



# NATIONAL LATINO EDUCATION INSTITUTE



## 2014-2015 Academic Catalog

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PUBLISHED AUGUST 2014

National Latino Education Institute is a Private Business and Vocational School. Certificate of Approval to Operate Issued by the Illinois Board of Higher Education.  
431 East Adams, 2<sup>nd</sup> Floor, Springfield, Illinois 62701-1404  
217-782-2551

Complaints against this school may be registered with the Board of Higher Education at the address listed below:

**Illinois Board of Higher Education** Institutional Complaint Hotline: (217) 557-7359  
Private Business and Vocational Schools [www.ibhe.org](http://www.ibhe.org)  
431 East Adams, 2<sup>nd</sup> Floor  
Springfield, IL 62707-1404  
(217) 782-2551

Accredited by the Accrediting Council for Independent Colleges and Schools to award certificates.  
750 First Street, NE Suite 980, Washington, DC 20002-4241  
202-336-6780  
[www.acics.org](http://www.acics.org)

The National Latino Education Institute’s Certificate Medical Assisting Program is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs  
1361 Park Street  
Clearwater, FL 33756  
727/210-2350

For Adult Education Programs:  
Stevens Amendment  
For the purposes of compliance with Section 511 of Public Law 101-166 (the Stevens Amendment), approximately 35% of the FY15 funding came from federal sources. The total amount of federal funds available for awards was \$186,837.

Equal Opportunity  
National Latino Education Institute is committed to the policy that all persons shall have equal access to its programs, facilities, and services without regard to race, color, creed, religion, national origin, sex, age, marital status, disability, or sexual orientation.



It is the policy of National Latino Education Institute to provide, on a flexible and individualized basis, reasonable accommodations to students who have disabilities that may affect their ability to participate in class activities or to meet class requirements. Students with disabilities are encouraged to contact the ADA Coordinator at 773-247-0707 Ext. 228 to discuss their needs for accommodations.

NLEI programs and services are funded through generous support of corporations, foundations and public and private entities. For a list of contributors, please contact the NLEI Development Office at 773-247-0707 Ext. 240.

MISSION STATEMENT

National Latino Education Institute exists to enhance the quality of life for Latinos through educational, vocational, and employment services, and through advocacy, thus enabling the achievement of economic independence.

SERVICE PHILOSOPHY

National Latino Education Institute (NLEI) approaches training and provision of services within a traditional human resource development model. Programs and services are adapted to language and cultural needs of our primarily Latino students and job seekers. We make every effort to provide supportive services that enable an individual to acquire knowledge and skills that last a lifetime. NLEI assists people in their quest for economic independence. The staff at NLEI is committed to making a difference, and they endeavor to provide a high quality training environment. The training center emulates the workplace, and its structure encourages the learning of traditional employee skills and employer-preferred work ethics.

We know that employment is integral to a better quality of life. Therefore, we strive to provide rigorous vocational training and employment programs and add vocational skill building to our adult education classes. NLEI assists employers in their search for skilled and motivated employees to enhance the productivity, quality, and diversity of an employer's workforce.

NLEI administration is committed to the growth and development of its staff and programs. It strives to provide excellent working conditions and to maintain facilities that meet the needs of staff and community and to further the organization's goals.

LOCATION

EDUCATION CENTER AND MAIN OFFICES:  
2011 West Pershing Road  
Chicago, IL 60609-2205  
Tel: (773) 247-0707; Fax: (773) 247-3924  
E-Mail: [NLEI@nlei.org](mailto:NLEI@nlei.org)  
Website: <http://www.nlei.org>  
Hours: 8:00 a.m. – 5:00 p.m., Monday through Friday



SERVICES

The services of National Latino Education Institute are designed for adults who need to improve their basic education skills and gain competency in vocational skills and technology. The programs and courses aim at preparing adults for lifelong learning and successful entry into promising careers in growth industries.

BUSINESS AND VOCATIONAL TRAINING PROGRAMS

*Vocational programs are held at the Pershing Training Center*

- Bilingual Medical Assistant
- Business Development Professional
- Electronic Medical Records
- Medical Office Specialist
- Phlebotomy
- Basic Nurse Assistant
- Business and Technology Courses

ADULT BASIC EDUCATION PROGRAMS AND COURSES

- Academic Skills Training
- GED Preparation Courses
- Customer Relations
- Prevocational Training

LITERACY AND CIVICS COURSES

- English as a Second Language
- Citizenship Classes
- Economic Empowerment
- Community programs and workshop

COMMUNITY TECHNOLOGY CENTER (CTC)

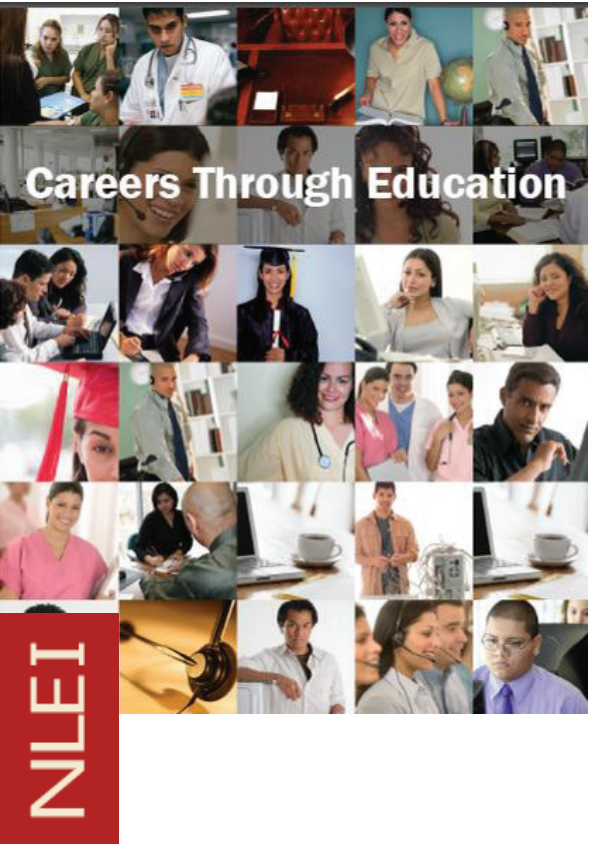
NLEI currently operates a fully functional Community Technology Center (CTC) at the main campus located at 2011 West Pershing Road. CTC is open to the general public from Monday through Friday.

EMPLOYMENT SERVICES

Employment services, including job referrals and assistance are available at the main campus located at 2011 West Pershing Road.

FACILITIES

National Latino Education Institute's main office is a 35,000 square foot training facility located near the intersection of Damen Avenue and Pershing Road (2000 West and 3900 South). The facility is easily accessible by public transportation routes via Damen Avenue, Pershing Road, Archer Avenue, Ashland Avenue, and Western Avenue. Limited student parking is available. The facility is a modern, attractive, air-conditioned building with a reception area; waiting area; counseling rooms; administrative offices; first and second floor classrooms; computer and medical laboratories; a community room; a student resource center; and a student cafeteria with vending machines. The facility is ADA compliant.



ADMINISTRATION, FACULTY AND STAFF

Please see Supplement I, Administration, Faculty and Staff.

BUSINESS LEADERSHIP COUNCIL

The NLEI Business Leadership Council (BLC) is comprised of professionals representing top Chicago corporations in various fields involving but not limited to banking, insurance and sales & service. The BLC meets on a bimonthly basis to discuss the status and needs of the rapidly changing labor market, review curriculum, and provide enhancements for programming in order to meet those needs. Moreover, they work with students by hosting career workshops, mock job interviews, and company tours, and by sponsoring on-site observation activities.

ALLIED HEALTH ADVISORY COMMITTEE

The NLEI Allied Health Advisory Committee was created to share ideas regarding emerging trends, needs of community constituents, policies and procedures in the healthcare field and to review any demographic changes that may arise. This advisory committee will strive to not only meet the needs of the community but to meet the ever changing demands of the healthcare industry. Ultimately, the NLEI Allied Health Advisory Committee assists NLEI Allied Health programs and personnel in making their programs effective and efficient according to the needs of the community. Its membership includes medical professionals in the healthcare industry, including medical centers, hospitals and educational institutions, as well as, NLEI students, graduates, faculty, staff, and a member from a non-healthcare provider.

ACADEMIC CALENDAR

Please see Supplement III, Center Schedule, for information on the scheduling of programs.

NLEI HOLIDAYS

New Year's Day	(January 1)
Martin Luther King, Jr. Day	(3rd Monday in January)
Presidents' Day	(3rd Monday in February)
Good Friday	(Friday before Easter Sunday)
Memorial Day	(Last Monday in May)
Independence Day	(July 4)
Labor Day	(1st Monday in September)
Columbus Day	(2nd Monday in October)
Thanksgiving Day	(4th Thursday in November)
Day after Thanksgiving	(4th Friday in November)
Christmas Day	(December 25)
Three Training Center Institutes	(Varied)

ADMISSIONS POLICY

The admission process at National Latino Education Institute is selective. Generally, applicants for the training center must demonstrate that they will be able to benefit from the vocational training programs and/or adult continuing education classes in which they are enrolled. The specific goal of the vocational training programs is to prepare applicants for employment or to enhance their employability. Job placement is the desired outcome of all programs, and job placement services are available free of charge to applicants. Specific requirements and academic prerequisites for individual courses and programs are described in other sections of this catalog.

It is the policy of NLEI not to discriminate on the basis of gender, sexual preference, age, handicap, race, color, religion, marital status, or national and ethnic origin in its educational programs, admissions policies, employment policies, or other school administered programs. This policy is enforced by federal law under Title IX of the Educational Amendments of 1972; Title VI of the Civil Rights Act of 1964; the Americans with Disabilities Act of 1990; sections 503 and 504 of the Rehabilitation Act of 1973; and by other applicable statutes and regulations relating to equality and opportunity. The confidentiality of student academic records is maintained in accordance with the Family Educational Right and Privacy Act of 1974, as amended.

ADMISSIONS REQUIREMENTS AND PROCEDURES

Applicants must meet the requirements listed below for admission:

- All applicants for training and education classes and programs must be beyond the age of compulsory education (at least 18 years of age).
- Applicants must attend, prior to application, an information session that introduces applicants to NLEI and its programs, entrance requirements, and available services. Prospective students may call (773) 247-0707. Registration is not required. Refer to other sections of this catalog for course, registration, and prerequisite information.
- Applicants must take the TABE test in Reading, Mathematics Computation, Applied Mathematics, and Language. The results of the tests are considered in making the admission decision.
- A high school diploma or GED certificate is required for vocational training programs.
- Students in the vocational training programs who claim to be a high school graduate or holder of a valid GED certificate are required to provide proof by way of diploma, official transcripts or GED official test results.
- All applicants for NLEI vocational programs must participate in a criminal background check in accordance with the NLEI Program Applicant Criminal Background Check Policy. The results of the criminal background check are considered in making the admission decision.
- As part of the application process for NLEI vocational programs, each applicant must undergo a screening for illegal drug and alcohol use in accordance with the NLEI Program Applicant Drug Testing Policy. The results of the screening for illegal drug and alcohol use are considered in making the admission decision.
- A personal interview with the designated Program Personnel is required for enrollment into our vocational programs. During these interviews, the training programs, the school's and applicant's expectations, rules and requirements, and the applicant's interest and career goals are discussed.
- An applicant, who was previously enrolled in one of NLEI's educational programs and was dismissed from the program for unacceptable behavior, may only be readmitted by the designated personnel after a minimum period of 6 months has transpired since the dismissal. The designated program personnel will determine whether the applicant is likely to make every effort to participate in and benefit from the program and does not demonstrate any further behavioral, tardiness, or absence problems.
- Applications for NLEI programs are accepted on an ongoing basis throughout the year. For fixed entry English as a Second Language and Adult Basic Education classes, the enrollment deadline is the third class of instruction.
- Registration for individual business and technology courses is open to the general public. Schedules and prerequisite information are available in NLEI's Education Department.
- Misrepresentation of any information by an applicant may be cause for denial of admission of that applicant.





STUDENT SERVICES

JOB PLACEMENT ASSISTANCE

Job placement is an important service for participants in all NLEI programs. Job placement services are provided to all students enrolled in NLEI programs. For students enrolled in vocational training programs, job readiness activities are part of the training components. Students work with instructors, Education Department Staff, and the Employment Services Department to prepare them for their job search by assisting in the development of Employment Portfolios (resumes, thank you letters, and references sheet, etc.). Business Professionals also work with students by providing workshops, mock interviews, company tours, and by sponsoring short-term internships and externships or one-day job shadowing.

Job fairs, recruitment and other pre-employment activities are periodically held at NLEI so that students can meet prospective employers to practice job search skills learned during training. Many employers participate and their company sizes range from small to very large. Participating businesses represent a variety of industries and geographic locations. NLEI offers placement service as part of its holistic approach. NLEI cannot guarantee employment, but NLEI is committed to making every effort to assist students obtain employment.

GUIDANCE

Guidance services are provided at no cost to students while they are enrolled in vocational and adult education programs. Guidance services are dependent upon the level of funding received by the institution from outside sources. Students may request and receive referrals to other organizations for human care services.

Academic counseling and support is available to every student enrolled in courses or programs.

STUDENT RECOGNITION

NLEI believes it is appropriate to recognize students who have demonstrated outstanding performance during the course of their training. To this end, NLEI’s faculty and staff review student performance during and at the end of training to select students for recognition in one or more areas. Typical recognition awards cover the areas of attendance and punctuality, academic achievement, outstanding performance in the courses, and professional demeanor.

TRANSCRIPTS

Students may obtain official transcripts by submitting a written request to:

Records Office  
National Latino Education Institute  
2011 W. Pershing Road  
Chicago, IL 60609

NLEI will mail transcripts to the address specified in the written request. Each NLEI student is entitled to one free transcript. A fee of \$5 will be charged for each additional set of transcripts. Students/alumni may also pick up transcripts in person. Same day in-person requests are \$10.00 per transcript.

EDUCATION CENTER RULES AND REGULATIONS

PERSONAL APPEARANCE

Participants in the vocational training programs are required to dress in appropriate conventional business attire. This “dress code” is an intended part of the preparation for successful employment. Personal appearance is a portion of the identified competencies for courses, and it is graded. A specific list of guidelines on appropriate business attire is distributed to all students and available in the Student Handbook.

ATTENDANCE

NLEI requires students to attend classes regularly and punctually. Students must sign an attendance sheet for each course. Attendance is a portion of the identified competencies for each course. Attendance is graded. Poor attendance may result in failing a course. Excessive absences may result in probation, suspension, or dismissal from the program.

PROGRAM PARTICIPANT AND STAFF CONDUCT

Program participants and staff are expected to exhibit conduct appropriate to a business setting. Inappropriate or unacceptable behavior may result in dismissal from the program for program participants. The Department Head may take disciplinary measures after consulting with the appropriate school staff. A written **Notification of Reprimand** may be issued concurrently with a suspension of not more than two (2) days. If the program participant’s conduct is judged to be severe enough to be harmful to the student body, clients, guests and staff, dismissal from the program shall result.

Unacceptable behavior includes any action that interferes with maintaining a safe and comfortable environment for all persons working, learning, or visiting the organization. Examples of unacceptable behavior include, but are not limited to, disruption of classroom activities, verbal abuse, substance abuse, physical altercations, plagiarism (cheating), and theft. In addition, weapons or incapacitating devices are prohibited on or around NLEI premises. Students who possess weapons including but not limited to knives, switch blades, mace, stun guns, firearms, etc., on or around NLEI premises will be dismissed from the program, barred from NLEI premises, and reported to the proper authorities.

NLEI has a zero tolerance policy for cheating and plagiarism. Cheating is defined as using any form of material that assists you with answering questions on classroom assignments or tests and quizzes. Plagiarism is defined as copying someone’s work and claiming it as your own. This includes obtaining answers from a classmate’s paper during a test or quiz. The first offense will result in a mandatory 2-day in-school suspension; zero credit for the assignment, test, or quiz; and a maximum final grade of “C” for the course. The second offense will result in immediate dismissal from the program.

TOBACCO, ALCOHOL AND DRUGS

Smoking is not permitted in any of NLEI’s facilities. Alcoholic beverages and illegal substances are not permitted on the premises. Students suspected of being under the influence of alcohol or illegal drugs during the school day and/or while on the NLEI premises will be subject to the Random Drug Testing for Cause policy. Upon notification, the student must undergo a screening for illegal drug and/or alcohol use in accordance with the NLEI Program Drug Testing Policy. Students found to be under the influence of alcohol or illegal substances while on NLEI premises will be dismissed from training and barred from NLEI premises. Similarly, students who sell or attempt to sell illegal substances or alcohol on NLEI premises will be dismissed from training, barred from NLEI premises, and reported to the proper authorities.

SEXUAL HARASSMENT

NLEI is committed to providing an environment free of sexual harassment and does not tolerate any form of sexual harassment of any student, staff, and/or faculty member, whether male or female. Conduct, whether intentional or unintentional, which results in sexual harassment shall not be tolerated. Anyone found to be engaging in any type of unlawful sexual harassment will be subject to disciplinary action, up to and including dismissal from the program. Dismissed students will be barred from NLEI premises.

