



2016-2017

CATALOG

Publication IV: March 2017

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General Information

Mission Statement

National Latino Education Institute advances our community's economic independence through market and results driven education, training, employment and advocacy.

Service Philosophy

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.

Purpose and Objectives

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.

History



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 18th 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.

Facilities and Equipment



EDUCATION CENTER AND MAIN OFFICE

2011 West Pershing Road

Chicago, IL 60609-2205

Tel: (773) 247-0707; Fax: (773) 247-3924

E-Mail: NLEI@nlei.org

Website: <http://www.nlei.org>

Hours: 8:00 a.m. – 5:00 p.m., Monday through Friday

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.

Main Campus

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.

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.

Non-Discrimination Policy

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.

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.

Harassment Policy

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.

Sexual Harassment Policy

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.

Notice to Enrolled Students

Student Records

In compliance with Public Law 93-083, "The Family Educational Rights and Privacy Act" (FERPA), which is Section 438 of the General Education Provision Act, National Latino Education Institute has adopted policies and procedures which permit the student the opportunity to view his/her educational records upon request. Educational records mean those records, files, documents, and other materials that contain information directly related to a student. Educational records do not include working papers concerning students, such as informal notes and other temporary notes of a similar nature that are in the sole possession of the faculty or staff and are not accessible or revealed to any other person.

The College will not permit access to or release of confidential information to any individual or agency without written consent of the student, except for the following reasons: 1) Records are required by National Latino Education Institute officials in the proper performance of duties, 2) Organizations conducting studies for educational and governmental agencies, 3) U.S. Government agencies as listed in Public Law 93-380, 4) Accrediting agencies, 5) Parents of dependent children as defined in the Internal Revenue Code of 1954, 6) Appropriate persons in connection with an emergency, 7) Other educational institutions upon request of transcripts for students seeking enrollment in that institution, 8) In connection with the award of financial aid, and 9) In response to legal court orders.

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.

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 (773)247-0707.

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 (773)247-0707.

Tobacco, Alcohol and Drug Policy

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.

Accommodations for Students with Disabilities

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 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.

Accreditations and Approvals

National Latino Education Institute is 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:

Accrediting Council for Independent Colleges and Schools

750 First Street, NE Suite 980
Washington, DC 20002-4241
202-336-6780
www.acics.org

National Latino Education Institute is a private business and vocational school that operates with a Certificate of Approval to Operate issued by the Illinois Board of Higher Education (IBHE) and is approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education (IBE).

Illinois Board of Higher Education (IBHE)

1 N Old State Capitol Plaza, Suite 300
Springfield, Illinois 62701-1394
(217) 782-2551

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) 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

Evidence of the institution's accreditation and licensing entities are available upon request by contacting the Department Head at (773)247-0707.

Illinois Department of Veterans Affairs (IDVA)

Approved for the training of Veterans and eligible persons under the provisions of Title 38, United States Code.

Workforce Innovation and Opportunity Act (WIOA)

NLEI is also approved by the Workforce Investment Board for Individual Training Accounts Under the Workforce Innovation and Opportunity Act (WIOA).

Student Right to Know and 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 Chief Academic Director and/or their designee at (773) 247-0707. 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.

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 Chief Academic Director and/or their designee at (773) 247-0707.



Student Services

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

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.

Admission Services

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.

Student Finance Services

The Student Finance Office provides financial aid advisement to all incoming students as part of their acceptance at National Latino Education Institute. This office also provides advisement to continuing students on an as-needed basis.

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.

A program or course may be provided at no cost to eligible applicants, through funding by the U.S. Department of Labor (Department of Family and Support Services [Chicago] or the Chicago Cook Workforce Partnership), the Illinois Community College Board, the United Way of Chicago, or the Illinois Department of Human Services. NLEI awards a certificate upon graduation from a non-degree program. Adult Education students incur no out of pocket expenses as the cost of the program is covered by a grant from the Illinois Community College Board, and other funders.

Academic Advising

Academic advising complements academic instruction. The primary purpose of academic advising is to help students review their academic progress, inform them of the variety of student support services and extracurricular educational opportunities available to them, encourage them to remain focused on their original goal, and to explore the implications and consequences of their choices.

Career Planning and Job Search 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 assistance as part of its holistic approach. NLEI cannot guarantee employment, but NLEI is committed to making every effort to assist students obtain employment.

Background Checks

Prospective employers may require drug testing and background checks, including criminal background checks. A criminal conviction may prevent the student from being accepted at an externship site or gaining employment. Additionally, some states have laws that prohibit persons with certain criminal convictions (including misdemeanors) from working in certain career fields.

Student Complaint/Grievance Procedure

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 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 Department Head within two (2) business days to present his/her grievance. The Department Head 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 Department Head, 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
1 N Old State Capitol Plaza, Springfield Suite 300
Springfield IL 62701-1394
Institutional Complaint Hotline: (217) 557-7359
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

Student Conduct Policy

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.

Personal Appearance

Participants in the certificate and 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.

ADMISSIONS

Certificate Program Admission Requirements and Procedures

Applicants interested in a certificate program must meet the requirements listed below for admission:

- All applicants for non-degree programs and adult education training classes 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.

Transfer Acceptance Policy

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.

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

1. 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.
2. 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).

3. 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.
4. 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.

Transfer of NLEI Credits to Other Colleges

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.

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.

Student Classification

Full-Time Students

A student who is enrolled for 12 or more credit hours per academic session is considered a full-time credit hour student and is considered to be carrying a normal academic load. All clock hour students are considered to be full-time students.

Part-Time Credit Hour Students

Students enrolled for fewer than 12 credit hours per academic session are considered part-time credit hour students.

Special Students

Special students are defined as the following during their first 90 days of enrollment:

1. Students taking courses only for personal enrichment or advancement
2. Students taking only a few courses in fields of special interest

Special students are not eligible for financial assistance and must pay for classes prior to the start of the term/payment period.

Student Classification Schedule

Students are classified according to the following minimum schedule:

Credit Hours Scheduled:

Minimum Full Time Schedule- (12 Credit Hours)

Financial Aid - Full Allowance (12 Credit Hours)

Financial Aid - 3/4 Allowance (9 Credit Hours)

ACADEMIC INFORMATION

Definition of Academic Year

Credit-Hour Programs:

National Latino Education Institute's standard academic year is 36 credit hours and completion of at least 33 weeks. Full-time, regular students typically complete a minimum of 36 credit hours and at least 33 weeks per academic year.

