Aid Officer in filling out the free application for financial aid or FAFSA, completing the entrance and exit loan counseling sessions and in applying for the Stafford loans.

To be eligible for federal financial aid, students must meet the following general eligibility criteria:

- Be a US citizen or eligible non-citizen,
- Have a valid Social Security Number,
- Be registered with Selective Service, if required
- Must not be in a “default” status on a student loan or owe an overpayment of grant aid,
- Possess a high school diploma, GED or its equivalent or, subject to certain restrictions, meet U.S. Department of Education (ED) standards for having proven the ability to benefit,
- Must not be incarcerated, and
- Must be enrolled in a program which meets certain minimum length requirements and which leads to a degree, diploma, or certificate.

The academic year for students is 900 clock hours. The School’s award year is from July 1st of one year through June 30th of the following year. In addition to the federal funds indicated above, the School participates in Veterans Programs, Vocational Rehabilitation, and various private scholarship programs. Students receiving Federal Financial Assistance are required, as all students, to meet the College’s standards of academic progress. Additional, federal requirements restrict the time frame that students receiving aid have to complete their program and require completion of a minimum number of clock hours each payment period. Failure to do so may result in termination of financial aid eligibility. Detailed information on the financial aid standards will be issued to all students receiving financial aid. All awards of need-based financial aid are made annually, and students must reapply each year by completing a new or renewal FAFSA in order to be considered for assistance.

Public/Student Safety Policies

Campus Safety Policy/Annual Security Report

With regard to Public Law 101-542, the College of Wilmington, in accordance with U.S. Department of Education Letter dated August 1991, consistently collects data on any campus crime activity. For the previous year ending December 31, there were no serious crimes on campus or its immediate vicinity.

The College of Wilmington is committed to providing a safe environment for students, faculty, staff and visitors. This commitment includes providing information about campus security to prospective and current students. Each year by Oct. 1, COW publishes an Annual Security Report that includes, but is not limited to, the following information:

- reporting procedures for emergency situations and criminal activity on and around campus

- COW's response plans, including information about timely warnings and emergency notification/evacuation procedures
- general information about security procedures and practices, and training and resources available to staff and students
- COW's Substance Abuse policy and information about prevention and education/rehabilitation programs
- COW's Sexual Assault policy, procedures to report an assault and resources available to victims
- details on how to obtain information about sex offenders in the area around the campus locations
- annual disclosure of crime statistics (in which we report crimes for the past three years both on campus and in the public areas immediately surrounding the campus)

On or about October 1st each year the College distributes the crime report to students and staff by posting it the report on all COW bulletin boards, emailing faculty and staff, posting in the Resource Center, in this Catalog (see Disclosure Information) and on our website at www.collegeofwilmington.edu. Paper copies may be obtained by request through the campus's Director of Financial Aid. Additional information on local area crime statistics or information on sexual offenders can be obtained by contacting the local law enforcement agency in the area.

Emergency Notification & Contingency Plans

In the event of an emergency or a dangerous situation that poses an immediate threat to the campus community, the College may utilize some or all of its mass notification capabilities to notify its campus community. These capabilities may include e-mail, voice mail, the public address system and text messages to alert the campus community. In addition, members of the administration will post relevant updates and advisories on the appropriate school Website. The Director of Financial Aid, Campus Director, or designee, will simultaneously use the local means at her disposal to notify the campus students, staff and faculty of the situation, as well as disseminate pertinent information to relevant public entities.

How to Report an Emergency

- Call 911 and state:
 - Your name
 - School name and location
 - College of Wilmington
 - 3500 Oleander Drive, STE 1111
 - Wilmington, NC 28403
- Describe to the 911 operator the emergency – fire, chemical spill, etc.
- Indicate if emergency is for injured or ill staff, student or salon client.
- Let them know someone will be at the street entrance to direct them to the correct school classroom
- Provide the school's phone number (910) 763-4418 or a number at the scene

First Aid Kits

First aid kits are available for minor accidents. School staff will not administer or suggest any medication to students except by specific written and signed medical authorization agreements.

Personal Data and Release Form

Students upon enrollment complete a Personal Data and Release Form, which provides essential accident and health emergency information. In case of sudden illness and/or accidents, the School will seek to contact the person[s] listed on this form. If the contact person[s] cannot be reached, or the

emergency appears to require immediate action, the School will summon the local medical emergency service for assistance. The sick or injured person[s] will be responsible for any financial obligations incurred.

Hazardous Weather

If hazardous weather conditions, such as hurricanes or snow/ice storms occur during the school day, the President may determine, based upon weather reports and/or visibility, that the students and all personnel be dismissed. If hazardous weather conditions occur during the night, the school closures will be posted on the College of Wilmington's Facebook page.

Evacuation

In the event of an evacuation, exit areas are clearly marked and faculty, staff, and students should exit the building at the exit area closest to them.

In the event of a power failure, the staff assumes the responsibility for insuring the safety of the students. The students should remain in their present locations until given directions and supervision to move to another location. A continued power failure could possibly result in a structured dismissal of students and staff. The President will make this determination.

Weapons on Campus

No person is allowed to carry, openly or concealed, any weapon on-site with the exception of duly licensed uniformed officers.

Pets on Campus

Pets are not permitted on campus, with the exception of service animals.

Active Shooter Awareness

While the threat of an active shooter onsite is remote, the College still encourages students to view the "What to Do" video by the U.S. Department of Homeland Security. <http://www.dhs.gov/active-shooter-preparedness>

Substance Abuse Prevention Policy

The College has a policy of maintaining a Drug-Free Workplace. All students and employees are hereby notified that the unlawful manufacture, distribution, dispensing, and possession of any illegal drugs are strictly prohibited. The College expects its staff and students to be held accountable to the highest standards of implementing and following the school's Drug and Alcohol Abuse Prevention Policy. With school safety concerns and the mandatory drug free work place requirements, any student observed by staff to have a reasonable suspicion of being under the influence of drugs or alcohol will be suspended for the remainder of the day and required to take a mandatory drug test at a local medical facility. If the student declines and/or fails the drug test, he/she will be permanently dismissed from the College. A change in student behavior or the odor of marijuana on clothing by possession or under the influence is due cause for a reasonable suspicion and disciplinary action.

In compliance with the Drug-Free Workplace Act of 1988, this institution's "workplace" consists of the following location:

- a) The entire campus facility
- b) Any location used for an off-site school function, i.e. competition, hair show, graduation, etc.

Students and employees must comply with the policy while off-site at any venue and as a representative of the College participating in any capacity attending any activity.

Non-compliance will result in the following action being taken by this institution.

- a) Recommend mandatory counseling, rehabilitation given by a Federal, State or local health, law enforcement, or other appropriate agency which is approved for purposes of chemical abuse counseling and rehabilitation.
- b) Notification to the proper law enforcement authorities.
- c) Termination of enrollment/employment.

All students and employees must understand and agree to abide by the following statement:

- a) I understand that the College, by participating in Title IV Federal Funds Programs, must establish a policy of a Drug-Free Workplace and a Drug and Alcohol Abuse Prevention Program Policy.
- b) I must acknowledge and agree to abide by the terms of the policy.
- c) I must notify the Campus Director of any criminal drug statute conviction of a violation occurring in the workplace not later than ten days after such conviction.

Drug and Alcohol Prevention Programs

In accordance with the Drug-Free Workplace Act of 1988 (P.L. 100-690), the Drug-Free Schools and Communities Act of 1989 (P.L. 101-226) and 34 Code of Federal Regulation Part 84, Subpart F, this institution is committed to maintaining a drug-free workplace and a drug-free school.

Drug and alcohol abuse can lead to liver, heart and other chronic diseases, low birth weight, birth defects and infant mortality in expectant mothers, and death. The unlawful manufacture, distribution, dispensing, possession or use of drugs, alcohol or other controlled substances at this institution is strictly prohibited. Students and employees are required, as a condition of enrollment and/or employment, to abide by this policy.

The standard of conduct is that no student or employee will report to the College under the influence of or unlawfully possess, use, or distribute illicit drugs and alcohol on campus property or as part of any school activities. To the extent allowed by local, state and federal laws, this institution will impose disciplinary action against students and employees for violating these standards of conduct. These actions may include suspension, expulsion, and termination of employment, referral for prosecution and/or required completion of a drug or alcohol rehabilitation or similar program. Drug abuse affects all aspects of American life. It threatens the workplace, our homes, our schools and our community. All students are expected to conduct themselves as mature adults and as members of an academic community.

Health Risks Associated with the use of Illicit Drugs and the Abuse of Alcohol

Alcohol consumption causes a number of marked changes in behavior. Even low doses significantly impair the judgment and coordination required to drive a car safely, increasing the likelihood that the driver will be involved in an accident. Moderate doses of alcohol also increase the incidence of a variety of aggressive acts, including murder, rape, armed robbery, vandalism, spouse and child abuse, and drunk driving. Moderate to high doses of alcohol can cause marked impairment in higher mental functions, severely altering a person's ability to learn and remember information. Heavy use may cause chronic depression and suicide, and is also greatly associated with the abuse of other drugs. Very high doses cause respiratory depression and death. If combined with other depressants of the central nervous system, much lower doses of alcohol will produce the effects described. The use of even small amounts of alcohol by pregnant women can damage their fetus. Long term heavy alcohol use can cause digestive disorders, cirrhosis of the liver, circulatory system disorders and impairment of the central nervous system, all of which may lead to an early death. Repeated use of alcohol can lead to dependence, particularly in persons with one or more parents or grandparents who were problem drinkers. At least 15-20% of heavy users will eventually become problem drinkers or alcoholics if they continue drinking.

Sudden cessation of alcohol intake is likely to produce withdrawal symptoms including severe anxiety, tremors, hallucinations and convulsions, which can be life threatening.

All illicit drugs are health threatening. Examples include: cannabis – impairment of short-term memory and comprehension and ability to perform tasks requiring concentration, lung damage, paranoia and possible psychosis; narcotics, depressants, stimulants and hallucinogens – nervous system disorders with possible death the result of an overdose. Illicit inhalants can cause liver damage. Dependence and addiction are a constant threat to users. AIDS is widely spread among intravenous drug users.

Long-term consumption, particularly when combined with poor nutrition, can also lead to dependence and permanent damage to vital organs such as the brain and the liver. Physical effects of drugs include increased heart rate, bloodshot eyes, dry mouth and throat, and increased appetite. The use of drugs may impair or reduce short-term memory and comprehension, alter sense of time, and reduce the ability to perform tasks requiring concentration and coordination. Motivation and cognition may also be altered making the acquisition of new information difficult. As one can see from the above, there are major health risks associated with the use of illicit drugs and the abuse of alcohol.

