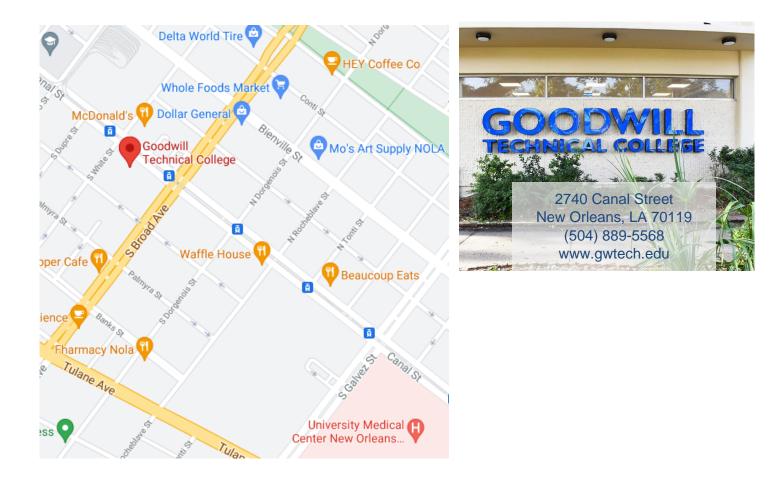# GOODWILL TECHNICAL COLLEGE
CATALOG

Changing Lives. Strengthening Communities.

2740 Canal Street New Orleans, LA 70119
(504) 889-5568 | gwtech.edu

Official College Catalog of the 2023 - 2024 Academic Year

2740 Canal Street
New Orleans, LA 70119
(504) 889-5568
www.gwtech.edu

This catalog supersedes all catalogs previously published. Goodwill Technical College reserves the right to make administrative and policy changes regarding any items published in this catalog. All courses, programs, and activities described in this catalog are subject to cancellation or termination by the college or the Board of Directors, or the Louisiana Board of Regents at any time. The academic regulations and degree requirements are subject to revision during the effective period of this catalog to reflect changes in board policies, occupational and licensure requirements, and other changes related to the quality of the program. GTC hereby expressly disclaims any warranty or representation that any course or program completed by a student will enable the student to successfully complete or pass any specific examinations for any course, degree, or occupational license nor does GTC guarantee job placement to any student.

Catalog Editorial Team:

Shaleska Julian, College Counselor/Academic Technology Specialist
Chelsey Melancon, Enrollment Manager
Eva Morgan, Administrative Assistant
Kristel Shelton, Student Financial Services Accounting Manager
Kiedra Williams, Chief Academic Officer

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MESSAGE FROM THE CHIEF ACADEMIC OFFICER

Welcome to Goodwill Technical College! We offer quality, occupational education in a supportive environment that will prepare you for competitive employment to enhance your economic stability and self-sufficiency.

Goodwill Industries of Southeastern Louisiana, Inc. has long been a household name for the role it plays in the retail environment. However, Goodwill has grown to encompass providing workforce and educational services to the economically disadvantaged and individuals with disabilities. Goodwill Technical College offers affordable training and convenient classes located in the Mid-City area of New Orleans. We strive to challenge, excite, and engage students by providing them with an experience that will be the foundation of their career. Our faculty and staff provide caring and personal attention to all our students.

Goodwill Technical College provides Technical Diplomas, Certificates, and opportunities to earn industry-based certifications. Our training provides students with the knowledge and skills that will lead to a productive career. We are continuously improving and expanding our program offerings to fit the needs of our students, the community, business partners, and the State of Louisiana.

We look forward to seeing you on campus this year and if I can be of any assistance, please do not hesitate to visit my office or email me at kwilliams@goodwillno.org.

Sincerely,

Kiedra M. Williams, M.Ed.
Chief Academic Officer

HISTORY

History of Goodwill Industries of Southeastern Louisiana, Inc. and Goodwill Technical College

Goodwill Technical College operates under the auspices of Goodwill Industries of Southeastern Louisiana, Inc. (Goodwill). Goodwill is located at 3400 Tulane Avenue, New Orleans, LA, 70119 and is a member of Goodwill Industries International, North America's leading non-profit provider of vocational services for people with barriers to employment. In 1947, two Methodist ministers, one in Texas and one in New Orleans, along with other civic-minded individuals, established Goodwill Industries of Greater New Orleans at a site originally on Chartres Street in the French Quarter. The agency was chartered in 1947 as a non-profit corporation. The organization is governed by a Board of Directors in which Mr. Steven Lorio serves as the chairperson. Goodwill's mission is to offer opportunities to people with disabilities and other barriers to employment to improve their economic self-sufficiency through training, education, support services, and employment.

