

School Catalog



2023

01/1/2023 – 12/31/2023

CAL AMERICA EDUCATION INSTITUTE

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20230801

About this Catalog

This School Catalog is issued to all prospective and currently enrolled students in order to serve as a guide for the school's policies and regulations during their stay at Cal America Education Institute. It aims to document pertinent information about the school, its programs, faculty, facilities and services, and operational systems and procedures. However, it does not serve as an unchangeable contract. The school reserves the right to modify any part of this School Catalog at any time as deemed appropriate by the school's administration. Further, the information contained in this School Catalog may be changed without notice although all possible efforts will be exerted to ensure the accuracy of its contents and that the same are properly communicated to the students and all concerned parties.

This School Catalog is in effect from the school term Winter 2023 through Fall 2023. During this period, all approved updates and catalog supplements will be attached herewith as Catalog Addendum duly notated in particular section(s) referencing the original page number(s) for proper guidance.

BPPE Notation for Students

Cal America Education Institute is approved to operate as a private institution approved to operate by the Bureau for Private Postsecondary Education (BPPE). The California Private Postsecondary Education Act of 2009 (Act) provides that all institutions may continue to operate but shall comply with, and are subject to, the Act.

Approval to operate means compliance with state standards as set forth with the California Private Postsecondary Education Act of 2009.

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

Mailing:	P.O. Box 980818 West Sacramento, CA 95798-0818	Tel:	(916) 431-6959
Physical:	2535 Capitol Oaks Drive, Suite 400 Sacramento, CA 95833	Toll Free:	(888) 370-7589
		Fax:	(916) 263-1897
		Web:	www.bppe.ca.gov
		Email:	bppe@dca.ca.gov

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.

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.ca.gov).

Accredited by ACCET

Cal America Education Institute has been accredited and approved by ACCET, the Accrediting Council for Continuing Education and Training. ACCET is an independent agency that reviews and certifies continuing education and training programs in the USA. The agency has been recognized by the U.S. Department of Education since 1978 as a reliable authority in certifying the quality of institutions of higher education and training. Accreditation through ACCET is a rigorous process and involves site visits, review of an institution's financial statements, and adherence to quality standards equivalent to ISO 9001 Quality Management.

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School Calendar

Winter 2023 to Fall 2023

<u>Session</u>	<u>Dates</u>	<u>Session</u>	<u>Dates</u>
*WINTER 1	<i>Jan 2 – Jan 27</i>	*SUMMER 1	<i>Jul 3 – Jul 28</i>
WIN 2	<i>Jan30 – Feb 24</i>	SUM 2	<i>Jul 31 – Aug 25</i>
WIN 3	<i>Feb 27 – Mar 24</i>	SUM 3	<i>Aug 28 – Sept 22</i>
*SPRING 1	<i>Apr 3 – Apr 28</i>	*FALL 1	<i>Oct 2 – Oct 27</i>
SPR 2	<i>May1 – May 26</i>	FAL 2	<i>Oct 30 – Nov 24</i>
SPR 3	<i>May 29 – June 23</i>	FAL 3	<i>Nov 27 – Dec 22</i>

Holidays Observed

Jan 1	New Year's Day
Jan 16	Martin Luther King Day
Feb 20	Presidents' Day
May 29	Memorial Day
Jul 4	Independence Day
Sep 4	Labor Day
Oct 9	Columbus Day
Nov 10	Veterans Day
Nov 23-24	Thanksgiving
Dec 25	Christmas

*Classes are not in session on above days.

About Cal America Education Institute

Cal America Education Institute was organized as a private for-profit corporation in the State of California in 1988. Cal America Education Institute is committed to helping international students achieve their educational goals in the United States. CAEI has provided international students with the best English training and academic preparation programs since 1990. CAEI is one of the most highly ranked when it comes to websites relating to ESL institutions researched on the internet. We also have numerous students who transfer from various schools because of the high quality of education CAEI provides.

Mission

The aim of Cal America Education Institute (CAEI) is to provide intensive and challenging English language programs for students who intend to enhance their English language proficiency for academic and personal reasons.

Educational Objectives

Cal America Education Institute's goals are as follows:

1. Develop and maintain highly effective English language curriculum to meet the English proficiency assessment standards used in the United States for academic purposes.
2. Acquire and maintain a dedicated team of qualified English instructors to ensure the delivery of quality instruction.
3. Provide current and innovative resources and materials related to English language development, assessment tools, and advanced learning.
4. Maintain a learning environment conducive to progressive learning.
5. Maintain a community of student, alumni, and academic networks of the English language to stay abreast of the latest trends in enhancing English language instruction.

Nondiscrimination Policy

CAEI does not discriminate with regard to race, religion, age, sex, marital status, disability, or sexual orientation in any of its academic programs, admissions policies, employment practices, or advertising.

Locations and Class Venues

The main campus is located at 1126 N. Brookhurst St #200A, Anaheim, CA 92801. It is set in the heart of the Orange County near by Disney Land and is in close proximity to major OC County freeways (5 & 91) for easy access.

All classes are held at these locations and are offered all day long, i.e., morning and afternoon, in order to cater to every student's personal schedules and needs.

