



School Catalog

School Information

Name: Sillers Institute

Address: 74-710 Hwy 111, Suite 102 Palm Desert, CA 92260

Email: contact@sillersinstitute.com Web address: www.sillersinstitute.com

Office: 760-493-2591 Fax: 760-493-2569

Class Sessions are held at:

Address: 74-710 Hwy 111, Suite 102 Palm Desert, CA 92260

Email: contact@sillersinstitute.com Web address: www.sillersinstitute.com

Office: 760-493-2591 Fax: 760-493-2569

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at P.O. Box 980818 West Sacramento, CA 95798-0818, (www.bppe.com), (Email: bppe@dca.ca.gov), Phone: (888) 370-7589 or (916) 431-6959, Fax (916) 263-1897

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site (www.bppe.com)

Beginning and ending dates defining the time period covered by the catalog: December 28, 2019-December 28, 2020

Sillers Institution is a private institution and is approved to operate by the bureau, and that approval to operate means compliance with state standards as set forth in the CEC and 5, CCR.

Sillers Institute does NOT have a pending petition in bankruptcy, is NOT operating as a debtor in possession, NOR has filed a petition within the preceding five years, or has had a petition in bankruptcy filed against it within the preceding five years 2 | P a g e that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Sillers Institute's Missions and Purposes and The Objectives Underlying Each of Its Educational Programs

Our mission at Sillers Institute is to make available and assessable quality education that lead to in-demand jobs. This mission encompasses striving to ensure graduates have the tools, support, and resources they need

to achieve employment. In addition, our mission is to continue to forge strategic partnerships that positively impact communities economically and socially.

As educators, we acknowledge that learning is accomplished only when instruction is administered with respect to the learner's manner of understanding. Therefore, it is our ongoing mission to administer curriculum apposite for the retention and application of core concepts to each student.

Objectives

Our objective at Sillers Institute is to assess the needs of each student to strategically formulate a success plan for helping them achieve learning, employment, and life-work balance. Our aim is to ensure that individuals classified as a protected class receive an equal quality of education, equal opportunity, and duty of care thus increasing potential for achieving their goals.

Sillers Institute does not admit students from other countries. No visa services are provided, nor do we vouch for student status.

Language Proficiency Information

Students are expected to have the ability to speak, read, and write in the English language

The Test of English as a Foreign Language (TOEFL) is accepted as documentation of proficiency

Sillers Institute does not provide TOEFL testing

Sillers institute does not provide English language services, including instruction such as ESL.

Sillers Institute does not provide instruction in languages other than English.

Sillers Institute's policies and practices regarding any form of financial aid, including all consumer information which the institution is required to disclose to the student under any state or federal financial aid program

Sillers Institute does not receive federal financial aid. Sillers Institute does not qualify under any state or federal financial aid program.

Sillers Institute does not award credit for prior experiential learning.

The institution's standards for student achievement

- To ensure that individuals classified as a protected class receive an equal quality of education, equal opportunity, and duty of care thus increasing potential for achieving their goals
- Assess the needs of each student to strategically formulate a success plan for helping them achieve learning, employment, and life-work balance
- Encourage independent research and the pursuit of autonomous learning
- Stimulate a passion for the acquisition of knowledge and skills through experience, study, and instruction
- Support independent thinking and the right to express any opinions without censorship or restraint
- Inspire achievement, self-improvement, knowledge, abilities, mental and moral qualities
- Promote life-long learning through ongoing, voluntary, and self-motivated pursuit of knowledge for personal and professional reasons
- Restore confidence and belief in student talent, skills, and abilities

Description of the facilities and of the types of equipment and materials that will be used for instruction

For students enrolled in any certificate program at Sillers Institute, the school provides for on campus use only; a Chromebook laptop with internet, QuickBooks 2019, Microsoft Office Suite 2019, Microsoft Project 2016, G Suite (Google Office Software) 2019, and free access to library resources. Students also have access to a copy room with copier and scanner, classrooms equipped with chairs, tables, projection screen, internet access, and textbooks.

Libraries

Sillers Institute provides use of online libraries, study guides, practice exams, and media during pre-scheduled on-site library hours. Available during pre-scheduled library hours are available; reference works, periodicals, monographs, media, and equipment specific to the educational programs offered. Sillers Institute provides library services outside of class instruction by appointment only. Library visits may be scheduled by calling the school Monday-Friday 9:00 AM – 5:00 PM.

The onsite library consists of laptops, internet, learning applications specific to educational programs, online libraries, and staff to assist in research efforts.