In 2015, the administrators of the agency saw a need to bridge the educational gaps for its clients who not only needed social services but required additional educational training and certification to gain employment and realize economic self-sufficiency. On March 25, 2015, the Louisiana Board of Regents granted the agency approval to operate the first proprietary school in its history. The school was formed with the mission of offering quality, occupational education in a supportive environment that prepares students for competitive employment to enhance their economic self-sufficiency and quality of life.

Goodwill Industries of Southeastern Louisiana, Inc. applied for the trade name Goodwill Technical College (GTC) and was granted permission by the State of Louisiana in August 2018 to operate under this name. That same year, GTC was granted permission to move into its new location: 2740 Canal Street, New Orleans, Louisiana 70119. On December 8, 2021, the Commission of the Council on Occupational Education (COE) granted accreditation to Goodwill Technical College. The award of accreditation is based on an evaluation to demonstrate that the institution meets not only the standards of quality of the Commission, but also the needs of students, the community, and employers.

The college has expanded to include academic programs in hospitality and healthcare administration and opportunities for students to earn industry-based certifications. A variety of programs and supportive services come together to form a comprehensive and quality technical education program for all the students we serve.

MISSION, VALUES, VISION

| **OUR MISSION:** | Goodwill Technical College offers quality occupational education in a supportive environment that prepares students for competitive employment to enhance their economic self-sufficiency and quality of life. |

| **OUR VALUES:** | The following core values are fundamental to the success of Goodwill Technical College in achieving its mission and vision. We commit to the core values of: |

- Student Success
- Access
- Community Relationships
- Collaboration
- Student Support

| **OUR VISION:** | Goodwill Technical College will be a recognized academic and workforce leader in the region by fostering productive partnerships within the region that benefit our students and strengthen our community and engaging students where they are, leading to equitable opportunities for success in learning, life, and work. |

EQUAL OPPORTUNITY STATEMENT

Goodwill Technical College does not discriminate on the basis of race, color, national origin, gender, age, religion, qualified disability, marital status, veteran's status, or sexual orientation in its hiring or employment practices or in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. This institution is an equal opportunity provider.

ADA Coordinator:
Shaleska Julian, College Counselor/Academic Technology Specialist
2740 Canal Street New Orleans, LA 70119, 3rd Floor
(504) 635-0144 | sjulian@goodwillno.org

BOARD OF DIRECTORS & ACCREDITATION

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Goodwill Technical College is accredited by the Commission of the Council of Occupational Education.

7840 Roswell Road, Building 300, Suite 325
Atlanta, GA 30350
(770) 396-3898 or (800) 917-2081 | Facsimile (770) 396-3790
www.council.org

Goodwill Technical College is a licensed proprietary school by the Louisiana Board of Regents.

ADMISSIONS, ORIENTATION & TESTING

Admissions

Goodwill Technical College (GTC) welcomes all eligible prospective applicants. This College has an open admissions policy and serves people on an equal opportunity basis. Admission to all programs is made without regard to race, color, religious or political affiliation, gender identity, sexual orientation, citizenship, national origin, age, qualified disability, marital status, or veteran's status.

Prospective applicants seeking admission to Goodwill Technical College must meet the admission requirements for the program under which they are entering. Any person 17 years of age or above, regardless of prior academic preparation, may be fully admitted to GTC if the following criteria are satisfied:

1. The person has completed and submitted an application for admission.
2. The person has provided proof of selective service registration as required by Louisiana R.S. 17:3151.
3. The person has satisfied the requirements of Louisiana R.S. 17:170 related to the immunization of persons entering school.
4. The person is a US citizen or lawful Permanent Resident.

General Admissions Requirements

1. **Application**

   Applications should be completed as early as possible prior to the semester of anticipated enrollment. Applications may be completed and submitted online at www.gwtech.edu. A non-refundable application fee of $15 is due upon submission.

2. **Proof of Immunization**

   As required by Louisiana R.S. 17:170, students born after 1956 must provide proof of immunization against measles, mumps, rubella, and tetanus-diphtheria as a condition of enrollment. The law allows for a medical or personal exemption; however, should an outbreak occur, students signing exemptions will be excluded from class and other campus activities during an incubation period of two to three weeks.