Definition of Unit of Quarter Hour 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.

Definition of Clock Hour

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.

Definition of Payment Period

The definition of a payment period is one term for credit hour program.
There is a total of [x] payment period in the clock hour programs.

Maximum Number of Students

The maximum number of students in a typical classroom or laboratory/shop settings of instruction is 20.

Program Length

Using the usual full-time student load of 12 credits per term/payment period, typical program length or time to completion for a Certificate program (usual credit requirement = 36 to 60) are typically completed in 3 to 5 terms or 33 to 55 weeks.

The training programs and workshops require varied lengths for completion. See each training course or workshop for more details.

Academic Load

All credit hour students at NLEI must be in full-time attendance unless they have approval from their Program Director to take less than a full load. A full-time credit hour student at NLEI is one who is enrolled in courses totaling at least 12 credit hours per term. Students who have permission to take less than a full load must understand that any financial aid previously awarded may be reduced.

Academic Scheduling

All class scheduling is administered by the Chief Academic Director and/or Program Directors prior to the beginning of each term/payment period. Scheduled classes (day or night) may change from term to term or from payment period to payment period as required by the Chief Academic Director. NLEI reserves the right to cancel a class or classes in the event there is insufficient enrollment. In such instances, the student will be entitled to a 100 percent refund of all tuition for the cancelled classes.

Industry Councils

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.

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.

Externships

Eligible Bilingual Medical Assistant 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.

Eligible Medical Office Specialist 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. MOS program students will not receive any remuneration for the externship experience.

Drop/Add Procedures

For Credit Hour Students Only

The drop/add period begins on the first class day of a new term and ends after the second week of classes. Classes added after this time period must have approval of the Chief Academic Director. Adding or changing a course or transferring to another class or section during the drop/add period requires the approval of the designated College official and will be permitted only on a space-available basis.

When dropping a class, students must notify the Academic Dean in writing and apply for withdrawal on an official form when dropping a class. Students who find it impossible to complete a course after the official drop period expires should inform their Program Director and apply for withdrawal on an official form. Students who are attending classes may drop a course and receive a "WP" (Withdrawn Without Grade Penalty). The option of withdrawing with a grade of "WP" is not available after the ninth week of a regular term or third week of a mini-term.

IMPORTANT NOTE: MERELY CEASING TO ATTEND CLASS DOES NOT CONSTITUTE OFFICIAL WITHDRAWAL.

Attendance/Make-up Policy

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. In the event that a student has had an unexcused absence of more than ten (10) consecutive class days, NLEI shall consider the student to have withdrawn from the program.

Grade Appeal Policy

Final grades for credit hour students will be issued at the end of each term. For clock hour students, final grades are issued at the end of each course. In the absence of mistake, unfair treatment, or other extenuating circumstances, the determination of the student's grade by the instructor shall be final once filed. A student may appeal a final grade by following the established procedure:

1. The student must arrange a meeting with the instructor and Program Director to address any questions or concerns regarding grades.
2. If the student is not satisfied after meeting with the instructor and Program Director, the student may file a written grade appeal with the Academic Dean. A grade appeal must be submitted by the student within 30 days of the end of the last relevant term/course.
3. A grade appeal must state the specific grounds for challenging the grade based on an assertion of mistake, unfair treatment, or other extenuating circumstances. Appropriate documentation must be provided.
4. The decision of the Academic Dean is final.
5. Any other grade change request that does not comply with the above process will be denied.

Grading System and Quality Grade Points

All course work and student performance is rated using the following grading scale:

Grade	Percent
A	90 -100
B	80 - 89
C	70 - 79
D	60 - 69
E	59 and below
I	(Incomplete)

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, and MOS students. For all adult basic training 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 basic skills training 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.

Calculation of Grade Point Average

The grade point average (GPA) for each term/payment period and cumulative grade point average (CGPA) are calculated on courses taken at NLEI. The GPA for each term/payment period is calculated by dividing the quality points earned that term/payment period by the credits attempted that term/payment period. The CGPA is calculated by dividing the total cumulative quality points earned by the total cumulative credits attempted.

Standards of Satisfactory Academic Progress

Students must maintain satisfactory academic progress (SAP) in order to remain eligible to continue as regular students of the College and to retain eligibility for Federal Student Aid (FSA). A regular student is one who is enrolled for the purpose of receiving a degree or diploma. SAP is determined by calculating the student's grade point average (GPA) and the student's rate of progression toward completion of the academic program. Please see the appropriate table below to determine specified GPA and rate of progression requirements for each evaluation point. These standards apply to all students, not just those receiving FSA. All periods of a student's enrollment at NLEI are used in determining SAP (although only courses that count or would count toward the new program are used when a student changes programs). All non-degree program students must have a minimum cumulative GPA (CGPA) of 2.0 in order to graduate from any program.

Students who are not achieving satisfactory academic progress will receive written notification. Notifications may consist of a warning, academic probation, or dismissal, and the notification will also include requirements and instructions to appeal.

MTF – Maximum Time Frame

The College's standard academic year for credit hour students is defined as 36 quarter credit hours. The maximum time frame (MTF) is defined as 150 percent of the normal program length in credit/clock hours in which the educational objective must be successfully completed. Program length is defined as the number of credit/clock hours required to complete a program. To calculate the course completion percentage, divide the number of cumulative hours successfully completed by the number of cumulative hours attempted/attended.

Also, at the 150 percent checkpoint, if the student has not satisfactorily completed the program, the student may be terminated and will lose any further FSA eligibility for that program. The student must request in writing to remain enrolled in order to complete the program. The student will not be charged tuition and may receive the original academic credential for which he or she enrolled.

Evaluation Schedule

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%

Warning

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.

Academic Probation

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.

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.

SAP Appeal Process

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.
3. In the event the student is not satisfied with the outcome (decision) of his/her discussion with the Department Head, 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 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

Academic Improvement Plan

Once placed on probation, an Academic Improvement Plan will be implemented. The Academic Improvement Plan will serve as a road map to guide a student toward meeting his/her SAP goal within a specified time and method. The plan may be designed by the Academic Dean or Program Director and must be approved by the Academic Dean. The plan must be communicated to the student in writing and will be regularly evaluated and refined as internal and external developments warrant. The maximum time period an individual Academic Improvement Plan will be implemented is three consecutive terms/payment periods. While on an Academic Improvement Plan, the student is required to attend academic advising sessions.

Extended Enrollment Status

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, and Education Department Staff.

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.