DISCRIMINATION AND HARASSMENT

NLEI strongly believes that students, staff, and faculty should be treated with respect and without regards to race, color, sex, religion, national origin, age, disability, veteran status, sexual orientation, or any other prohibited basis. NLEI does not tolerate any form of harassment, joking remarks, or other conduct (including verbal, non-verbal, or physical conduct) that demeans or shows hostility toward an individual based on these prohibited reasons; that creates an intimidating, hostile, or offensive environment; or unreasonably interferes with an individual’s educational opportunities. Discrimination or harassment of an NLEI student, staff, faculty, or other individuals present within NLEI will not be tolerated. Anyone found to be engaging in any type of unlawful discrimination and/or harassment will be subject to disciplinary action, up to and including dismissal from the program. Dismissed students will be barred from NLEI premises.

A student who believes that he or she has been subject to conduct, which may constitute sexual harassment, harassment, and/or discrimination should immediately report the situation to the head of the department or other designated personnel as identified in the student handbook.

CAMPUS SECURITY

NLEI promotes the concept of a safe and secure campus environment in which to study and work. All students are expected to abide by all laws while on campus or in the proximity of NLEI facilities. If any student becomes a victim of any crime, he or she should report the incident to the STEM and Business Education Director at (773) 247-0707 Ext. 226. If the situation is life-threatening, the student may contact the police emergency number of 911. A report of the incident will be completed in accordance with institutional policy. If a student commits any crime while on campus or in the proximity of NLEI property, the student is subject to immediate dismissal or other appropriate action and the proper authorities may be notified.

EQUIPMENT

All students are expected to use training and educational equipment in a careful and appropriate manner. Abuse of equipment will not be tolerated. Students are expected to inform instructors or other appropriate staff of any malfunctions or problems with equipment. In order to work in a computer lab during non-class hours, students must first obtain instructor or administrative approval. Any use of audio-visual equipment must first be approved by administration. Examples include: VCR, DVD Player, TV, CD Players, Projectors, etc.

GRIEVANCE PROCEDURES

NLEI encourages all students to provide the institution with feedback on the quality of its programs, services, and staff. Every reasonable effort shall be made to resolve any problems and disputes in a fair and impartial manner. All students have the right to a fair hearing, and every reasonable effort shall be made to avoid suspension and dismissal through facilitating meetings with all parties involved. In the event that a student is dissatisfied and/or wishes to raise a grievance, he/she may do so by bringing the issue to the attention of the Department Head or other authorized personnel within two (2) business days of its occurrence. NLEI will attempt to informally resolve the grievance.

If after meeting with instructors and/or other appropriate personnel, a student is not satisfied with the outcome of the meetings, the student may request in writing a meeting with the Dean of Accreditation and Curricula within two (2) business days to present his/her grievance. The Dean of Accreditation and Curricula shall come to a decision on the matter within four (4) working days from the receipt of the appealed grievance.

If after meeting with the Dean of Accreditation and Curricula, the student is still not satisfied with the outcome; the student may appeal to the Program Director. If after meeting with the Program Director, the student is still not satisfied with the outcome; the student may appeal to the Executive Director. If after meeting with the Executive Director, the student is still not satisfied with the outcome; the student may appeal to the following agencies.

Illinois Board of Higher Education  
Private Business and Vocational Schools  
431 East Adams  
Springfield IL 62701-1404  
**Institutional Complaint Hotline:** (217) 557-7359  
[www.ibhe.org](http://www.ibhe.org)

Accrediting Council for Independent Colleges and Schools (ACICS)  
750 First Street, NE, Suite 980  
Washington, DC 20002-4241  
Tel: (202) 336-6780  
[www.acics.org](http://www.acics.org)

NLEI EDUCATION AND TRAINING PROGRAMS  
VOCATIONAL TRAINING

BILINGUAL MEDICAL ASSISTANT PROGRAM (BMA):

The 40-week Bilingual Medical Assistant program (BMA) prepares graduates to work in medical assistant positions and will provide training in such areas as anatomy and physiology, medical law and ethics, clinical skills, pharmacology, microcomputer applications, medical office procedures, CPR, and First Aid. This program is conducted in our medical laboratory, computer laboratory, and adjacent classrooms. Upon successful completion of academic course work and laboratory training, eligible students participate in a supervised field practice experience that enable them to apply what they have learned in the classroom. Students will need to complete 160 clock hours in a health care facility which may take place at a medical office, physician’s office, clinic or other related health care facility. BMA program students will not receive any remuneration for the externship experience. Graduates of this program are expected to be eligible to work in a hospital, doctor’s office, or clinic environment. Job responsibilities may range from direct patient contact to insurance billing. Due to the nature of the work of a medical assistant in the allied health field, students participating in the Bilingual Medical Assistant program will be required to undergo: a complete health physical examination/health screening that will ensure the participant’s health status; a drug test; and a criminal background check prior to employment per the requirements of the work force. Bilingual Medical Assisting students are required to wear scrubs as a part of a professional/personal appearance.

During the course of training, students may participate in a number of training-related experiences in addition to their classroom instruction. These activities include, but are not limited to, guest speakers, field trips, mock interviews, on-site visits, and workshops/presentations. These activities are considered to be an integral aspect of training. To successfully complete the BMA program, students are expected to achieve a minimum typing NWPM (net words per minute); to provide a satisfactory employment portfolio including a resume and mock interview summaries; and to take a post placement test.

Graduates of this program may sit for the Certified Medical Assistant (CMA) examination administered by the American Association of Medical Assistants (AAMA). In order to qualify to take the CMA exam through AAMA, the student must have graduated from a Commission on Accreditation of Allied Health Education Programs (CAAHEP) accredited MA program. Upon successfully passing this exam, examinees will hold the Certified Medical Assistant (CMA) credential.

The National Latino Education Institute’s Medical Assisting Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), on recommendation of the Medical Assisting Education Review Board (MAERB).





**Enrollment Prerequisites:** High School diploma or GED. Placement Test results. Admission interview, Successful completion of drug and alcohol test and background screening. Candidates for the BMA program must be able to perform light translation of phrases from Spanish to English.

Course No.	Course Title	Clock Hours***	Credit Hours*	Credit Hours**
MA-AP 100	Anatomy and Physiology I	60	5.0	2.4
MA-AP 110	Anatomy and Physiology II	60	5.0	2.4
MA-CD 100	Career Development	30	2.5	1.2
MA-CS 100	Clinical Skills I	30	2.0	1.2
MA-CS 110	Clinical Skills II	30	2.0	1.2
MA-CS 115	Clinical Skills III	60	4.0	2.4
MA-ENG 100	English	60	6.0	2.4
MA-CIS 100	Introduction to Computer Information Systems	60	4.0	2.4
MA-KBY 100	Keyboarding	60	4.0	2.4
MA-MATH 100	Mathematics	30	3.0	1.2
MA-BK 100	Medical Bookkeeping	30	2.5	1.2
MA-MC 100	Medical Coding	60	5.0	2.4
MA-MLP 100	Medical Laboratory Procedures I	60	4.0	2.4
MA-MLP 110	Medical Laboratory Procedures II	60	4.0	2.4
MA-MLE 100	Medical Law and Ethics	60	6.0	2.4
MA-OP 100	Medical Office Procedures	60	5.0	2.4
MA-MT 100	Medical Terminology I	60	5.0	2.4
MA-MT 110	Medical Terminology II	30	2.5	1.2
MA-MTRN 100	Medical Transcription	60	4.0	2.4
MA-MA 100	Microcomputer Applications	60	4.0	2.4
MA-HR 100	Patient Relations and Professionalism in the Workplace	30	3.0	1.2
MA-PHARM 100	Pharmacology and Medication Administration	60	4.5	2.4
MA-EXT	Externship****	160	5.0	6.4
Total		1270	92.0	50.8

\*These credit hours are quarter credit hours and are determined in accordance with conversion standards used by accrediting agencies.  
\*\* These credit hours are quarter credit hours and are determined in accordance with the standards set by the US Department of Education. These credit hours may be transferred to other institutions of higher education. However, these credit hours are accepted solely at the discretion of the other institution.  
\*\*\*Both calculations of credit hours are based on the identical number of instructional hours.  
\*\*\*\*The externship will be a supervised clinical experience without remuneration at a health care facility.

**BUSINESS DEVELOPMENT PROFESSIONAL PROGRAM (BDP):**



The National Latino Education Institute has created the Business Development Professional program (BDP) as a response to the need for qualified bicultural professionals who possess an awareness and sensitivity to the Latino market and who wish to service the overall Latino market in the Chicago area. The 34-week Business Development Professional program provides specialized courses in an effort to build a foundation of sales, service, and marketing skills in qualified candidates for customer service and sales related positions and to prepare graduates for careers in a broad range of industries, including the following: insurance, finance, energy, telecommunications, and marketing. Upon completion of the 30-week classroom training, students will participate in a 140 clock hour internship in an area business. Employment is the expected outcome of the program and job placement services are provided to all graduates. Occupations for which graduates qualify include, but are not limited to, customer service representative, call center representative, claims representative, personal banker, account representative, telephone banker, sales assistant, sales associate, and marketing assistant. Presentations by representatives of local corporations help guide students in their employment preparation. In addition to appropriate textbooks and other materials, students have access to a

resource center and computer labs.

During the course of training, students may participate in a number of training-related experiences in addition to their classroom instruction. These activities include, but are not limited to, mock interviews, sales simulation, work place observation, on-site visits, and workshops/presentations. These activities are considered to be an integral aspect of training. To successfully complete the BDP program, students are expected to achieve a minimum typing NWPM (net words per minute); to provide a satisfactory employment portfolio including a resume and mock interview summaries; and to take a post placement test.

**Enrollment Prerequisites:** High School diploma or GED. Placement Tests results. Admission interview. Successful completion of drug and alcohol test and background screening.

Course No	Course Title	Clock Hours***	Credit Hours*	Credit Hours**
COM 121	Advanced Business Communication	60	4.0	2.4
CS 136	Applied Customer Service	60	4.0	2.4
CD 130	Business Career Development	60	5.0	2.4
ETH 100	Business Ethics	30	3.0	1.2
MATH 200	Business Mathematics	60	6.0	2.4
COM 130	Business Speech	60	4.0	2.4
COM 110	Business Writing	60	5.0	2.4
CS 135	Customer Service	60	5.0	2.4
OFS 151	Database Management	60	4.0	2.4
OFS 191	Desktop Publishing	30	2.0	1.2
COM 120	Intermediate Business Communication	60	6.0	2.4
KBY 100	Keyboarding I	60	4.0	2.4
CS 140	Marketing 101	60	6.0	2.4
CS 141	Marketing 102	60	6.0	2.4
SPAN 150	Practical Business Spanish for Professionals	60	6.0	2.4
CS 150	Sales 100	60	6.0	2.4
CS 151	Sales 101	60	6.0	2.4
OFS 121	Spreadsheet	60	4.0	2.4
INT 110	Internship****	140	4.5	5.6
Total		1160	90.5	46.4

\*These credit hours are quarter credit hours and are determined in accordance with conversion standards used by accrediting agencies.  
\*\* These credit hours are quarter credit hours and are determined in accordance with the standards set by the US Department of Education. These credit hours may be transferred to other institutions of higher education. However, these credit hours are accepted solely at the discretion of the other institution.  
\*\*\*Both calculations of credit hours are based on the identical number of instructional hours.  
\*\*\*\*The internship will be a supervised experience without remuneration at an area business.

MEDICAL OFFICE SPECIALIST PROGRAM (MOS):



The 40-week Medical Office Specialist (MOS) program prepares graduates to work in entry-level positions in a variety of health care office jobs such as medical office assistant, secretary, receptionist, insurance billing, medical transcriber, administrative assistant, and medical records clerk. Training will be provided in such areas as anatomy and physiology, medical terminology, medical office procedures, insurance billing, CPT/ICD 9 coding, and microcomputer applications. Upon successful completion of academic course work, students will need to complete 80 clock hours in a health care facility which may take place at a hospital medical office, physician's office, clinic or other related health care facility. This supervised field practice experience or externship enables the student to apply the knowledge and skills learned in the classroom. MOS program students will not receive any remuneration for the externship experience. Graduates of this program are expected to be eligible to work in healthcare centers, hospitals, doctor's offices, clinics or medical insurance companies. Due to the nature of work in the allied health field, students participating in the Medical Office Specialist program will be required to undergo: a complete health physical examination/health screening that will ensure the participant's health status; a drug test; and a criminal background check prior to employment per the requirements of the work force.

During the course of training, students may participate in a number of training-related experiences in addition to their classroom instruction. These activities include, but are not limited to, guest speakers, field trips, mock interviews, on-site visits, and workshops/presentations. These activities are considered to be an integral aspect of training. To successfully complete the MOS program, students are expected to achieve a minimum typing NWPM (net words per minute) and ten-key KSPH (keystrokes per hour); to provide a satisfactory employment portfolio including a resume and mock interview summaries; and to take a post placement test. Graduates of this program are eligible to sit for the Certified Medical Office Assistant (MOA) and Certified Insurance and Coding Specialist (ICS) administered through the National Center for Competency Testing (NCCT).

**Enrollment Prerequisites:** High School diploma or GED. Placement Tests results. Admission interview. Successful completion of drug and alcohol test and background screening.

Course No.	Course Title	Clock Hours***	Credit Hours*	Credit Hours**
AH-KBY 102	Advanced Keyboarding for the Medical Office	60	4.0	2.4
MA-AP 100	Anatomy and Physiology I	60	5.0	2.4
MA-AP 110	Anatomy and Physiology II	60	5.0	2.4
AH-MATH 100	Business Mathematics	60	6.0	2.4
MA-CD 100	Career Development	30	2.5	1.2
MA-ENG 100	English	60	6.0	2.4
AH-KBY 101	Intermediate Keyboarding for the Medical Office	60	4.0	2.4
AH-MA 101	Intermediate Microcomputer Applications	60	4.0	2.4
MA-KBY 100	Keyboarding	60	4.0	2.4
AH-MC 100	Medical Coding I	60	5.0	2.4
AH-MC 101	Medical Coding II	60	5.0	2.4
AH-MOS 100	Medical Front Office Skills Lab	50	2.5	2.0
AH-MIB 100	Medical Insurance and Billing	60	5.0	2.4
AH-MLE 100	Medical Law and Ethics	30	3.0	1.2
MA-OP 100	Medical Office Procedures	60	5.0	2.4
MA-MT 100	Medical Terminology I	60	5.0	2.4
MA-MT 110	Medical Terminology II	30	2.5	1.2
MA-MTRN 100	Medical Transcription	60	4.0	2.4
MA-MA 100	Microcomputer Applications	60	4.0	2.4
AH-CIS 100	Microcomputers in the Medical Office I	60	4.0	2.4
AH-CIS 101	Microcomputers in the Medical Office II	60	4.0	2.4
MA-HR 100	Patient Relations and Professionalism in the Workplace	30	3.0	1.2
MOS-EXT 100	Externship****	80	2.5	3.2
Total		1270	95.0	50.8

\*These credit hours are quarter credit hours and are determined in accordance with conversion standards used by accrediting agencies.  
\*\* These credit hours are quarter credit hours and are determined in accordance with the standards set by the US Department of Education. These credit hours may be transferred to other institutions of higher education. However, these credit hours are accepted solely at the discretion of the other institution.  
\*\*\*Both calculations of credit hours are based on the identical number of instructional hours.  
\*\*\*\*The externship will be a supervised administrative experience without remuneration at a health care facility.

ELECTRONIC MEDICAL RECORDS PROGRAM (EMR):

The 25-week Electronic Medical Records (EMR) program prepares graduates to work with electronic medical records and health information in today's competitive healthcare environment. Participants will learn to organize, enter, and manage electronic health information data while ensuring its quality, accuracy, accessibility, and security. Training will be provided in such areas as the medical terminology; history; laws; and ethics of electronic medical records. Students will acquire a working knowledge of electronic medical records through a hands-on experience utilizing integrated practice management and electronic health records software. Upon successful completion of academic course work, students will need to complete 50 contact hours in a health care facility which may take place at a hospital, clinic, or other related health care facility. This supervised field practice experience or externship enables the student to apply the knowledge and skills learned in the classroom. EMR program students will not receive any remuneration for the externship experience. Graduates of this program are expected to be eligible to work in hospitals, clinics, physician offices, nursing care facilities, and other health care facilities. Due to the nature of work in the allied health field, students participating in the Electronic Medical Records program will be required to undergo: a complete health physical examination/health screening that will ensure the participant's health status; a drug test; and a criminal background check prior to employment per the requirements of the work force. After graduating from the program, students are eligible to sit for the Certified Electronic Health Record exam administered through the National Health Career Association (NHA).

To successfully complete the EMR program, students are expected to take a post placement test.

**Enrollment Prerequisites:** High School diploma or GED. Placement Tests results. Admission interview. Successful completion of drug and alcohol test and background screening.