   Students are provisionally admitted Goodwill Technical College until they have submitted their immunization records or have completed the immunization waiver on the application for admission.

   Students enrolling in allied health programs may not be allowed to sign a waiver, and depending on the program, may be required to have one or more of the following:
   - MMR (or acceptable titer)
   - Tetanus/Diphtheria
   - Meningitis
   - TB Skin Test or Negative Chest X-ray
   - Hepatitis B Series

3. **Military Service Act for Admission**

   In accordance with the requirements of Louisiana Law R.S.17:3151 and the Federal Selective Service Act, male applicants who are between the ages of 18 and 25 must provide written evidence that they have registered with Selective Service before they will be allowed to register

for classes. Acceptable documentation may be a copy of the applicant's Selective Service Registration card or a printout from the Selective Service web site indicating the applicant's status. Selective service registration may be completed online at https://www.sss.gov/. A selective service exemption form for GTC admissions purposes may be completed for those who meet the following criteria:

The following categories of applicants are exempt from this requirement:
- Males currently on active duty in the military
- Veterans who submit a copy of their DD214 discharge certificate

4. **Age Requirement**
   To be admitted to Goodwill Technical College, students must be 17 years of age or older.

Other requirements may vary according to program.

Admissions Procedures

Step 1:   Apply online and submit admissions documents.
- Pay $15 application fee.

- **Immunization records** – All GTC students born after 1956 must provide proof of immunization against measles, mumps, rubella, tetanus-diphtheria, and Meningococcal Disease (in compliance with Louisiana state law) to complete the admissions process. Students may submit proof of immunization OR sign the online waiver.

- **Proof of Selective Service Registration** (if applicable) – Proof of registration with the military Selective Service is required for male applicants between the ages of 18 and 25 (in compliance with Louisiana state law) to complete the admissions process.
  - If applicable, register now with the selective service.
  - If you are exempt from this requirement due to currently serving in the armed services (on active duty), are a veteran of active duty in the U.S. Armed Forces or are a citizen who entered the U.S. after your 26th birthday, please complete the GTC Selective Service Exemption Form.

- **Submit high school transcript or equivalency -** If you have earned a high school diploma, submit your official high school transcript, or copy of your diploma. If you completed an equivalency exam, submit a copy of your equivalency diploma or scores. Some programs at GTC require proof of high school graduation or equivalency for admission to the program.

- **Submit Official College Transcript** (if applicable) - If you have earned college credit at another college or university, request an official transcript be sent to Goodwill Technical College. Official transcripts are used to transfer in coursework towards graduation requirements and to satisfy course pre-requisites. Though it is not required for full admission to the college, failure to submit transcripts from previous institutions may cause the student to miss an opportunity to receive transfer credit. Unofficial transcripts may be used to determine appropriate course placements.

Step 2:   Schedule and take ACCUPLACER (if applicable).
- Students who have college credit from an accredited institution are exempt from taking the ACCUPLACER and may proceed to the next step.
- Students who plan to enroll in the Hospitality program are exempt from taking the ACCUPLACER and may proceed to the next step.
- Students who have placement scores from one of the following tests taken within the past three years: ACT, SAT, ASSET, ACCUPLACER or COMPASS
- Schedule the ACCUPLACER. Once the test is complete, proceed to the next step.

Step 3:   Complete Student Orientation
- All new GTC students must complete the 2-part Student Orientation. Part 1 is completed online, and Part 2 is in-person.
- Schedule your in-person orientation session (Part 2)

Step 4:   Register for classes through your student portal.

Step 5:   Secure funding for your classes OR set up a payment plan.
- Whether your tuition and fees are being paid out-of-pocket or through a funding source such as VA, SNAP, WIOA, LRS, etc. please be sure that your funding is secured before classes begin.
- Tuition assistance is available.

Step 6:   Attend in-person orientation.

Program Admission Requirements

Students who meet the general admissions requirements are admitted to Goodwill Technical College, but not necessarily into specific programs of study. Certain programs at GTC have additional admissions requirements which must be satisfied to become eligible for admission into that specific program of study. Programs with additional admissions requirements include:

- Medical Assistant
- Medical Billing and Coding
- IT Support Specialist

Students should consult the listing for the specific program of interest in the Programs of Study section of this catalog for information about additional admissions requirements.

Provisional Admission

Applicants who have not submitted all required documents may be admitted provisionally to Goodwill Technical College. Provisionally admitted applicants are given 30 days after the start of the semester (15 days during a minimester or summer session) to submit all required admissions documents. If the student fails to provide requested documents, a registration and transcript hold will be placed on his or her academic records.

