

# 5 SCHOOL POLICIES

## STUDENT COMPLAINT PROCEDURE

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of  
Career Schools & Colleges  
2101 Wilson Boulevard, Suite 302  
Arlington, VA 22201  
(703) 247-4212

[www.accsc.org](http://www.accsc.org) | [complaints@accsc.org](mailto:complaints@accsc.org)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting [complaints@accsc.org](mailto:complaints@accsc.org) or at

<https://www.accsc.org/StudentCorner/Complaints.aspx>.

and/or

Texas Workforce Commission  
Career Schools and Colleges, Room 226T 101 E.  
15th Street  
Austin, Texas 78778-0001  
512-936-3100  
[texasworkforce.org/careerschools](http://texasworkforce.org/careerschools)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting Linda Massingill, Executive Director, or online at [www.accsc.org](http://www.accsc.org).

Degree students with an unresolved complaint may contact:

Texas Higher Education Coordinating Board  
College Readiness and Success Division  
P.O. Box 12788  
Austin, TX 78711-2788  
512-427-6101  
[www.theceb.state.tx.us/studentcomplaints](http://www.theceb.state.tx.us/studentcomplaints)

The web address for the rules governing student complaints-Title 19 of the Texas Administrative Code, Sections 1.110-1.112:

[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac\\_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)

## ACADEMIC STRUCTURE AND GRADING

The program objectives are to prepare students for entry-level employment in their chosen career. For this reason, grading is administered to determine the student's progress in terms related to employee proficiency expected by business and industry. Grading is based on nine key performance factors including knowledge of theory, lab proficiency, appearance, courtesy, dependability, cooperation, initiative, attendance and safety.



Machinists Math and Measurement course

## PERFORMANCE FACTOR GRADING SYSTEM

E = Excellent      F = Fair  
G = Good          P = Poor

## SUBJECT GRADING SYSTEM LAB/ THEORY

Numeric Grade	Grade Points
90-100 (Excellent)	4.0 (A)
80-89 (Good)	3.0 (B)
70-79 (Fair)	2.0 (C)
60-69 (Poor)	1.0 (D)
0-59 (Failure)	0.0 (F)
I (Incomplete)	Not computed in grade point average
W (Withdrawal)	Not computed in grade point average
CR (Course Repetition)	Is computed in grade point average

## SIZE OF CLASS

Class size is limited to provide adequate personal instruction in both classroom and lab, and to allow access to special tools and equipment. With this objective in mind, the maximum student to instructor ratio is thirty to one (30-1) for theory and twenty to one (20-1) for lab.

## GRADUATION

A candidate for graduation must have completed the program, show a cumulative grade point average (GPA) of at least 2.0 (Grade of "C") on all work attempted, and must have cleared his/her account with the School. Upon successful completion of the requirements for graduation, SAM Tech will award a Certificate of Completion. Degree students will receive an Associate of Applied Science degree.

## AWARDS

Awards are presented at graduation to those students maintaining a perfect attendance record and to those students maintaining an overall 99% excellence in attendance record.

## MAKE-UP WORK

A student who has missed assignments due to absences will be allowed to make up these assignments. Make-up work shall not be authorized for the purpose of removing an absence.

1. No more than 5% of the total course time hours for a program may be made up.
2. The school shall submit make-up work policies to the Commission for approval.
3. Make-up work shall:
  - (a) be supervised by an instructor approved for the class being made up;
  - (b) require the student to demonstrate substantially the same level of knowledge or competence expected of a student who attended the scheduled class session;
  - (c) be completed within two weeks of the end of the grading period during which the absence occurred;
  - (d) be documented by the school as being completed.

The school may close due to inclement weather or emergencies (e.g. flooding, icy roads, power failures, etc.) SAM Tech follows HISD guidelines for such conditions. These announcements are made on radio and television stations and posted online. School Director will determine make-up dates in such instances.

## SATISFACTORY ACADEMIC PROGRESS

SAM Tech's Satisfactory Academic Progress (SAP) policy is based on federal regulation and applies to all enrolled students. The policy includes metric components, applicable definitions, and details regarding appeal.

1. A student is in good standing if a cumulative Grade Point Average (GPA) of 2.0 (70%) or better is maintained, attendance is in accordance with School policy, and at least 66.67% of the attempted credit hours are completed (Pace Of Progression [POP]). Progress is documented by Progress Reports. See Student Evaluation for the details regarding Progress Reports.
2. A student who does not meet one or more of the three (3) metrics listed above will be placed on academic/financial aid warning for the next payment period. Students on academic/financial aid warning will continue to receive Title IV funds for the duration of the period. To maintain eligibility after one payment period and return to good standing, a student must satisfy the minimum standards all three SAP components by the end of the academic/financial aid warning period.
3. If a student fails to achieve the SAP requirements by the end of the warning period, they are placed on academic/financial aid probation and will lose eligibility for Title IV funds, but can appeal and re-establish program eligibility and continue matriculation.
4. A student that successfully appeals will re-establish Title IV eligibility and will be placed on academic/financial aid probation for the subsequent payment period. A student who is placed on academic/financial aid probation, for any reason, shall have 4 weeks (day students) or 8 weeks (night students) in which to rectify deficiencies and return to good standing.
5. When a student is placed on academic/financial aid probation, that student will be advised prior to returning to class, of the beginning date and the action taken. The terms of the probation shall be clearly



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