Class Size

The maximum number of students in any class is limited to fifteen (15) to assure that each student will be given individualized instruction and attention. By keeping the class size small, we can assure that each student's learning experience is personalized and meaningful.

Mode of Instruction

The mode of instruction in all classes is conducted in the traditional classroom instruction. There are no online classes offered or programs or courses offered in distance learning mode.

School Facilities and Equipment

Anaheim Location

The campus is currently located on the second floor of a 3-story building in the California University of Management & Sciences building. It has 3 classrooms. There are administrative offices for administration and staff. The entire floor offers free wireless Internet access for students and faculty.

The CAEI Anaheim Campus has a library with up-to-date educational resources consisting of English learning textbooks, workbooks, audio compact discs, digital video discs, magazines, and newsletters that are made available to both students and faculty.

Student Services

Student Orientation

Student orientations are given on the first day of each term to inform students of school policies, Transportation / housing service information, and other pertinent information.

School Activities

Cal America Education Institute offers many activities during the course of the program. Activities are announced on the CAEI website and on the monthly calendar. Activities can be cancelled at any time by CAEI.

Student Advising

The Student Service Staff is present during school hours to assist students with any issues/questions they may have.

Educational Assistance

Although Cal America Education Institute does not offer job placement assistance to its students, educational assistance is readily available. If any student wishes to pursue a degree in higher education, either after completing their courses or during their enrollment, CAEI will assist the student by providing useful materials to them, such as university brochures, catalogs, and registration materials. In addition, we will arrange appointments for the student to meet with the appropriate counselor to discuss admission and transfer requirements.

TOEFL Waiver for Colleges and Higher Education Institutions.

Cal America Education Institute has agreements with numerous institutions to accept CAEI students to the program without a TOEFL score when a student completes our IEP program and/or TOEFL program. Students can contact Academic Director or Student Services Advisor for more information.

Institutions	Academic Level	Academic Level or iBT TOEFL*	Academic Level + iBT TOEFL*
Academy of Radio &TV Broadcasting	○		
Art Institute (All Locations)	○		
Cerritos College		○	
East Los Angeles College			○
El Camino College		○	
Glendale College		○	
National Polytechnic College	○		
Santa Monica College			○
The Los Angeles Film School	○		
West Los Angeles College	○		

* minimum of 24 weeks or 6 months required

Housing

Cal America Education Institute does not provide any housing accommodations. The school does not have any dormitory facilities under its control. However, information regarding nearby apartments and family-sponsored housing arrangements including an estimation of the approximate cost or range of cost for these accommodations are available at the school's administration office. In general, There are home-stays available from as low as \$1000 ~ \$1,300 per month. The average price of a studio apartment near the campus is \$1,800-\$2200 per month.

Document Requests

Cal America offers several student services. These include bus pass letters, student ID cards, transcripts, certificates of completion, enrollment verification letters, and more.

Programs Offered

Cal America Education Institute offers the following programs and courses:

- 1.) Business English
- 2.) Intensive English Language - Beginner
- 3.) Intensive English Language - Intermediate
- 4.) Intensive English Language - High Intermediate
- 5.) Intensive English Language - Advanced
- 6.) Intensive English Language - Academic
- 7.) TOEFL-iBT Preparation Course

These programs and courses are described as follows:

Business English

This course focuses on developing students' skills in the key areas of business communication. The students will improve their skills in grammar, vocabulary, reading, writing, listening, and speaking. The students will learn about cross-cultural socializing in business environments; communicating via the telephone including setting up appointments as well as problem solving and overcoming language barriers; presentation techniques; making meetings productive; developing strategies; and negotiating in English.

INTENSIVE ENGLISH LANGUAGE - Beginner

This program is designed for students who possess minimal English knowledge and skills. Classes in the program begin with an introduction and/or review of basic grammar and vocabulary structures, and expressions and short conversations. It develops into expanded vocabulary exercises, advanced sentence structuring, use of idiomatic expressions, and extended conversations. Oral communication will be emphasized throughout the program.

INTENSIVE ENGLISH LANGUAGE - Intermediate

This program is designed for students who possess basic English knowledge and skills including the ability to speak acceptable conversational English. It is aimed to enhance vocabulary and sentence structuring skills while being able to develop more complex sentences and paragraphs. Communication skills, both oral and written, will be expanded through the use of wider vocabulary and structuring organizational grammar patterns. Students will be expected to develop and express more abstract thoughts and ideas through repetitive exercises. They will also begin reviewing multicultural short stories and classic novels to increase cultural awareness and improved reading.

INTENSIVE ENGLISH LANGUAGE - High Intermediate

This program is designed for students who possess average English knowledge and skills and can carry relatively interactive English conversations. It includes a brief review of grammar and vocabulary as well as speech intonations used in daily English conversations. Students will be engaged in more thorough exercises in proper use of idioms both in written and oral communication. Assigned readings and video reviews will involve modern novels, TV clips and films

in order for the students to adapt to the recent changes in American culture and society.

INTENSIVE ENGLISH LANGUAGE - Advanced

This program is designed for students who possess above average English knowledge and skills with the intention to prepare for admission to U.S. colleges and universities. Modular lessons are conducted with the classroom setting to provide adaptive learning experience. Students will be exposed to various college level instructional formats including essay compositions, research formats, speed reading, and basic presentation skills. Emphasis is placed on the mastery of listening skills and expanded speech communication skills.