Drug and Alcohol Counseling

Available to all students is a list of local agencies offering drug and alcohol counseling. This list is distributed during orientations and is located in the Campus Director's Office.

Federal Financial Aid Penalties for Drug Violations

Federal guidelines focus strongly on illicit drug use and distribution. This institution, as required by federal regulation (34 CFR 85.635 and Appendix C), will report all employees convicted of a criminal drug offense occurring in the workplace to the U.S. Department of Education. The Higher Education Opportunity Act states students convicted of an illicit drug violation can be denied federal financial aid for a specific period, in addition to other legal penalties.

The Free Application for Federal Student Aid (FAFSA) asks students if they have been convicted of a drug-related offense: "Have you ever been convicted of possessing or selling illegal drugs?" If you answer "yes," the School will send a worksheet in the mail to determine if your conviction affects your eligibility for aid. Failure to answer the question automatically disqualifies students from receiving federal financial aid. Answering this question falsely could result in fines, imprisonment or both. In addition, students receiving Pell Grants who are convicted of a criminal drug offense during the period of enrollment for which the Pell Grant was awarded are required by federal regulation to report that conviction in writing to the:

Director of Grants and Services
United States Department of Education
400 Maryland Avenue SW.
Room 3124, GSA Regional Office Bldg. #3
Washington, DC 20202-4571

The report must be made within 10 days after the conviction. The student shall not be eligible to receive any Federal or Institutional Grants or Loans during the period beginning on the date of a conviction for possession of a controlled substance as follows:

- First offense – One (1) year from date of conviction
- Second Offense – Two (2) years from date of conviction
- Third offense – Ineligible from date of conviction

The penalties for conviction of sales of a controlled substance as follows:

- First Offense – Two (2) years from date of conviction
- Second Offense – Ineligible from date of conviction

Consistent with these same regulations, employees, as a condition of employment, are required to provide written notice to this institution of their conviction for a criminal drug offense occurring at the workplace within five (5) days after that conviction. In addition to institutional sanctions, students and employees convicted of the unlawful possession or distribution of illicit drugs or alcohol could face local, state and federal legal penalties which include the loss of eligibility for federal financial aid, fines, imprisonment and the seizure of drug related assets.

This institution continues to make a good faith effort to provide a school and workplace free from the illicit use, possession or distribution of drugs and alcohol. This institution keeps track of incidents referred to the above agency or agencies and evaluates the performance of the institutional procedures every two years. A log of incidences and disciplinary actions is kept by the institution.

How to Regain Federal Student Aid Eligibility

A student can regain eligibility for federal student aid funds the day after the period of ineligibility ends or upon having a conviction reversed, set aside, or removed from the student's record so that fewer than two convictions for sale of illegal drugs or three convictions for possession remain on the record. In such cases, the nature and dates of the remaining convictions will determine when the student regains eligibility.

A student may also regain eligibility upon successful completion of a qualified drug rehabilitation program that must:

- Include the student passing at least two unannounced drug tests;
- AND
- Have received or is qualified to receive funds directly or indirectly under a federal, state or local government program, or
- Be administered by a federal, state, or local government agency or court, or
- Be qualified to receive payment directly or indirectly from a federally or state-licensed insurance company, or
- Be administered or recognized by a federally or state-licensed hospital, health clinic, or doctor.

The student is responsible to certify that a rehabilitation program was successfully completed. As with the conviction question on the FAFSA, the School is not required to confirm the reported information unless conflicting information is determined.

Penalties for Drug Conviction

If the student was convicted of both possessing and selling drugs, and the periods of ineligibility are different, the student will be ineligible for the longer period.

Possession of Illegal Drugs

- For a first offense, a student loses eligibility for federal financial aid for one year from the date of conviction.
- For a second offense, a student loses eligibility for federal financial aid for two years from the date of conviction.
- For a third offense and subsequent offenses, a student has indefinite ineligibility for federal financial aid from the date of conviction.

Sale of Illegal Drugs

- For a first offense, a student loses eligibility for federal financial aid for two years from the date of conviction.
- For a second offense and subsequent offenses, a student has indefinite ineligibility from the date of conviction.
- Some other potential federal penalties and sanctions applicable to drug-related offenses include:

21 U.S.C. 844

- 1st conviction: Up to 1 year imprisonment and fined at least \$1,000, or both.
- After 1 prior drug conviction: At least 15 days in prison, not to exceed 2 years and fined at least \$2,500, or both.
- After 2 or more prior drug convictions: At least 90 days in prison, not to exceed 3 years and fined at least \$5,000 or both.
- Provisions relating to increased penalties in cases of certain serious crack possession offenses, making offenders subject to fines under Title 18 or imprisonment to terms not less than 5 years and no more than 20 years, or both.
- Possession of flunitrazepam shall be imprisoned for not more than 3 years, shall be fined as otherwise provided in this section, or both after mixture or substance exceeds 1 gram.

21 U. S. C. 844a

- Civil fine up to \$10,000.

U. S. C. 847 Additional Penalties

- Any penalty imposed for violation of this subchapter shall be in addition to, and not in lieu of, any civil or administrative penalty or sanction authorized by law.

U. S. C. 854 Investment of illicit drug profits

- Whoever violates this section shall be fined no more than \$50,000 or imprisoned not more than 10 years, or both.

U. S. C. 862

- a) Drug Traffickers - Denial of Federal benefits, such as student loans, grants, contracts, and professional and commercial licenses, up to 5 years for the first offense, up to 10 years for second and permanently ineligible for subsequent offenses.
- b) Drug Possessors – 1st offense is up to 1 year and 2nd and subsequent offenses are up to 5 years.
- c) Suspension of period of ineligibility (A) (B) (C)

21 U. S. C. 862a

- Denial of assistance and benefits for certain drug related convictions, i.e., state program funded under the Social Security Act or food stamp program or state program under the Food Stamp Act.

More information about federal penalties and sanctions for unlawful possession, use, sale, and/or distribution of controlled substances is located at:

<http://www.deadiversion.usdoj.gov/21cfr/21usc/index.html>

Institutional Sanctions for Alcohol and Drug Violations

Any member of the School community found consuming or selling drugs on School property shall be subject to discipline on a case-by-case basis.

- Discipline will be based on the seriousness of the situation.
- A case may result in dismissal from the School.
- In all cases, the School will abide by local, state and federal sanctions regarding unlawful possession of drugs and the consumption of alcohol.
- Additional state penalties and sanctions may also apply.
- The School has adopted a zero-tolerance policy regarding drug use.
- Successful completion of an appropriate rehabilitation program by an individual confirmed to have been in violation of alcohol or drug policies and/or laws who have since sought admission or readmission to the school will be considered on a case-by-case basis.

Non-Discrimination Policy

The College of Wilmington practices non-discrimination in its admissions, instruction, and graduation policies. This School does not discriminate on the basis of age, race, color, religion, disability, sex, national origin, or other legally protected status.

Sexual/Harassment and Title IX Policy

All students and employees have the right to learn and work in an environment free from intimidation and harassment because of their gender, race, age, religion, national origin, disability, marital status, sexual orientation and any other legally protected basis. COW prohibits harassment by employees and students on the basis of any legally protected characteristics. Such harassment is unlawful, violates the Institute's policies and will not be tolerated. Students who believe they are victims of any type of harassment should immediately report this harassment to a trusted College advisor and the College's Title IX Coordinator, Tiffany Sasser. Ms. Sasser can be reached at TSasser@collegeofwilmington.edu or by dialing 910.763.4418.

Harassment is verbal, written, visual or physical conduct that denigrates, or shows hostility or aversion toward an individual because of his or her race, religion, age, gender, national origin, disability, marital status, sexual orientation or any other legally protected characteristic and that creates an intimidating, hostile or offensive environment, or unreasonably interferes with an individual's academic or work performance or ability to participate in or benefit from the services, activities or opportunities offered by the Institute. Harassment may include verbal acts and name-calling; graphic and written statements, including the use of cell phones or the Internet; or other conduct that may be physically threatening, harmful or humiliating. Harassment may include activity not intended to harm, not directed at a specific target or not involving repeated incidents. Examples of activities that may constitute harassment are epithets, slurs, negative stereotyping, threatening or intimidating acts, and displaying or circulating denigrating jokes or visual or graphic materials that relate to legally protected characteristics.

Individuals who believe they are victims of or have observed harassment by a student, instructor or staff member should bring the matter to a school official's attention using the process outlined in the Reporting Harassment and Sexual Harassment section. The Institute will take immediate and appropriate action to investigate or otherwise determine what occurred in a prompt, thorough and impartial manner. If an investigation reveals unlawful harassment occurred, the Institute will take prompt and appropriate steps to end the harassment, eliminate the hostile environment, prevent the harassment from recurring and address its effects.

Sexual harassment is unwelcomed conduct of a sexual nature that unreasonably interferes with an individual's work or educational performance; limits a student's ability to participate in or benefit from the Institute's programs, activities, or opportunities; or creates an intimidating, hostile or offensive work or educational environment. A single or isolated incident of sexual harassment may create a hostile environment if the conduct is sufficiently severe.

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, unnecessary touching, graphic verbal or visual commentaries about an individual's body, sexually suggestive objects or pictures, sexually explicit jokes, and other verbal, visual or physical conduct of a sexual nature.

Sexual harassment also includes sexual violence. Sexual violence refers to physical sexual acts perpetrated against a person's will or where a person is incapable of giving consent due to the victim's use of drugs or alcohol. An individual may also be unable to give consent due to an intellectual or other disability. Sexual violence includes acts such as rape, sexual assault (forcible and nonforcible) sexual battery and sexual coercion.

Individuals who believe they are victims of sexual harassment by a student, instructor or staff member or believe they have observed sexual harassment should bring the matter to a school official's attention using the process outlined in the Reporting Harassment and Sexual Harassment Section.

The College will promptly, thoroughly and impartially investigate any claim of sexual harassment. The College will take interim measures to separate the student or employee from the accused harassers or protect the complainant as necessary. The College will also work with legal authorities as necessary and/or required.

If sexual harassment has occurred, COW will take prompt and effective steps to end the sexual harassment, prevent its recurrence, and address its effects. In cases of sexual assault (both forcible and non-forcible) the accuser and the accused are entitled to have the other or others present during a campus disciplinary proceeding, and the accuser and the accused are informed of the outcome, which includes the final determination with respect to the alleged offense and any sanction imposed against the accused. Sanctions may include suspension or termination from school (students) and a final warning with sexual assault training or termination (staff). COW will also abide by and support any sanctions imposed by law enforcement. For more information, please refer to the Annual Security Report.