Returning Students

A returning student is someone who has previously attended GTC, but who has not attended during the most recent semester excluding the summer semester.   Returning students are subject to any

curriculum, program, assessment score requirements, and/or catalog changes and may be required to reapply for admission to the college.

Returning students must:
- Re-submit all documentation required for a completed application (if those documents were not previously submitted).
- Meet the admission requirements for the program of application.

Transfer Admissions

Transfer Students
A transfer student is one who has attended another regionally accredited college or university prior to GTC. This student can be degree or certificate-seeking, non-degree seeking, or on suspension from another institution. Transfer students are encouraged to submit an official transcript from all previously attended institutions of higher learning so that the college can determine appropriate course placement and degree progress through the awarding of transfer credit.

All transfer students must meet admission requirements and the specific requirements for the program of entry. Coursework taken at an institution accredited by COE, or a regionally accredited postsecondary educational institution will be evaluated by the Chief Academic Officer and lead faculty/department chair of the student's program.

Transfer Between Programs
A student who wishes to change his/her program of study after enrolling must complete a Change of Major form to the Chief Academic Officer to obtain approval. A student who changes programs must meet all the program and course entry requirements for the new program. Students will not be permitted to transfer between programs if they do not meet the admission requirements of the program they are requesting to transfer to. In some instances, transfer requests submitted after the official census day of the current semester will take effect the following semester.

Orientation
All new GTC students are required to complete a mandatory two-part orientation. Part 1 is completed online and should take less than 30 minutes. It provides a high-level overview of college policies and procedures, registration, and financial assistance. Part 2 is an in-person orientation session that focuses on connecting new students with faculty, staff, campus resources, academic technology, and other students to assist you with a successful transition to GTC. In-person orientation lasts approximately 1.5 hours.

All students are required to complete a mandatory orientation session before being permitted to register for classes. You must first apply to the college to receive the email containing online orientation instructions. In person orientation is required for students entering for the fall, spring and summer semesters and must be scheduled.

Testing

ACCUPLACER Testing

Effective placement testing programs have been shown to be related to increased student retention and academic success. At Goodwill Technical College, the ACCUPLACER is used to assess readiness for program level courses. Placement scores for program entrance are set at levels that are appropriate for program content to ensure that successful program completion is likely. Students whose placement scores do not meet the minimum levels required by the program into which they wish to enroll are required to take additional learning support courses in basic literacy and/or math upon enrollment to upgrade their skills.

What is ACCUPLACER?
ACCUPLACER is a comprehensive, computerized skills survey system that measures your:
- Reading Skills
- Mathematics Skills

ACCUPLACER is not a pass/fail test.

Assessment and Placement

First-time applicants entering Goodwill Technical College who do not have college credit must take the ACCUPLACER (unless one of the exemptions mentioned above is met). Applicants are required to score a 250 on the math and reading sections of the test. Students who do not make the required scores will be placed in classes that will assist in the development of their math and reading skills while they are enrolled in their program of study.

If you wish to retake the ACCUPLACER, you may do so up to two times.
- Your first retest is free and can be taken 14 days after the first test.
- There is a $5 fee for the second retest which can be taken on the next available test day.

STUDENT POLICIES & PROCEDURES

ADA Policy

It is the policy of Goodwill Technical College to provide equal opportunity for all qualified persons without regard to disability in the recruitment of, admission to, accessibility to, participation in, treatment in or employment in the programs and activities operated and sponsored by Goodwill Technical College, pursuant to the Americans with Disabilities Act of 1990 (ADA) and other related federal and state laws. Goodwill Technical College prohibits discrimination against qualified persons with disabilities in employment, academic and other programs. Additionally, Goodwill Technical College is committed to promoting an atmosphere to end discrimination against individuals with disabilities, to bring persons with disabilities into the social and economic mainstream and to provide enforceable standards to address discrimination against individuals with disabilities. The ADA prohibits discrimination on the basis of disability in any academic program or activity associated with Goodwill Technical College. GTC will integrate students with disabilities into the college community to the fullest extent possible.

Goodwill Technical College prohibits retaliation against an individual requesting accommodation under the Americans with Disabilities Act. Goodwill Technical College will provide "reasonable accommodations" to disabled applicants, upon request, unless the accommodation would present a hardship. The determination of "hardship" is a decision that grows out of the ADA Accommodation process and is made by the Chief Academic Officer. The Goodwill Technical College representative receiving the request should contact Human Resources to obtain appropriate guidelines.