Course No	Course Title	Clock Hours
AH-CIS 050	Computers in Health Information	37.5
AH-EMR 050	Electronic Health Records I	25
AH-EMR 055	Electronic Health Records II	37.5
AH-MIB 050	Introduction to Medical Insurance and Billing	25
AH-MT 050	Medical Terminology for Electronic Health Records	25
EMR-EXT 100	EMR Externship	50
Total		200

PHLEBOTOMY PROGRAM



The 15-week Phlebotomy program prepares graduates to become phlebotomists in today's competitive healthcare environment. Training will be provided in such areas as the medical terminology; anatomy and physiology; history; laws; and ethics of phlebotomy. Students will practice drawing blood samples from people of all ages by venipuncture and dermal puncture. Upon successful completion of academic course work, students will need to complete 50 clock hours in a health care facility which may take place at a laboratory, hospital, physician's office, or other related health care facility. This supervised field practice experience or externship enables the student to apply the knowledge and skills learned in the classroom. Phlebotomy program students will not receive any remuneration for the externship experience. Graduates of this program are expected to be eligible to work in hospital/commercial laboratories, clinics, medical offices, blood banks and other health care facilities. Due to the nature of work in the allied health field, students participating in the Phlebotomy program will be required to undergo: a complete health physical examination/health screening that will ensure the participant's health status; a drug test; and a criminal background check prior to employment per the requirements of the work force. After completing the program, students are eligible to sit for the Certified Phlebotomy Technician Exam (CPT) administered through the National Center for Competency Testing (NCCT).

**Enrollment Prerequisites:** High School diploma or GED. Placement Tests results. Admission interview. Successful completion of drug and alcohol test and background screening.

Course No	Course Title	Clock Hours
AH-PHL 100	Phlebotomy I	25
AH-PHL 101	Phlebotomy II	25
AH-PHL 110	Phlebotomy Externship	50
Total		100



ACADEMIC PROGRESS AND EVALUATION

GRADES

All course work and student performance in vocational training programs are rated using the following grading scale:

Grade	Percent	Honor Points
A	90 -100	4
B	80 - 89	3
C	70 - 79	2
D	60 - 69	1
E	59 and below	0
I	(Incomplete)	0

For all vocational students, a passing grade for a course is a “C” or better; “E”, “D”, and “I” are considered to be non-passing grades for BMA, BDP, MOS, EMR, and Phlebotomy program students. For all adult basic education students, a passing grade for a course is a “D” or better; “E” and “I” are considered to be non-passing grades for GED preparation and other adult education students. This grading scale is listed on each student’s official transcript along with the GPA (grade point average) of the student. Students must achieve a GPA of 2.0 to be eligible for graduation.

UNIT OF CREDIT

NLEI follows US Department of Education guidelines when determining quarter credit hour awards for courses. Quarter credit hours are the number of credit hours assigned to a traditionally delivered course that consists of a minimum of 10 classroom lecture periods of not less than 50 minutes each and which assumes outside reading and/or preparation; 20 laboratory clock hours where classroom theory is applied and explored, or manipulative skills are enhanced; 30 hours of external discipline-related work experience with indirect instructor supervision or employer assessment; or an appropriate combination of all three. Typically, a clock hour consists of no more than 60 minutes but at least 50 minutes of class. Classes meet from two to eight times each week and vary in length from 5/6 weeks to 12 weeks.

TRANSFER CREDIT

Incoming students who have earned course credits at other accredited educational institutions may request that NLEI evaluate and consider awarding proper academic credit for credits earned at those institutions. No more than a total of one-quarter of the credits required for graduation may be transferred from other accredited educational institutions. To obtain information regarding transfer credit, the applicant/student may contact the Education Intake and Records Manager at (773)24-0707 Ext. 257.

The manner in which NLEI will evaluate potential transfer of credit is as follows:

- NLEI education staff will review documentation provided by the student that identifies course work for transfer of credit. Examples of acceptable documentation are official transcripts, certificates, or diplomas. Course work documented through an official transcript may be considered for transfer of credit only if the earned course credits for the courses have a passing grade of a “C” or better.
- Once NLEI staff and the student have identified the courses to be considered for transfer of credit, the student may be given a core competency exam to assess the relationship between the course(s) previously taken by the student and the content of NLEI course curriculum. In the event the student's core competency results are closely matched to the content of NLEI's curriculum, the student will be given credit for the course(s).
- When a student is awarded transfer of credit, he or she will not be required to attend any classes for the course or do any course-related work. The transfer of credit will not be part of the student's GPA at NLEI.

NLEI vocational programs are short and intense in duration and very specific in the skills requirements. Graduation from NLEI programs is based on demonstration of knowledge and ability in specific skill sets. Students will not be assessed any tuition (or fees, as applicable) for courses for which they were awarded credit. **Important:** students should be aware that eligibility for participation in financial aid programs might be affected by the number of hours taken at NLEI.

**Transferability of NLEI course credits:** NLEI students are advised to consult the institution of higher learning to which they may seek to transfer course credits regarding the transferability of any earned course credits to said institution; course credits are not likely to transfer to another institution.

ADVANCED PLACEMENT

At present, advanced placement for incoming students is not available at NLEI.

EXPERIENTIAL LEARNING

NLEI does not award credit based solely on the experiential learning of incoming students.

STANDARDS OF SATISFACTORY PROGRESS

The maximum time frame for successful completion of vocational training programs is based on the Accrediting Council for Independent Colleges and Schools’ (ACICS) standard of satisfactory progress as stated in *Appendix D Standards of Satisfactory Progress* of the *Accreditation Criteria*. This standard states that there is “... a maximum time frame, not to exceed 150% of the normal program length, as defined by the institution, for all programs, in which the educational objective must be successfully completed.”

EVALUATION

Evaluation points in the academic program for measurement of satisfactory academic progress are set at 25%, 50%, and 100% of maximum program length. Grades and progress reports are given at five- or six-week intervals depending on the program.

The following are minimum grade point averages for each evaluation point:

SATISFACTORY ACADEMIC PROGRESS CHART		
Max. Program Length Evaluation Points	Minimum GPA	Min. Credit Hours Completed of Credit Hours Attempted
25%	1.50	55%
50%	1.75	60%
100%	2.00	100%

TRANSFERRING IN AND OUT OF PROGRAMS

Students who have enrolled in a vocational program may decide that they want to transfer from one vocational program to another. They may request that NLEI allow them to transfer from one vocational program to another. This request must be made in writing to the Dean of Accreditation and Curricula and include a specified reason for the request. Should the request for transfer be granted, NLEI will include in the determination of a student’s satisfactory academic progress standing the credits attempted and grades earned that count toward the student’s new program of study. To obtain information regarding transfer from one vocational program to another, the student may contact the Dean of Accreditation and Curricula at (773) 247-0707 Ext. 246.

ACADEMIC PROBATION

Students receiving non-passing grades but meeting the minimum grade point average (GPA) at 25% and 50% of the program length, will be issued a warning letter informing the student that he/she is in danger of not making satisfactory academic progress. The student will also be informed that graduation requirements require a passing grade in each of the program courses. Note that “E”, “D”, and “I” are considered to be non-passing grades for vocational program students; these grades will be used in the calculation of the student’s GPA and will be counted to meet all requirements for satisfactory progress.

Students not meeting the minimum grade point average (GPA) at 25% of program length (1.50 GPA) will be placed on academic probation. Probation at this point may last for twelve weeks, up to completion of 50% of the maximum time frame allowed for training. During the probation period the student must upgrade the skills applicable to the student’s educational objectives so that the recalculated GPA and

successful course completion percentage meet or exceed the minimum requirement. At the 50% point of training, the student must achieve a 1.75 grade point average.

If during the probation period, a student receives permission to repeat a course; this course must be satisfactorily completed within the maximum time frame for completion of the vocational training program. An achievement of minimum competencies for the repeated course must be demonstrated. The higher grade for the repeated course will be calculated in the cumulative GPA and will replace the lower grade. This lower grade will not be included in the calculation of the cumulative GPA. The credit hours for both the first-time course and the repeated course will however be included in the percentage of minimum credit hours completed of credit hours attempted. In all cases, the recalculated GPA and the successful course completion percentage must meet or exceed the minimum requirement.

A student who has received permission to repeat a course and has not completed said course prior to the 50% evaluation point, must nevertheless meet the minimum GPA at the 50% evaluation point.

At the end of 50% of the maximum time frame allowed for training, the institution in order to determine if the student has the desire; the academic ability to progress satisfactorily in the program; and has met the qualitative and quantitative components of the standards of satisfactory progress will conduct an academic evaluation. This evaluation will be conducted to determine both continuation as a regular student and as a non-regular student (extended enrollment status). The evaluation will be conducted by a team consisting of the Education Department Heads, Education Department Staff, and the Dean of Accreditation and Curricula.

Students who fail to meet the minimum academic achievement and successful course completion standards at the 50% point are not eligible for financial aid, may not be placed on probation, and must be dismissed unless they are placed in an extended enrollment status (continuation as a non-regular student). Please review the policies and procedures for Continuation as a Non-Regular Student outlined below. If a student is dismissed, he/she will be refunded all applicable tuition in accordance with NLEI’s refund policy. Students who do not achieve the required GPA at the 100% evaluation point (2.0) shall not receive a certificate of completion.

**EXTENDED ENROLLMENT STATUS**

Students of the training programs who have failed to meet established standards of satisfactory progress; who have failed their probation period; and/or who have not received permission to repeat a course will be officially dismissed from the program. They may, however, request to continue as non-regular students in the program. This request must be made in writing to the Dean of Accreditation and Curricula and with a specified reason for the request and the length of stay in the program requested.

Permission to stay in the program may be granted on the conditions that a) the student has employment as the primary goal for continuing in the program; b) the instructor(s) of the course(s) in which the student is enrolled agree to allow the student to continue as a non-regular student; c) the student makes every effort to participate in and benefit from the program and does not demonstrate behavioral, tardiness, or absence problems; d) the student's performance in the program is not so poor or his/her work so behind that continuation as a non-regular student is futile. Designated program personnel will provide a written plan of action for each student placed on Extended Enrollment Status.

When appropriate, students whose academic deficiencies require other types of course work and remediation not offered at NLEI shall receive referrals from the institution.

A student is allowed to remain in Extended Enrollment Status for a maximum of one term, i.e. one quarter. When the student is reinstated to regular student status, he/she will be placed on probation for one quarter. During the probationary period, academic progress will be closely monitored. Before the student is returned to regular status, the institution, in order to determine if the student has the desire; the academic ability to progress satisfactorily in the program; and has met the qualitative and quantitative components of the standards of satisfactory progress, will conduct an academic evaluation.

While on status as a non-regular student, the student is not eligible for federal student aid and may be charged tuition and fees. In addition, as a non-regular student, the student may be eligible for a refund of the tuition and fees previously paid as a regular student.

**WITHDRAWAL**

Any student who withdraws from any one term of the vocational training programs shall not forfeit his/her grades and credit-hour credits acquired up to the date of withdrawal from that term. The student's record shall reflect the date of withdrawal. Grades and corresponding credits shall be recorded for completed courses only. In the event the student re-enrolls in the same program at a later date, these earned credits will be counted to meet all requirements for satisfactory progress.

As a matter of courtesy, students should give written notification to NLEI (in person or by registered mail) of their intention to withdraw from a program. However, NLEI does not require written notification of withdrawal as a condition for making refunds.

If no notification of withdrawal is received and a student has had an unexplained absence of more than ten (10) consecutive class days, NLEI shall consider the student to have withdrawn from the program. Students who have had an unexplained absence of more than ten (10) consecutive class days are not required to provide written notification of withdrawal. In all cases, the date of withdrawal shall be the last day of attendance.

NLEI shall provide to students written acknowledgment of a student's notification of withdrawal within fifteen (15) calendar days of the postmark date of the notification of withdrawal.

**APPEAL PROCEDURES**

Students may appeal a determination that they are not making satisfactory progress. Steps for making the appeal are as follows:

1. The student must first request to meet with his/her instructor(s) to verify that he/she is in fact failing a course. It is at this point that the student and the instructor discuss the specific requirements for satisfactory progress in the course and the student's performance.
2. If the student is not satisfied with the outcome of his/her discussion with the instructor(s), the student may request to meet with the Department Head to verify that his/her GPA is below the standard for satisfactory progress. At this time, the Department Head shall review the established standards of satisfactory progress with the student and how they are measured. The Department Head shall also review the instructor's evaluation system and instruments for their appropriateness in assigning grades.
4. In the event the student is not satisfied with the outcome (decision) of his/her discussion with the Department Head, the student may appeal to the Dean of Accreditation and Curricula. If after meeting with the Dean of Accreditation and Curricula, the student is still not satisfied with the outcome, the student may appeal to the Program Director. If after meeting with the Program Director, the student is still not satisfied with the outcome, the student may appeal to the Accrediting Council for Independent Colleges and Schools at the following address and telephone number.

Accrediting Council for Independent Colleges and Schools (ACICS)  
750 First Street, NE, Suite 980  
Washington, DC 20002-4241  
Tel: (202) 336-6780

**GRADUATION REQUIREMENTS**

A certificate is awarded upon successful completion of vocational training programs. The requirements for graduation are as follows:

1. A minimum cumulative grade point average of 2.0 is required by the end of training.
2. Students must achieve a passing grade in each of the courses and must have completed all courses required in each respective program.
3. Achievement of minimum competencies specified for each course/program. Among the competencies are minimum typing NWPM and/or ten-key keystrokes per hour, etc. (See Course Syllabi).
4. An encumbered student is one who owes any money to NLEI. Encumbered students will not be permitted to graduate and will not be entitled to receive a certificate until their indebtedness has been paid. A student is financially obligated until the owed tuition and fees is paid in full.
5. An employment portfolio including resume and mock interview summaries, etc. are required for the BMA, BDP, and MOS programs.
6. Students in the BMA, BDP, MOS, and Phlebotomy programs are expected to take a post placement test toward the end of the program/course.

**TUITION**

For information on tuition, please see Supplement II, Tuition, Fees, and Expenses.



**TUITION PAYMENT**

Students who are not fully supported by grants or loans or other forms of financial aid may make tuition payments using cash and/or credit cards. Tuition may be paid in a lump sum or a monthly payment plan may be set up with the Business Office.

**FINANCIAL AID**

NLEI is eligible to participate in Title IV Financial Aid programs (U.S. Department of Education) for eligible students. Only students enrolled in vocational programs of at least 600 clock hours may seek financial aid (through the Pell Grant program, for example). NLEI receives substantial support for its operations through public funding to provide educational programs and job placement services at no cost to those applicants who meet income and other eligibility requirements as set forth by funders. NLEI currently utilizes the following sources of financial aid in assisting its students:

1. The Workforce Innovation Opportunity Act (WIOA) Individual Training Account (ITA) Voucher enables students to participate by sponsoring eligible students for up to the full amount of the program cost. ITA Voucher-sponsored students must meet federal guidelines and are certified eligible prior to enrollment.
2. The Federal Pell Grant Program is a need-based award to help students pay for their education after high school. A student may qualify for a full or partial Pell Grant. A Federal Pell Grant does not have to be paid back.
3. The Federal Supplemental Educational Opportunity Grant (SEOG) is for students with exceptional financial need, and gives priority to students who receive Federal Pell Grants. Like the Pell Grant, the SEOG Grant does not have to be paid back. SEOG grants, unlike Pell grants, are not guaranteed for every eligible student; awards are made based on availability of funds provided by the Department of Education.
4. The Illinois Community College Board disperses federal and state adult education funding based on annual appropriations. These agency funds allow for the provision of educational services to a predetermined number of students in the adult basic education and English as a Second Language programs.
5. Federal Work-Study Program. This program helps students eligible to receive financial aid to earn part of their college expenses by working part-time on or off campus while they are attending college. All work-study awards are based on financial need and availability of funds provided by the Department of Education.
6. William D. Ford Federal Direct Loan (DL)-Federal Student Loans. This program helps students pay for their education after high school by allowing them to borrow money for their college expenses while they are attending college. Students are expected to pay back the total amount of the student loan plus interest once they have stopped attending college.
7. The Montgomery GI Bill program, sometimes known as Chapter 30, provides education benefits to Veterans and Service members who have at least two years of active duty. The amount of assistance varies depending on the GI Bill program you are utilizing. Benefits are generally payable for 10 years following release from honorable active service.

Students will be informed of any changes to the above programs and if any additional financial aid programs become available. For more information on the above financial aid programs, contact the Business Office at (773)247-0707 Ext. 232.

**TUITION REFUND POLICY**

It is the policy of National Latino Education Institute (NLEI) to issue refunds of tuition and fees in a prompt manner. Refunds shall be made within 30 days of the last day of attendance if written notification has been provided to the institution by the student; otherwise, refunds shall be made within 30 days from the date the institution terminates the student or determines that the student has withdrawn. Determination that a student has withdrawn shall be made within 30 days of the last day of attendance. In all instances, refunds shall be computed from the last day of attendance.

When a student enrolls in a program scheduled for more than 12 months and withdraws during the first 12 months, the refund formula shall be based on tuition owed for 12 months. NLEI shall refund 100% of any tuition collected for the obligation beyond the 12 months.

Student fees are not refundable. These include, but are not limited to, application, registration, change of class, late installment payment, late registration, lab, insurance, AAMA Certification, NCCT Certification, CMA review workshop, transcript, materials, scrubs and reinstatement fees.