School Policies

Clock Hour Definition / Course Numbering

College of Wilmington measures students' progress in terms of clock hours. A contact hour is defined as a fifty-minute period of lecture and/or clinical instruction within a sixty minute period. Generally, a contact hour begins at the top of the hour and ends at the fifty minute mark; however, the College reserves the right to adjust hours of instruction to accommodate resources and conditions without sacrificing a student's ability to achieve course objectives.

College of Wilmington's course numbers are based on course codes established by the school and do not relate to any state common course numbering systems. The course numbers were created by using the first two or three letters of the name of the program and then two to three numbers to indicate level or sequence for programs.

Graduation Requirements

Graduation requirements for the College of Wilmington are as follows:

1. Student must have completed all designated work assignments required for the program of study in which enrolled.
2. Student must have completed the number of hours required for the program of study in which enrolled.
3. Student must have passed final examinations with an average grade of at least 78%.
 - a. Cosmetology: Two attempts at passing the written and practical final exam are granted. If a student fails to pass these final examinations, he/she will be required to wait one week from the date of the last attempt, in order to re-test. Availability of the instructor will determine the actual date and time the exams will be re-administered. If the 3rd attempt results in failure, the student will receive a failing grade for COS300 and must re-take this course.
4. All financial obligations to the School must be fully satisfied.

Conferring of Diploma

At such time as any student meets all of the above requirements for graduation, the College of Wilmington will confer upon the student a diploma attesting to the student's completion of the program of study.

Post-Graduation Tutoring

To assist students in successfully passing the licensure examinations, the College of Wilmington will offer tutoring assistance, through six months post-graduation, providing the following conditions have been met:

COSMETOLOGY and THERAPEUTIC MASSAGE

1. The student must sit for the written [and practical for Cosmetology] licensure examinations within two months of graduation.
2. For each examination the student has failed, tutoring sessions will be offered to refresh the student's understanding of the material.
3. To take advantage of these tutoring sessions, the student must present their request in writing to the Campus Director within four weeks of failing the exam.
4. Subsequently, the School will arrange these tutoring sessions based on the availability of instructors.

Student Resource Center

The School provides electronic reference books and professional magazines in the fields of study. These reference materials are available at any time throughout the day while the School is open for business. The College subscribes to the Library & Information Resource Network (LIRN), a comprehensive online research portal featuring complete articles, full-text and graphics. LIRN is available 24 hours a day at home, school or work.

Placement Assistance

Although, the College of Wilmington does not guarantee employment, it exercises its best efforts to ensure all students are gainfully placed in their chosen field of study. The College has a dedicated placement individual who assists with both the externships and employment. The College maintains active relationships with area employers and is proactive in sharing new job leads with current students and graduates. Students are prepared in the latter part of training to seek employment. Job opportunities are announced and posted.

Placement Follow-Up

The College of Wilmington performs routine follow-up of all students. This data is used to indicate the success of the courses and the employment success of the students. For this reason, students are asked to inform their instructors of employment obtained during enrollment or following graduation from the college. The instructors contact those students who have graduated to determine placement information. Employers of former students who have been employed in a field related to their training are asked to complete a questionnaire on former students for the purpose of evaluating the College's programs.

Student Counseling Services

Counseling is available during school hours regarding any of the following:

1. Financial Aid Counseling – includes the determination of financial need and the availability of funds through the Pell Grants, scholarships, and other financial aid.
2. Academic / Satisfactory Progress – includes counseling initiated by the staff when any student's grades and/or performances are marginal. Such counseling is designed to assist the student in making a greater effort in pursuing the program of study and to take advantage of the offer by staff members to assist any student individually. Academic tutoring is available to ensure students have the tools to make the necessary improvements.
3. Other – housing assistance, and other school-related problems initiated by the student which may require help and assistance may also be addressed.

Social Media Guidelines

The College of Wilmington Students are responsible for what they post on social networking sites (including but not limited to Facebook, Instagram, Pinterest, Twitter, YouTube, blogs, wikis, file-sharing and user-generated video and audio.) COW does not permit ethnic slurs, personal insults, obscenity, and intimidation, cyber bullying or engaging in conduct that would not be acceptable in COW on any of COW's social media sites. COW reserves the right to remove any posts at its discretion and take necessary disciplinary action as appropriate. It is the duty of COW to protect itself from undue harm related to information that is shared on social networking sites.

Uniform, Personal Items & Time Keeping Policy

UNIFORM

Cosmetology and Cosmetology Instructor Training: In accordance with the requirements of the N.C. State Board of Cosmetic Art, as well as the School's own requirements, each student is required to wear College of Wilmington scrubs and closed-toed shoes, a College of Wilmington issued lanyard and student ID. Additional garments worn with the uniform [i.e. long sleeve shirt under the scrub top] must be black and solid in color, i.e. no graphics, patterns, etc. Students improperly attired will not be allowed to attend classes until uniform regulations have been met and/or sent home if these requirements are not met.

Student IDs and College of Wilmington lanyards are furnished to the cosmetology students to meet the N.C. Board of Cosmetic Arts requirement. Both the State Board and the School require name tags be worn at all times during school hours. Lockers are available to students at no charge; however replacement locks are \$5.00.

Therapeutic Massage and Electronic Health Records Specialist: It is important that all students of the School present a professional appearance. All students are expected to exercise mature discretion in their appearance and personal hygiene at all times. Students are expected to be dressed in neat and clean casual attire, which is compatible to the School's dress policy and policy of maintaining a professional and dignified atmosphere. Students should strictly avoid the following: low cut or midriff-bearing tops, short skirts, mini shorts, strapless tops/dresses that allow exposure. Student attire will be addressed by both Instructors and the Campus Director on a daily basis.

Massage students are required to wear College of Wilmington short sleeve t-shirt and black scrub bottom on their externship/clinical. Additional garments worn with the uniform [i.e. long sleeve shirt under the scrub top] must be black and solid in color, i.e. no graphics, patterns, etc. Students improperly attired will not be allowed to attend classes until uniform regulations have been met and/or sent home if these requirements are not met.

Electronic Health Records students are required to wear College of Wilmington scrub top and black scrub bottom on their externship/clinical. Additional garments worn with the uniform [i.e. long sleeve shirt under the scrub top] must be black and solid in color, i.e. no graphics, patterns, etc. Students improperly attired will not be allowed to attend classes until uniform regulations have been met and/or sent home if these requirements are not met.

PERSONAL ITEMS

All Students: Personal items are the responsibility of the student and should be supervised by the student-owner at all times. The College does not take responsibility for personal property.

TIME KEEPING

All Students: Each student will be issued a personal/private time code upon enrollment. This code is used to keep a record of earned clock hours during enrollment. At no time should this code be shared with another student. Clocking time for another student is grounds for immediate and permanent dismissal from the College.

Earned time will be shared with each respective student at the end of each week of enrollment. Any questions or concerns about the week of time issued, must be addressed in the following week of enrollment. Once the following week has ended, no earned time will be reviewed and/or changed by administration.

Operating Hours & Holiday Policy

The School operates twelve [12] months a year [holidays taken by School excluded]. Regular school hours are:

Monday-Wednesday	8am-9pm
Thursday-Friday	8am-6pm
Saturday	8:00am-6pm

The hours and school class schedules are subject to change by administration, based on the needs of individual programs. A change in school schedule may extend graduation dates.

The School observes New Year's Day, Memorial Day, 4th of July, Labor Day, the day before and Thanksgiving Day, and Christmas Eve and Christmas Day. School Holiday closures occur during operational hours only.

Daily Class Schedule#

Cosmetology

DAY Monday-Friday 830am-4pm [minus 30min lunch]
NIGHT Monday, Tuesday, Wednesday 5pm-9pm; Saturday 8am-6pm

Instructor Training

DAY Monday-Thursday 830am-4pm [minus 30min lunch]
EVE Monday & Tuesday 5pm-9pm; Wednesday Noon-4pm

Therapeutic Massage

Class Schedule
DAY Monday-Thursday 8am-4pm [minus 30min lunch]
NIGHT Monday, Tuesday, Wednesday 5pm-9pm

Electronic Health Records Specialist

Class Schedule
DAY Monday-Thursday 8am-4pm [minus 30min lunch]
NIGHT Monday, Tuesday, Wednesday 5pm-9pm; Clinic and Review Day only

Schedules are subject to change by Administration. This may cause a delay in graduation.

Grading and Marking

Students are required to show progress during the program of study by maintaining not less than a 78% in order to maintain satisfactory progress and remain in good standing. Those students who fail to maintain at least a 78% average will be placed on academic probation for a period of 30 days.

During the probationary period, students are encouraged to make every effort possible to improve and reach the minimal level of 78%. Students who fail to meet the requirements during the probationary period will be advised that their training is terminated.

100-93	A [Excellent]
92-86	B [Above Average]
85-78	C [Average]
77-70	D [Below Average]
Below 70	F [Failing]

Class Dates *[Official start and graduation date are listed on the enrollment agreement]*

Cosmetology

Day Shift starts every Monday.
 Eve Shift starts every other Monday.

Instructor Training

The Cosmetology Instructor program is offered during the day only and is available beginning on the following start dates. The College may enroll Instructor Training students at any time based on space consideration and student/teacher ratio requirements.

Day Shift starts every Monday.
 Eve Shift starts every other Monday.