List of free online libraries available to students

<https://openlibrary.org>

<https://www.edx.org/learn/business-administration>

<https://books.google.com/>

<https://www.pmi.org/>

<https://quickbooks.intuit.com/learn-support/tutorials?product=QuickBooks%20Online&tutorial=get-started>

<https://support.office.com/en-us/office-training-center>

<https://alison.com/learn-project-management>

<https://learndigital.withgoogle.com/digitalgarage/course/digital-marketing>

<https://university.webflow.com/videos>

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A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site (www.bppe.com)

"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Sillers Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some

or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Sillers Institute to determine if your certificate will transfer."

Sillers Institute is not accredited by an accrediting agency recognized by the United States Department of Education. Sillers Institute is unaccredited and does NOT offer an associate, baccalaureate, master's, or doctoral degrees. A student enrolled in an unaccredited institution is not eligible for federal financial aid programs.

SILLERS INSTITUTE IS NOT A DEGREE GRANTING INSTITUTION

Sillers Institute provides not provide distant learning

Admissions Policies

Sillers Institute does not accept credits earned at other institutions or through challenge examinations and achievement tests. Prospective students must hold a GED, High School Diploma, or pass the Ability-to-Benefit test. The Ability-to-Benefit test is administered and conducted by an outside agency. This course is taught in English; therefore, students must be able to speak, read, and write in the English language. Students must also show a genuine interest in learning the curriculum and have strong intent to complete the program.

Sillers Institute has not entered into an articulation or transfer agreement with any other college or university.

Sillers Institute does not discriminate in its educational programs or activities on the basis of race, color, national or ethnic origin, ancestry, age, religion or religious creed, disability or handicap, sex or gender, gender identity and/or expression (including a transgender identity), sexual orientation, military or veteran status, genetic information, or any other characteristic protected under applicable federal, state or local law.

Requirements for Admission Policies for Programs at Sillers Institute

The following admission policies are applied to **all** programs at Sillers Institute.

- 1.) Must be an adult 18 years or older
- 2.) Any person seeking admission to Sillers Institute must satisfy one of the following education requirements:
 - Possess a High School Diploma
 - Possess a high school equivalency diploma
 - Receive a passing score on the Ability-to-Benefit exam. The Ability-to-Benefit test is administered and conducted by an outside agency.
- 3.) Immigrant and non-immigrant international students must meet all College admission policies and provide required documentation such as proof of identification (i.e., photo I.D.); the college can request more than one form of ID, including government-issued IDs.
- 4.) Complete and submit the Application for Admission. There is no charge for the application.
- 5.) Declare an area program to study

Readmission after Suspension or Dismissal

- Submit a letter of appeal to contact@sillersinsitute.com requesting consideration for readmission. The letter will should include an assessment of lack of previous academic progress, an outline of accomplishments since dismissal, and a specific plan of action for success should readmission be approved. The letter of appeal will be reviewed by College administration.
- Reconcile any balance owed to Sillers Institute through the enrollment services.

- Submit any other missing required documents not provided during previous attendance.

After approval to reapply, students must complete the following:

- Submit a new application.
- Submit any other missing required documents not provided during previous attendance.

Admissions requirements for Ability-to-Benefit students

ATB students must pass the Ability-to-Benefit exam with a passing score. The Ability-to-Benefit test is published by Wonderlic Inc., 400 Lakeview Parkway, Suite 200 Vernon Hills, IL 60061. Their contact number is 877-605-9494. The test consists of (WBST) Verbal Forms VS- 1 & VS-2; Quantitative Forms QS-1 & QS-2. This test may be taken online or can be taken in the paper and pencil version. The passing scores are verbal-200 and quantitative- 210. This is a general test for English speaking students.

Note: Sillers Institute does not administer the ability-to-benefit exam. The Ability-to-Benefit exam is independently administered and conducted by an outside agency.

Standards for Student Achievement

Each student shall have reliable access to academic resources that exceed the requirements of their educational field of study. Curriculum must align with student goals and achieve the learning objectives for the specific industry in which they are entering. Each student receives a fair opportunity for learning; meaning students have available current tools, equipment, and study materials that meet industry standards. Students must also learn in an environment that is conducive to learning; an environment free from bias, prejudice, and any oppressive behavior that prevents student success. Each student is evaluated using fair behaviors and methodologies when staff assesses their academic progress and each student has the right to receive additional services to help them improve their knowledge, skills, and abilities.

Attendance Policy

Students must attend all 35 hours of the program without interruption to be eligible for graduation.

Dismissal Policy

Any student can be dismissed due to the following: Not attending the full 35 consecutive hours, posing harm to students and staff, bullying, illegal drug use and/or possession on campus grounds, carrying weapons on campus, making verbal and physical threats to students or staff.