Any student applying for a program that is cancelled or discontinued by the school shall receive a complete refund of all fees and/or tuition paid.

**First Time, First Year Students – Tuition-Paying or Receiving Financial Aid**

1. If a student in a training program does not begin classes, and fees or tuition have been collected, a refund of tuition or fees shall be made within thirty (30) days of the start of the program. A fee of no more than \$100 may be retained for administrative and recruiting costs.
2. If notice of withdrawal is given after the first day of classes but prior to the end of 10% of the program, NLEI shall retain 10% of the tuition plus mandatory fees to a maximum of \$100 for mandatory fees, and shall refund 90% of the tuition.
3. When notice of withdrawal is given after 11% of the program is completed and up to 20% of the program, NLEI shall retain 20% of tuition plus mandatory fees to a maximum of \$100 for mandatory fees, and shall refund 80% of the tuition.
4. When notice of withdrawal is given after 21% of the program is completed and up to 30% of the program, NLEI shall retain 30% of tuition plus mandatory fees to a maximum of \$100 for mandatory fees, and shall refund 70% of the tuition.
5. When notice of withdrawal is given after 31% of the program is completed and up to 40% of the program, NLEI shall retain 40% of tuition plus mandatory fees to a maximum of \$100 for mandatory fees, and shall refund 60% of the tuition.
6. When notice of withdrawal is given after 41% of the program is completed and up to 50% of the program, NLEI shall retain 50% of tuition plus mandatory fees to a maximum of \$100 for mandatory fees, and shall refund 50% of the tuition.
7. When notice of withdrawal is given after 51% of the program is completed and up to 60% of the program, NLEI shall retain 60% of tuition plus mandatory fees to a maximum of \$100 for mandatory fees, and shall refund 40% of the tuition.
8. When notice of withdrawal is given after 61% of the program is completed, NLEI shall retain full tuition plus mandatory fees, and no refund shall be provided.

**All Other Students – Tuition-Paying or Receiving Financial Aid**

1. If a student does not begin classes and fees or tuition have been collected, a refund of tuition or fees shall be made within thirty (30) days of the start of the program, and an amount not more than \$100 may be retained for administrative and recruiting costs.
2. If notice of withdrawal is given after the first day of classes but prior to the end of 5% of the program, NLEI shall retain \$100 and 10% of the tuition or \$300, whichever is less, and shall refund the remaining balance.
3. When notice of withdrawal is given after 5% of the program is completed but within the first four weeks of classes, NLEI shall refund 80% of the tuition.
5. When notice of withdrawal is given after the end of the fourth week but before completion of 25% of the course, NLEI shall refund 55% of the tuition.
6. When notice of withdrawal is given after 25% of the program has passed but before 50% of the program is completed, NLEI shall refund 30% of the tuition.
7. When notice of withdrawal is given after 50% of the program is completed, NLEI shall retain full tuition, and no refund shall be provided.

CANCELLATION POLICY

A student has the right to cancel his/her decision to enroll until midnight of the fifth business day after the student has been admitted. When notice of cancellation is given before midnight of the fifth business day after the date of enrollment but prior to the first day of class, all monies paid to date shall be refunded to the student. When notice of cancellation is given after midnight of the fifth business day following acceptance but prior to the close of business on the student’s first day of class attendance, NLEI shall retain \$100.

If the right to cancel is not given to any prospective student at the time the agreement is signed, then the student has the right to cancel the agreement at any time and receive a refund on all monies paid to date within 10 days of cancellation. A student, who on personal initiative and without solicitation enrolls, starts, and completes a course of instruction before midnight of the fifth business day after the enrollment agreement is signed, is not subject to the cancellation provisions of this section. Cancellation must be submitted to the authorized official of the school in writing.

COURSE DESCRIPTIONS

**ADVANCED BUSINESS COMMUNICATION (COM 121):** COM 121 provides students with advanced business communication skills that will prepare students for customer service, sales, or marketing positions in the service industry. Emphasis will be placed on learning to proficiently communicate via e-mail; delivering clear, well-organized, and effective persuasive speech presentations; and writing a business plan. Students are introduced to concepts and skills needed to gain a working proficiency in Microsoft Outlook and Microsoft PowerPoint. Practice applications help the students relate the concepts to realistic situations.  
**(60 clock hours; 4.0 credit hours) Prerequisites: COM 110; COM 120.**

**ADVANCED KEYBOARDING FOR THE MEDICAL OFFICE (AH-KBY 102):** This course is a continuation of AH-KBY 101 and focuses on formatting and producing professional looking business and medical documents that convey a favorable image and comply with format guidelines. Correspondence should be prepared free from errors in spelling, punctuation, and word use and prepared in usable, mailable form at job-ready production levels. Emphasis will also be placed on keyboarding with speed and accuracy and achieving good ten-key skills.  
**(60 clock hours; 4 credit hours) Prerequisites: AH-KBY 101.**

**ANATOMY AND PHYSIOLOGY I (MA-AP 100):** This course is a study of the structure and function of the human body in health and disease. Body systems studied include the cell, homeostasis, microbiology, integumentary, musculoskeletal, nervous, endocrine, circulatory, lymphatic, respiratory, digestive, urinary and reproductive.  
**(60 clock hours; 5 credit hours) Prerequisites: None. Corequisites: MA-MT 100.**

**ANATOMY AND PHYSIOLOGY II (MA-AP 110):** This course is a continuation of Anatomy and Physiology I. At the conclusion of the course, students will have the required basic understanding of anatomy and physiology that will allow them to be conversant in medical terminology about the human body, its structure, and functions.  
**(60 clock hours; 5 credit hours) Prerequisites: MA-AP 100. Corequisites: MA-MT 110.**

**APPLIED CUSTOMER SERVICE (CS 136):** CS 136 provides participants the opportunity to practice, enhance, and hone skills utilized in customer service positions. Students will participate in various real world role-playing activities that include effectively communicating with clients via telephone; in face-to-face encounters; and via email. At the conclusion of this course, students should display effective verbal, listening, and presentation skills when interacting with customers.  
**(60 clock hours; 4.0 credit hours) Prerequisites: COM 120; CS 135. Corequisites: COM 121; CS 150.**

**BUSINESS CAREER DEVELOPMENT (CD 130):** This course provides the student with an understanding of career development skills. At the conclusion of this course, students should be able to apply the skills that will enable them to seek gainful employment; retain employment; and plan for a promotion or career change.  
**(60 clock hours; 5.0 credit hours)**

**BUSINESS ETHICS (ETH 100):** This course provides students with an understanding of ethical and social issues that affect contemporary American business including an examination, discussion, and analysis of many types of ethical dilemmas currently encountered in the modern day business environment. Topics include personal honesty, ethical business practices, organizational ethics, conflicts of interest, corporate social responsibility, corporate governance, the role of government in discouraging illegal conduct within organizations, whistle-blowing, and employee privacy.  
**(30 clock hours; 3.0 credit hours)**

**BUSINESS MATHEMATICS (AH-MATH 100):** Mathematics I is designed to cover basic mathematics concepts with an emphasis on developing mathematics skills that can be applied to the solution of practical problems in the healthcare field. Topics to be covered include: a review of decimals and fractions; percents; simple and compound interest; banking services; gross pay and deductions; taxes; purchase requisitions and invoices; discounts; and metrics.  
**(60 clock hours; 6 credit hours)**

**BUSINESS MATHEMATICS (MATH 200):** Mathematics 200 introduces the student to fundamental mathematics skills utilized in a variety of business situations. Topics to be covered include: gross pay and deductions; banking services; simple and compound interest; consumer loans; credit cards; taxes; insurance; investments; sales; and marketing.  
**(60 clock hours; 6.0 credit hours)**



**BUSINESS SPEECH (COM 130):** This course centers on the development of clear, well-organized, effective oral communication, listening, and presentation skills. Students will participate in various role playing activities and topic presentations that will allow them to practice, enhance, and hone their customer service, sales, and marketing skills.  
**(60 clock hours; 4.0 credit hours) Prerequisites: COM 120; COM 121; CS 135; CS 140; CS 150. Corequisites: CS 141; CS 151.**

**BUSINESS WRITING (COM 110):** This introductory course provides students with effective written communication skills necessary for success in business and introduces concepts and skills needed to gain a working proficiency in Microsoft Word. At the conclusion of this class, students should be able to express themselves clearly through business writing and become successful writers of business correspondence used in typical business situations. Using Microsoft Word, participants will write paragraphs, memos, e-mails, agendas, minutes, letters, informal reports and formal reports.  
**(60 clock hours; 5.0 credit hours)**

**CAREER DEVELOPMENT (MA-CD 100):** Discussions encompass how to successfully seek and retain employment by identifying and meeting employers' specifications. Interviewing techniques, resume preparation, interpersonal skills and stress management are studied. Goal setting and career planning are introduced.  
**(30 clock hours; 2.5 credit hours)**

**CLINICAL SKILLS I (MA-CS 100):** This course develops the theory and practical components relating to Universal Precautions, OSHA and CLIA Regulations, aseptic techniques, and instrumentation.  
**(30 clock hours; 2 credit hours)**

**CLINICAL SKILLS II (MA-CS 110):** This course addresses the theory and practical components relating to patient interviewing, vital signs and statistics, visual acuity, and documentation.  
**(30 clock hours; 2 credit hours) Prerequisites: MA-CS 100.**

**CLINICAL SKILLS III (MA-CS 115):** Students will develop the theory and practical aspects relating to preparation of patients, assisting with routine clinical examinations/procedures and documentation. The prevention, recognition and management of emergencies in the health care setting will be addressed. Upon completion of this course the students will be certified in CPR.  
**(60 clock hours; 4 credit hours) Prerequisites: MA-CS 110.**

**COMPUTERS IN HEALTH INFORMATION (AH-CIS 050):** Computers in Health Information is designed to provide the student with a fundamental understanding of the computer and its current role in the medical office as well as provide an introduction to Medisoft Clinical Patient Records and Medisoft Network Professional. It also introduces concepts and skills needed to gain a working knowledge in Microsoft Windows, the Internet, Outlook, and Word. At the conclusion of this class, students will be able to manage files and folders; conduct advance searches using the Internet; effectively manage e-mail messages; schedule appointments and meetings; produce word processed and correctly formatted business memos, agendas, minutes, and letters; and work with patient charts, charges, payments; balances; and searches in Medisoft Clinical Patient Records and Medisoft Network Professional.  
**(37.5 clock hours)**

**CUSTOMER SERVICE (CS 135):** This course provides students with the skills needed to qualify for customer service positions and with an overview of professional opportunities in the customer service industry.  
**(60 clock hours; 5.0 credit hours)**

**DATABASE MANAGEMENT (OFS 151):** Database Management introduces concepts and skills needed to gain a working proficiency in Microsoft Access. Some of the topics covered include tables, forms, queries, filters, reports, labels, sorting records, and relationships. Practice applications of the topics help the students relate the concepts to real world situations. An end-of-term project requires the integration of the various skills taught for a successful conclusion to the course.  
**(60 clock hours; 4.0 credit hours)**

**DESKTOP PUBLISHING (OFS 191):** Desktop Publishing provides an introduction to MS Publisher. Topics to be covered include the creation of business cards, flyers, e-mail letters, letterhead, brochures, newsletters, and Web publications. An end-of-term project requires the integration of the various skills taught for a successful conclusion to the course.  
**(30 clock hours; 2.0 credit hours) Prerequisites: COM 110.**

**ELECTRONIC HEALTH RECORDS I (AH-EMR 050):** This course provides an introduction to integrated practice management and electronic health records (EHRs) software and is also designed to provide an understanding of the use of Electronic Health Records in the medical office. Topics to be covered include: the importance of the Health Insurance Portability and Accountability Act (HIPAA) when it comes to electronic health records; some of the most common threats to the privacy and security of electronic information and ways in which the HITECH Act addresses them; the advantages of tracking patients electronically during a visit; and the medical documentation and billing cycle. Students will utilize Medisoft Clinical Patient Records and Medisoft Network Professional to gain a practical understanding of the patient encounter including scheduling and check-in.  
**(25 clock hours) Prerequisites: AH-MT 050.**

**ELECTRONIC HEALTH RECORDS II (AH-EMR 055):** This course is a continuation of Electronic Health Records I and provides a comprehensive introduction to integrated practice management and electronic health records (EHRs) software. Students will utilize Medisoft Clinical Patient Records and Medisoft Network Professional to gain a practical understanding of the patient encounter including intake, exam documentation, and coding; update insurance carrier information; post charges from an encounter form; manage claims; post insurance payments; manage patient statements; produce, modify, and maintain reports; and complete accounts receivable tasks.  
**(37.5 clock hours) Prerequisites: AH-EMR 050.**

**EMR EXTERNSHIP (EMR-EXT 100):** This course provides experience in a selected physician's office or health care facility. The student is supervised and evaluated by qualified administrative medical personnel. The Electronic Medical Record student will receive exposure to many aspects of the practice management and electronic health records experience.  
**(50 clock hours) Prerequisites: Satisfactory completion of all coursework.**

**ENGLISH (MA-ENG 100):** This course is an overview of the skills required in order to communicate effectively. Areas covered include sentence structure, punctuation, spelling, proofreading, vocabulary, telephone techniques, and listening skills.  
**(60 clock hours; 6 credit hours)**

**EXTERNSHIP (MA-EXT):** This course provides experience in a selected physician's office or health care facility. The student is supervised and evaluated by qualified medical personnel. The Bilingual Medical Assisting student must have an equal exposure of administrative and clinical experience.  
**(160 clock hours; 5 credit hours) Prerequisites: Completion of all coursework.**

**EXTERNSHIP (MOS-EXT 100):** This course provides experience in a selected physician's office or health care facility. The student is supervised and evaluated by qualified administrative medical personnel. The Medical Office Specialist (MOS) student will receive exposure to many aspects of the administrative experience.  
**(80 clock hours; 2.5 credit hours) Prerequisite: Satisfactory completion of all coursework.**

**INTERMEDIATE BUSINESS COMMUNICATION (COM 120):** COM 120 provides students with business communication skills preparing students for customer service/sales positions in the service industry. This course will familiarize students with formal speech preparation, presentation skills, and nonverbal communication. Emphasis will be placed on improving speaking and listening skills. At the conclusion of this course, students should understand and apply business communication skills; be able to express oneself clearly in business oral communications; develop an understanding of the multi-cultural business environment and workplace; and, in particular, develop an awareness and sensitivity to the Latino market.  
**(60 clock hours; 6.0 credit hours)**

**INTERMEDIATE KEYBOARDING FOR THE MEDICAL OFFICE (AH-KBY 101):** This course focuses on keyboarding with speed and accuracy and achieving good ten-key skills. Developing championship techniques through correct drill practice is the goal. Emphasis will also be placed on formatting and producing effective business documents such as memos, letters, simple tables, and unbound reports that convey a favorable image as well as meet style and format guidelines. Correspondence should be prepared free from errors in spelling, punctuation, and word use and prepared in usable, mailable form at job-ready production levels.  
**(60 clock hours; 4 credit hours) Prerequisites: MA-KBY 100.**

**INTERMEDIATE MICROCOMPUTER APPLICATIONS (AH-MA 101):** This course is designed to be a continuation of Microcomputer Applications. Students will study and practice more advanced spreadsheet concepts and skills needed to gain a working proficiency in Microsoft Excel. Topics to be covered in Excel include formulas, in-built functions, charts, styles, templates, Clip Art, shapes, WordArt, SmartArt, and organizational charts. Students will also be introduced to concepts and skills needed to gain a working proficiency in Microsoft Outlook. Emphasis is placed on effectively using the program for e-mail, maintaining a calendar, scheduling appointments, creating a task list, and working with a clock list. Practice applications of the topics help the students relate the concepts to realistic situations.

**(60 clock hours; 4 credit hours) *Prerequisites:* MA-MA 100.**

**INTERNSHIP (INT 110):** This course provides students with an opportunity to gain real life, hands-on-experience in a customer service, sales, and/or marketing business environment. Students are expected to complete 140 hours of work experience with a partner company where the student is supervised and evaluated by qualified personnel.

**(140 clock hours; 4.5 credit hours) *Prerequisites:* Satisfactory completion of all coursework.**

**INTRODUCTION TO COMPUTER INFORMATION SYSTEMS (MA-CIS 100):** This course is designed to provide the student with a fundamental understanding of the computer and its current role in the medical office. Students will use patient billing software to enter patient information; enter transactions; create insurance claims; produce patient statements; enter payments and adjustments; produce reports; create collection letters; and schedule appointments. Practice applications help the students relate the concepts to real-world medical office situations.

**(60 clock hours; 4 credit hours)**

**INTRODUCTION TO MEDICAL INSURANCE AND BILLING (AH-MIB 050):** This course is designed to provide students with an understanding of the content of the various sections of the CMS-1500 claim form for various health plans such as Blue Cross and Blue Shield; Medicare; Medicaid; and TRICARE. Students are expected to gain a sufficient understanding of medical coding and insurance claim forms to enable them to successfully work with Electronic Health Records (EHRs) as used in different healthcare settings. Practice applications help the students relate the concepts to real-world medical office situations.