INTENSIVE ENGLISH LANGUAGE - Academic

This program is designed for students with superior English knowledge and skills with prior experience in attending college and university level classes in the United States. Students in this program intend to further enhance their current skills to an academic competency level. By the successful completion of this program, the student should be able to demonstrate core competencies in grammar and vocabulary, written and oral presentations, technical writing, and speech writing and delivery.

TOEFL-iBT Preparation Course

This preparation course provides a comprehensive overview of college-level listening, speaking, reading and writing skills needed to acquire a sufficient score on the Next Generation TOEFL iBT (internet-based) exam for entry into colleges, universities and/or various fields of employment. The course is comprehensive and covers essential vocabulary for the TOEFL IBT test, grammar, writing, speaking, pronunciation, articulation, stress, intonation, reading, and listening. With bi-weekly assessments of test-taking strategies and methods, the student will be able to develop a high level of English language fluency and ability to obtain a substantial TOEFL score.

Program and Course Length

Each program and course offered in CAEI requires completion of instructional clock hours shown below:

Program	Clock Hours Required
Business English	240
INTENSIVE LANGUAGE - Beginner	240
INTENSIVE LANGUAGE - Intermediate	240
INTENSIVE LANGUAGE - High Intermediate	240
INTENSIVE LANGUAGE - Advanced	240
INTENSIVE LANGUAGE - Academic	240
TOEFL - iBT Preparation Course	240

Completion of Studies

A Certificate of Completion will be awarded to each student upon successful completion of any full term (12 weeks or 3 sessions), as well as upon completion of the entire Intensive English Program provided by Cal America Education Institute. Successful completion requires that students maintain the minimum cumulative grade point average (GPA) of 2.0 during their enrollment.

Faculty

Through quarterly faculty and staff meetings, the school administration and faculty are collectively involved in accomplishing the institutional goals and educational objectives of the school. Meetings are led by the Academic Coordinator (AC) and by the Director of Operations (DO). School administrators and faculty are involved in the selection of curriculum and relevancy of courses based on their respective areas of expertise. The AC and DO have the highest authority in the approval and/or modifications made to the course syllabus or the curriculum as a whole.

Policies and procedures related to the hiring of instructors are periodically reviewed by the Chief Executive Officer (CEO). The CEO is responsible for ensuring that the school complies with all hiring criteria and guidelines.

Faculty Hiring Criteria

Cal America Education Institute hires instructors who possess a minimum of a bachelor's degree from an accredited university in the United States or a TESOL certificate and/ or the equivalent in professional experience, i.e., at least 1 year of teaching experience instructing English as a Second Language (ESL).

Institutional Policies and Procedures

Admissions

All applicants must submit required documents prior to enrollment, as well as meet required financial obligations. There are no educational requirements that must be met in order to enroll at CAEI, except that each student must possess a high school diploma or be at least 18 years of age. However, students under 18 with a guardian and/or a medical referral can be accepted.

Admissions Procedures

Once it has been determined that a student will enroll in one of our programs:

1. An enrollment agreement must be filled out and all necessary documents must be submitted and reviewed by an administrator.
2. All the policies and procedures of CAEI will be explained to the student. Any questions/inquiries regarding enrollment will be addressed and answered at this time.
3. The student will pay his/her tuition and sign the enrollment agreement.
4. A Placement Test will be administered to the student to determine the program or course level which will best fit his/her needs.

Ability to Benefit Students

CAEI does not provide for Ability-To-Benefit students.

Acceptance of Credits Earned from Other Institutions

Given the unique nature of the programs offered in CAEI, no credit will be accepted from those earned from other institutions in consideration of the required clock hours.

Articulation Agreements

Cal America Education Institute has not entered into an articulation or transfer agreement with any other college or university. For more information on our conditional acceptance program, see page 9 of this catalog.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Cal America Education Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the Intensive English, TOEFL iBT Test Preparation, 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 Cal America Education Institute to determine if your credits or certificate will transfer.

Experiential Credit

Cal America Education Institute does not award credit for prior experiential learning.

International Students

English Language Services

Cal America Education Institute is primarily an English language educational institution. It mainly offers English language programs and courses the nature and costs of which are described in the particular sections of this school catalog.

Visa Services

CAEI offers visa assistance to prospective international students by issuing the necessary supporting documents to support their applications for a U.S. international student visa. The visa assistance offered by the school is free of charge.

English Proficiency Requirement

There are no English proficiency requirements in order to be admitted to the programs and courses at CAEI. All enrolled students are required to take the English Placement Test to evaluate and determine the appropriate program or level for the student.

Language of Instruction Other than English

All instruction in the programs and courses offered at Cal America Education institute will be conducted in the English language. There are no other languages used in the medium of instruction.

Extension of Program

Students must notify CAEI to request to extend your course of study prior to the date stated on the Form I-20 with a required new financial statement. CAEI may or may not grant the request by determining your eligibilities (grades, attendance rate, and academic progress) to extend your program. Students may study at CAEI for a maximum of two years to pursue English language training.