Qualified applicants with disabilities will not be denied admission or subjected to discrimination in admissions or recruitment based on their disability. In its recruitment efforts, Goodwill Technical College shall not limit the number of persons with disabilities who may be admitted. All admission criteria and testing will be selected, administered, and evaluated in a manner that is accessible and accurately reflects the applicant's ability rather than an individual's impaired sensory, manual, or speaking skills.

In all cases in which a student or applicant requests accommodation(s) based upon disability, advice and assistance should be sought by the College Counselor. General questions about such services should be directed to the College Counselor. The College Counselor who is responsible for:

- Implementing reasonable accommodation procedures
- Serving as a resource for matters involving persons with disabilities
- Coordinating all disability-related support services
- Providing accommodations for enrolled students with documented temporary and permanent disabilities at the college
- Providing information on services for students with disabilities to potential students and their families

ADA Confidentiality and Release of Information

Goodwill Technical College is committed to ensuring that all information regarding a student is maintained on a confidential basis as required or permitted by law. The college will retain all information provided by the student. No one has access to files except the Chief Academic Officer and College Counselor. A student has the right to review his or her own file.

Any information regarding the disability is considered confidential and will be shared with others within the College on a need-to-know basis only and the student will be contacted in this instance. In other words, faculty members do not need to have access to information regarding a student's disability, only the appropriate accommodation(s) that are appropriate and necessary to meet the student's needs. Confidential information is kept in a separate file and is not considered a part of a student's educational record.

All medical documentation submitted is Goodwill Technical College property to use for assessing academic accommodations. Information in files will be released only in the following circumstances:
- the student states the intent to harm himself or herself or others
- a student's file may be released pursuant to a court order or subpoena
- a student may give written authorization for release of information when he/she wishes

Procedures for Requesting Accommodations

Students must initiate requests for accommodation(s) by completing a Disability Services Intake form and provide supporting documentation of disability at least two weeks prior to the beginning of the semester. Special accommodation(s) of equipment may need more time. It is the student's responsibility to pay any costs associated with providing documentation necessary to receive accommodation(s).

Attendance Policy

Success in employment and education is dependent upon preparation and regular attendance. All students must be officially enrolled in any course that they attend. Students are expected to attend all classes regularly and punctually. Attendance will be checked at every class meeting and is tracked and maintained for various reporting purposes. Attendance accounts for 30% of the students' final grade in all courses. Specific attendance policies vary depending upon instructor or program.

Any student who ceases to attend a class may be subject to a College-Initiated Withdrawal. A student who wishes to withdraw from a course or resign from the College must do so officially by completing the required withdrawal forms. When a student has missed 15% of a course, the instructor may remove the student by assigning a College-Initiated Withdrawal. As a result of this action, the student will receive a grade of "WN" for the course if the action is initiated prior to the last day to drop.

If an absence occurs, it is the responsibility of the student to notify the instructor. Contact information for faculty and specific attendance policies can be found in the course syllabus. Absences affect performance in all courses and do not reflect well on participation. Students who stop attending a course and do not officially drop/withdraw, may receive a grade of "F" for all course work missed that may result in a punitive final grade.

Career Services

The primary goal of Career Services is to provide support to students, graduates, and employers. Career Services works with faculty to assist with locating employment opportunities for completers in the occupational field for which they have been trained. Career Services assists students with preparing for the job search and interview processes.

The college does not guarantee placement to any student. The Career Specialist and faculty members maintain relationships with local businesses and industry to stay up to date on current employment

needs and opportunities. Employer representatives are invited and always welcome to visit the campus to interview students.

The Council on Occupational Education (COE) mandates that GTC perform routine follow-up on all students. This data is used to indicate the success of the program and the employment success of the student. For this reason, students are asked to inform their instructors and/or Career Services of employment obtained during enrollment or following withdrawal from the campus. Periodically, the faculty and staff will attempt to contact those students who have dropped out of the college to determine placement information. Employers of former students who have been employed in a field related to their training are also contacted through a survey questionnaire for the purpose of evaluating occupational programs.