Academic Probation Policy

A student may be placed on academic probation by the second day of class if the student's academic performance is consistently below the required 80% passing score of exams. Academic probation means that a student must receive ongoing additional academic support from the school until graduation. Additional support involves tutoring from an instructor or tutor.

Leave of Absence Policy

A student may take a leave of absence due to a medical emergency or for immediate family bereavement. To continue the program, the student must provide reasonable evidence of the claim.

Job Placement Assistance

Sillers Institute provides Job Search Resources, Resume Assistance Resources, Interview Skills/ Help Resources, and Continuing Education Resources. Students can make an appointment with a qualified staff member to assist with these resources.

Sillers Institute does not have transfer or articulation agreements with any other college or university that provides for the transfer of credits earned in the program of instruction.

Sillers Institute does not provide distance education.

Student services

Sillers Institute does not have dormitory facilities under its control. We do not provide housing.

Sillers Institute has NO responsibility to find or assist a student in finding housing.

Students are encouraged to seek accommodations on their own. The campus is located near residential communities comprised of houses, apartments, condos, and hotels. There is housing available within 25 miles of Sillers Institute. The average estimation of the approximate cost of housing ranges from \$1,250-\$1,400 1bd and \$1,525- \$2,100 2bd. Lower income students may apply for subsidized housing through the Housing Authority of Riverside.

Sillers Institute does not accept credits earned at other institutions or through challenge examinations and achievement tests.

Sillers Institute does not admit students from other countries. No visa services are provided. Sillers Institute will not vouch for student status and any associated charges.

English language proficiency is required of students. (TOEFL) will be accepted. Sillers Institute does not administer the TOEFL exam. Sillers Institute does not provide English language services, including instruction such as ESL.

Policies on student rights, including the procedure for addressing student grievances

Students have the right not to be discriminated against by any agent or organization of Sillers Institute for reasons of age, creed, ethnic or national origin, gender, disability, marital status, political or social affiliation, race, religion, sexual orientation, gender identity, or gender expression, or any other protected class as described by law. Students have the right to express themselves freely on any subject provided they do so in a manner that does not violate the rights of others.

Students have the right to accurate and plainly stated information relating to maintenance of acceptable academic standing, graduation requirements, and individual course objectives and requirements. Students have the right to access and control access to their education records.

Procedure for addressing student grievances

The student must submit in writing to the Chief Academic Officer in person or by post the nature of the grievance. The school has 5 business days to respond. The school may request up to 10 business days to acquire evidence if needed.

What are the steps the institution takes once they receive the grievance from the student?

- The grievance is read by the Chief Academic Officer
- A call is made to the student to determine the nature, cause, and possible resolution of the issue.
- If the school cannot reach the student by phone, a letter and email are sent to the student
- If the student is not satisfied with the resolution, the school will make a second attempt to resolve the matter with the student.
- The school will also make available information where the student can file a complaint with the Bureau at anytime

Contact for addressing grievances:

Sillers Institute
Myles Barter, CAO
74-710 Hwy 111, Suite 102 Palm Desert, CA 92260
760-493-2591
contact@sillersinstitute.com

Policies on the retention of student records

Sillers Institute **permanently** maintains for each student who is enrolled in an educational program at Sillers Institute the following records:

1. Verification of high school completion or equivalency or other documentation establishing the student's ability to do college level work, such as successful completion of an Ability-to-Benefit test;
2. Personal information regarding a student's age, gender, and ethnicity if that information has been voluntarily supplied by the student
3. Copies of all documents signed by the student, including contracts, instruments of indebtedness, and documents relating to financial aid
4. Records of the dates of enrollment and, if applicable, withdrawal from the institution, leaves of absence, and graduation
5. A transcript showing all of the following: The courses or other educational programs that were completed, or were attempted but not completed, and the dates of completion or withdrawal
6. Name, address, e-mail address, and telephone number
7. The certificate granted and the date on which that certificate was granted
8. The courses and units on which the certificate or was based
9. The grades earned by the student in each of those courses
10. Student projects submitted by students
11. A copy of documents relating to student financial aid that are required to be
12. maintained by law or by a loan guarantee agency
13. Documents showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received
14. Document specifying the amount of a refund, including the amount refunded for tuition and the amount for other itemized charges, the method of calculating the refund, the date the refund was made, and the name and address of the person or entity to which the refund was sent

15. Copies of any official advisory notices or warnings regarding the student's progress; and complaints received from the student

Sillers Institute shall maintain transcripts indefinitely.

No education programs offered at Sillers Institute require licensure in this state.

Sillers Institute Graduation Requirements For The Following Programs

Business Administration

Network Security

Accounting & Finance

Web Development & Digital Marketing

Successful course completion at Sillers Institute depends on routinely following the instruction and guidelines provided in the course syllabus. The student's responsibility is to check and become familiar with the course syllabus and requirements at the beginning of each course.