Termination of F1 Status

The student's status may be terminated by the Designated Signing Officer (DSO) of CAEI for the following reasons:

1. Failure to maintain satisfactory academic progress.
2. Failure to maintain the student code of conduct after a warning period.
3. Failure to maintain the minimum attendance requirements.
4. Failure to settle financial obligations to the school.

For F-1 Students.

To maintain legal status in the United States, F-1 students must attend CAEI full-time and conform to the attendance policy. If an F-1 student fails to maintain minimum attendance requirements, the student shall be terminated and reported to the Student and Exchange Visitor Information System (SEVIS).

Attendance

As an institution, CAEI expects students to attend school every day. When a student misses class, s/he not only falls behind on new material, but s/he misses the hands-on repetition that is so important in learning new skills.

If a student does not have cumulative attendance of at least 80% at the end of any session, he or she will be placed on Probation for the next session. The student must meet with the School Official and abide by the terms outlined in the Probation notice. At the end of the session on Probation, the student must be making progress toward meeting the 80% cumulative attendance requirement for the term and have met all of the terms of the Attendance Probation. Failure to do so may result in termination from school. After no more than two sessions on Probation, the student must meet the 80% cumulative attendance requirement, or he or she will be dismissed from school. If a student does not agree with any of the attendance data, he or she must submit a written appeal to the school official within one week of the Probation notification.

A student who is absent for ten (10) consecutive class days or fourteen (14) consecutive calendar days without an approved leave of absence will be terminated.

Any student dismissed for attendance related reasons—consecutive absences, failure to maintain the 80% cumulative attendance, excessive tardiness or early departures, failure to meet the terms of attendance probation, or failure to return from a leave of absence—may restart classes in the next quarter only with the School Official's written authorization.

Tardiness and Early Departure

CAEI expects students to be in class on time to school every day. When a student arrives late to class, s/he not only misses the material that has been presented, but s/he disrupts both the instructor and her/his fellow students. If a student misses a portion of a class due to either a late arrival or an early departure, the instructor will record a Tardy.

Leave of Absence

A leave of absence must not exceed 4 weeks other than for medical reasons that are supported by a physician's statement. The maximum leave for "Leave of Absence" is 90 days in a 12-month period or one-third of the enrolled program's length, whichever is shorter. Leave of Absence is only granted to students with satisfactory academic progress who have an emergency situation, such as a serious illness or a death in the immediate family. A student must provide documentation to support the emergency situation, and a written request must be given to the Student Services staff. Multiple leaves and/or an extension may be permitted and it is provided in writing.

Any student on an extended leave of absence greater than 4 weeks may require retesting upon reentry.

Vacation

An F-1 Student may take a leave from regular course study and still be considered in-status in the form of an annual vacation if the student is eligible and intends to register for the next term. A student is eligible after he/she completes three consecutive courses or the equivalent of one academic year in good-standing. The annual vacation is limited to 4 weeks in any 12-month period or one-half the published program length, whichever is shorter.

Make-up Class

There are no make-up classes given at Cal America Education Institute. If a student misses class, he/she will be expected to make up the missed coursework within two (2) days of the excused absence. Exams, however, are mandatory and must be rescheduled with the instructor if missed.

Scholastic Performance

Grading System

The instructor determines the course requirements and methods of evaluating student performance. Grades can be given for attendance, quizzes, tests, oral or written projects, reports, and standardized tests. Instructors will inform students of the class requirements and the grading procedures at the beginning of the course. At the end of each quarter, the Director of Operation posts students' grades for every course undertaken.

Standard letter grades are used and the conversion equivalents of the grades are shown in the following table:

Grade	Description Grade	Point
A	Excellent	4.0
B	Above Average	3.0
C	Average	2.0
D	Below Average	1.0
F	Failed	0.0
I	Incomplete	N/A
NG	No Grade	N/A
P	Passed	N/A
W	Withdrawal	N/A

Incomplete (I)

"I" is given to students who, in the judgment of the Instructor, are unable to complete the requirements of a course before the end of the quarter because of unforeseen circumstances and justifiable reasons. This grade is recorded on the transcript but does not affect the grade point average.

No Grade (NG)

"NG" represents no grade and indicates that the instructor did not submit a final grade at the time grades were due. A grade of "NG" is recorded in consultation with the Office of the Registrar. An "NG" must be converted to a final grade by the end of the next quarter.

Withdrawal (W)

Students may withdraw from courses during the first two weeks after classes begin without affecting their grade point average. Students thereafter are required to obtain a permit from the administration office to withdraw. Withdrawal from enrolled classes after the first two weeks with the proper withdrawal procedure will result in a "W" grade recorded in the official transcript. No withdrawals are permitted during the final three weeks of instruction except in cases such as accident or serious illness. A grade of "F" will be automatically entered in the grade report if the student does not attend the final three weeks of class without being excused. Withdrawal grades are not included in the GPA. A refund of tuition, if any, will be made in accordance with the refunds policy stated in this catalog.

Grade Changes

A grade of "F" (Failed) may be remedied by repeating the course. Any course with a grade of less than "C" may be repeated. In consultation with the Academic Director, a student may repeat any course. If a higher grade is earned in the repeated course, the lower grade will be removed from the record. All grades are final with the exception of those recorded through mechanical error or through an error in the calculation of a grade by an instructor. Otherwise, they will remain as reported on a student's transcript.