Student Behavior in Classroom/Lab Setting

Students are encouraged to discuss, inquire, and express themselves during class. Classroom behavior that interferes with either the instructor's ability to conduct the class or the ability of students to benefit from the instruction is not acceptable. Students are required to turn off all cell phones or similar electronic devices (or place them on silent mode) before coming into the classroom. The instructor reserves the right to assign no credit for work on that day if a student talks or texts on a cell phone or similar electronic device. The classroom is not a place for children, and students are not to bring their family members into the classroom.

Student Dress and Appearance

All Goodwill Technical College students are expected to dress in an appropriate manner while on campus or representing the college within the community. This would include shirts, shoes, and pants/dresses/shorts. Students' apparel should be neat, clean, and good taste. Inappropriate dress includes but is not limited to shirts with inappropriate logos or language, any type of clothing that emanates discriminatory or obscene language/tones that may be offensive to others. Obvious violations of these standards may be subject to disciplinary action. Some programs maintain a dress code based on the curriculum, such as Medical Assistant. Contact the lead program instructor for more information.

Student Grievances

Purpose

Goodwill Technical College values feedback from its students and believes students should be able to discuss problems and express concerns to the College and free from duress or retaliation. The College is committed to providing students with an avenue to express concerns and to work with college officials toward amical resolutions. The college believes engaging in this process can also be inherently valuable for students and can help prepare students to address issues in a professional productive manner.

Policy and Procedures

Any student who wishes to file a complaint or grievance should be referred to the College Counselor for an attempt to resolve the complaint. Resolution of most complaints can likely be resolved at this informal level which is the first step in a grievance procedure.

If an informal resolution of the student's complaint cannot be accomplished, or if the complaint is about a faculty member or responsible staff member, the student should then submit their grievance formally in writing to the college official responsible for the department from which the grievance originated or

relates. The written grievance should include, at a minimum, the student's name, details, and a written account of the complaint, a desired outcome, and any supporting documentation per grievance form.

Upon receipt of a written grievance, the college official will review the complaint and contact the student within ten business days to verify receipt of the grievance, clarify any information provided by the student, and request any additional information that may be needed from the student for the College official to fully evaluate the grievance.

The college official will then undertake efforts to evaluate and investigate the student's complaint to reach a determination. The college official will endeavor to reach a final determination within thirty days of receipt of the student's formal written complaint, although circumstances may warrant a lengthier period and the student will be notified of the same. If a committee is needed and formed it will consist of a manager or director level staff member, College Counselor, and two administrative or support staff members. The committee will issue written findings and recommendations within a reasonable time. The findings and recommendations of the Grievance Committee will be submitted to the Chief Academic Officer for review and final decision. The Chief Academic Officer may modify the committee's decision or send a case back to the committee for further details.

The college official will provide the student with a written notification of the determination and outcome of their grievance. If the student is dissatisfied with the outcome, they may file an appeal with the Chief Academic Officer or designee. The appeal must be filed in writing within three business days of receipt of the outcome notification and include the grounds for the appeal. The Chief Academic Officer or designee will consider timely appeals, conduct any additional investigation (if necessary), and make a final decision within ten business days of receipt of the appeal. The student will be informed in writing of the outcome of the appeal. The decision of the Chief Academic Officer or designee is final and not subject to further appeal.

Student complaints relative to actions of school officials after the College's appeal process have been exhausted shall be addressed to:

> Louisiana Board of Regents
> Proprietary Schools Section
> P.O. Box 3677
> Baton Rouge, LA 70821-3677
> (225) 342-7084
> www.regents.la.gov

Council on Occupational Education (COE) should be contacted only if a grievance isn't resolved on the institutional level:

> Council on Occupational Education
> 7840 Roswell Road, Building 300, Suite 325
> Atlanta, GA 30350
> (770) 396-3898 or (800) 917-2081
> Facsimile (770) 396-3790
> www.council.org

STUDENT CODE OF CONDUCT

Goodwill Technical College has the legal right and moral obligation to establish rules for academic and personal conduct and to deny admission to applicants or continued enrollment to students who do not meet/maintain these standards or other rules of Goodwill Technical College. Counseling and/or sanctions will be imposed on students that are found in violation of these standards. The college reserves the right to take any necessary and/or appropriate steps to protect the safety and wellbeing of the college community. Jurisdiction may be extended based on conduct off campus, when the behavior or the presence of the student, in the college's sole judgment, adversely impacts or represents a threat to the college community, damages the reputation of the institution, or impairs, obstructs, or interferes with the interests and/or mission, processes, or functions of Goodwill Technical College.