Each lesson will include a lesson review quiz. Students will successfully complete this course by mastering all learning outcomes with 80% or higher overall grade. Students must demonstrate mastery of content at levels of 80% or higher on quizzes and final exams.

Sillers Institute considers a grade of B, which is equal to %80, as the minimum passing grade for the programs. A grade of C or lower is not considered a passing grade for any course. If the student receives a grade of C or lower for any course, this failed course must be repeated for the student to graduate. Only the grade of the repeated course will be used to calculate the student's cumulative grade point average for graduation, but both the original and repeated courses grades will appear on the student's official transcript. A student may not repeat a failed course more than two times. If a student fails a course three times, he/she will be dismissed from the program.

This course final grade will be based on the following actions and deliverables

- Quality of assignments
- Sufficient participation and feedback in class discussion
- Performance on quizzes, and exams

Letter Grade Assignment

Sillers Institute awards letter grades in recognition of academic achievements in each course. Grades are based upon formative and summative assessments in addition to the instructor's academic judgment if the student has demonstrated a specified level of performance based on objective and subjective evaluations. Students are graded according to their individual activities in the course.

Description	Points
Class participation (20 points per day)	200
2 Quizzes	100 each
Assignments	200
4 Final exams	100 each

Total Points Possible	1000
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Letter Grade	Percentage	Performance
A	93-100%	Excellent Work
A-	90-92%	Nearly Excellent Work
B+	87-89%	Very Good Work
B	83-86%	Good Work
B-	80-82%	Mostly Good Work
C	77-79%	Poor Work/ Not Accepted

Description of Programs Offered and Description of the Instruction Provided in Each Course

Web Development and Digital Marketing: The Web Development & Digital Marketing program is designed to teach students the core concepts and applications of Web Development & Digital Marketing based on current industry practices. In the Web Development & Digital Marketing program, students perform hands-on functions as a team utilizing examples that simulate actual Web Development and Digital Marketing teams in a corporate scenario.

Instruction includes: Design principles used when creating web pages -HTML and CSS and how are they different from each other - Criteria for evaluating the quality of websites - Basic Site Evaluation - Color Theory - Web Standards - Planning a Website and Creating Pages - Basics of HTML coding - Pre-Coding - Basic HTML Markup - HTML Lists - Creating Links - Creating a Data Table - HTML Video Introduction to Cascading Style Sheets - Color in CSS - Typography in CSS - The Box Model in CSS - The Role of ID and Class in CSS - Page Layout Techniques Introduction to Web Graphics - Creating a Web Photo Album - Creating a Button - Creating a Web Page Banner - Overview of Scripting on the Web - JavaScript Basic Features of Web Authoring Software - Publishing on the Web.

Required courses: There are not pre-requisites or courses that need to be take prior to taking QuickBooks

Final tests or examinations: A final exam is administered on the last day of class

Required internships or externships: There are no Required internships or externships

Total number of credit hours required for completion: 35 Hours

Occupational Employment and Wages, May 2018

15-1199 Computer Occupations, All Other

All computer occupations not listed separately. Excludes "Computer and Information Systems Managers" (11-3021), "Computer Hardware Engineers" (17-2061), "Electrical and Electronics Engineers" (17-2070), "Computer Science Teachers, Postsecondary" (25-1021), "Multimedia Artists and Animators" (27-1014), "Graphic Designers" (27-1024), "Computer Operators" (43-9011), and "Computer, Automated Teller, and Office Machine Repairs" (49-2011).

National estimates for this occupation: [Top](#)

Employment estimate and mean wage estimates for this occupation:

Employment (1)	Employment RSE (3)	Mean hourly wage	Mean annual wage (2)	Wage RSE (3)
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381,380	0.9 %	\$44.88	\$93,350	0.4 %
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Percentile wage estimates for this occupation:

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$22.77	\$31.93	\$43.40	\$56.28	\$69.62
Annual Wage (2)	\$47,350	\$66,410	\$90,270	\$117,070	\$144,820

Business Administration: The Business Administration program is designed to teach students the core concepts and applications of Business Administration based on current industry practices. In the Business Administration program, students will perform hands-on functions utilizing examples that simulate actual business administration operations.

Students learn the fundamentals of critical thinking, analyzing, evaluation, synthesizing information, empirical and quantitative calculation, social responsibility, business law, partnerships, business resourcing, and logistics.

Required courses: There are not pre-requisites or courses that need to be take prior to taking QuickBooks

Final tests or examinations: A final exam is administered on the last day of class

Required internships or externships: There are no Required internships or externships

Total number of clock hours required for completion: 35 Hours

Occupational Employment and Wages, May 2018

13-1199 Business Operations Specialists, All Other

All business operations specialists not listed separately.