All requests for grade changes must be submitted to the Registrar's office by the instructor within two weeks following the date of issuance of the grade in question.

Satisfactory Academic Progress

The student must maintain a cumulative GPA (grade point average) of at least 2.0 in any given quarter. The student will be on probation if the student's cumulative GPA falls below 2.0. Students are evaluated and given a final grade at the end of each quarter. Grades will be based on class assignments, participation, homework, quizzes, test scores, and a final exam. Those who have not passed will meet with a student advisor and discuss what steps are necessary in order to pass the course/level.

Probation

Students who do not maintain satisfactory academic progress will be placed on probation for one (1) quarter. Satisfactory progress is defined as maintaining a cumulative GPA of 2.0 or above. All students placed on probation will be counseled by their student advisor and will be given assistance, if needed, in order to improve their grades. At the end of one quarter probationary period, if the academic record is not in compliance with the standards of academic progress, the student will be dismissed.

Mitigating Circumstances

The school may waive interim satisfactory standards for circumstances of poor health, family crisis, or other significant occurrences outside of the student's control. These circumstances must be documented and it must be demonstrated by the student that they had an adverse impact on the student's satisfactory progress in the academic program.

Appeals

Should a student disagree with the application of these standards of satisfactory progress, he/she must first discuss the problem with his/her respective instructor(s). If the student is still unsatisfied, he/she may then appeal to the Academic Coordinator (AC). The decision of the AC is final and may not be further appealed.

Student Rights

Cal America Education Institute adheres to equitable and reasonable practices in all student affairs including the delivery of educational programs, provision of student services, and the timely resolution of disciplinary matters, as well as the handling of grievances.

The school is open to all students according to its published policies and standards. Upon enrollment, each student has access to all services and facilities for which he or she is qualified.

The Right to Appeal

Students have the right to appeal any academic policy or requirement if either of the following conditions are present:

1. Extenuating circumstances make it impossible to comply with the policy or requirement.
2. An undue hardship would result from a strict application or interpretation of the policy or requirement. Extenuating circumstances must be beyond the student's control and that undue hardship must be a condition far more serious than simple inconvenience. Documentation will be required and the timeliness of the appeal will be taken into consideration. Appeals related to an academic policy or requirement must be submitted to the Academic Coordinator (AC) for review and action.

Family Educational Rights and Privacy Act (FERPA) of 1974, as amended

This institution complies with the Family Educational Rights and Privacy Act (FERPA), which provides students certain rights related to their educational records. The following is a description of those rights:

The right to inspect and review the student's educational records within 45 days of the day the Institution receives a written request for access. Students should submit to the President written requests that identify the record (s) they wish to inspect. A School Official will make arrangements for access and notify the student of the time and place where the records may be inspected.

The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception, which permits disclosure without consent, is disclosure to institution officials with legitimate educational interests. An institution official is a person employed by the institution in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel and health staff). A person or company with whom the Institution has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another institution official in performing his or her tasks. An institution official has a legitimate educational interest if the official needs to review an educational record in order to fulfill his or her professional responsibility. Upon request, the Institution discloses educational records without consent to officials of another institution in which a student seeks or intends to enroll.

Directory information is information that may be unconditionally released to third parties by the school without the consent of the student unless the student specifically requests that the information not be released. The school requests students to present such requests in writing within 10 days of the date of enrollment. Directory information includes the student's name, address(s), telephone number(s), birth date and place, program undertaken, dates of attendance, and certificate or diploma awarded.

The right to file a complaint with the U.S. Department of Education concerning alleged failures by this Institution to comply with the requirements on file is as follows:

Family Policy Compliance Office
Department of Education,
600 Independence, SW
Washington, DC 20202-4605.

** Note: The FERPA does not apply to international students.*

The Right to Access Records

With a few exceptions provided by law, students may see any of their school records upon request. Access must be granted no later than 15 working days after written request. Students also have the right to challenge the contents of their educational records and to enter their viewpoints in the records under established procedures.

Disclosure of Student Records

With several exceptions provided by law, CAEI cannot release information concerning students to third persons without the written consent of the student. Permission must be given by the student for information in their file to be used as reference checks for credit or employment evaluation by third parties and the student must file a declaration to this effect, which will be kept in the student's file(s). The declaration can be all-inclusive or on a case-by-case access basis. (The provision of financial data to authorized agencies is not a violation of the Buckley Amendment). The student's written consent is not required for the disclosure of grades, disciplinary action, or other information to parents of students who are dependents for federal tax purposes. Parents requesting information may generally be granted access upon submission of a signed statement to the CAEI or other evidence of federal income tax dependency.

Retention of Student Records

In addition to permanently retaining a transcript as required by section 94900(b) of the Ed. Code, the institution shall maintain for a period of 5 years the pertinent student records described in Section 71920 from the student's date of completion or withdrawal.

Student Grievances and Grievance Procedures

It is the policy of the school to manage all student issues and grievances productively and in a fair and equitable forum. Students who feel aggrieved in their relationships with the school, its policies, its practices and procedures, or its faculty and staff should submit their grievance in writing to the Academic Coordinator (AC), who will act upon it, or direct it to the concerned parties. A response will be made within five (5) working days upon receipt of the written grievance.