Treatment of Transfer Credits

Students may request to transfer in credits from another accredited college following the Transfer Acceptance Policy. Any such courses which are accepted for transfer will be included in the credits attempted and the credits earned. Transfer credits are not included when calculating the CGPA

Treatment of Repeat Courses

Courses may be repeated for the purpose of establishing a GPA or CGPA and improving academic standing. Each attempt counts in the computation of successful completion percentages, but only the highest grade earned will be included in the computation of the GPA and CGPA.

Treatment of Incomplete Courses

Incomplete grades are assigned to those students who fail to complete any required course work by the end of the term and who obtain prior approval of their instructor. This grade is not included in the calculation of the CGPA but will count as hours attempted for the purpose of calculating the successful course completion percentage.

Treatment of Withdrawals

Students who withdraw from a course during the drop/add period receive no grade penalty, and the course is not considered as credit hours attempted. Students who officially or unofficially withdraw from a course after the drop/add period and are eligible to receive the "WP" grade will receive no grade penalty, but credit/hours will be considered attempted for the purpose of determining successful course completion percentage.

Reinstatement as a Title IV Student

Students who have been dismissed due to failure to maintain the qualitative or quantitative minimums outlined above may apply to continue their studies at the College in an Extended Enrollment Status. During this time, the student is not eligible to receive FSA and must attempt to improve the deficient areas that led to the dismissal. The student will be responsible for all costs incurred while in Extended Enrollment Status. At the completion of this term/payment period(s), a student who has established satisfactory progress according to the SAP may apply to the College to return to a regular student status and reinstate their eligibility for FSA. A meeting will be scheduled between the Academic Dean and the student applying for re-establishment to determine if the student has the academic ability and desire to successfully continue in the program. If reinstated, the student will be placed on Warning for one term/payment period and will regain eligibility for FSA.

Withdrawal Procedures

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.

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.

Policy for Re-Entry of Withdrawn Students

In order to re-enter National Latino Education Institute, the student must contact NLEI and request to apply for re-admission. The request may be initiated by a phone call or visit to NLEI. Upon receipt of the request, the student's enrollment status will be reviewed to determine his/her eligibility to re-enter. The enrollment status will be based upon NLEI's standards of academic progress and in accordance with the College's good conduct and financial good standing policies. The Student Finance Office must verify at the time of re-entry that the student is in good standing with the Department of Education and all federal funding sources. All students must meet the enrollment requirements. Students may re-enter a maximum of three times after withdrawal prior to graduation from a program.

Transferring In and Out of Programs

Students who have enrolled in a vocational program may request that NLEI allow them to transfer to another vocational program. This request must be made in writing to the Department Head 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 Department Head at (773) 247-0707.

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, and MOS programs are expected to take a post placement test toward the end of the program/course.

Credit hour students who do not complete ALL graduation requirements by the end of the drop/add period of the following term will not be certified as a graduate of a particular term. Those students must re-apply for graduation during the term in which all requirements are met.

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:

National Latino Education Institute
Records Office
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.

FINANCIAL AID INFORMATION

Financial aid is available in three major types:

- Grants. These are known as “gift aid” which does not have to be paid back.
- Work Study. These are employment programs which allow the student to work to earn money to help pay for college expenses.
- Student Loans. These allow students to borrow money to help pay for college expenses. Loans are required to be paid back.

A copy of the full description of available financial assistance is available upon request by contacting the Financial Aid Office.

SFA – General Consumer Information

To be eligible for financial aid, a student must

1. be enrolled as a regular student in an eligible program of study on at least a half-time basis (with the exception of Pell, FSEOG, and FWS);
2. have a high school diploma or the equivalent;
3. be a U.S. citizen or national or an eligible non-citizen; verification of eligible non-citizen status may be required;
4. have financial need (except for some loan programs) as determined by a need analysis system approved by the Department of Education;
5. maintain satisfactory academic progress;
6. provide required documentation for the verification process and determination of dependency status;
7. have a valid Social Security Number;
8. have borrowed less than the total aggregate loan limits for the Title IV financial aid programs;
9. be registered for the Selective Service, if required; and
10. sign an updated Statement of Educational Purpose/Certification Statement.

Application

To apply for financial aid, a student must complete a standard application such as the Free Application for Federal Student Aid ([FAFSA](#)). The application must be completed with extreme care and accuracy. Our Student Finance Office is available to assist students in the completion of this form and to answer any questions. FAFSA is used to determine eligibility for all types of financial aid programs. Once processed, the application will produce an Expected Family Contribution (EFC) which determines eligibility.

Financial aid from federal programs is not guaranteed from one year to the next. Each student must re-apply every year. Also, if students change colleges, their aid does not automatically go with them. Students should check with their new colleges to determine the appropriate procedures for re-applying for financial aid.

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.

For Adult Education Programs:

Stevens Amendment

Federal funds are available for FY 16-17 for Adult Education Programs.

Standards of Satisfactory Progress (SAP)

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.”

Financial Aid Programs

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.

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.

Entrance and Exit Interview Loan Advising

The Department of Education requires that any student receiving a Federal Family Educational Loan or a Direct Student Loan be notified concerning his/her loan. NLEI advises each student regarding loan indebtedness and gives each student an entrance test and an exit interview regarding the loan to make sure the student understands the amount borrowed and the student's rights and responsibilities regarding repayment.

The student should report to the Student Finance Office prior to withdrawal or graduation for loan advising. The purpose of this session is to inform the student of his/her tentative total loans received while in attendance at NLEI, refunds that may be made, and to provide the student with an estimated payment schedule. Students who have received federal loans at NLEI will be sent an email upon withdrawal or graduation containing the link to the NSLDS exit counseling website.

Order of Return of SFA Program Funds

Title IV funds credited to outstanding loan balances for the payment period or period of enrollment for which a return of funds is required must be returned in the following order:

1. Unsubsidized Direct Stafford loans (other than PLUS loans)
2. Subsidized Direct Stafford loans
3. Federal Perkins Loan Program
4. Federal PLUS loans
5. Federal Direct PLUS loans

If funds remain after repaying all loan amounts, those remaining funds must be credited in the following order:

1. Federal Pell Grants for the payment period for which a return of funds is required
2. Federal Supplemental Educational Opportunity Grant (FSEOG) for which a return of funds is required
3. Other assistance for which a return is required

Students will be notified via email to access the Student Portal for information concerning both federal and institutional refund calculations. The information will include all federal funding received during the payment period in which they withdrew and any refunds to the Department of Education or due to the student. Refunds to any of the Title IV or State programs will be paid within 30 days from the date of determination.