National estimates for this occupation: [Top](#)

Employment estimate and mean wage estimates for this occupation:

Employment (1)	Employment RSE (3)	Mean hourly wage	Mean annual wage (2)	Wage RSE (3)
1,060,580	0.5 %	\$37.00	\$76,960	0.3 %

Percentile wage estimates for this occupation:

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$18.47	\$25.09	\$33.91	\$45.62	\$59.13
Annual Wage (2)	\$38,420	\$52,200	\$70,530	\$94,890	\$123,000

Accounting and Finance: The Accounting & Finance program is designed to teach students the core concepts and applications of Accounting & Finance based on current industry practices. In the Accounting & Finance program, students perform hands-on functions utilizing examples that simulate actual Accounting & Finance operations. Student learn to prepare accurately an organization's financial position through the use of financial statements, balance sheets, and cash flow projections, record payments, code invoices, set up accounts payable and receivable system, reconcile cash accounts, and learn cash verses accrual-based accounting.

Required courses: There are not pre-requisites or courses that need to be take prior to taking QuickBooks

Final tests or examinations: A final exam is administered on the last day of class

Required internships or externships: There are no Required internships or externships

Total number of clock hours required for completion: 35 Hours

Occupational Employment and Wages, May 2018

13-2011 Accountants and Auditors

Examine, analyze, and interpret accounting records to prepare financial statements, give advice, or audit and evaluate statements prepared by others. Install or advise on systems of recording costs or other financial and budgetary data. Excludes "Tax Examiners and Collectors, and Revenue Agents" (13-2081).

National estimates for this occupation: [Top](#)

Employment estimate and mean wage estimates for this occupation:

Employment (1)	Employment RSE (3)	Mean hourly wage	Mean annual wage (2)	Wage RSE (3)
1,259,930	0.7 %	\$37.89	\$78,820	0.3 %

Percentile wage estimates for this occupation:

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$20.99	\$26.48	\$33.89	\$44.67	\$59.06
Annual Wage (2)	\$43,650	\$55,070	\$70,500	\$92,910	\$122,840

Network Security: The security network program is designed to teach students the core concepts and applications of network security based on current industry uses. In the network security program, students perform hands-on functions utilizing examples that simulate actual network security operations. Students learn security controls, strategies for securing programs, preventing viruses and other malicious code, identifying security flaws in networks, internet security, terminology, internal and external security protocols, and identifying levels of risk and risk mitigation.

Required courses: There are not pre-requisites or courses that need to be take prior to taking QuickBooks

Final tests or examinations: A final exam is administered on the last day of class

Required internships or externships: There are no Required internships or externships

Total number of clock hours required for completion: 35 Hours

Occupational Employment and Wages, May 2018

15-1122 Information Security Analysts

Plan, implement, upgrade, or monitor security measures for the protection of computer networks and information. May ensure appropriate security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and viruses. Excludes "Computer Network Architects" (15-1143).

National estimates for this occupation: [Top](#)

Employment estimate and mean wage estimates for this occupation:

Employment (1)	Employment RSE (3)	Mean hourly wage	Mean annual wage (2)	Wage RSE (3)
108,060	2.0 %	\$49.26	\$102,470	0.5 %

Percentile wage estimates for this occupation:

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$27.28	\$35.52	\$47.28	\$60.99	\$75.28
Annual Wage (2)	\$56,750	\$73,890	\$98,350	\$126,870	\$156,580

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The charges for each educational program taken at Silers Institute is \$800 per day. One day equals eight hours of instruction. The total duration of the program is 10 days to be completed within two consecutive weeks. The total institutional charges for completion of each educational program taken at Silers Institute is \$8,000.

Non-institutional charges \$0

Schedule of charges for each educational program based on a 10 -day (80 hour) program.

Day 1- Total is \$800. If student withdraws on day 1, no charges will apply.

Day 2- Day 1 at \$800 + Day 2 at \$800 totaling \$1,600. If student withdraws on day 2, \$4,800 is refunded.

Day 3- Day 1, 2, and 3 totaling \$2,400. If student withdraws on day 3, \$5,600 is refunded

Day 4- Student will be charged the full amount of the program at \$8,000

Program	Approximate Duration	Original Tuition Fees
Accounting and Finance	10 days (80 hrs.)	\$ 8,000
Network Security	10 days (80 hrs.)	\$ 8,000
Web Development & Digital Marketing	10 days (80 hrs.)	\$ 8,000
Business Administration	10 days (80 hrs.)	\$8, 000

The total charge for each educational program is \$8000.