Electronic Health Records Specialist

DAY Start	DAY Grad	DAY Start	DAY Grad	EVE Start	EVE Grad
1/10/2018	7/5/2018	6/7/2018	12/4/2018	1/10/2018	4/8/2019
2/1/2018	7/30/2018	7/2/2018	1/2/2019	3/12/2018	6/11/2019
2/27/2018	8/22/2018	7/26/2018	1/28/2019	5/9/2018	8/7/2019
3/12/2018	9/5/2018	8/8/2018	2/7/2019	7/16/2018	10/8/2019
3/22/2018	9/18/2018	8/21/2018	2/20/2019	8/13/2018	11/5/2019
4/2/2018	9/26/2018	8/29/2018	2/28/2019	9/11/2018	12/9/2019
4/10/2018	10/4/2018	9/10/2018	3/11/2019	10/3/2018	1/7/2020
4/26/2018	10/22/2018	2/21/2019	8/19/2019	10/29/2018	1/29/2020
5/7/2018	10/30/2018	3/4/2019	8/27/2019	12/5/2018	3/4/2020
5/15/2018	11/6/2018	3/11/2019	9/4/2019	1/8/2019	3/30/2020

Therapeutic Massage

DAY Start	DAY Grad	EVE Start	EVE Grad
1/2/2018	7/2/2018	1/8/2018	4/8/2019
1/8/2018	7/3/2018	1/17/2018	4/22/2019
1/16/2018	7/12/2018	1/30/2018	5/1/2019
1/24/2018	7/23/2018	2/12/2018	5/15/2019
		3/6/2018	6/11/2019
		3/28/2018	7/3/2019
		5/15/2018	8/14/2019

2/8/2018	8/7/2018
2/21/2018	8/20/2018
3/13/2018	9/10/2018
5/1/2018	10/25/2018
5/21/2018	11/14/2018
5/24/2018	11/20/2018
5/31/2018	11/28/2018
6/6/2018	12/4/2018
6/14/2018	12/12/2018
6/25/2018	12/20/2018
7/11/2018	1/14/2019
7/24/2018	1/24/2019
8/13/2018	2/13/2019
9/27/2018	4/1/2019
10/15/2018	4/16/2019
10/17/2018	4/22/2019
10/23/2018	4/25/2019
10/29/2018	5/1/2019
11/6/2018	5/9/2019
11/19/2018	5/22/2019
12/6/2018	6/10/2019
12/19/2018	6/20/2019

In addition, the School reserves the right to start classes for any new group of students on any designated date during the school year. Students are notified of the next starting date of a new class at the time the student enrolls. Class start dates are also announced in the School's advertising. The hours and school class schedules are subject to change by administration, based on the needs of individual programs. A change in school schedule may extend graduation dates. The School observes New Year's Day, Memorial Day, 4th of July, Labor Day, the day before and Thanksgiving Day, and Christmas Eve and Christmas Day. School Holiday closures occur during operational hours only.

Tuition and Fees#

Cosmetology Program

\$25.00	Application^
\$0.00	Re-entry Fee^
\$400.00	Registration fee^
\$216.00	Cosmetology Licensure
\$232.00	COS Licensure Kit^
\$1,061.00	Textbooks/Caddy/Kit/Supplies^*
\$1,500.00	Program Fee^
\$0.00	Old/Previous Balance [if applicable]
\$15,000.00	Tuition is charged by payment periods as follows: 450, 450, 300 & 300 hours.
\$18,434.00	TOTAL

Instructor Training Program

\$25.00	Application^
\$0.00	Re-entry Fee^
\$400.00	Registration fee^
\$210.00	Cosmetology Licensure
\$382.00	Textbooks, Supplies^*
\$500.00	Program Fee^
\$0.00	Old/Previous Balance [if applicable]
\$10,016.00	Tuition is charged by payment periods as follows: 400 and 400 hours
\$11,533.00	TOTAL

Therapeutic Massage Program

\$25.00	Application^
\$0.00	Re-entry Fee^
\$400.00	Registration fee^
\$486.00	Massage Licensure
\$1,032.00	Textbooks/Kit^*
\$800.00	Program Fee^
\$0.00	Old/Previous Balance [if applicable]
\$10,405.00	Tuition is charged by payment periods as follows: 370 and 370 hours
\$13,148.00	TOTAL

Electronic Health Records Specialist

\$25.00	Application^
\$0.00	Re-entry Fee^
\$400.00	Registration fee^
\$161.00	EHR Certification
\$1,185.00	Textbooks, Scrubs^*
\$600.00	Program Fee^
\$0.00	Old/Previous Balance [if applicable]
\$10,315.00	Tuition is charged by payment periods as follows: 365 and 365 hours
\$12,686.00	TOTAL

^Non-Refundable *Charges subject to change during enrollment
Official Tuition and Fees are contained in the Enrollment Agreement

Miscellaneous Fees [Official pricing located in the Director of Financial Aid's office]

Non-sufficient funds	\$25	Apparel	XS-XL
Replacement student ID & Lanyard	\$6	SS T-Shirt	\$16
Re-Application Fee	\$15	Scrub top	\$32
Test Out Fee per Course	\$175	Scrub Bottom	\$23

Students have the option to apply for Financial Aid or make cash payments in monthly installments. The School does not charge students interest while they are continuously enrolled. The School may at its option and without notice, prevent students from attending classes until an unpaid balance is satisfied. The School will access a \$25 charge to the student's account for each returned check. In addition, 30 days after students graduate or withdraw from the School, any unpaid balance may be submitted to a collection agency unless a payment plan has been arranged with the school President.

Students Receiving Veterans Benefits

The Veterans Affairs Office may pay up to the required hours to complete the programs. Hours for students who need additional training above what is required for the program, may not have those charges covered unless acceptable justification has been received and agreed to by the VA.

Test Out Policy

First time enrollment students have the option to test out of courses for which he/she feels prior education or work place experience will allow them to have the skill and knowledge to pass the course. Not all courses are eligible for test out. Please see eligibility in the program specific curriculum tables. Test out fees must be paid in advance of the exam administration and must be completed within the first five [5] business days of enrollment. No test outs may be taken after the 5th business day of enrollment.

Student Charges & Schedule Policy

Tuition, fees, and other costs for each program of study are normally due and payable prior to entering the program of study unless other financial arrangements have been made with the President.

Cosmetology Program

Any student who does not complete the program within the normal time frame for completion will be charged a per hour rate in accordance to their enrollment agreement for each scheduled hour needed to be completed in the program. For students who attend 35 hours per week, the normal time frame for completion is 43 weeks. For students who attend 22 hours per week, the normal time frame for completion is 69 weeks.

Instructor Training Program

Any student who does not complete the program within the normal time frame for completion will be charged a per hour rate in accordance to their enrollment agreement for each scheduled hour needed to be completed in the program. For students who attend 30 hours per week, the normal time frame for completion is 27 weeks.

Therapeutic Massage Program

Any student who does not complete the program within the normal time frame for completion will be charged a per hour rate in accordance to their enrollment agreement for each scheduled

hour needed to be completed in the program. For students who attend 30 hours per week, the normal time frame for completion is 25 weeks. For students who attend 12 hours per week, the normal time frame for completion is 62 weeks.

Electronic Health Records Specialist

Any student who does not complete the program within the normal time frame for completion will be charged a per hour rate in accordance to their enrollment agreement for each *scheduled hour* needed to be completed in the program. For students who attend 30 hours per week, the normal time frame for completion is 25 weeks. For students who attend 12 hours per week, the normal time frame for completion is 61 weeks.

Institutional Refund & Return of Title IV Fund Policies

1. Refunds, when due, must be made without requiring a request from the student.
2. Refunds, when due, shall be made within 45 days
 - a. Of the last day of attendance if written notification of withdrawal has been provided to the institution by the student, or
 - b. From the date the institution terminates the student or determines withdrawal by the student.
3. Retention of tuition and fees collected in advance for a student who does not commence class shall not exceed \$100 [one hundred dollars].
4. For students who enroll and begin classes, the following schedule of tuition refund is applicable:

Cosmetology Program [Example]#

For students who enroll and begin classes, the following schedule of tuition adjustment is applicable:

Percentage of Enrollment Time To Total Time of Course	Amount of Total Tuition Owed to the College
Drop Add Period (0.01 – 75 hours)	0%
75.01-300 hours	20%
300.01-450 hours	45%
450.01-750 hours	70%
50% of Course or Over (Greater than 750 hours)	100%

Instructor Training [Example]#

For students who enroll and begin classes, the following schedule of tuition adjustment is applicable:

Percentage of Enrollment Time To Total Time of Course	Amount of Total Tuition Owed to the College
Drop Add Period (0.01 – 40 hours)	0%
40.01-150 hours	20%
150.01-300 hours	45%
300.01-400 hours	70%
50% of Course or Over (Greater than 400 hrs.)	100%

Therapeutic Massage Program [Example]#

For students who enroll and begin classes, the following schedule of tuition adjustment is applicable:

Percentage of Enrollment Time To Total Time of Course	Amount of Total Tuition Owed to the College
Drop Add Period (1 – 37 hours)	0%
37.01-150 hours	20%
150.01-275 hours	45%

275.01-370 hours	70%
50% of Course or Over (Greater than 370 hrs.)	100%

Electronic Health Records Specialist [Example]#

For students who enroll and begin classes, the following schedule of tuition adjustment is applicable:

Percentage of Enrollment Time To Total Time of Course	Amount of Total Tuition Owed to the College
Drop Add Period (1 – 36.50 hours)	0%
36.51-120 hours	20%
120.01-182 hours	25%
Through Second 25% of Course (25% to 49.9%); (Greater than 182 hrs. thru 365 hrs.)	70%
50% of Course or Over (Greater than 365 hrs.)	100%

please refer to enrollment agreement for your refund policy.

Non-refundable items are not included in tuition refund adjustment computations.

If for any reason the School is closed and can no longer offer instruction after the student has enrolled, the student shall be entitled to a pro-rata refund.

If a program is cancelled subsequent to enrollment of the student, the School shall, at its option:

1. Provide a full refund of money paid
2. Provide completion of the program

Enrollment time is defined as the time elapsed between the actual starting date and the date of the student's last day of physical attendance in the school.

Refund Policy for Students Receiving Veteran Benefits

Per 38 CFR 21.4254(c)(13) and 4255, the pro-rata policy will be applied to the entire period of time unless the schools refund policy is more favorable to the student. In no case will the school charge a sum which varies more than 10 percent from the exact pro rata portion of such tuition, fees, and other expenses.

Return to Title IV

The Institution is required by federal statute to determine how much financial aid was earned by students who withdraw, drop out, are dismissed, or take a leave of absence and don't return from a LOA prior to completing 60% of a payment period or term. For a Student who withdraws after the 60% point-in-time, there are no unearned funds. However, a school must still complete a return calculation in order to determine whether the Student is eligible for a post-withdrawal disbursement.

If a student did not start or begin attendance at the school, the R2T4 formula does not apply.

Official Withdrawal Process: If a student wishes to withdraw from school, they must notify the School President/Campus Director. The notification may be in writing or orally. The date the notification is received is the date of determination. The School President/Campus Director must begin the withdrawal process.

For unofficial withdrawals a student's withdrawal date at a school that is required to take attendance is their last day of physical attendance. Their date of determination is 14 calendar days after they cease attendance.

The calculation is based on the percentage of earned aid using the following Federal Return of Title IV funds formula:

Percentage of payment period or term completed = the number of scheduled hours up to the student's last day of attendance divided by the total scheduled hours in the payment period. This percentage is also the percentage of earned aid.