**(25 clock hours) *Prerequisites:* AH-MT 050.**

**KEYBOARDING (MA-KBY 100):** Keyboarding is a basic course which teaches the fundamental use of a keyboard: learning the letter, numeric, and symbol keys; learning parts and functions of the typewriter/PC; developing basic skills; and building speed with control. Students will attain a minimum accurate speed of 30 wpm.

**(60 clock hours; 4 credit hours)**

**KEYBOARDING I (KBY 100):** This course focuses on keyboarding with speed and accuracy. The efficient input of alphabetic, numeric, and figure information is emphasized. The student has an opportunity to build confidence and develop championship techniques through correct drill practice. Students will also format and produce effective business documents such as memos and letters that convey a favorable image as well as meet style and format guidelines.

**(60 clock hours; 4.0 credit hours)**

**MARKETING 101 (CS 140):** Marketing 101 provides students with the basic marketing skills needed to prepare students for a marketing coordinator and/or marketing assistant position in any industry. At the conclusion of this course, students should understand basic marketing concepts such as the 4 Ps, market profiles, and research.

**(60 clock hours; 6.0 credit hours)**

**MARKETING 102 (CS 141):** This course provides students with an understanding of entrepreneurship, entrepreneurs, and the role of business managers in ensuring effective marketing. At the conclusion of this course, students should understand the sections of a business plan and will plan, organize, format, and write a business plan.

**(60 clock hours; 6.0 credit hours) *Prerequisites:* COM 121; CS 140.**

**MATHEMATICS (MA-MATH 100):** Students develop the skills necessary to perform basic mathematical functions manually and on calculators. Students are introduced to the metric, apothecary, and household systems of measurement; problem solving; and the use of ratio and proportion.

**(30 clock hours; 3 credit hours)**

**MEDICAL BOOKKEEPING (MA-BK 100):** This class will provide training in the manual and electronic preparation of medical billing, accounts payable, bank deposits, and cash balances.

**(30 clock hours; 2.5 credit hours) *Prerequisites:* MA-MATH 100; MA-OP 100.**

**MEDICAL CODING (MA-MC 100):** Students learn to code diseases and procedures according to international classification of methods, schemes, and protocols. They will be able to accurately code medical records according to the standards required by third-party insurers and learn a systematic method of listing and coding of procedures and services performed by physicians.

**(60 clock hours; 5 credit hours) *Prerequisites:* MA-MT 100.**

**MEDICAL CODING I (AH-MC 100):** This course provides in-depth study of the International Classification of Diseases (ICD-9-CM) using sample exercises to develop skill and accuracy in coding in various healthcare settings. Students will apply ICD-9-CM coding guidelines appropriate to the coding situation and will cover coding of all body systems. They will be able to accurately code medical records according to the standards required by third-party insurers and learn a systematic method of listing and coding of diagnoses as determined by health care professionals.

**(60 clock hours; 5 credit hours) *Prerequisites:* MA-MT 100. *Corequisites:* MA-MT 110.**

**MEDICAL CODING II (AH-MC 101):** This course provides in-depth study of the Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS) Level II using sample exercises to develop skill and accuracy in coding in various ambulatory care settings. Students will apply CPT and HCPCS coding guidelines appropriate to the coding situation and will cover coding of all body systems. They will be able to accurately code medical records according to the standards required by third-party insurers and learn a systematic method of listing and coding of procedures and services performed by health care professionals.

**(60 clock hours; 5 credit hours) *Prerequisites:* AH-MC 100; MA-MT 100; MA-MT 110.**

**MEDICAL FRONT OFFICE SKILLS LAB (AH-MOS 100):** Medical Front Office Skills Lab provides participants the opportunity to practice, enhance, and hone skills utilized by medical office professionals. Students, in the role of a Medical Office Specialist, will participate in various real world activities that will simulate an internship performed in the front office of a medical practice.

**(50 clock hours; 2.5 credit hours) *Prerequisites:* AH-CIS 100; AH-CIS 101; MA-MA 100; MA-OP 100; AH-MC 100; AH-MC 101; MA-MTRN 100; AH-MIB 100.**

**MEDICAL INSURANCE AND BILLING (AH-MIB 100):** Medical Insurance and Billing is designed as an insurance billing course that provides an introduction to common third-party payers; insurance terminology; and the medical billing and reimbursement process as practiced in medical practices and hospitals. Students will learn to prepare and process correct and compliant private payer, Medicare, Medicaid, TRICARE, CHAMPVA, and workers' compensation claims. The course also provides an overview of medical office accounting procedures such as the manual and electronic preparation of medical billing; accounts receivable and payable; bank deposits; and cash balances.

**(60 clock hours; 5 credit hours) *Prerequisites:* AH-MATH 100; MA-OP 100; MA-MT 100; MA-MT 110; AH-MC 100.**

***Corequisites:* AH-MC 101.**

**MEDICAL LABORATORY PROCEDURES I (MA-MLP 100):** This is a clinical lecture/laboratory course designed for bilingual medical assisting students. Laboratory studies include, but are not limited to, the collection and handling of specimens and recognition of normal test values for urinalysis, clinical chemistry, medical microbiology, histology, and cytology.

**(60 clock hours; 4 credit hours) *Prerequisites:* MA-AP 100.**

**MEDICAL LABORATORY PROCEDURES II (MA-MLP 110):** This is a clinical laboratory course designed to instruct bilingual medical assisting students in the performance and quality control of tests common to a physician's office. Suggested testing includes, but is not limited to, body fluid chemistry, a complete blood count, coagulation studies, mono testing, strep screening, venipuncture, pregnancy testing, and toxicology testing.

**(60 clock hours; 4 credit hours) *Prerequisites:* MA-MLP 100.**

**MEDICAL LAW AND ETHICS (AH-MLE 100):** Legal and ethical issues commonly encountered by medical office professionals in the delivery of health care are presented. Students will consider standards of ethical conduct toward patients, colleagues and other members of the medical team. Legal responsibility, professional liability, licensing, contracts, and other applications of law in medicine will be included.

**(30 clock hours; 3 credit hours) *Prerequisites:* MA-MT 100; MA-HR 100.**

**MEDICAL LAW AND ETHICS (MA-MLE 100):** Medical Law and Ethics considers standards of ethical conduct toward patients, colleagues and other members of the medical team. Legal responsibility, professional liability, licensing, contracts and other applications of law in medicine will be included.

**(60 clock hours; 6 credit hours) *Prerequisites:* MA-MT 100; MA-HR 100.**

**MEDICAL OFFICE PROCEDURES (MA-OP 100):** The medical office assistant student will learn to perform administrative duties common to a medical facility, including maintaining inventory and facilities; processing mail; using the telephone; scheduling appointments; managing the reception of patients; maintaining patient records; setting up the physician's appointment book; and preparing schedules for the utilization of equipment and personnel.

**(60 clock hours; 5 credit hours) *Prerequisites:* MA-MT 100; MA-HR 100; MA-ENG 100; MA-KBY 100.**



**MEDICAL TERMINOLOGY FOR ELECTRONIC HEALTH RECORDS (AH-MT 050):** This is a lecture course designed to instruct allied health students with no prior knowledge of biology or medicine in the medical terminology utilized in a healthcare setting. Students will engage in activities that will prepare them for practical application of their knowledge as required in working with electronic health records software.  
**(25 clock hours)**

**MEDICAL TERMINOLOGY I (MA-MT 100):** The student will develop knowledge of terminology in the health professions. Emphasis is placed on spelling, pronunciation, and analysis of word elements and terms relating to anatomy, physiology, diagnosis, pathology, procedures, abbreviations, and symptomatic terms that apply to each body system and medical specialty.  
**(60 clock hours; 5 credit hours)**

**MEDICAL TERMINOLOGY II (MA-MT 110):** This course is a continuation of Medical Terminology I. The students will complete the course with a rounded background in the “language” used by medical professionals in the workplace.  
**(30 clock hours; 2.5 credit hours) Prerequisites: MA-MT 100.**

**MEDICAL TRANSCRIPTION (MA-MTRN 100):** Students will develop the listening and retention skills necessary to process medical information through the use of typewriter, computer and dictating equipment with additional emphasis on medical terminology.  
**(60 clock hours; 4 credit hours) Prerequisites: MA-CIS 100 or AH-CIS 100; MA-MT 100; MA-MT 110; MA-AP 100; MA-AP 110.**

**MICROCOMPUTER APPLICATIONS (MA-MA 100):** Microcomputer Applications is designed to enable the skill progression from basic to advanced word processing procedures. Step-by-step methods are taught for creating, editing, and printing documents. Document production with graphics and elementary spreadsheet development are introduced.  
**(60 clock hours; 4 credit hours)**

**MICROCOMPUTERS IN THE MEDICAL OFFICE I (AH-CIS 100):** This course is designed to provide an understanding of the use of microcomputers in the medical office and to develop a fundamental understanding of the computer including a basic working knowledge of the operating system. Students will use patient billing software to enter patient information; enter transactions; create insurance claims; produce patient statements; enter payments and adjustments; and produce reports. Practice applications help the students relate the concepts to real-world medical office situations.  
**(60 clock hours; 4 credit hours)**

**MICROCOMPUTERS IN THE MEDICAL OFFICE II (AH-CIS 101):** This course is a continuation of Microcomputers in the Medical Office I which is designed to provide an understanding of the use of microcomputers in the medical office. Students will use patient billing software to create collection letters; schedule appointments; and produce reports. They will also gain an understanding of the ways in which Electronic Health Records (EHRs) are used in different healthcare settings. Practice applications help the students relate the concepts to real-world medical office situations.  
**(60 clock hours; 4 credit hours) Prerequisites: AH-CIS 100. Corequisites: MA-MA 100.**

**PATIENT RELATIONS AND PROFESSIONALISM IN THE WORKPLACE (MA-HR 100):** This course is a basic study in the ways a medical assistant relates to patients. Topics include communications techniques, relations with coworkers, prejudice, and sexual harassment. The course offers practical instruction in handling difficult situations and solving basic problems.  
**(30 clock hours; 3 credit hours)**

**PHARMACOLOGY AND MEDICATION ADMINISTRATION (MA-PHARM 100):**  
This course focuses on the skills necessary to safely and properly administer medications. Pharmacology mathematics and administration techniques are stressed. Apothecary, household, and metric systems are studied, as well as the mathematical conversions between these systems. Calculations of dosages are studied in-depth. Administration techniques, including preparing oral, topical, and injectable medications, are studied. Students will use various types of syringes and needles and will give intradermal, subcutaneous, and intramuscular injections. Safety and precision are stressed. The Controlled Substances Act and regulations regarding drug schedules, storage and administration, and disposal of drugs will be included.  
**(60 clock hours; 4.5 credit hours) Prerequisites: MA-MATH 100; MA-MT 100.**

**PHLEBOTOMY I (AH-PHL 100):** This is an introductory lecture course designed to instruct phlebotomy students in the medical terminology; anatomy and physiology; history; laws; and ethics of phlebotomy, perform EKG, Vital Signs and Urinalysis. Specimen collection equipment utilized by a phlebotomist in a laboratory, hospital, or clinic setting is discussed.  
**(25 clock hours)**

**PHLEBOTOMY II (AH-PHL 101):** This is a continuation of Phlebotomy I. Students will be trained to draw blood samples from people of all ages by venipuncture and dermal puncture as needed for medical tests, blood donations, and therapeutic collections. They will also learn how to handle and process special specimens.  
**(25 clock hours) Prerequisites: AH-PHL 100.**

**PHLEBOTOMY EXTERNSHIP (AH-PHL 110):** This course provides experience in a selected laboratory, hospital, physician's office or health care facility. The student is supervised and evaluated by qualified medical personnel. The Phlebotomy student will receive exposure to many aspects of the phlebotomy clinical laboratory experience.  
**(50 clock hours) Prerequisites: Satisfactory completion of all coursework.**

**PRACTICAL BUSINESS SPANISH FOR PROFESSIONALS (SPAN 150):** *Practical Business Spanish for Professionals* will teach Spanish phraseology used in the fields of banking, insurance, advertising, marketing, utilities and commerce and will provide a survey of the fundamentals of the Spanish language as used in business. Emphasis will be placed on developing effective business Spanish speaking and listening skills.  
**(60 clock hours; 6.0 credit hours)**

**SALES 100 (CS 150):** Sales 100 provides students with the foundational sales skills needed for Sales 101. At the conclusion of this course, students should understand and apply basic sales skills such as product knowledge, discovering customer needs, effective listening skills, effective questioning skills, and basic negotiating skills. The ability to handle objections, rejection and change will also be developed and demonstrated by students.  
**(60 clock hours; 6.0 credit hours)**

**SALES 101 (CS 151):** Sales 101 provides students with the advanced sales skills necessary for a sales position in the service industry. At the conclusion of this course, students should understand and apply advanced sales skills such as Consultative Selling, Sales Planning, Prospecting, Portfolio/Territory Management and Development through Targeted Prospecting/Marketing, Expanding Relationships through Customer Profiling, and Advanced Negotiation Skills.  
**(60 clock hours; 6.0 credit hours) Prerequisites: CS 150.**

**SPREADSHEET (OFS 121):** Spreadsheet introduces concepts and skills needed to gain a working proficiency in Microsoft Excel. Topics to be covered include formulas, in-built functions, charts, styles, templates, Clip Art, shapes, WordArt, SmartArt, and organizational charts. Practice applications of the topics help the students relate the concepts to realistic situations. An end-of-term project requires the integration of the various skills taught for a successful conclusion to the course.  
**(60 clock hours; 4.0 credit hours)**



ADULT BASIC EDUCATION

NLEI offers Adult Basic and Secondary Education, Business, and Technology courses to adults 18 years of age and older, regardless of their educational background. Based on need and educational achievement, plans are made with each student to meet individual goals. Students who are 18 years of age need to provide documentation such as a letter of release stating that the student has been formally separated from their respective high school.

Certificates or diplomas are not issued by NLEI for these courses and programs. Students may enroll and re-enroll in classes of interest to them as long as the class remains open and the deadline date for enrollment has not passed. Students enrolled in English-as-a-Second Language or Citizenship courses may pass from one class to another only with the instructor's permission; e.g. from ESL 100 to ESL 200.

Based on in-class participation, tests, and other assignments, instructors for Adult Education courses shall determine whether a student has achieved the learning objectives of the course(s) and will issue letter grades.

In order to satisfactorily complete an ABE course, students are expected to take a post placement test toward the end of the program/course.

The institution shall maintain a file/record for each student and the courses he/she has enrolled in and completed.

ACADEMIC SKILLS TRAINING

The Academic Skills Training program prepares students to acquire strong basic academic skills for entry-level positions in clerical jobs and simultaneously prepares students to complete their high school education (GED). Employment and/or attainment of the GED are expected outcomes of the program. Job placement services are provided to all students requesting them. Contact with representatives of local corporations through career planning seminars help guide students in their educational and employment preparation. This is a 20-week program. Enrollment Prerequisites: Placement test results; Admission interview.

Core Courses for Academic Skills Training

Depending on students' need and demand, some, but not all, of these core courses may be offered in the program.

Course No	Course Title	Clock Hours
CD 100	Career Planning Seminars	40
GED 050	GED Preparation	80
OFS 103	Keyboarding	160
MATH 103	Mathematics	80
RDG 050	Reading Comprehension	100
OFS 111	Word Processing	100
COM 050	Writing Skills	100
Total		660

A total of 660 hours is required for satisfactory completion of the complete program.

CUSTOMER RELATIONS TRAINING

This 10-week program prepares students to obtain entry-level positions in the customer service field. Courses provide a foundation in customer service skills. Students will build keyboarding skills where speed and accuracy will be stressed. In addition, students will receive instruction in Career Development and writing. Graduates will be qualified for positions that include customer service characteristics. Employment is the expected outcome of the program and job placement services are provided to all students. In addition to appropriate textbooks and other materials, students have access to a resource center and computer labs.

During the course of training, students may participate in a number of training-related experiences in addition to their classroom instruction. These activities include, but are not limited to, mock interviews, field trips, and workshops/presentations. These activities are considered to be an integral aspect of training. Students are expected to be punctual to all appointments scheduled on their behalf.

Core Courses for Customer Relations Training

Course No.	Course Title	Clock Hours
CS 100	Customer Service Basics I	50
CS 101	Customer Service Basics II	50
CD 105	Fundamentals of Career Development	25
OFS 010	Keyboarding Basics	25
COM 070	Writing for the Business World	30
TOTAL		180

PREVOCATIONAL TRAINING

Prevocational Training at NLEI prepares students for entry into adult continuing education or vocational training programs. Course work is centered on strengthening basic skills in reading, writing, and mathematics. While in training students explore career options and work hands-on with personal computers. Students may re-enroll in this program. This is a 20-week program. Enrollment Prerequisites: Placement test results; Admission interview.

Core Courses for Prevocational Training

Depending on students' need and demand, some, but not all, of these core courses may be offered in the program.