Student Tuition Recovery Fund

"The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.”

“It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120-day period before the closure of the institution or location of the institution or were enrolled in an educational program within the 120-day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF. A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.”

It is a state requirement that a student who pays his or her tuition is required to pay a state-imposed assessment for the Student Tuition Recovery Fund.

The Student Tuition Recovery Fund (STRF) is a fund administered by the Bureau for Private Postsecondary Education (Bureau) that relieves or mitigates economic loss suffered by a student while enrolled in a qualifying institution. To file a complaint contact:

“REFUND POLICY”

21.) REFUND CALCULATION

Upon a student’s withdrawal, Sillers Institute performs a calculation to determine unearned tuition and return of corresponding funds. Students can obtain a full refund of charges paid through attendance at the first session, or the seventh day after enrollment, whichever is later. Any student may withdraw from the school at any time, after classes start, and receive a pro rata refund calculated based on the remaining scheduled days in the current payment period in the program, and based on the last day of attendance.

The refund granted will have a further deduction for a registration or administration fee, not to exceed \$200.00, and the final refund amount will be paid or credited to the student within 45 days of withdrawal.

For the purpose of determining the final amount of the refund, the date of the student’s withdrawal shall be deemed the last date of recorded attendance. The amount for refund equals the daily charge for the program (total educational program charge, minus non-refundable fees, divided by the number of days in the program), multiplied by the remaining number of days scheduled to attend, prior to withdrawal.

NOTE: Payments to STRF are non-refundable.

22.) DEFAULT ON A FEDERAL OR STATE LOAN

If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

- a. The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan, and or;
- b. The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds. To cancel the enrollment agreement, withdraw, and receive a refund, the student must submit in writing a request to the Chief Academic Officer and submitted in person or by post by the student. If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

The institution shall also refund 100 percent of the amount paid for institutional charges, less reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), if notice of cancellation is made through attendance at the first class session, or the notice of cancellation is made through attendance at the first class session, or the seventh day after enrollment, whichever is later.

If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur: (1) The federal or state government or a loan guarantee agency may

take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan. (2) The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal financial aid funds.

Students at Sillers Institute are not eligible for federal student loans. This institution does not meet the U.S. Department of Education criteria that would allow its students to participate in federal student aid programs.

“STUDENTS RIGHT TO CANCEL”

The student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.

To cancel this enrollment agreement, withdraw, and receive a refund, the student must submit a written request to the Chief Academic Officer at contact@sillersinsitute.com 74710 Hwy 111 Palm Desert, CA 92260 Suite, 102 including in person, by post, or email. Students must also include in the submission the following information:

Student Name
Social Security Number
Date of email
Effective date of Enrollment Agreement cancellation
Contact information: (cell phone; email address; mailing address)
Course name and number

Course Drops and Withdrawals

A student may drop a course the first day of the course session without academic penalty. A course drop during this time does not appear on the student's transcript and does not affect grade point average (GPA).

Note: Please refer to the Academic Calendar in order to verify the last date for a course drop.

A **course drop** applies to one course at a time and does not assume withdrawal from Sillers Institute. Students are responsible for executing course drops by submitting a written request to the Chief Academic Officer at contact@sillersinsitute.com 74710 Hwy 111 Palm Desert, CA 92260 Suite, 102 in person, by post, or email. Students must also include in the submission the following information:

Student Name
Social Security Number
Date of email
Effective date of Enrollment Agreement cancellation
Contact information: (cell phone; email address; mailing address)
Course name and number

If the student has not received a response from the academic officer within three days of the original request, another inquiry should be made by the student to Student Services.

Course withdrawal refers to students formally withdrawing from the course roster after the add/drop period has passed. A withdrawal relates to only one course at a time and does not assume withdrawal from Sillers Institute. Withdrawal may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance. A course withdrawal differs from a course drop in that the course will be reflected on the student's official transcript and will be included in attempted credits when academic progress is monitored. Students should note the following:

Course withdrawal requests must be in writing and submitted to the Chief Academic Officer at contact@sillersinsitute.com 74710 Hwy 111 Palm Desert, CA 92260 Suite, 102 in person, by post, or email. Students must also include in the submission the following information:

Student Name
Social Security Number
Date of email
Effective date of Enrollment Agreement cancellation
Contact information: (cell phone; email address; mailing address)
Course name and number

If the student has not received a response from the academic officer within three days of the original request, another inquiry should be made by the student to Student Services. The following consequences apply to a student who withdraws from a course:

- The student receives a grade of "W" for the course
- The grade of "W" appears on the student's transcript
- The grade of "W" does not affect GPA, but course credits are included in attempted credits when monitoring academic progress

Students who have not participated in a course, or who may have had minimal participation but show no credit for any graded assessments and have not requested a course drop or course withdrawal will be subject to **Administrative Withdrawal**.