The percentage that has not been earned is calculated by subtracting the percentage of Title IV aid earned from 100%. The amount to be returned is calculated by subtracting the amount of Title IV assistance earned from the amount of Title IV aid that was or could have been disbursed as of the withdrawal date.

If a student earned less aid than was disbursed, the institution would be required to return a portion of the funds and the student would be required to return a portion of the funds. Keep in mind that when Title IV funds are returned, the student borrower may owe a debit balance to the institution.

If a student receives less Title IV funds than the amount earned, the school will offer the student a disbursement of the earned aid that was not received at the time of their withdrawal which is called a post-withdrawal disbursement. Post-withdrawal disbursements will be made from Pell Grant funds first, if the student is eligible. If there are current educational costs still due the school at the time of withdrawal, a Pell Grant post-withdrawal disbursement will be credited to the student's account. Any remaining Pell funds must be released to the student without the student having to take any action. The funds must be released as soon as possible but no more than 45 days after the date of determination. Any federal loan program funds due in a post-withdrawal disbursement must be offered to the student and the school must receive the student's authorization before crediting their account.

The institution must return the amount of Title IV funds for which it is responsible no later than 45 days after the date of the determination of the date of the student's withdrawal. Returns are allocated in the following order:

- Unsubsidized FFEL/Direct Stafford Loans
- Subsidized FFEL/Direct Stafford Loans
- FFEL/Direct PLUS (Parent)
- Pell Grant

Any money to be refunded will be credited to the student's account after being paid within 45 days of the date of determination which could be formal withdrawal by the student or formal termination by the School.

If a credit balance still exists on the student's account after the R2T4 and institutional refund calculations are done, that credit balance must be used to pay any grant overpayment that exists based on the current withdrawal within 14 days from the date that the R2T4 calculation was performed. The overpayment must be eliminated prior to offering a credit balance to a student.

The law requires that a student is responsible for all unearned Title IV program assistance that the school is not required to return. This is determined by subtracting the amount returned by the school from the total amount of unearned Title IV funds to be returned.

Record Retention and Access Policy

Security of Records

The College maintains individual student records including periods of enrollment, financial records, and educational program records. These records track all aspects of a student's enrollment. Adequate provisions have been made through the use of file cabinets located in a fireproof, locked storage room to protect these records against pilferage, tampering, and fire as set forth by the Council on Occupational Education. All student records are maintained with confidentiality and under the accessibility provisions of law and/or regulations.

The Director of Financial Aid maintains all permanent student records. All permanent student academic data is maintained in a hard copy file for each student. The hard copy files for each student contain the following types of information:

- Application/Enrollment Agreement for admission
- Acknowledgments of Student Right to Know information
- Transcript Request
- High School or prior post-secondary transcripts
- Acknowledgement of completion or withdrawal
- Financial Aid application (if applicable)

Disclosure of Information to Outside Parties

The following guidelines represent the policy of the College of Wilmington concerning the rights of students with respect to their education records under the Family Educational Rights and Privacy Act ("FERPA") (20 U.S.C. § 1232g et seq; 34 C.F.R. Part 99). FERPA is a federal law that protects the privacy of student education records. This law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

These rights are:

1. The right to inspect and review the student's education records within 45 days of the day COW receives a request for access. Students should submit to the Campus Director written requests that identify the record(s) they wish to inspect. The Campus Director will make arrangements for access and notify the student of the time and place where the records may be inspected.
2. The right to request the amendment of the student's education records that the student believes are inaccurate or misleading. Students may ask COW to amend a record that they believe is inaccurate or misleading. They should write the Campus Director, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If COW decides not to amend the record as requested by the student, COW will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosures without consent. One exception, which permits disclosure without consent, is disclosure to school officials with legitimate educational interests. A school official is defined as a person employed by the College of Wilmington in an administrative, supervisory, academic, or support staff position, or a person or company with whom COW has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Directors; or a person assisting another

school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.

Directory information may be released without a student's prior consent; this information is limited to student name, date admitted, mailing address and telephone number, local address and telephone number, e-mail address, dates of attendance, major, specialization, enrollment status, full-time or part-time status, degree sought, honors and awards, and degrees and dates received.

Students have the right to withhold the release of information designated as "directory information" by submitting to COW, not later than 14 calendar days after the Program start date, a request written and signed that "directory information" not be released. This request is effective until revoked in writing by the eligible student to the same office.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by COW to comply with the requirements of FERPA. The name and address of the Office that administers FERPA are: Family Policy Compliance Office U.S. Department of Education, 400 Maryland Avenue, S.W. Washington, DC 20202-5901

A. Release of Information

A "Student Request for Release of Information" form must be completed by the student for each request. Only when a signed request form is received will any document(s) be sent. The original release form is kept in the student's file.

B. Compliance with Official Reports

Information contained in a student's file may be released without written consent if the request is coming from: 1) officials of organizations providing, monitoring, and/or auditing financial aid; 2) persons representing accrediting agencies who are carrying out their official functions; 3) persons complying with a judicial order; or 4) persons in an emergency in order to protect the health and safety of the students, or other persons.

C. Documentation of Requests for Information

The school must document in each student's file that the records were disclosed and the reason for disclosure. Any re-disclosure anticipated must be noted on the documentation.

D. Disclosure of Information to Administrative Staff

Information contained in the student's academic, financial aid, counseling and/or placement files is considered to be confidential and is restricted to the personnel operating the individual department unless the information is needed in order for other staff/faculty to perform their job functions as determined by the College President.

All files remain in the individual department and are not removed from the offices unless done so by the College President, or for the purpose of complying with a judicial order, program review, and/or audit.

Access to Information by Students

All students have the right to review their academic, financial/business, counseling, and/or placement files. This review is conducted by appointment during regular college hours, and is supervised by the administrative staff person in whose office the records are kept. Students must request such a review in writing.

While a school must give the student the opportunity to inspect and review his/her educational records, the college does not have to provide copies of the records unless by not copying the records, it would effectively deny access to the student. The college reserves the right to charge a reasonable fee for copying and mailing the documents to the students. A thirty-day period is allotted for providing the copies.

The right of access of a student does not include access to financial records of the parents/guardians of the student, or any information contained therein.

Access to Information by Parents

Disclosure of information may be made to the student's parent, ONLY if: 1) the student is dependent as defined by the Internal Revenue Service; or 2) the student accompanies the parent to the college and provides authorization in writing that the college may disclose information to the parent.

Satisfactory Progress Policy

To maintain eligibility for Title IV funds a student must be making satisfactory progress according to the following standards.

Evaluation Periods

Students are evaluated for Satisfactory Progress based on actual hours of attendance and the financial aid payment periods in their program (See Scheduled Evaluations and Timeframe Chart).

Academic Grade Evaluation

The student must maintain a cumulative grade of 78%.

Maximum Time Frame

The student must complete the program within 150% of the normal length of the program.

Completion Rate / Attendance Progress Evaluation

Students are required to attend a minimum of 66.66% of the hours possible based on the applicable attendance schedule in order to be considered maintaining satisfactory attendance progress.

Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. The attendance percentage is determined by dividing the total satisfactorily completed clock hours by the total number of scheduled clock hours. At the end of each evaluation period, the school will determine if the student has maintained at least 66.66% cumulative attendance. This will insure the student will complete the program within the maximum time frame. Transfer

hours will be considered as hours completed for maximum time frame. Official Leaves of Absence, withdrawals, and other official interruptions of training are not computed in the maximum timeframe.

Scheduled Evaluations & Timeframe for Completion (clock hours)

Cosmetology Program

(1500 clock hours)

Evaluation at 451, 901 and 1201 clock hours Scheduled Clock Hours

Day School	Normal Time Frame	Maximum Time Frame
Student Weekly Contract [35 hours]	43 weeks	64.5 weeks 2250 Scheduled Clock Hours
Night School	Normal Time Frame	Maximum Time Frame
Student Weekly Contract [22 hours]	69 weeks	103.5 weeks 2250 Scheduled Clock Hours

Instructor Training Program

(800 clock hours)

Evaluation at 401 clock hours

Day School	Normal Time Frame	Maximum Time Frame
Student Weekly Contract [30 hours]	27 weeks	40.5 weeks 1200 Clock Hours
Night School	Normal Time Frame	Maximum Time Frame
Student Weekly Contract [12 hours]	67 weeks	100.5 weeks 1200 Clock Hours

Therapeutic Massage Program

(740 clock hours)

Evaluation at 371 clock hours

Day School	Normal Time Frame	Maximum Time Frame
Student Weekly Contract [30 hours]	25 weeks	37.5 weeks 1110 Scheduled Clock Hours
Night School	Normal Time Frame	Maximum Time Frame
Student Weekly Contract [12 hours]	62 weeks	93 weeks 1110 Scheduled Clock Hours

Electronic Health Records Specialist Program

(730 clock hours)

Evaluation at 366 hours

Day School	Normal Time Frame	Maximum Time Frame
Student Weekly Contract [30 hours]	25 weeks	37.5 weeks 1095 Scheduled Clock Hours
Night School	Normal Time Frame	Maximum Time Frame
Student Weekly Contract [12 hours]	61 weeks	92 weeks 1095 Scheduled Clock Hours

Special Grading Circumstances

The school does not have non-credit remedial courses, repetitions or incompletes. A withdrawal is a withdrawal from school and therefore, has no impact on satisfactory progress. The clock hours for transfer students will be counted as attempted and completed for purposes of satisfactory progress.

Determination of Progress Status

Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making satisfactory academic progress until the next scheduled evaluation. Students deemed not maintaining Satisfactory Progress may have their Title IV Funding interrupted, unless the student is placed on warning or wins an appeal after being placed in a status of probation.

Failure to Meet Minimum Requirements

Students who fail to meet minimum requirements for attendance or academic progress may be placed on warning and considered to be making satisfactory progress for one evaluation period. During the duration of the warning period the student will be eligible for aid. The student will be advised in writing

on the actions required to attain satisfactory academic progress by the next evaluation. If at the end of the warning period, the student has still not met both the attendance and academic requirements, he/she may be placed on probation and deemed ineligible to receive Title IV funds.

Appeal Rights

A student who is still not making progress at the end of the warning period, is placed on probation and becomes ineligible for aid. A student whose aid has been terminated for not making progress, but feels that there were mitigating circumstances may appeal to the financial aid director. This appeal must be in writing and submitted within two weeks of the notice of termination or upon re-enrollment. Documentation of the mitigating circumstances may be required with the appeal. (Mitigating circumstances include, but are not limited to: illness or injury of student or a member of student's immediate family; death in the student's immediate family; or other trauma.) The student must explain what has changed in their situation that will allow them to achieve satisfactory progress by the next evaluation point. Appeal forms can be obtained from the school personnel. Upon approval of an appeal by the Appeals Board, the student's financial aid will be reinstated and the student will be placed on probation for one payment period. The student will be notified of the decision within 30 days. The appeal and decision documents will be retained in the student file.