Return of Title IV Funds

All institutions participating in the SFA Programs are required to use a statutory schedule to determine the amount of SFA Program funds a student has earned when he or she ceases attendance based on the period the student was in attendance.

The Higher Education Amendments of 1998, in general, require that if a recipient of SFA Program assistance withdraws from a school during a payment period or a period of enrollment in which the recipient began attendance, the school must calculate the amount of SFA Program assistance the student did not earn and those funds must be returned. Up through the 60 percent point in each payment period or period of enrollment, a pro rata schedule is used to determine how much SFA Program funds the student has earned at the time of withdrawal. After the 60 percent point in the payment period or period of enrollment, a student has earned 100 percent of the SFA Program funds. If the amount disbursed to the student is less than the amount the student earned and for which the student is otherwise eligible, the student is eligible to receive a post-withdrawal disbursement of the earned aid that was not received.

The percentage of the payment period or period of enrollment completed is the total number of calendar weeks (for credit hours program) or clock hours (for clock hour programs) in the payment period or period of enrollment for which the assistance is awarded divided into the number of calendar weeks or clock hours completed in that period as of the day the student withdrew.

Number of Weeks or Clock Hours Scheduled to Last Day of Attendance

Number of Weeks or Clock Hours in Period

Equals

Percentage Completed (rounding the third decimal place up if the fourth decimal place is 5 or above)

NOTE: Scheduled breaks of at least five consecutive days are excluded from the total number of calendar days in a payment period of enrollment (denominator) and the number of calendar days completed in that period (numerator). The day the student withdrew is counted as a completed day.

Return of Unearned SFA Program and Tuition Assistance Program Funds

Tuition

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

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.

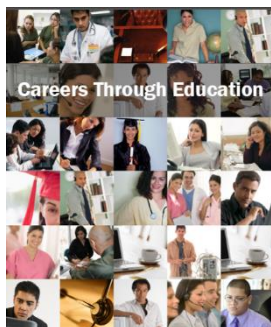
Student fees are not refundable. These include, but are not limited to, application, registration, change of class, late installment payment, late registration, lab, insurance, AAMA Certification, NCCT Certification, CMA review workshop, transcript, materials, scrubs and reinstatement fees.

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.

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.
4. 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.
5. 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.
6. When notice of withdrawal is given after 50% of the program is completed, NLEI shall retain full tuition, and no refund shall be provided.

NON-DEGREE PROGRAMS



NLEI offers certificate level programs; avocational training and continuing education courses.

Certificate

Bilingual Medical Assistant
Business Development
Medical Office Specialist

NLEI also accepts registration into a stand-alone course associated with any of the non-degree programs listed above. Courses are taught by qualified faculty and transcripts are issued upon successful completion of the course. NLEI reserves the right to determine which courses are to be offered on a stand-alone basis.

Bilingual Medical Assistant Program (BMA) (Certificate):

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.



BMA students volunteering at National Kidney Foundation Free Kidney Disease Screening on March 2015. (NLEI pictures)

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	Quarter Credit Hours
MA-AP 100	Anatomy and Physiology I	60	5.0
MA-AP 110	Anatomy and Physiology II	60	5.0
MA-CD 100	Career Development	30	2.5
MA-CS 100	Clinical Skills I	30	2.0
MA-CS 110**	Clinical Skills II**	30	2.0
MA-CS 115**	Clinical Skills III**	60	4.0
MA-ENG 100	English	60	6.0
MA-CIS 100	Introduction to Computer Information Systems	60	4.0
MA-KBY 100	Keyboarding	60	4.0
MA-MATH 100	Mathematics	30	3.0
MA-BK 100**	Medical Bookkeeping**	30	2.5
MA-MC 100	Medical Coding	60	5.0
MA-MLP 100**	Medical Laboratory Procedures I**	60	4.0
MA-MLP 110**	Medical Laboratory Procedures II**	60	4.0
MA-MLE 100**	Medical Law and Ethics**	60	6.0
MA-OP 100	Medical Office Procedures	60	5.0
MA-MT 100	Medical Terminology I	60	5.0
MA-MT 110	Medical Terminology II	30	2.5
MA-MTRN 100	Medical Transcription	60	4.0
MA-MA 100	Microcomputer Applications	60	4.0
MA-HR 100	Patient Relations and Professionalism in the Workplace	30	3.0
MA-PHARM 100**	Pharmacology and Medication Administration**	60	4.5
MA-EXT*	Externship*	160	5.0
Total		1,270	92.0

*The externship will be a supervised clinical experience without remuneration at a health care facility and require satisfactory completion of all coursework.

**Pre-requisite required.

Business Development Professional PROGRAM (BDP) (Certificate):



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 assistance is 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	Quarter Credit Hours
COM 121**	Advanced Business Communication**	60	4.0
CS 136**	Applied Customer Service**	60	4.0
CD 130	Business Career Development	60	5.0
ETH 100	Business Ethics	30	3.0
MATH 200	Business Mathematics	60	6.0
COM 130**	Business Speech**	60	4.0
COM 110	Business Writing	60	5.0
CS 135	Customer Service	60	5.0
OFS 151	Database Management	60	4.0
OFS 191**	Desktop Publishing**	30	2.0
COM 120	Intermediate Business Communication	60	6.0
KBY 100	Keyboarding I	60	4.0
CS 140	Marketing 101	60	6.0
CS 141**	Marketing 102**	60	6.0
SPAN 150	Practical Business Spanish for Professionals	60	6.0
CS 150	Sales 100	60	6.0
CS 151**	Sales 101**	60	6.0
OFS 121	Spreadsheet	60	4.0
INT 110*	Internship*	140	4.5
Total		1160	90.5

*The externship will be a supervised clinical experience without remuneration at a health care facility and require satisfactory completion of all coursework.