Dismissal of a student will require prior formal hearing. Should the student/s feel aggrieved with the AD, a petition should be addressed and submitted to the Chief Executive Officer (CEO), who, if necessary, will arrange a hearing with the school administrators for the student and the AC. Any questions or problems concerning this procedure which have not been satisfactorily answered or resolved by the school should be directed to:

1. Bureau for Private Postsecondary Education

Mailing:	P.O. Box 980818 West Sacramento, CA 95798-0818	Tel:	(916) 431-6959
Physical:	2535 Capitol Oaks Drive, Suite 400 Sacramento, CA 95833	Toll Free:	(888) 370-7589
		Fax:	(916) 263-1897
		Web:	www.bppe.ca.gov
		Email:	bppe@dca.ca.gov

2. Accrediting Council for Continuing Education & Training

A: Complaints should be submitted in writing and mailed, or emailed to the ACCET office. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.

B: The letter of complaint must contain the following:

- a) Name and location of the ACCET institution;
- b) A detailed description of the alleged problem(s);
- c) The approximate date(s) that the problem(s) occurred;
- d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students;

- e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
- f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and
- g) The status of the complainant with the institution (e.g. current student, former student, etc.).

C: In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g. student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

D: Send to

ACCET
 CHAIR, COMPLAINT REVIEW COMMITTEE
 1722 N Street, NW
 Washington, DC 20036

Tel: (202) 955-1113
 Fax: (202) 955-1118 or
 (202) 955-5306
 Web: www.accet.org
 Email: complaints@accet.org

*Note: Complainant will receive an acknowledgement of receipt within 15 days.

Student Code of Conduct

While enrolled in Cal America Education Institute, students are required to observe the Code of Conduct at all times. This Code must be observed for the student's conduct within the school premises, at any school-sponsored activity, and under certain circumstances, even those outside of the school premises.

At any time, the school reserves the right to exclude students whose conduct is deemed undesirable or prejudicial to the school or the community. The contents of the Code are subject to amendment at any time with notices being posted on the campus bulletin boards.

Behavior resulting in disciplinary action may involve, but is not limited to, one or a combination of the following:

1. Possession of alcoholic beverages on campus or at any school activities at any time.
2. Illegal possession of firearms or weapons of any kind which are deemed detrimental to the safety and security of the life and property of students, faculty, school administrators, and the school itself
3. Intoxication in any form
4. Illegal use of controlled substances
5. Grave threat or danger to another student, faculty, staff or administrator
6. Falsification of school documents, records, or identification
7. Dishonesty in any form, including plagiarism, illegal copying of software, or knowingly furnishing false information to the school
8. Cheating or compromising test materials
9. Removal of school materials without permission
10. Disruption of class or academic activities
11. Usage of abusive language to another student, faculty, staff, or administrator
12. Theft or damage of school property or another student's property

If any of the above is committed by the student, the school administration will issue a warning to the student and this will be recorded in his/her file. If the Code is violated a second time after a warning has already been issued, the student will be dismissed from the school. Appropriate authorities may be notified if it befits the situation.

Financial Information

Tuition and Fees

The school reserves the right to change tuition and fees, to make certain curricular changes when necessary, and to make substitutions in supplies as the instructors require without prior notice. Any tuition or fee changes will not affect students who have already paid in full for a given session. However, upon completion of the pre-paid session or sessions, such students will be required to pay according to the new tuition and fee schedule should they choose to enroll in future sessions. Failure to meet these financial commitments may result in temporary suspension, withholding of grades and certificate(s), and may also result in dismissal from school.

Schedule of Tuition Fee Rates and Charges*

Description	Total Charges
Intensive English Program	
Intensive English Program - \$2100 12 Week Beginner (240 hours) + \$100 Application Fee + \$150 I-20 Processing Fee (International Student Only)*	\$2,350.00
Intensive English Program - \$2100 12 Week Intermediate (240 hours) + \$100 Application Fee + \$150 I-20 Processing Fee (International Student Only)*	\$2,350.00
Intensive English Program - \$2100 12 Week High Intermediate (240 hours) + \$100 Application Fee + \$150 I-20 Processing Fee (International Student Only)*	\$2,350.00
Intensive English Program - \$2100 12 Week Advanced (240 hours) + \$100 Application Fee + \$150 I-20 Processing Fee (International Student Only)*	\$2,350.00
Intensive English Program - \$2100 12 Week Academic (240 hours) + \$100 Application Fee + \$150 I-20 Processing Fee (International Student Only)*	\$2,350.00
Estimated Total Charges for IEP from Beginning through Academic:	\$11,750.00
Other Programs	
Business English - \$2100 12 Week (240 hours) + \$100 Application Fee + \$150 I-20 Processing Fee (International Student Only)*	\$2,350.00
TOEFL-iBT Preparation Course - \$2490 12 Week (240 hours) + \$100 Application Fee + \$150 I-20 Processing Fee (International Student Only)*	\$2,740.00

Estimated Total Charges for the Entire Educational Program

The estimated total charges for each program (when paid in full) would not exceed the amount listed below plus any appropriate fees.