Probation

Students can only be placed on probation and receive aid for one evaluation period upon a successful appeal. Additionally, only students who have the ability to meet the satisfactory progress standards by the end of the evaluation period may be placed on probation. The students will be advised in writing of the actions required to obtain satisfactory progress by the end of the probation period. If the student is not making progress at the end of the probation period the student may be terminated from school and no more financial aid may be paid to the student.

Reinstatement

A student's aid may be reinstated only if they meet the standard above or have a successful appeal. Title IV aid will be reinstated to students who have prevailed upon appeal regarding the status of Satisfactory Progress or who have re-established Satisfactory Progress. Students on suspension of funds will be monitored daily via a Satisfactory Progress report to determine when they re-establish Satisfactory Progress.

Student Reentry and Interruptions

Students who have withdrawn from school may re-enroll (if determined eligible) within 180 days and will not incur additional charges, however these students will be responsible to pay any remaining balance from the previous enrollment that cannot be covered with reinstated federal funds. Students who have been terminated or withdrew from school and re-enroll (if determined eligible), after more than 180 days will pay a \$100 registration fee and will be charged for contracted hours at the current tuition rate. All re-enrolling students will be provided the school's Re-enrollment Policy and will be evaluated by the school Director for placement in the curriculum and kit needs, if applicable. Re-enrolling students may be required to purchase the current school kit, textbooks, supplies, etc, if applicable.

A determination of Satisfactory Progress will be made and documented at the time of withdrawal or beginning of a Leave of Absence. That determination of status will apply to students at the time they return to school. The student may appeal a negative Satisfactory Progress determination according to the appeal policy. Leave of Absence does not affect Satisfactory Progress and will extend the contract period by the same number of days as the Leave of Absence.

Re-enrollment is at the discretion of the school administration.

Course incompletes and noncredit remedial courses do not apply to the SAP policy at the school and will have no effect on satisfactory academic progress.

Attendance Rules and Regulations

Please refer to the “Rules and Regulations” documentation provided during the enrollment process.

Attendance

Our training programs are similar to actual employment whereby any absences, leaving early, excessive lunch breaks, or lateness, will interfere with the learning process and will impair your ability to maintain satisfactory progress. We endeavor to provide a superior education but you must be in school and on time each and every day. A student contracts for specific enrollment dates. If the period of enrollment is exceeded, an additional fee **per hour** will be charged for all hours clocked after the grace period has ended. Students must maintain a minimum **67%** attendance.

Make-Up Work

All make-up work must be completed during scheduled class time.

Tardiness / Leaving School

Students should be in class when scheduled and should not leave school without permission and knowledge of instructor or management personnel. Students should leave only on scheduled lunch breaks, breaks or when released for the day.

Voluntary Withdrawal Procedures

1. Ask to meet with the Campus Director for counseling.
2. Be able to explain the reason[s] for voluntary withdrawal.
3. Complete appropriate paperwork provided by the Campus Director.
4. Pay the balance of your account, if any remains after calculations have been made.

A student may re-enroll at the tuition rate at the time of re-enrollment, along with the application, enrollment fees supplies, textbooks, etc.

Leave of Absence

Occasionally, students may experience unexpected extended personal, medical or other problems, which make it difficult to attend classes. The institution may allow a student under such circumstances to take a Leave of Absence (LOA) from the program but the total of all leaves of absence may not exceed 180 days in any 12 month period. No additional tuition charges are incurred during any leave of absence. LOA must be requested in writing by the student and must be approved by the Campus Director. The written request must include the starting and ending date of the leave of absence. Do not request a Leave of Absence unless you absolutely need to be off school for a period of 25 days or more but less than 180 calendar days. Students will not be assessed additional tuition charges while on their Leave of Absence. Students returning from an authorized LOA will retain all credit for clock hours and work projects completed, and will return to the academic progress status they held prior to the leave. Students who fail to return from a LOA will be considered dismissed as of the scheduled return date. As of the same date, the loan repayment process will be initiated and all fees due College of Wilmington are due and payable.

Due to the sequential nature and prerequisites of many of the courses in each respective program, students may be required to return to the same point in their studies in which they began their LOA. An approved Leave of Absence does not guarantee a student’s seat in the program upon return.

The maximum number of LOAs a student can take in each program is as follows:

Cosmetology – Two (2) LOAs

Therapeutic Massage, Electronic Health Records & Instructor Training – One (1) LOA

Medical Leave of Absence (LOA) – Therapeutic Massage Students

In the event of pregnancy during the Therapeutic Massage program, the student will be asked to take a medical Leave of Absence. Given the conventional medical contraindications, the College believes that it is in the best interest of the student to refrain from receiving massage and practicing other essential modalities during the entirety of pregnancy. Within the boundaries of the LOA policy stated above, the College will work with the student to complete the Therapeutic Massage program in a reasonable period of time. Doctor's notes may be required to return to the program.

Student Conduct Policy

Students at College are expected to conduct themselves as responsible adults. Expulsion, suspension, or some lesser sanction may be imposed for any of the following offenses:

1. Interruption or any manner of interference with the normal operation of the school.
2. Destruction, damage, or misuse of school equipment, facilities, or property.
3. Illegal possession, use, or furnishing of alcoholic beverages while on campus or while involved in school-related activities.
4. Illegal possession, use, or furnishing of drugs while on campus or while involved in school-related activities.
5. Use, possession, or furnishing of weapons while on campus or while involved in school-related activities.
6. Verbal, physical, sexual, or online assault that injures, causes serious emotional harm, or grievously demeans or threatens another person in the school community.
7. Theft of another's property occurring on school premises.
8. Academic cheating, plagiarism, or copyright infringement.
9. Stalking.
10. Commission of other offenses that in the opinion of the administration may be contrary to the best interest of the school community.

Sanctions that may be imposed are 1) warning, 2) suspension, or 3) expulsion. In general, the College will issue warnings prior to dismissing a student for poor conduct. The College, however, may dismiss a student without warning if the offense is serious.

Serious offenses may be any of those listed in the policy on conduct but are considered to be those that directly affect the physical well-being of other persons in the school community. The Campus Director will investigate all complaints of student misconduct and determine the appropriate sanction to be imposed. A student who wishes to question any decision made by the Campus Director may appeal to the Campus President, who will then render a final decision.

Conviction on a drug-related charge while enrolled and receiving financial aid may result in the loss of certain types of financial aid. Additionally, failure to obtain an externship because of inability to pass a drug test or termination for cause from externships may result in dismissal from the program, loss of time, loss of credit, and/or increased charges.

Any student who shows signs of drug or alcohol use while attending the School will be permanently dismissed. Profane language, insubordination, theft of school items or other forms of disorderly/unacceptable conduct, including forms of sexual harassment, may subject the student to possible permanent dismissal. All students are expected to act in a professional manner at all times while attending the College. Additional conduct guidelines are provided in the Rules and Regulations as received during the enrollment process.

Students may be suspended for absence, tardiness or inappropriate behavior. If a student is suspended, the student will be counseled about the problem and what the student must do to correct the problem. It is the intention of the College of Wilmington to prepare professional people for a career. If a student

is not so inclined and has limited likelihood of success in this career, it is the responsibility of the College of Wilmington to inform the student and to tell the student how deficiencies could be corrected.

Non-Fraternization Policy

COW faculty, administration and staff shall not establish inappropriate intimate, sexual, business, contractual or other social relationships with any student, subordinate or colleague upon whose academic or work performance he or she will be required to make professional judgments. The College considers it a violation of this policy for any member of COW faculty, administration or staff to offer or request sexual favors, make sexual advances, engage in sexual conduct, propose or engage in inappropriate business relationships, enter contractual arrangements, purchase or sell goods or services, hire or employ, or inappropriately socialize with any person who is:

- Enrolled in a class at the College.
- Receiving academic advising or mentoring at the College.
- Working in a capacity at the College where the faculty, administrator or staff member is in a position to evaluate the work of such person.
- Subject to any form of evaluation by the faculty member, administrator or staff member.

The list above is not exhaustive and other situations of fraternization may also result in a violation of this policy. In all circumstances, consent may not be considered a defense to engaging in sexual advances, sexual conduct, or sexual harassment, or engaging in contractual relationships or other inappropriate business relationships with a person whose academic or work performance he or she will be required to evaluate. The determination of what constitutes inappropriate fraternization depends on the specific facts and circumstances in which the conduct occurs. Violations of this policy may result in disciplinary action, up to and including employment termination.

Plagiarism Policy

Plagiarism means the offering of someone else's words, ideas, or conceptions as if they were one's own. Students are encouraged to draw upon the information and wisdom of others, but in the spirit of scholarship they are always expected to state such indebtedness so that a) their own creativity can be justly appreciated and b) their use of sources can be verified by others. Plagiarism differs from this productive use of sources in that the similarity of the original and the borrowings is very close; it is acknowledged inexactly or not at all; and it shows little or no creative application by the borrower.

Plagiarism is a prime intellectual offense in that the borrower is faking the learning process. No learning community can thrive if its members counterfeit their achievements, deceive their instructors, and take unfair advantage of their fellow students. Since the integrity of the whole academic community is thus at stake, the penalties are high. The College will not tolerate intellectual plagiarism in any form.

Copyright Policy

It is the policy of the college to comply with the United States Copyright Act of 1976 as amended, the Digital Millennium Copyright Act of 1998, and the Technology, Education and Copyright Harmonization Act of 2002. All reproduction or use of copyrighted materials must comply with the provisions of the law. This includes following the guidelines provided related to items in all media, such as written works, musical works, dramatic works, pictorial and graphic works, sculptural works, motion picture, television, and other audiovisual works, sound recordings, multimedia works, and digital and computer works and programs.

The college prohibits the duplication, distribution, or use of materials by faculty, students, or other employees of any copyrighted material not covered by *fair use* or the Technology, Education and

Copyright Harmonization Act of 2002, specific exemptions in the copyright law or licenses and agreements, or written permissions from copyright holders.

All members of the college community – faculty, students, staff and administrators – are expected to adhere to the limits for copying and the use of materials in presentations in a manner permissible under the *fair use* doctrine and guidelines, including those specifically granted to educators in classroom settings.

In accordance with the law, violations of this policy may subject the violating party to civil remedies and criminal penalties as defined in the U.S. Copyright Act. Under the law, both individuals and the college are liable for copyright infringement. Individuals who disregard copyright law put themselves legally and financially at risk. For more information, please see the website of the U.S. Copyright Office at: www.copyright.gov.