**Pre-requisite required.

Medical Office Specialist Program (MOS) (Certificate):



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	Quarter Credit Hours*
AH-KBY 102**	Advanced Keyboarding for the Medical Office**	60	4.0
MA-AP 100	Anatomy and Physiology I	60	5.0
MA-AP 110**	Anatomy and Physiology II**	60	5.0
AH-MATH 100	Business Mathematics	60	6.0
MA-CD 100	Career Development	30	2.5
MA-ENG 100	English	60	6.0
AH-KBY 101**	Intermediate Keyboarding for the Medical Office**	60	4.0
AH-MA 101**	Intermediate Microcomputer Applications**	60	4.0
MA-KBY 100	Keyboarding	60	4.0
AH-MC 100**	Medical Coding I**	60	5.0
AH-MC 101**	Medical Coding II**	60	5.0
AH-MOS 100**	Medical Front Office Skills Lab**	50	2.5
AH-MIB 100**	Medical Insurance and Billing**	60	5.0
AH-MLE 100**	Medical Law and Ethics**	30	3.0
MA-OP 100**	Medical Office Procedures**	60	5.0
MA-MT 100	Medical Terminology I	60	5.0
MA-MT 110**	Medical Terminology II**	30	2.5
MA-MTRN 100**	Medical Transcription**	60	4.0
MA-MA 100	Microcomputer Applications	60	4.0
AH-CIS 100	Microcomputers in the Medical Office I	60	4.0
AH-CIS 101**	Microcomputers in the Medical Office II**	60	4.0
MA-HR 100	Patient Relations and Professionalism in the Workplace	30	3.0
MOS-EXT 100	Externship*	80	2.5
Total		1270	95.0

*The externship will be a supervised clinical experience without remuneration at a health care facility and require satisfactory completion of all coursework.

**Pre-requisite required.

Clock-to-Credit Hour Conversion

The following certificate programs have been approved as Clock-to-Credit Hour Conversion programs: Bilingual Medical Assistant Program (certificate), Business Development Professional program (certificate) and Medical Office Specialist Program (certificate). The clock hours to credit hour conversion method for the purpose of Title IV funding is to total the in-class hours and out-of-class hours, divide by 37.5 to equal the quarter credits used for the purpose of calculating Title IV funding. The out-of-class hours must not exceed 7.5 hours per credit for quarter credits. NELI does not accept any out-of-class hours when calculating quarter credit hours for the purpose of clock-to-credit hour conversion and has presented the clock-to-credit hour conversion to their accrediting agency for approval.

NON DEGREE PROGRAM COURSE DESCRIPTIONS

ADVANCED BUSINESS COMMUNICATION (COM 121): This course 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)

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): This course 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; .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): This course 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): This course 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 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): This course encompasses 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): This course introduces 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

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): This course 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): This course 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**

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:* Satisfactory 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): This course 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

KEYBOARDING (MA-KBY 100): This course 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): This course 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): This course introduces 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 course 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): This course introduces disease codes 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): This course 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): This course 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): This course introduces issues commonly encountered by medical office professionals in the delivery of health care are presented. The course 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.

30 clock hours; 3 credit hours

Prerequisites: MA-MT 100; MA-HR 100

MEDICAL LAW AND ETHICS (MA-MLE 100): This course 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): This course will introduce 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 I (MA-MT 100): This course 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): This course 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): This course 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

PRACTICAL BUSINESS SPANISH FOR PROFESSIONALS (SPAN 150): This course 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): This course 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): This course 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): This course 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

BASIC ADULT SKILLS TRAINING

Basic Adult Skills Training is designed to enrich a student's knowledge in key areas of industry. Training is available 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 of Completion are issued to students completing basic adult skills training. Students may enroll and re-enroll in classes of interest provided the class remains open and the deadline date for enrollment has not passed. The institution will maintain a file/record for each student and the courses he/she has enrolled in and completed.

Students are provided opportunities to interact with representatives of local corporations through career planning seminars and workshops.

English-as-a-Second Language and Citizenship courses are offered in a customized sequence that requires students to pass from one class to another, following demonstration of successful completion of the prior class.

GED training courses are designed to prepare students interested in seeking the high school education (GED) exam.

Academic Skills Training

The Academic Skills Training prepares students to acquire strong basic academic skills for use to complete their high school education (GED) exam. This training is 20-weeks. 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.

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.

Customer Relations Training

This training is 10-weeks and provides a foundation in customer service skills. The training will build keyboarding skills where speed and accuracy are stressed. In addition, students will receive instruction in career development and writing. Students are responsible for obtaining appropriate textbooks and other materials identified at the time of registration. Students will 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 or 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. 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 training. This training is 20-weeks. 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.

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
TOTAL		680

English as a Second Language (ESL)

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
TOTAL		504

Business and Technology Courses

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. Courses may be cancelled if there is insufficient enrollment.

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
TOTAL		230

BASIC ADULT SKILLS TRAINING COURSE DESCRIPTIONS

Academic Skills Training

CD 100: CAREER PLANNING SEMINARS

This class includes training on how to search for jobs and careers, problem solving, and standard telephone etiquette. Students record and critique videotaped mock interviews.

40 clock hours

COM 050: WRITING SKILLS

This class emphasizes organization, sentence structure, usage of words, and mechanics of writing proficiency required on the GED Language Arts, Writing test. There will be extensive writing practice to help students pass the essay part of the writing test.

100 clock hours

GED 050: GED PREPARATION

This class introduces critical thinking, analysis and evaluation of written material, and test-taking skills required on the GED examination Writing, Social Studies and Science sections.

80 clock hours

MATH 103: MATHEMATICS

This class introduces whole numbers, basic math operations, percentages, metric measurements, relationship of decimals/fractions/percentages, converting measurements, working with charts/graphs/tables, algebra, geometry, signed numbers, proportions, and probabilities. An emphasis is placed on setting up and solving problems in a word problem structure.

80 clock hours

RDG 050: READING COMPREHENSION

This class develops reading skills through practice of vocabulary building, comprehension, and retention of what is read. Development of skills in comprehension, application, analysis, and synthesis relating to literary text and nonfiction prose are also introduced. The goal is to pass the Language Arts, Reading part of the GED test.

100 clock hours

OFS 103: KEYBOARDING

This class introduces the basic concepts of keyboarding with an emphasis 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

OFS 111: WORD PROCESSING

This class introduces word processing through practice of word processing and with an emphasis on proficiency in speed and formatting business correspondence.

100 clock hours

Customer Relations Training

CD105: FUNDAMENTALS OF CAREER DEVELOPMENT

This class introduces skills necessary to develop resumes, cover letters, job applications, and interviewing techniques.

25 clock hours

COM 070: WRITING FOR THE BUSINESS WORLD

This class introduces basic skills necessary for successful business communication and writing including practice in writing

effective paragraphs and memos; completing business forms; and taking notes.

30 clock hours

CS 100: CUSTOMER SERVICE BASICS I

This class introduces skills utilized in call centers. An understanding of basic sales skills such as product knowledge, discovering customer needs, effective listening skills, and effective questioning skills are addressed. The class also addresses skills needed to handle objections and to obtain successful telephone techniques essential to any customer service position.