The following consequences apply to a student who is administratively withdrawn from a course:

- The student receives a grade of "W" for the course
- The grade of "W" appears on the student's transcript
- The grade of "W" does not affect GPA, but course credits are included in attempted credits when monitoring academic progress

A student may **withdraw from Sillers Institute** at any time for any reason. Students who wish to withdraw from Sillers Institute must send an email or letter indicating their name and Student ID to Student Services requesting to withdraw. Students submitting a request to withdraw are also asked to indicate their reason for withdrawing from Sillers Institute in the email to Student Services at contact@sillersinstitute.com or send to 74710 Hwy 111 Palm Desert, CA 92260 Suite, 102.

Students who have withdrawn but wish to return to study in the future will be required to re-apply for admission and to pay the current Application Processing Fee.

A withdrawal is considered to have occurred on the earlier of (a) the date the student officially notifies the campus of his or her intent to withdraw, or (b) the point at which the student fails to meet the published academic policies outlined in the Academic Catalog ("Date of Determination").

Notice of withdrawal may be given by mail, hand delivery, or email. The written notice of withdrawal need not take any particular form and, however expressed, is effective if it states that a student no longer wishes to be bound by the Enrollment Agreement.

Sillers Institute reserves the right to withdraw a student if, at any time, the student fails to meet the policies as outlined in the Academic Catalog.

23.) LEAVE OF ABSENCE

Sillers Institute may grant, on a limited basis, a leave of absence to students when the student is experiencing extenuating circumstances that prevent attendance and/or challenge academic success. These circumstances may include: Medical emergencies, family emergencies and other exceptional personal circumstances. The University reserves the right to request supporting documentation from relevant authorities.

A request for a leave of absence must be made in writing, and be emailed to contact@sillersinsitute.com or mailed, or hand delivered to the academic officer at 74710 Hwy 111 Palm Desert, CA 92260 Suite, 102 including:

- Student's full name (First and last name)
- Student ID
- Program name and registered courses
- Reason for the request
- Date of requested leave and the date of return

A leave of absence may only be from the first day of the following term, and students cannot return from a leave of absence in the middle of a term. Students who fail to return to class by the end of their leave of absence will be withdrawn from Sillers Institute. Students granted a leave of absence when on academic probation will return to their studies with the same status.

The time granted for a student's leave of absence will not count against the total time allowed for the program completion. Student Affairs will decide whether to grant the student's request for a leave of absence after investigating the request, the supporting documents and the student's academic history. Sillers Institute decision to grant or refuse a request for a leave of absence will be final and binding.

Prospective Students Receiving Tuition Assistance from Workforce Development

INDIVIDUAL TRAINING ACCOUNTS POLICY

Date: February 09, 2017

Number: 20-03

PURPOSE:

This policy provides guidance on the Riverside County Individual Training Account Voucher (ITAV) System for training services provided under the Workforce Innovation and Opportunity Act (WIOA) Title I-B for Adults and Dislocated Workers.

EFFECTIVE DATE:

REFERENCES:

Upon Release

WIOA (Public Law 113-128) Section 122

EDD Directive WIAD04-4, 8/18/2004, Recovery of WIA Tuition and Training Refunds

LOCALLY IMPOSED REQUIREMENTS:

WIOA Eligible Training Provider List Policy and Procedures
WSD1507

POLICY:

N/A

Individual Training Account Vouchers (ITA V) is one method through which training is financed and coordinated for W/OA participants. W/OA customers can choose training programs from the State of California Eligible Training Provider List (ETPL). W/OA customers interested in training should be encouraged to use and research information (e.g., skills assessment, labor market conditions/trends and training provider performance) to make a self-informed choice regarding their employment goals.

Individual Training Account Voucher (ITAV) Guidelines

- Participants must be Workforce Innovation and Opportunity Act (WIOA) Adult and/or Dislocated Worker eligible.