Intensive English (60 weeks): \$11,750.00

TOEFL iBT® Preparation Course (12 weeks): \$2,740.00

Business English (12 weeks): \$2,350.00

*Fees and charges are subject to change in accordance with the economic index without prior notice.

**Students are responsible for the purchase, return or exchange of their textbooks. Once a student has enrolled in a course, he/she will be given a list of textbooks required for the curriculum. (\$100 application fee (non-refundable) and the \$150 I-20 processing fee (non-refundable) (for international students only))

Financial Aid / Title IV

Cal America Education Institute does not participate in any financial aid program.

Loans

If a 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.

If a student has received federal financial student aid funds, the student is entitled to a refund of the

moneys not paid from federal student financial aid program funds.

Cancellation & Refund Policy

CAEI's Cancellation and tuition refund policies comply with applicable federal and state laws and regulations and ACCET policies. Written policies covering cancellation and refund policies pertaining to cancellations, withdrawals, and terminations are clearly stated to prospective students before enrollment, consistently followed, and publicly available. For definitions of terms referenced in this policy (e.g. cancellation, withdrawal, and termination) refer to the Cancellation & refund policy.

General information

1. The institution must provide (in English) a prospective student with enrollment/application documents that include the cancellation and refund policy and all program costs, including tuition, fees, and any other costs. The student must verify and attest that s/he understands the content. Additionally, the institution's enrollment documents (including enrollment agreements and catalogs, as applicable) are to be provided in a language the student understands. If these enrollment documents are not translated into a student's native language, the student must sign an attestation that s/he was provided the enrollment documents and given ample opportunity to review and understand the terms and conditions of enrollment, including the institution's refund policy, prior to signing the enrollment documents.
2. The institution may request, but not require, a student to submit a written notification of withdrawal for administrative purposes, unless written notice is mandated by federal or state law. It is noted that the Student Exchange Visitor's Program (SEVP) does not explicitly require written notification of cancellation or withdrawal.
3. The institution must not impose barriers to cancellations, withdrawals, or refunds due to or on behalf of students, including requirements for: (a) advance notification of cancellation or withdrawal; (b) written notice of cancellation or withdrawal, unless required by federal or state law; (c) a written request for a refund; and/or (d) a cancellation or withdrawal fee. Further, an institution may not deny refunds to or on behalf of students who are terminated due to violation of the institution's written disciplinary and/or attendance policies or local, state, or federal law.
4. In the event that no notice of withdrawal (written or verbal) is provided, an institution must automatically administratively withdraw a student after s/he has been absent for a maximum of 30 consecutive calendar days (excluding any scheduled breaks of the institution) and complete a refund calculation, processing any refunds to or on behalf of the student.
5. Students shall be refunded 100% of the amount paid for institutional charges, less non-refundable fee, if notice of cancellation is made through attendance at the first class session or the seventh day after enrollment, whichever is later.
 - a. If after the above cancellation deadline, the refund policy for students who have completed 60 percent or less of the period of attendance shall be a pro rata refund calculated from the last day of attendance, less non-refundable fee. Under California law, if the student withdraws after using more than 60% of the class hours paid for, no refund will be issued.
 - b. Transportation and activities fees are not subject to this 60% limitation.
6. The institution that enrolls students for multiple terms of study that exceed twelve (12) months must not bill for a period in excess of twelve (12) month increments.
7. The institution must treat students fairly and equitably relative to tuition, other charges, and refunds. Tuition discounts may be offered, on a limited basis, to students, provided that: (a) all students meeting the eligibility criteria are given the tuition discount; and (b) there is a fair, equitable, and reasonable rationale for the tuition discount. This includes but is not limited to discounts for multiple term/session enrollments, full tuition payment by or on behalf of the student for a period not to exceed 12 months, a specific program

offered at a specific time of year, and/or promotions to increase student diversity. An institution may not offer targeted tuition discounts and financial incentives to induce students from specific competing institutions to transfer. Note that refunds made to or on behalf of students with tuition discounts must be based on the discounted tuition charged, except when students with multiple term/session discounts fail to attend multiple terms/sessions.

8. The institution must complete and document refund calculations for each student who cancels, withdraws, or is terminated from training. This documentation must be sufficient to demonstrate that refunds are timely and accurate, including but not limited to:
 - a. Last Date of Attendance (LDA)
 - b. Date of Determination (DOD)
 - c. Charges to the student
 - d. Total amount paid
 - e. Weeks earned and resulting percentage of program completed
 - f. Calculation of refund

Refund Example

Assuming that student paid \$1,000 tuition for Intensive English Language - Beginner program for 240 hours and withdrew after completing 120 hours; the refund will be calculated as follows

$$\begin{array}{rcl}
 \$1,000.00 \times & \frac{(240 \text{ hours} - 120 \text{ hours of attendance})}{240 \text{ Hours}} & = \$500.00 \text{ (Refund Amount)}
 \end{array}$$

****If a student with an F-1 visa decides to withdraw from or is dropped from the program, the student may be found in violation of his/her F-1 visa status. The Student Exchange Visitor’s Program (SEVP) will be informed of all students who drop out and/or withdraw from classes.