50 clock hours

CS 101: CUSTOMER SERVICE BASICS II

This class builds on the basic skills introduced in Customer Service Basics I. The class focuses on application of skills learned to improve effective communication, listening, and telephone etiquette; obtaining a positive outcome to customer experiences; and developing trust and loyalty through successful interaction with customers. Students will be required to demonstrate comprehension through the application of skills required to handle objections, manage stress, and utilize effective time management techniques.

50 clock hours

Prerequisites: CS 100

OFS 010: KEYBOARDING BASICS

This class will introduce basic keyboarding with a focus on speed and accuracy in alphabetic information through championship techniques and drill practices.

25 clock hours

Prevocational Training

CD 050: CAREER EXPLORATION

This class introduces tools needed to assess different types of careers and organize a job search for positions of interest.

20 clock hours

COM 030: DEVELOPMENTAL WRITING SKILLS

This class introduces basic literacy skills needed to pass the GED Test or find suitable employment. There will be an emphasis on rigorous reviews of grammar and in writing sentences and paragraphs required to communicate appropriately with family, friends, and business associates.

100 clock hours

MATH 050: DEVELOPMENTAL MATHEMATICS SKILLS

This class focuses on mathematical skills required for employment and in daily living. The class includes Instruction and practice materials related to the four basic processes of addition, subtraction, multiplication, and division and how to recognize the proper process to solve problems. These four processes will be used with whole numbers, decimals, fractions, percentages, algebra, geometry, measurements, signed numbers, analytical data, and word problems.

100 clock hours

OFS 050: INTRODUCTION TO KEYBOARDING SKILLS ON THE PC

This class introduces basic concepts of keyboarding for personal computers. Emphasis is placed on students learning the home row keys and the key pad through the touch method.

80 clock hours

PC 050: INTRODUCTION TO PERSONAL COMPUTER APPLICATIONS

This class introduces personal computer applications and various business applications. Students learn how to create, store, and retrieve data through basic computer commands.

80 clock hours

RDG 030: DEVELOPMENTAL READING SKILLS

This class develops basic reading comprehension skills needed for employment, for daily living, and for passing the GED TEST. The class includes instruction and practice materials to increase vocabulary and reading comprehension. Fiction and nonfiction reading material is used with prose, poetry, drama, newspapers, and periodicals written by classical and

contemporary authors. An emphasis is also placed on reading charts, graphs, and maps. Objectives include personal enjoyment to reading a wide variety of material and successfully passing the reading portion of the GED. Some self-paced computer software may be used to enhance classroom instruction.

100 clock hours

GED Preparation Training

COM 030: DEVELOPMENTAL WRITING SKILLS

This class introduces basic literacy skills required to pass the GED Test. 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

COM 050: WRITING SKILLS

This class introduces writing proficiency skills to pass the GED Language Arts, Writing test. An emphasis is placed on organization, sentence structure, usage of words, and mechanics. The class includes extensive writing practices to aid comprehension of requirements to the essay part of the writing test.

100 clock hours

GED 050: GED PREPARATION

This class introduces critical thinking, analysis and evaluation of written material, and test-taking skills developed in preparation for the GED examination. Basic material in the Writing, Social Studies and Science sections of the GED are covered.

80 clock hours

GED PREP 100: GED PREPARATION I

This class provides a thorough review of topics included in the Social Studies portion of the GED Test. Preparation includes critical thinking, analysis and evaluation of written material, and test-taking skills required in the five GED Social Studies topics.

50 clock hours

GED PREP 105: GED PREPARATION II

This class provides a thorough review of topics included in the Science portion of the GED Test. Preparation includes critical thinking, analysis and evaluation of written material, and test-taking skills required in the four GED Science topics.

50 clock hours

MATH 050: DEVELOPMENTAL MATHEMATICS SKILLS

This class focuses on mathematical skills required for employment and in daily living. The class includes Instruction and practice materials related to the four basic processes of addition, subtraction, multiplication, and division and how to recognize the proper process to solve problems. These four processes will be used with whole numbers, decimals, fractions, percentages, algebra, geometry, measurements, signed numbers, analytical data, and word problems.

100 clock hours

MATH 100: MATHEMATICS I

This class introduces whole numbers, basic math operations, decimals, fractions, ratios, proportions, and probabilities 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

MATH 102: MATHEMATICS II

This class introduces an in-depth review of decimals, fractions and percentages with a focus on application in business. A focus on algebra and geometry are taught in preparation for the GED examination.

100 clock hours

MATH 103: MATHEMATICS

This class introduces whole numbers, basic math operations, percentages, metric measurements, relationship of decimals/fractions/percentages, converting measurements, working with charts/graphs/tables, algebra, geometry, signed numbers,

proportions, and probabilities. There is an emphasis on setting up and solving word problems.

80 clock hours

MATH 105: MATHEMATICS III

This class focuses on percentages, metric measurements, relationship of decimals/fractions/percentages, converting measurements, reading meters, working with charts/graphs/tables, algebra, geometry, square roots, exponents, signed numbers, coordinates, linear equations, and scientific notations. There is an emphasis on setting up and solving word problems. The class will introduce the Casio fx260 calculator for use in taking the GED Mathematics test.

50 clock hours

RDG 030: DEVELOPMENTAL READING SKILLS

This class develops basic reading comprehension skills needed for employment, for daily living, and for passing the GED TEST. The class includes instruction and practice materials to increase vocabulary and reading comprehension. Fiction and nonfiction reading material is used with prose, poetry, drama, newspapers, and periodicals written by classical and contemporary authors. An emphasis is also placed on reading charts, graphs, and maps. Objectives include personal enjoyment to reading a wide variety of material and successfully passing the reading portion of the GED. Some self-paced computer software may be used to enhance classroom instruction.

100 clock hours

RDG 050: READING COMPREHENSION

This class improves reading skills by practicing vocabulary building, comprehension, and retention of what is read. Skills in comprehension, application, analysis, and synthesis relating to literary text and nonfiction prose are introduced. The goal is to pass the Language Arts, Reading part of the GED test.

100 clock hours

US 050: U.S. CONSTITUTION

This class was developed to satisfy the Constitution requirement of the GED exam. The class includes study of the Declaration of Independence, the Constitution of the United States, the Illinois State Constitution, and the United States Flag required in the Constitution test to the GED exam.