All students admitted to the college accept the responsibility to conform to all Goodwill Technical College rules and regulations. It is the responsibility of every student to conduct themselves in a manner fitting an academic environment. In most cases, the exercise of good sense and judgment prevails.

The Goodwill Technical College Student Code of Conduct defines disruptive behavior as:

> Any student who displays intentional obstruction or disruption of teaching, administration, disciplinary procedure, or other authorized college event; any student who displays verbal, emotional, or physical abuse or threat thereof against any person on campus or at any college authorized event, or other conduct which threatens or endangers the health and safety of others; and any student who displays conduct which adversely affects the student's suitability as a member of the academic community (such as drunkenness, use of profanity, or disorderly conduct).

Behavior conducted through electronic means through blogs, web pages, social networking sites and any other modes of electronic communication are in the public sphere, are not private, and can be subject to allegations of misconduct. The college will make every reasonable effort to make the rules and regulations available. Each student is responsible for becoming familiar with and abiding by them.

The philosophy of the policies and procedures in the Student Code of Conduct is one of education and fair, prompt resolution of problems. Regardless of how a case is processed, the goals are the same: to redirect the behavior of the student and to protect the rights of all students and the entire college community. Goodwill Technical College is a community composed of diverse students, faculty, and staff. GTC will not tolerate harassment of any person or group of persons based on race, color, religious or political affiliation, gender, sexual orientation, citizenship, national origin, age, disability/handicap or marital status or veteran's status, pregnancy, childbirth and related medical conditions, and the sickle cell trait. Each member of the college community is held accountable to this standard which is strongly reflected in this code.

Goodwill Technical College uses a preponderance of evidence standard to determine whether a code violation is more likely than not to have occurred. A student who violates these rules, whether on or off campus, will be subject to adjudication and potential disciplinary action in accordance with the College's due process. Disciplinary action may result in suspension from Goodwill Technical College and additional, independent action from the civil authorities, such as local, state, or federal law enforcement agencies. Any student who commits or attempts to commit any acts, such as, but not limited to the following, will be subject to disciplinary proceedings:

1. Committing a criminal act under federal, state, or municipal law, or supporting or assisting with the violation of any of those laws on or off campus.

2. Violating any college policy, procedure, rule, or regulation.

3. Failure to identify oneself to a college official upon request or falsifying one's identity to an officer of the law.

4. Failing to obey, or lying to, a college official or officer of the law who is performing his/her duties.

5. Obstructing an investigation (e.g., falsifying a report of an incident).

6. Participating in repetitious offenses and/or failing to fulfill all probationary requirements.

7. Misusing any fire equipment or other life-safety equipment on or off college property.

8. Use or possession of ammunition, firearms, or other weapons, including, but not limited to, guns, BB guns, bows, arrows, knives, brass knuckles, or other device used as a weapon or ammunition on or off college property.

9. Behaving in a manner that significantly endangers the health or safety of other people, including members of the college community and visitors on or off campus. This includes but is not limited to hazing or voluntarily submitting to hazing, or any participation or support thereof.

10. Stealing, destroying, defacing, damaging or misusing college property or property belonging to others and/or participating as an accessory in such activity.

11. Infliction, threat or inciting bodily harm while on or off college property:

    a. infliction of bodily harm upon any person;
    b. any act that contributes to the risk of bodily harm to a person, and which includes but is not limited to physical or sexual assaults or threats thereof.

12. Using, possessing, or distributing intoxicating beverages or substances in any college building or facility, or other public area or supporting or assisting with such possession, including paraphernalia thereof (e.g., empty alcohol containers).

13. Use of any tobacco products or other related devices (e.g., cigarettes, pipes, cigars, electronic cigarettes, vapor devices) is prohibited in college buildings and on college grounds, including parking areas and structures, sidewalks, walkways, or college owned buildings.

14. Gambling in any form including but not limited to looking or conspiracy on or off college property.

15. Illegal possession, use, sale, manufacture, or distribution of any quantity, whether usable or not, of any drug, narcotic or controlled substance. Drug paraphernalia of any type, including bongs, clips, pipes, residue, seeds, a smoke-filled room or any other items used in the preparation or consumption of illegal drugs is prohibited. Knowingly remaining within the presence of narcotics, controlled substances, or drug paraphernalia is strictly prohibited; supporting or assisting with such possession is also prohibited.