9. If the institution utilizes an authorized overseas agent for recruiting students, the institution must inform the student of its contractual relationship with the agent and how that relationship will affect the ability of the student to obtain a refund. In addition, the institution must document that the refund has been made on behalf of the student to the agent.

Refund Due Dates:

1. If an applicant never attends class (no-show) or cancels the enrollment prior to the class start date, all refunds due must be made within forty-five (45) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.
2. For an enrolled student, the refund due must be calculated using the last date of attendance (LDA) and be paid within forty-five (45) calendar days from the documented date of determination (DOD). The date of determination is: (a) the date the student gives notice of withdrawal to the institution; (b) the date the institution administratively withdraws the student, as identified under #7 above; or (c) the date the institution terminates the student due to the student’s failure to adhere to the institution’s attendance, conduct, or student progress policy. If a student provides advanced notice of withdrawal such that the 45-day window ends before the last date of attendance, the refund must be paid within forty-five (45) calendar days from the last date of attendance (LDA).

Charges Other Than Tuition:

1. All extra costs, such as books, supplies, equipment, laboratory fees, rentals and any similar charges not included in the tuition, must be clearly stated in the enrollment/application documents. Non-refundable charges must be explicitly itemized on the enrollment/ application documents. Charges that are non-refundable are limited to those materials that are distributed and attributable to the portion of the program attended by the student and to fees for services used by the student.
2. If applicable, students are bound by the terms as defined in any student housing agreements.

Cancellations:

1. **Rejection of Applicant:** If an applicant is rejected for enrollment by an institution, or if a prospective student has his/her visa application rejected, a full refund of all monies paid will be made to the applicant, less a maximum of \$250 non-refundable charges if such charges are clearly itemized in the enrollment agreement as non-refundable (the \$250 in non-refundable fees includes the \$100 application fee and the \$150 I-20 processing fee (for international students only)).
2. **Program Cancellation:** If an institution cancels a program subsequent to a student's enrollment, the institution will refund all monies paid by the student.
3. **Cancellation Prior to the Start of Class or No Show:** If an applicant accepted by the institution cancels prior to the start of scheduled classes or never attends class (no show), the institution will refund all monies paid, less any actual housing costs incurred by the institution and a maximum total of \$250 identified non-refundable charges including any application/registration fee, courier fees, and travel cancellation insurance, if such charges are clearly itemized in the enrollment agreement as being non-refundable (the \$250 in non-refundable fees includes the \$100 application fee and the \$150 I-20 processing fee (for international students only))

Withdrawal or Termination After Start of Class:

1. Refund amounts must be based on a student's last date of attendance (LDA). When determining the number of weeks completed by the student, the institution may consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.
2. **First Period of Financial Obligation:** For students whose last day of attendance occurs at any point in the first four weeks of their initial period of financial obligation, the institution may retain the charges applicable to the first four weeks. For students whose last date of attendance occurs after the first four weeks but before or at the mid-point of their period of financial obligation, the institution may retain a prorated amount of tuition. For students whose last date of attendance occurs after the midpoint, the institution may retain all of the charges for that period. Any tuition paid for the balance of the program must be refunded full.
3. **Subsequent Periods of Financial Obligation or Enrollment periods:** For students who have completed the first period of financial obligation or extended their enrollment at the institution but whose last date of attendance occurs before or at the midpoint of any subsequent period of financial obligation, the institution may retain a prorated amount of tuition for that period. For students whose last date of attendance occurs after the midpoint of any subsequent period of financial obligation, the institution may retain all of the tuition for that period. Any tuition paid for the balance of the program must be refunded in full.

Definitions:

Cancellation: A student who never attends classes at the institution after enrolling and informs the institution in advance.

No Show: A student who never attends class at the institution after enrolling and does not inform the institution. Note that the ACCET policy treats no shows exactly the same as cancellations.

Withdrawal: A student who has attended at least one class at the institution, but does not complete the program s/he signed up to take.

Termination: A type of withdrawal initiated by the institution due to failure of the student to meet one or more institutional policy.

Date of Determination (DOD): The date: (1) the student gives notice of withdrawal to the institution, (2) the institution administratively withdraws the student, as identified under #7 above; or (3) the date the institution terminates the student due to the student's failure to adhere to the institution's attendance, conduct, or student progress policy.

Last Date of Attendance (LDA): The final date the student attends class.

Period of Financial Obligation: The training period for which a student is legally obligated to pay (e.g. month, term, or session), which may be less than the total period of enrollment, if tuition is charged in smaller increments, such as by the month, term, and/or session. Under no circumstance may a period of financial obligation exceed a 12-month period.

Student Tuition Recovery Fund (STRF)

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 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 noncollection 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.

Bankruptcy

Cal America Education Institute does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a bankruptcy petition within the preceding five years, and has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.)

Complaints

A student or any member of the public may file a complaint about this institution with Bureau for Private Postsecondary Education by calling 888.370.7589 toll-free or by completing a complaint form, which can be obtained on the bureau's Internet Web site, www.bppe.ca.gov.

School Information

Address: 1126 N. Brookhurst st. #200A, Anaheim, CA 92801
Telephone No.: 657-400-1664
Email: info@calamerica.edu
Website: www.calamerica.edu



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