20 clock hours

English as a Second Language (ESL) Training

ESL 100: ENGLISH AS A SECOND LANGUAGE FOR BEGINNERS

This class introduces basic survival language skills in English and instruction in reading, writing, and conversational skills specific to each individual's pace and level.

108 clock hours

Prerequisites: BEST Literacy Test score 0-35

ESL 200: ENGLISH AS A SECOND LANGUAGE FOR ADVANCED BEGINNERS

This class focuses on language skills applicable to daily real-life situations. The class introduces more complex grammatical skills with an emphasis on vocabulary, listening comprehension and reading skills in addition to conversational practice in small groups.

108 clock hours

Prerequisites: BEST Literacy Test score 36-46

ESL 300: ENGLISH AS A SECOND LANGUAGE FOR INTERMEDIATE LEARNERS

This class focuses on intermediate English language skills with instruction in listening comprehension and intensified conversational skills demonstrated in smaller groups.

108 clock hours

Prerequisites: BEST Literacy Test score 47-72

ESL 400: ENGLISH AS A SECOND LANGUAGE FOR ADVANCED INTERMEDIATE LEARNERS

This class focuses on vocational training and preparation for the GED examination with an emphasis on correct pronunciation, vocabulary, and grammatical skills in social and work situations.

108 clock hours

Prerequisites: Completion of ESL 300

US 070: CITIZENSHIP

This class 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. The class provides information concerning the naturalization process. The class includes practice in oral and written English language skills.

72 clock hours

Prerequisites: Eligibility for citizenship; basic knowledge of the English language

Business and Technology Training

OFS 110: WORD PROCESSING I

This class provides an introduction to MS Word and current word processing skills used in offices today, including formatting, headers and footers, columns, charts, and merging documents.

50 clock hours

OFS 120: SPREADSHEET

This class introduces concepts and skills needed to gain a basic proficiency in Microsoft Excel. Practice applications assist in developing concepts to realistic situations. An end-of-term project requires the integration of skills taught for a successful conclusion to the course.

50 clock hours

OFS 150: DATABASE

This class introduces concepts and skills needed to gain basic proficiency in Access. Practice applications assist in developing concepts to real work situations. An end-of-term project requires the integration of the skills taught.

50 clock hours

PC 050: INTRODUCTION TO PERSONAL COMPUTER APPLICATIONS

This class provides an introduction to the personal computer and its various business applications. Skills taught include how to create, store, and retrieve data through basic computer commands.

80 clock hours

WORKSHOPS



Disclaimer: The following workshops offered are for community, prospective and current students and are not approved by IBHE (Illinois Board of Higher Education) or guarantee employment in the health care and/or the business field.

Health Care Workshops

Cardiac Care Workshops

MEDICAL TERMINOLOGY FOR CARDIAC CARE

This workshop focuses on vocabulary of medical terms used in the cardiac care field including EKG terminology. There is an emphasis on pronouncing, analyzing and spelling medical terms.

30 hours

CARDIAC ANATOMY

This workshop focuses on the function of the heart and its muscles. The workshop emphasizes electrical impulse patterns in the heart muscle and explains the wave form of ECG's and normal and abnormal sinus rhythms.

30 hours

CLINICAL SKILLS I FOR CARDIAC

This workshop focuses on theory and practical components of the Universal Precautions, OSHA and CLIA Regulations. The workshop also addresses aseptic techniques, vital signs for normal and abnormal levels, and basic forms utilized during a medical physical. This workshop also focuses on skills utilized by EKG technicians.

30 hours

CLINICAL SKILLS II FOR CARDIAC CARE

This workshop focuses on the practical applications of recording and practicing EKG's. Students are required to obtain 15 EKG's within a 5 minute time frame.

30 hours

Insurance and Coding Specialist Workshops

KEYBOARDING

The workshop focuses on fundamental use of a keyboard: learning the letter, numeric, and symbol keys; as well as parts and

functions of the typewriter/PC. The workshop will also develop basic skills necessary to build speed with control. A minimum accurate speed of 30 wpm is required for successful completion of this workshop.

60 hours

MEDICAL TERMINOLOGY FOR HEALTH CARE PROFESSIONALS

This workshop focuses on terminology in the health care profession with an emphasis on spelling, pronunciation, analysis of word elements and terms related to anatomy, physiology, diagnosis, pathology, procedures, abbreviations, and symptomatic terms that applicable to body systems and medical specialties.

60 hours

MICROCOMPUTERS IN THE MEDICAL OFFICE

This workshop focuses on the use of microcomputers in the medical office industry and developing a fundamental understanding of the computer including a basic working knowledge of the operating system. The workshop will use patient billing software and provide guidance on how to enter transactions; create insurance claims; produce patient statements; enter payments and adjustments; and produce reports into the billing software application. Practice applications help the students relate the concepts to real-world medical office situations.

60 hours

MEDICAL CODING I FOR HEALTH CARE PROFESSIONALS

This workshop focuses on an in-depth study of the International Classification of Diseases (ICD-9-CM) using sample exercises to develop skill and accuracy in coding in various health care settings. The workshop provides for application of the ICD-9-CM coding guidelines appropriate to the coding situation and will cover coding of all body systems. Skills required to code medical records according to the standards by third-party insurers will be emphasized as will systematic methods used to list and code a diagnosis as determined by health care professionals.

60 hours

MEDICAL CODING II FOR HEALTH CARE PROFESSIONALS

This workshop focuses on an 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. An emphasis is placed on the application of the CPT and HCPCS coding guidelines appropriate to the coding situation and coding of all body systems. Accurately coding medical records according to the standards required by third-party insurers and demonstrating comprehension of the systematic method used to list and code procedures and services performed by health care professionals is required for successful completion of this workshop.

60 hours

MEDICAL BILLING AND INSURANCE FOR HEALTH CARE PROFESSIONALS

This workshop is focused on insurance billing with introduction to common third-party payers; insurance terminology and the medical billing and reimbursement process as practiced in medical practices and hospitals. Preparing and processing correct and compliant private payer, Medicare, Medicaid, TRICARE, CHAMPVA, and workers' compensation claims is an objective of this workshop. The workshop 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 hours

Basic Education Workshops

Introduction to Business Workshops

APPLIED CUSTOMER SERVICE

This workshop focuses on practices that will enhance and hone skills utilized in customer service positions. The workshop will focus on various real world activities that include effectively communicating with clients via telephone; in a face-to-face encounter; and via email. The workshop objective is to display effective verbal, listening, and presentation skills when interacting with customers.