Smoke Free Campus

No smoking, including electronic devices, will be allowed in the building at any time. Smoking is permitted in designated areas only. This policy is for the health and safety of all students and staff.

Program Curriculum

Cosmetology

Students begin the hands-on phase of instruction where the instructor carefully monitors the hands-on work. Students are assured of sufficient practice with appropriate and suitable equipment and supplies to ensure skill proficiency.

Upon completion of both the mannequin and blood exposure performance evaluations the students are permitted to practice their skills on the clients who frequent the facility. The N.C. State Board requires all students to have completed a certain number of model performances along with the completion of the theory portion of the program in order to be eligible for graduation.

This institution emphasizes safety of performances and procedures for the protection of both the students and the clients being served. The Milady's text and workbook are used for the cosmetology instruction. The following is a curriculum outline for the cosmetology program:

Course Name	Clock Hours
COS 100 Cosmetology Fundamentals	300
COS 200 Salon I	600
COS 300 Salon II	600
TOTAL	1500

No courses are eligible for test out; however, transfer of credit is applicable.

N.C. State Board of Cosmetic Art Requirements [21 NCAC 14T .0602]

(a) To meet the approval of the Board, a cosmetologist training course shall consist of 1500 hours of instruction in theory and practical performances as set forth in Paragraph (b) of this Rule as follows:

- (1) Professional image;

- (2) Sanitation;
- (3) Bacteriology;
- (4) Disinfection;
- (5) First aid;
- (6) Anatomy;
- (7) Electricity,
- (8) Chemistry;
- (9) Professional ethics;
- (10) Draping;
- (11) Shampooing;
- (12) Roller sets;
- (13) Pin curls;
- (14) Ridge curls with C shaping;
- (15) Fingerwaves;
- (16) Braids;
- (17) Artificial hair;
- (18) Up-styles;
- (19) Blowdrying;
- (20) Brush control;
- (21) Blowdrying with curling iron;
- (22) Pressing or thermal;
- (23) Hair cutting;
- (24) Partings;
- (25) Perm wraps;
- (26) Relaxer sectioning;
- (27) Color application sectioning;
- (28) Scalp treatments;
- (29) Manicures;
- (30) pedicures;
- (31) artificial nails; and
- (32) Styles and techniques of cosmetology services including:
 - (A) Arranging;
 - (B) Dressing;
 - (C) Curling;
 - (D) Waving;
 - (E) Cutting techniques and implements including razors, clippers, thinning shears, and shears;
 - (F) Cleansing;
 - (G) Cutting;
 - (H) Singeing;
 - (I) Bleaching, or coloring hair;
 - (J) Esthetics;
 - (K) Manicuring;
 - (L) Business management; and
 - (M) Salon business.

(b) Performances shall be defined as the systematic completion of all steps for safe and effective cosmetic art services to a client and shall include the following:

Practical Performance Requirements	Performances
Scalp and hair treatments	10
Fullhead fingerwave and style	5
Fullhead pincurl and style	5
Hair styling - sets, blowdrying, thermal press or flat iron, and artificial hair	170
Haircuts	85
Chemical reformation or permanent waving and relaxers	35
Temporary color	2
Color application - semi, demi, permanent color, and hair lightening	40
Multidimensional color - low or high lighting, cap, or bleach	25
Lash and brow color	2

Nail care - manicures and pedicures	15
Artificial nails sets which includes all four fingers and thumb	5
Facials with surface manipulations	10
Makeup application	2
Hair removal – razor, cream, waxing, or tweezing	5

- (c) Sharing of performance completions shall not be allowed.
- (d) Credit for a performance shall be given to only one student.
- (e) Certification of performance completions shall be required on the graduation form and application for the Board examination. Graduation forms shall include the following:
 - (1) Student name and social security number;
 - (2) School code;
 - (3) Course type completed;
 - (4) Date of course completion;
 - (5) Number of hours and minutes completed;
 - (6) School owner name and signature; and
 - (7) School seal.

Cosmetology Course Descriptions

COS 100 Cosmetology Fundamentals

This course introduces basic cosmetology concepts. Subjects include professional image, sanitation, bacteriology, disinfection, first aid, chemistry, professional ethics, shampooing, roller sets, pin curls, ridge curls with C shaping, finger waves, scalp treatment, hair design, hair cutting, hair removal, facials, manicuring, pedicuring, and other related subjects. Before a student may perform a live model performance, the student shall pass the respective mannequin performance evaluation plan and blood exposure and disinfection procedure evaluation plan as required in Rule 21 NCAC 14T .0102 of the N.C. State Board of Cosmetic Art Requirements. Prerequisites: None.

COS 200 Salon I

This course builds on topics covered in COS 100 and reviews more comprehensive cosmetology concepts combined with practical experience in both hands-on training and product sales. Subjects include anatomy and physiology, chemistry, hair coloring, skin structure and disorders, and other related subjects. Prerequisites: COS 100.

COS 300 Salon II

This course builds on topics covered in COS 200 and covers more detailed cosmetology concepts combined with practical experience in both hands-on training and product sales. Subjects include Nail structure and diseases, Nail tips and wraps, resume building, state board exam preparation, and other related topics. Prerequisites: COS 200.

Instructor Training

The instructor training is an eight hundred [800] hour program. The program provides an opportunity for the teacher trainee to observe and assist experienced teachers in the performance of daily duties, assist in skill demonstrations to supervise practice teaching as well as to thoroughly study the principles of teaching. The program is designed to install the basic teaching methods and techniques. An instructor trainee must be experienced and proficient in the art and practice of cosmetology prior to beginning the program. The program permits the trainees to apply the practices and theories to which they are exposed to in an actual classroom environment. Candidates for this program must hold a valid

North Carolina Cosmetology License. The following is a curriculum outline for the Instructor Training program:

Course Name	Clock Hours
COS 500 Instructor Techniques I	150
COS 501 Instructor Techniques II	200
COS 502 Instructor Practicum	450
TOTAL	800

No courses are eligible for test out; however, transfer of credit is applicable.

N.C. State Board of Cosmetic Art Requirements [21 NCAC 14T .0607] To meet the approval of the Board, a cosmetologist teacher training course must consist of at least 800 hours of instruction in theory and practical application, divided as follows:

Requirement Description	Hours
Theory: observation theory, motivation, business management, student relations, teaching techniques, preparing lesson plans, facilitating student shop internship, preparing class lectures and presentations, preparing examinations, grading and G.S. 88B and the rules of the Board	150
Practical Application: Conducting theory classes from prepared lessons, preparing and giving examinations and giving practical demonstrations	650

Instructor Training Course Descriptions

COS 500 Instructor Techniques I

This course introduces the both basic instructional techniques in cosmetology. Subjects include observation theory, motivation, and business management, student relations, teaching techniques, and preparing lesson plans. Upon completion of this course students will be able to create lesson plans and relate to students. Prerequisite: None.

COS 501 Instructor Techniques II

This course builds on COS 500 and explores more advanced teaching techniques. Subjects include facilitating students on clinic floor, preparing class lectures and presentations, preparing examinations, grading and the rules of the Board. Upon completion of this class students will be able to prepare lectures, present lectures, create assessments and grade exams. Prerequisite: COS 500.

COS 502 Instructor Practicum

This course is designed to develop practical applications. Subjects include conducting theory classes from prepared lessons, preparing and giving examinations and giving practical demonstrations.

Upon completion of this course students should be ready to sit for Licensure Examination and meet program requirements. Prerequisite: COS 501.

Electronic Health Records Specialist

The mission of the program is to prepare individuals to manage electronic medical records and the coding and billing of patient services in health related settings. Through hands-on, simulated exercises, students learn to create patient records, collect demographic and insurance information, perform coding and billing of patient services, audit patient records, and process release of information requests. Students must successfully pass the National Health Career Association's "Certified Electronic Health Records Specialist" exam to graduate. Graduates may seek entry-level employment in hospitals, medical offices, clinical care facilities, group practices, and medical insurance offices.

		Course Name	Clock Hours
HED	100	Medical Terminology #	60
HED	210	Electronic Medical Records	100
HED	110	Anatomy & Physiology #	40
HED	115	Administrative Procedures I #	50
HED	111	Advanced Anatomy & Physiology #	40
BIL	200	Diagnostic Coding	100
BIL	210	Procedural Coding	100
HED	200	Medical Office Insurance #	40
HED	205	Pharmacology #	30
HED	215	Administrative Procedures II #	50
HED	220	Electronic Medical Records Review	20
HED	230	Externship and Certification	100
		TOTAL	730

Courses are eligible for test out.

Electronic Health Records Specialist Course Descriptions

HED100 Medical Terminology

This course introduces medical terminology, anatomy and physiology, and basic pathology using a systems approach. Medical terms and common disease processes related to each body system are taught using an applied approach. This course covers the following topics: prefixes, suffixes, root words and combining forms, numbers, amounts, colors and positions, and terms related to all body systems. Prerequisite: none.

HED110 Anatomy & Physiology

This course presents a basic overview of the normal structure and function of each body system. It introduces concepts based upon a dynamic state of equilibrium. Common deviations from normal structure and function of each body system are taught, along with relevant diagnostic and treatment modalities. Prerequisite: none.

HED111 Advanced Anatomy & Physiology

This course looks at the advanced structure and function of each body system. It further investigates the concepts based upon a dynamic state of equilibrium. Advanced deviations from normal structure and function of each body system are taught, along with relevant diagnostic and treatment modalities. Prerequisite: none.

HED200 Medical Office Insurance This course provides in-depth instruction in the preparation of insurance and government claim forms. Both private and government insurance carriers are discussed, along with Medicare, Medicaid, HMOs, TriCare and Champ VA, Blue Cross and Blue Shield, and Workers' Compensation. Prerequisite: none.

HED205 Pharmacology

This is an introductory course that explores commonly prescribed drugs by their drug classification and uses, along with side effects and contraindications. This course follows a systems approach and basic drug computations are taught. Prerequisite: none.

HED115 Administrative Procedures I

This course introduces administrative medical assisting competencies, such as written, oral, and telephone communication skills. In addition, basic receptionist duties, such as filing, patient scheduling, bookkeeping procedures, and opening and closing, the medical office, are taught. Prerequisite: none.

HED215 Administrative Procedures II

This course provides an overview of medical insurance, procedural and diagnostic coding, collections and financial management of the office. Prerequisite: none.