- All Participants must attend the Educational Alternatives workshop and have a developed Individual Employment Plan (IEP) with specific set goals to obtain or retain employment.
- An ITAV will only be approved for training courses that are on the California Eligible Training Provider List (ETPL). If the training provider is not on the approved ETPL list the training provider must submit the application listed in ETPL Directive WSD 15-07, located at http://www.edd.ca.gov/Jobs_and_Training/pubs/wsd15-07.pdf through CalJOBSM to the Administration Unit of the Riverside County Economic Development Agency/ Workforce Development Division (EDA/WDD).
- Any training outside of the Workforce Development Board approved industries or Regional Key industries will require additional justification. O*NET Bright Future Occupation designation or EDD's fastest growing jobs classification are examples of documentation that can be provided as justification.
- ITAV's will not pay for college degrees.
- ITAV's are authorized to pay for tuition and books, required equipment and other associated fees for the training program, less Federal and State financial aid, grants, scholarships, and work study.
- Local areas must consider the availability of other sources of grants, excluding loans, to pay for training costs so that WIOA funds are used to supplement but not supplant other sources. WIOA funds are intended to provide training services in instances when there is no grant assistance (or insufficient assistance) from other sources (i.e. Title IV Programs and statefunded grants) to pay for those costs (20 CFR 663.320). The use of WIOA funds to pay down a loan is prohibited; however, the mere existence of a loan must not impact eligibility determinations.
- ITAV's will not exceed \$8,000 per customer.
- Repeat customers will be subject to approval by the Workforce Development Director or their designee. Repeat customers include WIOA training enrollments as well.
- There will be two (2) levels of approval for an ITAV to be issued to customer and training provider. The first approval level is from the Career Development Manager or Assistant Manager in reviewing and approving eligibility and training criteria in RIVCOJOBS. The second level will be from the Workforce Development Division, Accounting and Finance Division in approving and issuing the ITAV.
- The maximum duration of a training program may not exceed a 24-month period. Exceptions may be granted in instances where the student is unable to complete the training course as planned.
- The ITAV is valid for a period of 30 days from the voucher start date. If the authorized start date is after 30 days, the voucher is null and void.

Vendors providing ITA services will receive payment based upon receipt of an approved Voucher and issuance of a Purchase Order by EDA/WDD fiscal. ITAS will be paid in increments of fifty (50) percent at the halfway point in training hours and fifty (50) percent at completion. Any training

- less than two months or 320 hours will receive one hundred (100) percent payment upon completion.
- An exception to this payment procedure may apply to public post-secondary institutions (i.e. community colleges, university extensions and other higher education entities) that are required to receive full payment of tuition upon enrollment/registration of the participant.
- At the discretion of the Workforce Development Director, an exception to this payment procedure may be made based upon the needs or requirements of any awarded grants or special projects, which may require revising the terms and conditions of the ITAV invoice packet.
- The training provider must submit a completed ITA invoice packet (EDA form Fiscal 448-15), for each tuition payment.
- Pell Grant and other financial aid must be claimed on Form 448-15.
- All invoices must be submitted no later than 45 days after training program completion date to ensure funding is available for payment.
- In the event the participant drops out of the ITA training program prior to completion, the tuition costs shall be prorated in accordance with published catalog tuition refund policy or if training provider does not have a refund policy in place, the following calculation method will be used:

o Tuition only divided by number of hours	=hourly rate
o Hourly rate multiplied by number of hours attended	=tuition owed
o Tuition owed + applicable contractual items used	=total owed
o Tuition amount minus total owed	=refund/unearned amount

The refund/unearned amount will be refunded to the EDA/WDD Accounting and Finance, 3133 Mission Inn Avenue, Riverside, CA 92507, within 45 calendar days. Failure to comply with this provision may result in the discontinuance of ITA Vouchers until such time the unearned amount is refunded or credited. Any uncollected refund will be subject to Policy Number 10-02 Debt Collection.

PROCEDURES:

EDA/WDD staff should refer to Knowledge Management on the [WDC/Partner Intranet](#) site for procedures related to this policy.

REVISION HISTORY:

Revision Dates: 02/09/2017, 10/29/2015, 01/21/2014, 07/10/2010,
04/29/2010, 01/22/2009, 12/04/2008

Original Policy Date: 06/30/2007


Loren Sims, Administration Manager

Sillers Institute Faculty

Instructor: Erma Trent CEO & COO

Subjects: Network Security

Qualifications: Master of Science in Information Technology and Bachelor of Science in Technical Management

Industries: Business, Non-profit, Data Analysis

Instructor: Myles Barter CAO

Subjects: Accounting and Finance, Microsoft Excel, Microsoft Office 365, Business Administration, Project Management.

Qualifications: Master of Public Administration and Bachelor of History

Industries: Business, Accounting, Non-profit, Academia

Instructor: Lori Bannon

Subjects: Web Design and Digital Marketing, Microsoft Office 365

Qualifications: Bachelor of Science in Computer Science and Communications

Industries: Media, Web Development, Digital Marketing, Programming

Instructor: Lisa Diaz

Subjects: QuickBooks, Microsoft Office 365, Microsoft Excel, Accounting and Finance, Business Administration

Qualifications: Master's in accounting, QuickBooks Pro Certified

Industries: Accounting, Academia, Technical Writing, Business