30 hours

BUSINESS AND PROFESSIONAL SPEECH

This workshop focuses on the development of clear, well-organized, effective oral communication, listening, and presentation skills. The workshop will emphasize on practice skills and presentations on various business topics, and to enhance their customer service, sales, and marketing skills.

30 hours

BUSINESS TAXES

This workshop focuses on 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. The workshop will focus on the benefits of keeping a log of various business expenses and specific business write-offs that are often overlooked.

15 hours

BUILDING CUSTOMER BASE USING SOCIAL MEDIA

This workshop focuses on ways the internet can benefit small business owners and entrepreneurs as a business tool. This workshop emphasizes on 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.

15 hours

SALES TECHNIQUES

This workshop focuses on a foundation of sales skills needed to build strong brand recognition to strengthen a customer base. The workshop will enhance knowledge on how to apply basic sales skills such as product knowledge, discovering customer needs, effective listing skills, effective questioning skills, and negotiating skills.

30 hours

Bookkeeping Clerk Workshops

BASIC ACCOUNTING

This workshop focuses on basic information needed to understand and prepare financial documents for a business. The workshop introduces recording ledgers, journals, year-end documents. Updating and managing accounting information and introduction to decisions that affect a successful business will be addressed.

30 clock hours

PROFESSIONAL MEMOS AND REPORTS

This workshop focuses on effective written communication skills needed to be successful in a business environment and office setting. The workshop requires practice of 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.

25 clock hours

QUICKBOOKS

This workshop focuses on fundamental accounting concepts and principles through the analysis of business financial activity. Financial statements from a user's perspective will be reviewed. The QuickBooks application will be reviewed in-depth to understand financial statements generated from the software tool.

30 clock hours

Office Skills Workshops

DATA ENTRY SKILLS

This workshop focuses on data entry guidelines, reducing clerical errors and successfully recording and storing data. Skills utilized by computer data-entry operators and gaining a background in the functions operators perform will be addressed.

20 clock hours

DATABASE MANAGEMENT / MS ACCESS

This workshop focuses on concepts and skills needed to manage a database system in an office environment. A working proficiency in Microsoft Access will be introduced including topics on creating tables, forms, queries, filters, reports, labels, sorting records, and relationships. The workshop will go in-depth on various topics that relate to concepts familiar in real

world situations.

25 clock hours

MICROSOFT PUBLISHER

This workshop focuses on the Microsoft Publisher application as a business tool. Topics to be covered include the creation of business cards, marketing flyers, picture and photo organization, e-mail letters, postcards, brochures, newsletters, and letterheads.

15 clock hours

MS OUTLOOK AND MS POWERPOINT

This workshop focuses on the Microsoft Outlook and Microsoft PowerPoint applications and to gain working knowledge on how to be effective and efficient in an office setting. Exploration of the Outlook interface and becoming familiar with scheduling and editing an appointment, working with calendar labels, and create tasks. Topics to be covered include usage of Calendar, Tasks, Appointment Schedule, and creating Group Contacts. There is also a focus on the Microsoft PowerPoint tool to create professional and appealing slides and presentations and acquiring a working knowledge of slide transitions, slide effects, colors, layouts and various other tools for an effective PowerPoint presentation.

20 clock hours

MS WORD AND EXCEL

This workshop will focus on understanding the use of Microsoft Office software in an office environment and to developing a fundamental understanding of the Microsoft Word and Microsoft Excel programs. Practice of word documents to advance spreadsheet concepts and skills needed to gain a working proficiency for office work use will be introduced. Topics to be covered include formulas, in-built functions, charts, styles, templates, Clip Art, shapes, Word Art and organizational charts.

50 clock hours

TYPING SPEED

This workshop focuses on accelerating intermediate typing speed skills. Emphasis is placed on proficiency and accuracy in typing the alphabetic and numeric keys.

20 clock hours

Job Seeker Workshops

INTERVIEWING BOOT CAMP

This two day workshop focuses on an intense coaching experience to gain important skills sets and preparing for interviews. The focus will include developing a resume and researching individualized job postings. 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.

8 hours

JOB SEARCH AND RESUME WRITING

This workshop focuses on the tools available to explore different types of careers and to organize job search for various position. The workshop includes detailed explanations on creating a professional and effective resume.

6 hours

Management Workshops

MAINTAINING BUSINESS WEBSITE

This workshop focuses 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.

20 hours

OFFICE MANAGEMENT AND TECHNOLOGY

This workshop focuses on 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.

30 hours

REINVENTING YOUR BUSINESS

This workshop focuses on small business owners and proprietors who are struggling by providing tools that will add 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.

10 hours

STEM Training Workshop

In partnership with local employers, NLEI launched the STEM Training Workshops to develop training for skills required in the workforce community. The scope of the workshop 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 trade 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 workshop, participants 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 prerequisites for employment.

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 8th grade reading and math score upon enrollment as measured by the TABE Test; have a valid Illinois driver's license and be eligible to apply for a CDL permit.

Other Requirements: 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

COMPLAINTS

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

Administration, Faculty and Staff

See Catalog Supplement I

Institutional Information

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
NCCT Exam Fee.....	\$90	CMA Review Workshop.....	\$75
Lab Fee and Insurance.....	\$160	Scrubs.....	\$50

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

Cost of attendance for each individual program may be found in Supplement II of the Catalog. To obtain additional information the student may contact the Education Intake and Records Manager at (773)247-0707.

Student Disclosures

See Catalog Supplement IV

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

Vision Statement: *NLEI graduates, as a result of being educated and skilled workers, will enjoy an improved quality of life and long-term economic success supporting their families and the community.*

Jorge Diaz, NLEI Chair

Verizon Telematics
Vice President, Human Resources

Meres (Mary) Formosa, NLEI Director

Wheels, Inc.
Vice President, Human Resources

Fidel Márquez Jr., NLEI Vice Chair

ComEd
Senior Vice President, Legislative and External Affairs
and Chief Governmental and Community Relations Office

Michael J. Hernandez, NLEI Director

Franczek Radelet P.C.
Partner

Judge Edward A. Arce, NLEI Treasurer

Judge of the Circuit Court of Cook County

Arthur Zayas Miller, NLEI Director

MZI Group, Inc.
President & CEO

Lori K. Flores Rolfson, NLEI Secretary

Peoples Gas and North Shore Gas
Vice President, Operations & Maintenance

Jan Starr, NLEI Director

Chicago/Springfield Consultants, LLC
President

Francisco Menchaca, NLEI Director

Illinois Department of Financial & Professional Regulation
Division of Financial Institutions Director

2017 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)