HED 210 Electronic Medical Records

This course is designed to give students exposure to hands-on experience with electronic medical record documentation and use of the medical software. Prerequisite: none.

BILL 200 Diagnostic Coding

This course teaches students to analyze and classify diagnoses for reporting medical services by physicians. Prerequisite: none.

BIL 210 Procedural Coding

This course teaches students to analyze and classify medical documents for reporting medical services and procedures by physicians. Prerequisite: none.

HED 220 Electronic Health Records Review

This Day shift only course gives students a review of electronic medical records and prepares them for the Electronic Health Records Specialist certification exam. This course is offered during the day scheduled program hours only. Prerequisite: Grade of "C" or better in all classes, except HED230.

HED 230 Externship and Certification

The Day shift only medical externship provides school-coordinated work experience in a medical setting. This course is offered during the day scheduled program hours only. This course is coordinated and graded by faculty. Faculty reviews employer agreements, job descriptions, and employer evaluations. Students gain practice with administrative and clinical duties and receive constructive employer feedback. During or after the externship portion of this course the student is required to sit for and pass the Certified Electronic Health Records Specialist exam. Prerequisite:

Therapeutic Massage

The mission of the program is to train students in the art of touch and the application of pressure in such manners that enhance clients' relaxation, reduce overall body fatigue, and assist in client rehabilitation. This program prepares graduates to sit for Massage & Bodywork Licensing Examination sponsored by the Federation of State Massage Therapy Boards.

Course Name	Clock Hours
MAS 100 Introduction to Massage Therapy	80
MAS 130 Massage Technique I	80
MAS 140 Body Mechanics	50
MAS 220 Energy Techniques	70
MAS 230 Massage Technique II	60
MAS 240 Spa Elements #	70
HED 110 Anatomy & Physiology #	40
HED 111 Advanced Anatomy & Physiology #	40
MAS 110 Kinesiology	50
MAS 200 Ethics & Professionalism #	20
MAS 250 Board Review	20
MAS 210 Business Practices #	20
MAS 120 Holistic-Relationship of the Body & Mind #	20
MAS 260 Clinical Practicum	120
TOTAL	740

Courses are eligible for test out.

*The N.C. Board of Massage & Bodywork Therapy may deny a license to practice massage and bodywork therapy if an applicant has a criminal record or there is other evidence that indicates the applicant lacks good moral character.

Therapeutic Massage Course Descriptions

HED110 Anatomy and Physiology: This course presents a basic overview of the normal structure and function of each body system. It introduces concepts based upon a dynamic state of equilibrium. Common

deviations from normal structure and function of each body system are taught, along with relevant diagnostic and treatment modalities. Prerequisite: None.

HED111 Advanced Anatomy and Physiology: This course looks at the advanced structure and function of each body system. It further investigates the concepts based upon a dynamic state of equilibrium. Advanced deviations from normal structure and function of each body system are taught, along with relevant diagnostic and treatment modalities. Prerequisite: None.

MAS100 Introduction to Massage Therapy: This course introduces students to the massage therapy profession in the healthcare, the spa, and the entrepreneurial environment by teaching the history and organizational areas of the field. Students learn massage code of ethics, common terms, and abbreviations, and building a professional relationship with clients. Prerequisite: None.

MAS110 Kinesiology: This course introduces the exploration of the structural and functional components involved in the complex movement of the human body. Anatomical principles related to gross motor movement are studied, as well as muscular imbalance of the large muscles of the body and their impact on postural distortion. Structure and function of major muscles and joints of the body are covered in depth. Basic endangerment sites as contra indicator for massage therapy are identified. Students learn to evaluate standing posture and patterns of movement in clients. The primary identification of areas of muscular compensation during periods of injury is established. This course also offers more advanced study of human movement and begins the in depth study of fine motor skill movement in the human body. Emphasis is on the smaller muscular and joint structure of the body, parallel with review of the joint and large muscle groups. Students study the impact of pain and injury on posture, and recognize the compensatory patterns in the body. In-depth knowledge of the recognition and palpation of bony landmarks are developed, as well as the intrinsic muscular origins and insertions of the body. An analysis of the relationships between synergist and antagonist muscles are covered in depth. Prerequisite: None.

MAS120 Holistic Relationships of the Body and Mind: Students become familiar with the basic principles underlying Somatic Psychology approaches, they practically explore various body-based methods in psychotherapy and they engage in the personal journey of cultivating body awareness, becoming aware of bodily tension patterns and exploring their personal range of moving and relating. Prerequisite: None.

MAS130 Massage Technique I: Students are introduced to the basic theory and practice of massage therapy as well as the history of bodywork. Students learn the components and technique of Swedish massage. Students become skilled in taking a client's medical history and master appropriate draping techniques. Professional courtesies toward clients before, during and after professional sessions are addressed, and basic palpation skills and assessment of pain levels are covered. Students learn the application and use of massage therapy equipment and supplies, such as adjustable tables, bolsters, pillows and lotions or oils. Basic indications for and contraindications to massage therapy are introduced. Students show competence in administering a basic full body relaxation massage at the end of this class. Prerequisite: MAS140.

MAS140 Body Mechanics: Students learn and practice safe and effective physical techniques to be utilized by the massage therapy practitioner. Students experience the proper positioning of the feet, legs, back, shoulders and head for the most effective practice of massage therapy. Breathing techniques for maintaining good equilibrium and energizing the massage practitioner are learned and studied. The technique of "centering" is introduced. Students take basic skills learned in Introduction to Massage Therapy and learn to utilize proper body mechanics and structure to avoid repetitive stress injury to the practitioner. Students learn the importance of, and practice stretching of the forearms, wrists, hands and fingers. Prerequisite: None.

MAS200 Ethics and Professionalism: Students develop intrapersonal and interpersonal communication skills for use in their professional environment. This course also reviews the North Carolina laws and rules for the practice of massage and bodywork therapy. Prerequisite: None.

MAS210 Business Practices: Students learn to identify common business structures and formulate a business plan, including short and long term goals. Students learn the basic aspects of legal agreements and contracts for the professional massage therapy office. Client records, financial, tax and legal records are covered, as well as in depth knowledge of federal, state and local regulations for the industry. Prerequisite: None.

MAS220 Energy Techniques: Students learn various energy massage modalities focusing on the systems of meridians, chakras, and zones and the ways that the movement of energy affects physical, physiological, mental and emotional functions. Prerequisite: None.

MAS230 Massage Technique II: Students begin to learn the initial evaluation and treatment of injuries. The basics of organizing an individual client treatment plan and managing/modifying that plan based on client response are examined. Students begin the instruction of deep tissue massage therapy and learn more advanced palpation skills that enable the practitioner to work deeply without being intrusive and causing consequential pain. Students study pain referral patterns and learn to incorporate basic neuromuscular/trigger point therapy into their bodywork routine. Massage therapy techniques for the geriatric populations are covered. Students become proficient in building a full hour session with a client. Students learn a whole body approach to utilize stretching and unwinding techniques, as well as more advanced palpation methods. Prerequisite: MAS130.

MAS240 Spa Elements: This course is designed to introduce the massage therapy students to the use of heat and cold in body treatments. Students learn to identify the physiological principles and mechanisms involved in the effects of hydrotherapy. Students learn to utilize hot or cold packs during massage therapy sessions. Indications and contraindications, as well as precautions and effects of hydrotherapy are studied. Students learn the use of paraffin and the different utilizations of moist and dry heat. Ice massage will be taught as an integral part of injury repair, and alternating heat and cold application will be studied. Students learn the necessary skills to provide the most commonly requested spa treatments. A specific module in hot stone therapy is included. Students are instructed in body masques, salt scrubs, herbal and seaweed wraps and exfoliation. In addition students will learn techniques in aromatherapy. Prerequisite: None.

MAS250 Board Review: This Day shift only course provides an overview of all massage techniques and concepts covered in the program. Specific concentration is placed on the certification exam and preparation for this exam. Students will make application for the national exam (Massage & Bodywork Licensing Examination sponsored by the Federation of State Massage Therapy Boards), prepare a resume, and take part in an exit interview. This course is offered during the day scheduled program hours only. Prerequisite: A grade of "C" or better in all non-clinical classes.

MAS260 Clinical Practicum: Students will perform massage therapy in the school's teaching Day shift only clinic under the supervision of a licensed massage therapist. The student will interact with clients on the following levels: interview, discussing massage needs, performing therapeutic techniques, and maintain SOAP notes. Students will not receive a fee or other consideration for their work while they are completing clinical requirements for graduation. This course is offered during the day scheduled program hours only. Prerequisite: All courses, except MAS250. Completed with a "C" or better.

Administration & Faculty

Corporate Officers

Shannon Hodge	President
Ruth Hodge	Vice-President / Compliance Coordinator

Administrative Staff

Tiffany Sasser	School Director; Title IX Coordinator; Program Director Cosmetology
Michele Carroll	Director of Financial Aid
Robert Hodge	Financial Advisor / Facilities
Shauna Vulin	Executive Assistant to President
Patricia Rose	Financial Aid Officer / Default Manager
Jan Ellen Chesson	Senior Admissions Representative
Tiffany Sasser	Program Director – Therapeutic Massage
Deborah Shaw	Therapeutic Massage Clinic Coordinator
Amy Smith	EHRs and Medical Programs Director
Courtney Orecchio	Administrative Assistant
Wendy Loudon	Administrative Assistant
Mary Lloyd	Administrative Assistant

Faculty - Cosmetology

Crystal Cottle Baker	Diploma Cosmetology Instructor - Miller-Motte College Diploma Cosmetology - Mr. David's School of Hair
Darlene Hunter-Hixon	Diploma Cosmetology Instructor – Mitchell's Hairstyling Academy Certificate Cosmetology – Gibb's College
Christina Wade	Cosmetology Instructor – Challenged and passed NC State Board Examination

Faculty – Electronic Health Records

Amy Smith	University of Phoenix, MS Nursing East Carolina University, BS Nursing
David Scholl	Bellevue University - MS Healthcare Administration Bellevue University - BS Healthcare Administration
Paul Jefferson	BS Science – University of Kansas AAS – Brunswick Community College

Faculty – Therapeutic Massage

Joanne Duncan	Massage Therapy –North Eastern institute of Whole Health
Pamela Mason	Teacher Trainer – Connecticut Center for Massage Therapy Massage Therapy – Connecticut Center for Massage Therapy
Deborah Shaw	Certificate Massage Therapy – Miller-Motte College



Certification Statement

I, Shannon Hodge, President and Owner of the College of Wilmington, do hereby certify that all statements included in this catalog are true and correct to the best of my knowledge and belief.

Shannon Hodge