Course No	Course Title	Clock Hours
CD 050	Career Exploration	20
MATH 050	Developmental Mathematics Skills	100
RDG 030	Developmental Reading Skills	100
COM 030	Developmental Writing Skills	100
OFS 050	Introduction to Keyboarding Skills on the PC	80
PC 050	Introduction to Personal Computer Applications	80
Total		480



GED PREPARATION COURSES

GED preparation courses offer students basic reading, writing, mathematics, science, social studies, and Constitution instructions at varying levels. These courses prepare students for the GED Test and can be repeated as needed. Depending on students’ need and demand, some, but not all, of these core courses may be offered in a customized sequence of courses. Upon registering to take the GED test, students are to indicate on the application that they took preparation courses at NLEI.

Core Courses For GED Preparation

Course No	Course Title	Clock Hours
MATH 050	Developmental Mathematics Skills	100
RDG 030	Developmental Reading Skills	100
COM 030	Developmental Writing Skills	100
GED 050	GED Preparation	80
GED PREP 100	GED Preparation I	50
GED PREP 105	GED Preparation II	50
MATH 103	Mathematics	80
MATH 100	Mathematics I	50
MATH 102	Mathematics II	100
MATH 105	Mathematics III	50
RDG 050	Reading Comprehension	100
US 050	US Constitution	20
COM 050	Writing Skills	100

ENGLISH AS A SECOND LANGUAGE AND CIVICS COURSES

ENGLISH AS A SECOND LANGUAGE PROGRAMS

The English as a Second Language classes are designed for adults (18 years of age and older), regardless of their educational background. These courses are designed to address the English as a Second Language and Citizenship needs of Latinos residing in and around Chicago's South Side neighborhoods. English as a Second Language (ESL) are individual classes that provide instruction for students whose primary language is other than English. Citizenship classes are offered to help students acquire basic knowledge in Constitution and U.S. History necessary to satisfy requirements for citizenship. All courses may be repeated.

Course No	Course Title	Clock Hours
US 070	Citizenship	72
ESL 100	English as a Second Language for Beginners	108
ESL 200	English as a Second Language for Advanced Beginners	108
ESL 300	English as a Second Language for Intermediate Learners	108
ESL 400	English as a Second Language for Advanced Intermediate Learners	108

BUSINESS AND TECHNOLOGY COURSES

Students may enroll in individual courses listed in this catalog under the adult education and vocational training sections. These courses are designed for adult learners who wish to prepare for the changing job market and engage in lifelong learning. Schedules vary throughout the year, and courses will be held during the day or evening. Interested students may contact the institution for schedule information. In addition, NLEI offers the following courses of interest to adults who wish to enhance their technology skills or brush up on their skills in preparation for a job search. Individual courses must have sufficient enrollment in order to run.

Course No	Course Title	Clock Hours
OFS 110	Word Processing I	50
OFS 120	Spreadsheet	50
OFS 150	Database	50
PC 050	Introduction to Personal Computer Applications	80

COURSE DESCRIPTIONS

**CAREER EXPLORATION (CD 050):** The participants will be introduced to assessment tools available to explore different types of careers and to organize a job search for the position that will be most satisfying and rewarding for each participant. **(20 clock hours)**

**CAREER PLANNING SEMINARS (CD 100):** Preparation for job search, career making, problem solving and telephone etiquette. Students record and critique videotaped mock interviews. **(40 clock hours)**

**CITIZENSHIP (US 070):** This course provides a general overview of American history, the foundation of the U.S. government and its branches along with the relationship between federal, state and local government. In addition, participants receive information concerning the naturalization process. Participants also receive practice in oral and written English language skills. **(72 clock hours)** *Prerequisites:* Eligibility for citizenship; basic knowledge of the English language.

**CUSTOMER SERVICE BASICS I (CS 100):** Customer Service Basics provides students with the entry-level customer service skills needed in call centers. At the conclusion of this course, students should understand and apply basic sales skills such as product knowledge, discovering customer needs, effective listening skills, and effective questioning skills. The ability to handle objections will also be developed and demonstrated by students. This class also includes a component in telephone techniques. Knowing good telephone techniques is essential to any customer service position. **(50 clock hours)**

**CUSTOMER SERVICE BASICS II (CS 101):** This course continues to provide students with the skills needed to qualify for customer service positions. At the conclusion of this course, students should understand and apply basic customer service skills such as effective communication, listening, and telephone skills; handling customers in a manner that ensures a positive outcome; and handling customers in a manner that builds trust and loyalty in the customer. The ability to handle objections, manage stress, and utilize effective time management techniques will also be developed and demonstrated by students. **(50 clock hours)** *Prerequisites:* CS 100.

**DATABASE (OFS 150):** Database introduces concepts and skills needed to gain basic proficiency in Access. Practice applications help the student relate the concepts to real work situations. An end-of-term project requires that students integrate the skills they have learned. **(50 clock hours)**

**DEVELOPMENTAL MATHEMATICS SKILLS (MATH 050):** This course is designed to assist students in developing the mathematical skills required for employment and for daily living. Students will be given instructions and practice materials relating to the four basic processes of addition, subtraction, multiplication, and division. These four processes will be used with whole numbers, decimals, fractions, percents, algebra, geometry, measurements, signed numbers, analytical data, and word problems. Students will learn mathematical terms and will learn how to recognize the proper process to be used in any given problem. **(100 clock hours)**

**DEVELOPMENTAL READING SKILLS (RDG 030):** This course is designed to assist students in developing basic reading comprehension skills needed for employment, for daily living, and for passing the GED TEST. Students will be given instruction in and practice materials for helping increase their vocabulary and reading comprehension. They will work with both fiction and nonfiction; with prose, poetry, drama, newspapers, and periodicals; and with classical and contemporary authors. Some emphasis will be placed on reading charts, graphs, and maps as a consumer skill. One objective is to get them to read more on their own and to enjoy a wide variety of reading topics. The major objective, of course, is to get them to pass the reading portion of the GED. Some self-paced computer software may be used to enhance classroom instruction. **(100 clock hours)**

**DEVELOPMENTAL WRITING SKILLS (COM 030):** This course is provided for students whose basic literary skills need to be improved before they can pass the GED Test or find suitable employment. The emphasis is on a rigorous review of grammar as an aid in writing sentences and paragraphs that will allow them to communicate appropriately with family, friends, and business associates. For those lacking a GED, of course, the passage of that test is of prime concern. **(100 clock hours)**

**ENGLISH AS A SECOND LANGUAGE FOR BEGINNERS (ESL 100):** ESL 100 teaches basic survival language skills in English. This course offers students individualized attention to improve reading, writing, and conversational skills at each student's pace and level. (108 clock hours)  
*Prerequisites:* BEST Literacy Test score 0-35.

**ENGLISH AS A SECOND LANGUAGE FOR ADVANCED BEGINNERS (ESL 200):** ESL 200 helps students learn language skills they can apply in daily real life situations. This course introduces more complex grammatical and vocabulary skills. Listening comprehension and reading skills are emphasized in addition to conversational practice in small groups. **(108 clock hours)** *Prerequisites:* BEST Literacy Test score 36-46.

**ENGLISH AS A SECOND LANGUAGE FOR INTERMEDIATE LEARNERS (ESL 300):** ESL 300 is an intermediate English language course. Instruction in listening comprehension and conversational skills is intensified as students work in smaller groups. **(108 clock hours)** *Prerequisites:* BEST Literacy Test score 47-72.

**ENGLISH AS A SECOND LANGUAGE FOR ADVANCED INTERMEDIATE LEARNERS (ESL 400):** ESL 400 offers preparation for continued learning, such as the GED examination or vocational training. Students work on correct pronunciation, vocabulary, and grammatical skills in social and work situations. **(108 clock hours)** *Prerequisites:* Completion of ESL 300.

**FUNDAMENTALS OF CAREER DEVELOPMENT (CD 105):** This course is designed to teach students the skills necessary to find and obtain an entry-level position. Topics to be covered include resumes, cover letters, job applications, and interviewing techniques. **(25 clock hours)**

**GED PREPARATION (GED 050):** Critical thinking, analysis and evaluation of written material, and test-taking skills are developed in preparation for the GED examination. Material from primarily the Writing, Social Studies and Science sections of the GED topics are covered. **(80 clock hours)**

**GED PREPARATION I (GED PREP 100):** GED Preparation I provides a thorough review of topics included in the Social Studies portion of the GED Test. Critical thinking, analysis and evaluation of written material, and test-taking skills are developed and applied to the five Social Studies topics. **(50 clock hours)**

**GED PREPARATION II (GED PREP 105):** GED Preparation II provides a thorough review of topics included in the Science portion of the GED Test. Critical thinking, analysis and evaluation of written material, and test-taking skills are developed and applied to the four Science topics. **(50 clock hours)**

**INTRODUCTION TO KEYBOARDING SKILLS ON THE PC (OFS 050):** This course introduces students to the basic concepts of keyboarding on the personal computer. Emphasis is placed on students learning the home row keys and the key pad through the touch method. **(80 clock hours)**

**INTRODUCTION TO PERSONAL COMPUTER APPLICATIONS (PC 050):** Students are introduced to the personal computer and its various business applications. Students learn how to create, store, and retrieve data through basic computer commands. **(80 clock hours)**

**KEYBOARDING (OFS 103):** This course introduces the basic concepts of keyboarding. Emphasis is placed on proficiency and accuracy in typing the alphabetic and numeric keys. Students expand their skills by formatting business correspondence such as letters, memos, reports and tables. **(160 clock hours)**

**KEYBOARDING BASICS (OFS 010):** Keyboarding with speed and accuracy is the focus of this course. The efficient input of alphabetic information, developed through championship techniques and correct drill practice, is a major component. **(25 clock hours)**



**MATHEMATICS (MATH 103):** Whole numbers, basic math operations, percents, metric measurements, relationship of decimals/ fractions/percents, converting measurements, working with charts/graphs/tables, algebra, geometry, signed numbers, proportions, and probability are among the topics to be covered in this class. The emphasis will be on setting up and solving problems in a word problem structure.  
**(80 clock hours)**

**MATHEMATICS I (MATH 100):** Whole numbers, basic math operations, decimals, fractions, ratios, proportions, and probability are taught with a focus on using the skills in word problems. A specific calculator (Casio fx260) will be used to help the students prepare for passing the GED.  
**(50 clock hours)**

**MATHEMATICS II (MATH 102):** Decimals, fractions and percentages are covered in depth with a focus on their business applications. Algebra and geometry are taught for students preparing for the GED examination.  
**(100 clock hours)**

**MATHEMATICS III (MATH 105):** Percents, metric measurements, relationship of decimals/ fractions/percents, converting measurements, reading meters, working with charts/graphs/tables, algebra, geometry, square roots, exponents, signed numbers, coordinates, linear equations, and scientific notation are among the topics to be covered in this class. The emphasis will be on setting up and solving problems in a word problem structure. There will be continued use of the Casio fx260 calculator as a means to passing the GED Mathematics test.  
**(50 clock hours)**

**READING COMPREHENSION (RDG 050):** This course will help students develop their reading skills by practicing vocabulary building, comprehension, and retention of what is read. They will work to develop their skills in comprehension, application, analysis, and synthesis relating to literary text and nonfiction prose. The goal is to pass the Language Arts, Reading part of the GED test.  
**(100 clock hours)**

**SPREADSHEET (OFS 120):** Spreadsheet introduces concepts and skills needed to gain a basic proficiency in Microsoft Excel. Practice applications help the students relate the concepts to realistic situations. An end-of-term project requires the integration of the skills taught for a successful conclusion to the course.  
**(50 clock hours)**

**U.S. CONSTITUTION (US 050):** This course is designed to prepare students to satisfy the Constitution requirement of the GED exam. Students will study the Declaration of Independence, the Constitution of the United States, the Illinois State Constitution, and the United States Flag in order to pass the Constitution exam required for passage of the GED exam.  
**(20 clock hours)**

**WORD PROCESSING (OFS 111):** This course gives a thorough introduction to word processing. Students learn and practice word processing with emphasis on proficiency in speed and formatting business correspondence.  
**(100 clock hours)**

**WORD PROCESSING I (OFS 110):** Word Processing I provides a quick introduction to MS Word and then proceeds into the most frequently used word processing skills used in offices today. Formatting, headers and footers, columns, charts, and merging documents are some of the topics covered.  
**(50 clock hours)**

**WRITING FOR THE BUSINESS WORLD (COM 070):** This course reviews basic elements of business communication and writing. Topics to be covered include: writing effective paragraphs and memos; completing business forms; and taking notes.  
**(30 clock hours)**

**WRITING SKILLS (COM 050):** This course is designed to help students reach the appropriate writing proficiency for success on the GED Language Arts, Writing test. Emphasis will be placed on organization, sentence structure, usage of words, and mechanics. There will be extensive writing practice to help students pass the essay part of the writing test.  
**(100 clock hours)**

NOTICE TO ENROLLED STUDENTS

The following is a list and description of required disclosures and information on how to obtain them:

FERPA

The Family Educational Rights and Privacy Act (FERPA) of 1974 was established to protect the privacy of student educational records, to guarantee the student the opportunity to review, inspect, and, when necessary, to challenge the accuracy of his or her educational records through formal procedures. This process also provides the opportunity to the student to request the amendment of his or her educational record which has been determined to be inaccurate, misleading, or otherwise in violation of that student’s privacy or other rights. A copy of the complete and detailed FERPA policy and procedures used by NLEI is available upon request by contacting the Education Intake and Records Manager at Ext. 257.

AVAILABLE FINANCIAL ASSISTANCE

- 1. Financial aid is available in three major types:
  - a. Grants. These are known as “gift aid” which does not have to be paid back.
  - b. Work Study. These are employment programs which allow the student to work to earn money to help pay for college expenses.
  - c. Student Loans. These allow students to borrow money to help pay for college expenses. Loans are required to be paid back.
- 2. A copy of the full description of available financial assistance is available upon request by contacting the Financial Aid Office.

COMPLETION/GRADUATION RATE

Information regarding completion or graduation rate of the cohort of certificate seeking, full-time undergraduates who graduated or completed their program within 150% of the normal time for graduation or completion is available. A copy of the completion/graduation rates is available upon request by contacting the Dean of Accreditation and Curricula at Ext. 246.

CAMPUS SECURITY REPORT

A copy of NLEI’s Campus Security Report is available to prospective or current students or employees. The Campus Security Report includes statistics for the previous 4 most recent calendar years concerning reported crimes that occurred on-campus; on property owned or controlled by NLEI; and on public property within, or immediately adjacent to and accessible from, the campus. The report also includes institutional policies concerning campus security, such as policies concerning student conduct, tobacco, alcohol, drugs, sexual harassment, sexual assault, discrimination, and other matters. Upon request, a paper copy of NLEI’s Campus Security Report may be obtained by contacting the STEM and Business Education Director at Ext. 226.

INSTITUTIONAL INFORMATION

COST OF ATTENDANCE

The cost of attendance for the various programs includes some of the following items: Tuition, Registration Fee, Certification Exam Fee, Lab Fee and Insurance; books; and materials. The Cost of Attendance for each individual program may be found in Supplement II: Tuition, Fees, and Expenses.

Tuition varies from one program to the other. Typically tuition is charged for an entire program except in the case of adult education courses. However, students interested in taking single courses for the certificate programs are charged per quarter credit hour. The tuition rate is \$185 per credit hour for the Bilingual Medical Assistant program and \$145 per credit hour for the Business Development Professional and Medical Office Specialist programs.

The Registration Fee for certificate and vocational programs, if applicable, is \$100 and for adult education courses is \$25. The Registration Fee is nonrefundable.

Other Fees:

The following fees are assessed when applicable:

CMA Exam Fee	\$125	Materials fee	\$160
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NCCT Exam Fee	\$90	CMA Review Workshop	\$75
Lab Fee and Insurance	\$150	Scrubs	\$50

To obtain additional information the student may contact the Education Intake and Records Manager at (773)247-0707 Ext. 257.

**REFUND POLICY**

It is the policy of NLEI to issue refunds of tuition and fees in a prompt manner. Refunds shall be made within 30 days of the last day of attendance if written notification has been provided to the institution by the student; otherwise, refunds shall be made within 30 days from the date the institution terminates the student or determines that the student has withdrawn. Determination that a student has withdrawn shall be made within 30 days of the last day of attendance. In all instances, refunds shall be computed from the last day of attendance.

Student fees are not refundable. These include, but are not limited to, application, registration, change of class, late installment payment, late registration, lab, insurance, AAMA Certification, NCCT Certification, CMA review workshop, transcript, materials, scrubs and reinstatement.

Additional information regarding NLEI’s Refund Policy may be found on pages 19-20. For more information, contact the Business Office at (773)247-0707 Ext. 232.

**ACADEMIC PROGRAMS**

NLEI offers certificate level programs; vocational programs; and adult education programs and courses.

<b>Certificate</b>	<b>Vocational</b>
Bilingual Medical Assistant	Electronic Medical Records
Business Development Professional	Phlebotomy
Medical Office Specialist	Basic Nurse Assistant
<b>Adult Education</b>	
Academic Skills Training	English as a Second Language
Business and Technology	GED Preparation Courses
Customer Relations	Prevocational Training
Citizenship	

To obtain additional information the student may contact the Education Intake and Records Manager at Ext. 257.

**ACCREDITATION AND LICENSING ENTITIES**

Accredited by the Accrediting Council for Independent Colleges and Schools to award certificates. The Accrediting Council for Independent Colleges and Schools is listed as a nationally recognized accrediting agency by the United States Department of Education and is recognized by the Council for Higher Education Accreditation. Questions concerning National Latino Education Institute’s accreditation may be directed to ACICS at the following address: ACICS, 750 First Street, NE Suite 980, Washington, DC, 20002-4241, 202-336-6780, [www.acics.org](http://www.acics.org)

The National Latino Education Institute’s Certificate Medical Assisting Program is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of the Medical Assisting Education Review Board (MAERB). Commission on Accreditation of Allied Health Education Programs, 1361 Park Street, Clearwater, FL 33756, 727-210-2350.

National Latino Education Institute is approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education. 431 East Adams, 2nd Floor, Springfield, Illinois 62701-1404, 217-782-2551, [www.ibhe.org](http://www.ibhe.org)

Evidence of the institution’s accreditation and licensing entities are available upon request by contacting the Dean of Accreditation and Curricula at Ext. 246.

**FACILITIES FOR DISABLED STUDENTS**

National Latino Education Institute does not discriminate on the basis of disability in its educational programs, admissions policies, employment policies, or other school administered programs. This policy is enforced by federal law under the Americans with Disabilities Act of 1990; section 504 of the Rehabilitation Act of 1973; and by other applicable statutes and regulations relating to equality and opportunity. NLEI is committed to provide, on a flexible and individualized basis, reasonable accommodations to students who have disabilities that may affect their ability to participate in class activities or to meet class requirements. Students with disabilities are encouraged to contact the ADA Coordinator at 773-247-0707 Ext. 228 to discuss their needs for accommodations.

NLEI is committed to making its facilities accessible as required by applicable law. A ramp by the main entrance is provided for disabled students and students have access to the second floor by an elevator. The bathrooms are equipped for disabled students and our computer labs and classes are big enough to accommodate disabled students. Students are able to access all classes via ramp on the second floor where there are stairs for non-disabled students.



STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

ACADEMIC SKILLS TRAINING COURSES (AST)

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	0
(2A)	Number of additional students during the year due to new starts	178
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	178
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	138
(4C)	Number of students who withdrew from the school	40
(4D)	Number of students who are still enrolled	0
(5A)	Number of students who were placed in their field of study	0
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	0
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	0
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	0
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	0
(D)	Average starting salary for all school graduates employed during the reporting period	0
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution .....	N/A
	Writing Skills .....	N/A

STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

BILINGUAL MEDICAL ASSISTANT (BMA)

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	49
(2A)	Number of additional students during the year due to new starts	52
(2B)	Number of additional students during the year due to re-enrollments	1
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	102
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	46
(4C)	Number of students who withdrew from the school	9
(4D)	Number of students who are still enrolled	47
(5A)	Number of students who were placed in their field of study	29
(5B)	Number of students who were placed in a related field	4
(5C)	Number of students who were placed out of field	4
(5D)	Number of students who were not available for placement due to personal reasons	2
(5E)	Number of students who were not employed	7
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	29
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	15
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	10
(D)	Average starting salary for all school graduates employed during the reporting period	\$12.32
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution .....	N/A
	Writing Skills .....	N/A

STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

BUSINESS DEVELOPMENT PROFESSIONAL (BDP)

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	0
(2A)	Number of additional students during the year due to new starts	0
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	0
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	0
(4C)	Number of students who withdrew from the school	0
(4D)	Number of students who are still enrolled	0
(5A)	Number of students who were placed in their field of study	0
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	0
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	0
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	0
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	0
(D)	Average starting salary for all school graduates employed during the reporting period	0
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution.....	N/A
	Writing Skills .....	N/A

STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

CITIZENSHIP

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	0
(2A)	Number of additional students during the year due to new starts	0
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	0
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	0
(4C)	Number of students who withdrew from the school	0
(4D)	Number of students who are still enrolled	0
(5A)	Number of students who were placed in their field of study	0
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	0
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	0
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	0
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	0
(D)	Average starting salary for all school graduates employed during the reporting period	0
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution.....	N/A
	Writing Skills .....	N/A



STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

CUSTOMER RELATIONS

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	0
(2A)	Number of additional students during the year due to new starts	0
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	0
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	0
(4C)	Number of students who withdrew from the school	0
(4D)	Number of students who are still enrolled	0
(5A)	Number of students who were placed in their field of study	0
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	0
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	0
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	0
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	0
(D)	Average starting salary for all school graduates employed during the reporting period	0
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution.....	N/A
	Writing Skills .....	N/A

STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

ELECTRONIC MEDICAL RECORDS (EMR)

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	12
(2A)	Number of additional students during the year due to new starts	0
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	12
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	7
(4C)	Number of students who withdrew from the school	5
(4D)	Number of students who are still enrolled	0
(5A)	Number of students who were placed in their field of study	2
(5B)	Number of students who were placed in a related field	2
(5C)	Number of students who were placed out of field	3
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	3
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	0
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	0
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	0
(D)	Average starting salary for all school graduates employed during the reporting period	\$11.36
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution.....	N/A
	Writing Skills .....	N/A

STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

ENGLISH AS A SECOND LANGUAGE COURSES (ESL)

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	0
(2A)	Number of additional students during the year due to new starts	190
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	190
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	129
(4C)	Number of students who withdrew from the school	61
(4D)	Number of students who are still enrolled	0
(5A)	Number of students who were placed in their field of study	0
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	0
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	0
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	0
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	0
(D)	Average starting salary for all school graduates employed during the reporting period	0
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution.....	N/A
	Writing Skills .....	N/A

STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

GED PREPARATION COURSES

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	0
(2A)	Number of additional students during the year due to new starts	258
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	258
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	199
(4C)	Number of students who withdrew from the school	59
(4D)	Number of students who are still enrolled	0
(5A)	Number of students who were placed in their field of study	0
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	0
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	0
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	0
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	0
(D)	Average starting salary for all school graduates employed during the reporting period	0
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution.....	N/A
	Writing Skills .....	N/A



STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

GED PREPARATION I

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	0
(2A)	Number of additional students during the year due to new starts	55
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	55
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	48
(4C)	Number of students who withdrew from the school	7
(4D)	Number of students who are still enrolled	0
(5A)	Number of students who were placed in their field of study	0
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	0
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	0
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	0
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	0
(D)	Average starting salary for all school graduates employed during the reporting period	0
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist .....	\$11.84
	Office Technology Training Courses .....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses .....	N/A
	U.S. Constitution .....	N/A
	Writing Skills .....	N/A

STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

GED PREPARATION II

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	0
(2A)	Number of additional students during the year due to new starts	54
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	54
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	47
(4C)	Number of students who withdrew from the school	7
(4D)	Number of students who are still enrolled	0
(5A)	Number of students who were placed in their field of study	0
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	0
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	0
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	0
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	0
(D)	Average starting salary for all school graduates employed during the reporting period	0
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist .....	\$11.84
	Office Technology Training Courses .....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses .....	N/A
	U.S. Constitution .....	N/A
	Writing Skills .....	N/A

STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

MATHEMATICS III

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	0
(2A)	Number of additional students during the year due to new starts	57
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	57
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	46
(4C)	Number of students who withdrew from the school	11
(4D)	Number of students who are still enrolled	0
(5A)	Number of students who were placed in their field of study	0
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	0
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	0
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	0
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	0
(D)	Average starting salary for all school graduates employed during the reporting period	0
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution.....	N/A
	Writing Skills .....	N/A

STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

MEDICAL OFFICE SPECIALIST (MOS)

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	9
(2A)	Number of additional students during the year due to new starts	14
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	23
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	6
(4C)	Number of students who withdrew from the school	4
(4D)	Number of students who are still enrolled	13
(5A)	Number of students who were placed in their field of study	4
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	1
(5E)	Number of students who were not employed	1
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	3
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	3
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	0
(D)	Average starting salary for all school graduates employed during the reporting period	\$11.84
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution.....	N/A
	Writing Skills .....	N/A



STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

OFFICE TECHNOLOGY TRAINING (SINGLE COURSES) (OTT)

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	0
(2A)	Number of additional students during the year due to new starts	28
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	28
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	28
(4C)	Number of students who withdrew from the school	0
(4D)	Number of students who are still enrolled	0
(5A)	Number of students who were placed in their field of study	1
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	27
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	0
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	0
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	1
(D)	Average starting salary for all school graduates employed during the reporting period	0
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution.....	N/A
	Writing Skills .....	N/A

STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

PHLEBOTOMY

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	11
(2A)	Number of additional students during the year due to new starts	45
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	56
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	24
(4C)	Number of students who withdrew from the school	1
(4D)	Number of students who are still enrolled	31
(5A)	Number of students who were placed in their field of study	1
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	23
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	15
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	12
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	1
(D)	Average starting salary for all school graduates employed during the reporting period	\$17.00
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution.....	N/A
	Writing Skills .....	N/A

STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

PREVOCATIONAL TRAINING COURSES (PVT)

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	0
(2A)	Number of additional students during the year due to new starts	181
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	181
(4)	Of the total programs or courses of instruction enrollment:	0
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	142
(4B)	Number of students who completed or graduated from the program or course of instruction	39
(4C)	Number of students who withdrew from the school	0
(4D)	Number of students who are still enrolled	0
(5A)	Number of students who were placed in their field of study	0
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	0
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	0
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	0
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	0
(D)	Average starting salary for all school graduates employed during the reporting period	
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution.....	N/A
	Writing Skills .....	N/A

STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

U.S. CONSTITUTION

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	0
(2A)	Number of additional students during the year due to new starts	55
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	55
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	50
(4C)	Number of students who withdrew from the school	5
(4D)	Number of students who are still enrolled	0
(5A)	Number of students who were placed in their field of study	0
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	0
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	0
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	0
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	0
(D)	Average starting salary for all school graduates employed during the reporting period	0
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution.....	N/A
	Writing Skills .....	N/A

STUDENT DISCLOSURES

FISCAL YEAR 2012-2013 (JULY 1, 2012 – JUNE 30, 2013) DISCLOSURES

WRITING SKILLS

		Number
(1)	Number of students enrolled in programs or courses of instruction as of 7/1 of the reporting period	0
(2A)	Number of additional students during the year due to new starts	142
(2B)	Number of additional students during the year due to re-enrollments	0
(2C)	Number of additional students during the year due to transfers into the program from other programs at the school	0
(3)	Total number of students enrolled in programs or courses of instruction during the reporting period	142
(4)	Of the total programs or courses of instruction enrollment:	
(4A)	Number of students who transferred out of the program or course of instruction to another program or course of instruction	0
(4B)	Number of students who completed or graduated from the program or course of instruction	109
(4C)	Number of students who withdrew from the school	33
(4D)	Number of students who are still enrolled	0
(5A)	Number of students who were placed in their field of study	0
(5B)	Number of students who were placed in a related field	0
(5C)	Number of students who were placed out of field	0
(5D)	Number of students who were not available for placement due to personal reasons	0
(5E)	Number of students who were not employed	0
(B1)	Number of students who took a State licensing examination or professional certification examination (if any) during the reporting period	0
(B2)	Number of students who took and passed a State licensing examination or professional certification examination (if any) during the reporting period	0
(C)	Number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period	0
(D)	Average starting salary for all school graduates employed during the reporting period	0
	Academic Skills Training Courses .....	N/A
	Bilingual Medical Assistant .....	\$12.32
	Business Development Professional .....	N/A
	Citizenship .....	N/A
	Customer Relations .....	N/A
	Electronic Medical Records .....	\$11.36
	English as a Second Language Courses .....	N/A
	GED Preparation Courses .....	N/A
	GED Preparation I .....	N/A
	GED Preparation II .....	N/A
	Mathematics III .....	N/A
	Medical Office Specialist.....	\$11.84
	Office Technology Training Courses.....	N/A
	Phlebotomy .....	\$17.00
	Prevocational Training Courses.....	N/A
	U.S. Constitution .....	N/A
	Writing Skills .....	N/A



NATIONAL LATINO  
EDUCATION  
INSTITUTE®  
*formerly Spanish Coalition for Jobs*



AGENCY HISTORY

FORMATION

During the late 1960s a collection of aggressive grass-roots agencies came together to advocate for Latinos. These agencies were rooted in “War on Poverty” issues. In a relatively short time, two principal roles emerged: to combat discrimination against Latinos and to advance the issue of affirmative action. To give unity to these various agencies, the name Spanish Coalition for Jobs (SCJ) was adopted as an indicator of what was the motivating purpose of these agencies.

The Coalition worked aggressively to achieve employment opportunities for Latinos. One early success was with Illinois Bell (now AT&T). Illinois Bell was one of many private and public corporations that worked with SCJ to ensure Latinos received a fair advantage in obtaining not just jobs, but jobs that paid well. In 1972, Illinois Bell and the Coalition completed negotiations regarding employment opportunities for Latinos. Before the mutual agreement could be signed, it was necessary that SCJ incorporate as a 501(c)(3) organization. That was done and the agreement was signed.

EARLY YEARS:

Soon after, the leadership of the newly incorporated coalition realized that being an advocate was not enough. It would be necessary for SCJ to offer educational, employment, and training programs if Latinos were to be equipped with the skills that would prepare them for higher-paying jobs. Latinos, with a reputation for being productive “blue collar” workers, would need education and training opportunities. Such opportunities would be required to enhance social and economic advances as a way to ensure inclusion of Latinos in white collar and management positions in Chicago’s businesses and industries.

In 1974-1975, SCJ secured Comprehensive Employment and Training Act (CETA) contracts to fund its early training endeavors. Recruiting and employment efforts expanded to meet corporate needs. Local and state grants provided funds for SCJ’s first Classroom Training (CRT) programs and Public Service Employment (PSE) program. Participants in this work experience program received training in a variety of jobs while comprising SCJ’s first *quasi* staff.

SCJ was awarded a contract in 1976 to monitor affirmative action requirements in construction contracts for the building of Benito Juarez High School.

The evolution from pure advocacy to that of a training organization required SCJ to acquire appropriate accommodations. In 1978 a 5,000-sq. ft. facility was acquired in the Pilsen neighborhood at 1737 West 18<sup>th</sup> Street. Training programs for clerk-typists, accounting clerks, and bricklayers were initiated. Also, in 1978 SCJ received support and contributions from the Joyce Foundation and the Chicago Community Trust. These foundation funds allowed the organization to diversify and strengthen its financial base.

Spanish Coalition for Jobs was rated as one of the *best performing agencies* with 100% placement in its clerk-typist program and 85-90% placement in its public service employment programs. In recognition of its record as one of the most successful and exemplary programs in the nation, the results of SCJ’s CETA efforts were presented in Washington, DC, and written into the *Congressional Record*. Demand for SCJ’s employment and training programs grew tremendously.



EXPANSION

With SCJ’s continued growth and solid reputation as a premier training organization for Latinos, it was necessary to acquire a larger building to meet the increase in staff and participant enrollment. In 1984 SCJ embarked on a capital campaign to purchase the 35,000-sq. ft. Epstein Architectural facility which allowed for a more suitable and pleasant space. This new facility, coupled with the Pilsen Center, allowed SCJ to forge ahead with its mission.

As recently as July of 1999, SCJ began investigating the potential expansion of its training offerings into the medical field. Repeating its past successful experience of relying on industry experts to guide the development of a new program offering, SCJ formed a consortium of hospital and medical center representatives to offer input into areas for future training.

NAME CHANGE

As of 2008, Spanish Coalition for Jobs, Inc. has evolved into more than an employment/workforce provider in the community. Over the years its role has shifted to that of an educational institute. In essence Spanish Coalition for Jobs has been educating the future Latino workforce and it needs to have that identity. As a consequence, SCJ changed its name to National Latino Education Institute (NLEI) in April 2008. The objective of the new name, National Latino Education Institute (NLEI), is to capture the element of education and incorporate the key market Spanish Coalition for Jobs serves... Latinos.

RESULTS

NLEI has trained and placed thousands of people in productive employment. It is not unusual to have many family members, neighbors, and friends of NLEI alumni enroll in NLEI programs. The most effective marketing tool is “word of mouth” NLEI success stories. Many individuals who previously were low—and moderate—income participants now enjoy new careers, increased purchasing power, home ownership, and improved self-esteem. This is indeed a great return on “human capital investments” and a great asset to our communities and society.

STATEMENT OF LEGAL CONTROL

National Latino Education Institute (NLEI) was incorporated as a not-for-profit organization on May 12, 1972. Except as otherwise provided in the Articles of Incorporation or bylaws of the organization, the powers of the corporation shall be exercised, its property controlled, and its affairs managed by its Board of Directors. The Board may delegate to such committees, councils, or other groups, as it shall create any of its powers that it may deem judicious, keeping in mind that it has the ultimate responsibility for NLEI and that it must ensure proper accountability by each of these groups. (NLEI Bylaws, Article VI, Section 1)

The duties of the Board are: to define the mission of NLEI; to ensure that the goals and objectives of NLEI are implemented; to evaluate and monitor all programs; to develop programs and activities that promote the purpose of NLEI; to hire and terminate the Executive Director of NLEI; to establish policies; to approve an annual budget; to monitor finances; to ensure that adequate resources are available to NLEI; to authorize all legal documents; and to present an annual report at the annual meeting. (Article VI, Section 2)

The Executive Director shall, under the direction of the Board and its Chairman, be responsible for overall planning and budgeting and for the general management of the day-to-day operations of NLEI. (Article IX, Section 1)

BOARD OF DIRECTORS

**Francisco Menchaca, NLEI Chair**  
Illinois Department of Financial Professional Regulations  
Acting Director

**Judge Edward A. Arce, NLEI Vice-Chair**  
Judge of the Circuit Court of Cook County

**Muhammad A. Gigani, NLEI Treasurer**  
Deloitte Tax, LLP  
Tax Senior Manager

**Meres (Mary) Formosa, NLEI Secretary**  
Navistar, Inc.  
Vice President, Human Resources

**Javier Diaz, Director**  
IBM Corporation  
Human Resources Partner

**Jorge Diaz, Director**  
Fleetmatics  
Senior Vice President, Global Human Resources

**Michael J. Hernandez, Director**  
Franczek Radelet P.C.  
Partner

**Fidel Márquez Jr., Director**  
ComEd  
Senior Vice President

**Christine Noel, Director**  
Deloitte Tax, LLP  
Director-Tax Communications

**Jan Starr, Director**  
Chicago/Springfield Consultants, L.L.C.  
President

COMMUNITY PROGRAMS AND WORKSHOPS



Disclaimer: The following programs offered are for community, prospective and current students. These programs are not approved by IBHE (Illinois Board of Higher Education) and don’t guarantee employment in the healthcare and/or the business field.

HEALTH CARE WORKSHOPS:

National Latino Education Institute offers workshops in the healthcare field. Students taking workshops in EKG and Insurance and Coding Specialist are eligible to sit for the certification exam as Certified EKG Technician and Certified Insurance and Coding Specialist administered by NCCT or Certified EKG Technician and Certified Billing and Coding Specialist exam administered through NHA.

EKG WORKSHOP:

The workshops in EKG, train students to perform a 12-lead EKG and understand the different rhythms, pulse rate and understand the electrical activity of the heart. Students also learn to perform vital signs, and are able to get OSHA and CPR training. Each series of workshop is 6 weeks.

EKG Technician Workshop	Hours
Medical Terminology for EKG	30
Cardiac Anatomy	30
Clinical Skills I for EKG	30
Clinical Skills II for EKG	30
Total	120

INSURANCE AND CODING SPECIALIST WORKSHOPS: The insurance and coding workshop prepare students to understand coding, and different forms of medical insurances. Students are also taught keyboarding and working on medical software. Each series of Insurance and coding workshop is 12 weeks long.

Insurance and Coding Specialist Workshop	Hours
Medical Terminology I for Health Professionals	60
Keyboarding	60
Microcomputers in the Medical Office	60
Medical Coding I for Health Professionals	60
Medical Coding II for Health Professionals	60
Medical Billing and Insurance for Health Professionals	60
Total	360

HEALTH CARE WORKSHOPS DESCRIPTION:

MEDICAL TERMINOLOGY FOR EKG TECHNICIAN: In this workshop students are taught the vocabulary of medial terms used in the healthcare field. Emphasis is laid on pronouncing, analyzing and spelling of medical terms.

CARDIAC ANATOMY: This course gives a detailed explanation about the function of the heart and it’s muscles. The course emphasizes on the electrical impulse pattern in the heart muscle, and explains the wave form of ECG’s and normal and abnormal sinus rhythms. .

CLINICAL SKILLS I FOR EKG TECHNICIANS: This course develops the theory, and practical components relating to Universal Precautions, OSHA and CLIA Regulations, and aseptic techniques. Students are taught vital signs and basic physical forms and normal and abnormal levels.

CLINICAL SKILLS II FOR EKG TECHNICIANS: This course addresses the practical applications of recording and practicing EKG’s. Students are required to obtain 15 EKG’s within 5 minutes time frame.

MEDICAL TERMINOLOGY FOR HEALTHCARE PROFESSIONALS: The Students will develop knowledge of terminology in the health profession. Emphasis is placed on spelling, pronunciation, analysis of word elements and terms relating to anatomy, physiology, diagnosis, pathology, procedures, abbreviations, and symptomatic terms that apply to each body system and medical specialty.

MICROCOMPUTERS IN THE MEDICAL OFFICE: This course is designed to provide an understanding of the use of microcomputers in the medical office and to develop a fundamental understanding of the computer including a basic working knowledge of the operating system. Students will use patient billing software to enter patient information; enter transactions; create insurance claims; produce patient statements; enter payments and adjustments; and produce reports. Practice applications help the students relate the concepts to real-world medical office situations.

**KEYBOARDING:** Keyboarding is a basic course which teaches the fundamental use of a keyboard: learning the letter, numeric, and symbol keys; learning parts and functions of the typewriter/PC; developing basic skills; and building speed with control. Students will attain a minimum accurate speed of 30 wpm

**MEDICAL CODING FOR HEALTH CARE PROFESSIONALS:** This course provides in-depth study of the International Classification of Diseases (ICD-9-CM) using sample exercises to develop skill and accuracy in coding in various healthcare settings. Students will apply ICD-9-CM coding guidelines appropriate to the coding situation and will cover coding of all body systems. They will be able to accurately code medical records according to the standards required by third-party insurers and learn a systematic method of listing and coding of diagnoses as determined by health care professionals.

**MEDICAL CODING II FOR HEALTH CARE PROFESSIONALS:** This course provides in-depth study of the Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS) Level II using sample exercises to develop skill and accuracy in coding in various ambulatory care settings. Students will apply CPT and HCPCS coding guidelines appropriate to the coding situation and will cover coding of all body systems. They will be able to accurately code medical records according to the standards required by third-party insurers and learn a systematic method of listing and coding of procedures and services performed by health care professionals.

**MEDICAL INSURANCE AND BILLING FOR HEALTH CARE PROFESSIONALS:** Medical Insurance and Billing is designed as an insurance billing course that provides an introduction to common third-party payers; insurance terminology; and the medical billing and reimbursement process as practiced in medical practices and hospitals. Students will learn to prepare and process correct and compliant private payer, Medicare, Medicaid, TRICARE, CHAMPVA, and workers' compensation claims. The course also provides an overview of medical office accounting procedures such as the manual and electronic preparation of medical billing; accounts receivable and payable; bank deposits; and cash balances.

**BASIC EDUCATION WORKSHOPS:**

**Health and Wellness Workshops**

The health and wellness series of workshop is meant to provide our community with informed choices about food, to promote healthy lifestyles, support economic and social well-being. The instructors of these workshops will be health professionals who will provide expert advice on nutrition education. The series of workshop is 3 weeks.

Healthy Diet Workshops	Clock Hours
Eating Healthy	9
Healthy Cooking	9
Non-Toxic Cooking	6

**Successful Job Seeker Workshops**

This series of workshops are designed to bring maximum effectiveness for job seekers to boost their resume and distinguish themselves to be successful in this competitive job environment. The focus of these workshops is career exploration, resume writing, role playing interviews, and basic skills needed to add value and competitiveness to job seekers. This series of workshop is 2 weeks.

Successful Job Seeker Workshops	Clock Hours
Interviewing Boot Camp	8
Job Search and Resume Writing	6

**Technology Workshops**

The focus of these workshops is to increase participant’s technological skills needed in this highly tech savvy environment. Participants will be fully immersed and proficient in Microsoft Office Suites and other software available that enhance their technological skills. This series of workshop is 15 weeks.

Office Skills Workshops	Clock Hours
Typing Speed	20
Data Entry Skills	20
MS Word and MS Excel	50
MS Outlook and MS PowerPoint	20
Microsoft Publisher	15
Database Management/MS Access	25

**Basic Accounting Workshops**

This series of workshops is designed for beginners and those interested in becoming bookkeepers or accountants in the field. It is solely focused on giving foundational backgrounds in bookkeeping and basic accounting skills and technology usage in the field. This series of workshop is for 20 weeks.

Bookkeeping Clerk Workshops	Clock Hours
Basic Accounting	30
QuickBooks	30
Professional Memos and Reports	25

**Be Your Own Boss: Introduction to Business Workshops**

This series of workshop is designed for beginners in the business field or entrepreneurs who are interested in opening a small business. The workshops will focus on building a customer base, sales, and technology usage for business enhancement. This series of workshop is 21 weeks.

Be Your Own Boss: Introduction to Business Workshops	Hours
Applied Customer Service	30
Business and Professional Speech	30
Building Customer Base using social Media	15
Business Taxes	15
Sales Techniques	30

**Management Workshops:**

This series of workshop is designed solely for small business owners and currently employed managers who want to add value and expertise to their field. The workshops will focus on how to handle administrative challenges, learn the work place trends that impact the workplace and practice leadership and communication skills. This series of workshop is 9 weeks.

Management Workshops	Hours
How to Reinvent Your Business	10
Maintaining Business Website	20
Office Management and Technology	30



**BASIC EDUCATION WORKSHOP DESCRIPTION:**

**APPLIED CUSTOMER SERVICE-** Participants will have the opportunity to practice, enhance, and hone skills utilized in customer service positions. Participants will play in the various real world activities that include effectively communicating with clients via telephone; in a face-to-face encounter; and via email. At the conclusion of this workshop, participants will display effective verbal, listening, and presentation skills when interacting with customers.

**BASIC ACCOUNTING** – This workshop will provide participants with the basic information needed to understand and prepare financial documents for a business. Participants will be introduced to recording ledgers, journals, and end documents. Students will learn how to update and manage accounting information as well as use this information to make decisions that affect the business.

**BUILDING CUSTOMER BASE USING SOCIAL MEDIA-** This workshop is designed to introduce small business owners and entrepreneurs to various ways the internet can be utilized as a business tool. This workshop will emphasize research skills on the internet and using social media sites like Twitter, Facebook, LinkedIn, Google Plus etc to integrate an action plan to build customer base for their business.

**BUSINESS AND PROFESSIONAL SPEECH** - this workshop centers on the development of clear, well-organized, effective oral communication, listening, and presentation skills. Participants will learn and practice skills by giving presentations on various business topics, and enhance their customer service, sales, and marketing skills.

**BUSINESS TAXES-** This workshop is designed for small business owners and proprietors who are looking for ways to maximize their benefits from tax laws and other various tax incentives available to them. Participants will be introduced to the benefits of keeping a log of various business expenses and specific business write-offs that are often overlooked.

**DATA ENTRY SKILLS** – A major component of this workshop is to follow data entry guidelines, reduce clerical errors and successfully record and store data. Participants will develop skills needed to be a computer data-entry operator and gain a background in the functions operators perform.

**DATABASE MANAGEMENT/MS ACCESS-** This workshop will introduce concepts and provide skills needed to manage a database system in an office environment. Participants will gain a working proficiency in Microsoft Access. Some of the topics covered include tables, forms, queries, filters, reports, labels, sorting records, and relationships. Participants will be immersed on various topics that relate the concepts to real world situations.

**EATING HEALTHY-** This workshop will give participants tips for making meals and snacks that are both healthy and allow you to stay within budget. The instructor of this workshop will be a health professional that will provide recommendations on balancing calories; avoiding sodium and increasing fruits, vegetables, and whole grains; and other nutritional diets that promote healthy lifestyles. Vegan cooking- This three day workshop will focus on the many health benefits of vegan cooking, gluten-free and plant-based diet. The instructor will provide nutritional information, information about the vegan food products on the market, and tips on a balanced meal build around raw food preparation.

**INTERVIEWING BOOT CAMP** - This two day workshop is an intense coaching experience focused on preparing participants to gain important skills sets and acing their interviews. Participants will be asked to bring in a resume and a job posting for a specific job position they are interested ahead of time. Once the resume and the job posting have been established, the coach of the workshop will tailor some practice questions and exercises tailored to the participant's specific needs. The workshop will give the opportunity to practice and receive feedback from professionals.

**JOB SEARCH AND RESUME WRITING** - This is an introductory workshop on the tools available to explore different types of careers and to organize job search for the position that will be most satisfying and rewarding for each participant. Participants also receive detailed explanation on creating a professional and effective resume.

**MAINTAINING BUSINESS WEBSITE-** This workshop concentrates on basic knowledge and skills required for website maintenance from the perspective of the business office manager or a small business proprietor who is responsible for managing, improving, and maintaining the business website. Topics to be covered include change management, content management, and customer relations management.

**MICROSOFT PUBLISHER-** This workshop is an introduction to Microsoft Publisher. Topics to be covered include the creation of business cards, marketing flyers, picture and photo organization, e-mail letters, postcards, brochures, newsletters, and letterheads.

**MS OUTLOOK AND MS POWERPOINT** – Participants will be introduced to Microsoft Outlook and Microsoft PowerPoint and gain working knowledge on how to be effective and efficient in an office setting. Participants will start exploring the Outlook interface, and familiarize themselves on how to schedule and edit an appointment, work with calendar labels, and create tasks. Topics to be covered include usage of Calendar, Tasks, Appointment Schedule, and creating Group Contacts. Under Microsoft PowerPoint, participants will be fully engaged in creating professional and appealing slides and presentations by having a working knowledge of slide transitions, slide effects, colors, layouts, and various other tools for an effective PowerPoint presentation.

**MS WORD AND MS EXCEL** – This workshop is designed to provide an understanding of the use of Microsoft Office software in an office environment and to develop a fundamental understanding of the Microsoft Word and Microsoft Excel programs. Participants will study and practice from beginning word documents to advance spreadsheet concepts and skills needed to gain a working proficiency for office work use. Topics to be covered include formulas, in-built functions, charts, styles, templates, Clip Art, shapes, Word Art and organizational charts.

**NON-TOXIC COOKING-** This workshop will focus on cooking with non-toxic utensils, increasing consumption of organic food, and having a chemical free home for your family and especially children.

**OFFICE MANAGEMENT AND TECHNOLOGY-** This workshop will introduce information reflecting contemporary management thinking, conflict resolution, and technology trends that every office employee needs to know. The workshop will focus on basic principles of management, how to handle administrative challenges, learn the work place trends that impact the workplace and practice leadership and communication skills.

**PROFESSIONAL MEMOS AND REPORTS-** This workshop introduces participants with various effective written communication skills needed to be successful in a business environment and office setting. Participants will practice their writing skills through various business correspondences in a typical business setting. Business correspondences to be covered are memos, e-mails, agendas, minutes, letters, informal reports, and formal reports.

**QUICKBOOKS-** This workshop introduces students to fundamental accounting concepts and principles through the analysis of business financial activity. This course is designed to enable students to view financial statements from a user's perspective. Participants will take a full glance of QuickBooks and then go in-depth to understand the financial statements generated from the software.

**REINVENTING YOUR BUSINESS** – This workshop is designed for small business owners and proprietors who are struggling in adding value to their business. The workshop is designed to bring in new and emerging ideas on sales, customers service, client relations etc. to reinvent the way small businesses are run, and to bring up-to-date techniques that modern day consumers would respond.

**SALES TECHNIQUES-** This workshop will provide students with the foundation of sales skills needed to build strong brand recognition and a strong customer base. Participants will gain a working knowledge on how to apply basic sales skills such as product knowledge, discovering customer needs, effective listing skills, effective questioning skills, and negotiating skills.

**TYPING SPEED** – This workshop is for students with intermediate skills in typing but who want to accelerate their typing speed. Emphasis is placed on proficiency and accuracy in typing the alphabetic and numeric keys.

**PRE-ENGINEERING AND TRADES PROGRAM:**

Pre-engineering and Trades program prepares graduates to work in entry-level positions in a variety of construction related jobs. The scope of the program is to offer qualified students the tools to remove the barriers to success by bringing detailed trade skills, career information and guidance, and practical education about the construction industry and requirements for entry into this industry. It is designed to increase basic employability skills of qualified bicultural professionals by focusing in skillset of reading with understanding, making quick mechanical calculations, and solving basic math problems, and possessing knowledge of construction tools and terminology.

Upon completion of the project, graduates will have strengthened job readiness and life skills, and be better prepared for industry-required testing such as CAST (Construction And Skills Trade Test) and other assessment prerequisite for employment.

Employment is an expected outcome of the program and job placement services are provided to all graduates. Occupations for which graduates qualify include, but are not limited to, sheet metal worker; carpenter, pipefitter, laborer, concrete mason, welder, roofer, plumber. Presentations by representatives of local construction companies and NLEI partners will help guide students in their employment preparation. In addition to appropriate textbooks and other materials, students will have access to resource center and computer labs.

**Admission Requirement:** Be at least 18 years old, have a high school diploma or GED equivalent. Pass a drug/criminal background check, have at least an 8<sup>th</sup> grade reading and math score upon enrollment, as measured by the TABE Test. Have a valid Illinois driver's license and the ability to acquire a CDL permit.

**Other Requirements for the Program:** Individual should also be able to/ willing to work under the following conditions:

1. To work outdoors in all types of weather conditions
2. Work in a confined space
3. Bend
4. Walk long distances
5. Stand for long periods
6. Ascend and descend ladders, ramps, walkways, and stairs ,as necessary during the performance of the essential functions of one or more construction jobs
7. Have a genuine desire to seek a construction job

## NOTES





## EDUCATION & TECHNOLOGY CENTER

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