16. Forging, altering, or misusing any college or other documents, forms, records, or identification cards.

17. Possession of or setting off any explosive devices, fireworks or flammable liquid or object on college property.

18. Failing to respond to an official summons from an administrative officer of the college within the time indicated.

19. Harassing, bullying, intimidation, or stalking either in person, or by telephone, writing or computer.

20. Hate crime – Intentionally selects a person against whom the offense is committed or intended to be committed in whole or in substantial part because of a belief or perception regarding the race, color, national origin, ancestry, gender, religion, religious practice, age, disability or sexual orientation of a person, regardless of whether the belief or perception is correct, or intentionally commits the act or acts constituting the offense in whole or in substantial part because of a belief or perception regarding the race, color, national origin, ancestry, gender, religion, religious practice, age, disability or sexual orientation of a person, regardless of whether the belief or perception is correct.

21. Any act that contributes to the sexual harassment, discrimination, or assault of another person on or off campus. This includes intimate partner or domestic/dating violence or harassment.

22. Involvement in any act or statement that provides a terroristic threat made in person, on paper, by phone or through other electronic means that contributes to or suggests endangerment toward a person(s) and/or to the physical property of others, including but not limited to that of Goodwill Technical College.

23. Obstructing or disrupting any college activity, including teaching, research, social activities and public service functions.

24. Engaging in any obscene, profane, slanderous, reckless, destructive, or unlawful course of conduct.

25. Bribery, forgery, alteration, misuse of college documents, records, or identification as well as misuse and/or abuse of services such as financial assistance, arranged accommodations/modifications and academic assistance provided by the college.

26. Creating a nuisance with noise through talking, yelling, singing, playing a musical instrument, stereo, radio or through other means in a way that is sufficiently loud enough to disturb other members of the college community.

27. Theft, copyright infringement or other abuse of computer time. This includes but is not limited to: unauthorized entry into a file, to use, read or change the contents, or for any other purpose; unauthorized transfer of a file, or use of another individual's identification and password; use of computing facilities or equipment to send, receive or transport obscene, abusive or pornographic messages or images.

28. Creating a disturbance or distraction through appearance, physical gestures or by wearing or possessing inappropriate clothing, jewelry, bandannas, body decorations or other items in possession deemed extreme or gang-related, and inappropriate for the educational environment.

29. Engaging in academic dishonesty as defined under the Academic Dishonesty policy.

30. Participating in illegal or unsanctioned solicitation on or off the premises of Goodwill Technical College.

31. Loitering or participating in any unapproved, unsanctioned physical presence within a facility or property boundaries of which are owned, maintained, operated, or utilized by Goodwill Technical College.

32. Harboring or in possession of unapproved animals on campus.

33. Engaging in an off-campus offense.

Off-Campus Conduct

When a student is alleged to have violated Goodwill Technical College's Code of Student Conduct by an offense committed off the college premises, the College reserves the right to investigate and adjudicate. All students enrolled in GTC should clearly understand that the college is expressly concerned with student conduct both on and off campus. Goodwill Technical College expects the behavior of its students, always and in all settings, to be guided by the same standards that define acceptable forms of student conduct.

To this end, any student enrolled at GTC who is found in violation of the Student Code of Conduct or state or federal laws, even in an off-campus setting, is subject to administrative disciplinary procedures that could result in one or a combination of several disciplinary sanctions. Based on the reasonable belief that a student has been involved in conduct off campus incompatible with the college's function as an educational institution or with the mission of Goodwill Technical College, the Chief Academic Officer or designee may invoke the disciplinary process at their discretion.

STUDENT DISCIPLINE

Student Misconduct Procedure

- All reports of student misconduct shall be made in writing via the online Incident Reporting form within 2 days of when the incident occurred.

- The College Counselor will review the incident report and obtain written statements from all parties involved in the incident and witnesses to the alleged incident (if necessary).

- The College Counselor will determine if a violation of the Student Code of Conduct has taken place and the nature of the violation based on the allegation. If an alleged major violation is determined to have been committed, the Disciplinary Committee will convene to discuss a recommendation/sanction for the case. If an alleged minor violation is determined to have been committed, it will be handled through a resolution conference. If it is determined that a sanction is warranted, the College Counselor will compose a sanction letter and this letter will be forwarded to the Chief Academic Officer for review.

- If the Chief Academic Officer concurs with the findings, the College Counselor will meet with the student to issue the sanction letter and go over the next steps. If the student is not willing to meet in person, the letter will be mailed to the student's mailing address.

Immediate Action

Incidents where a disciplinary contract is needed.

- The student will be advised of the decision and of the conditions of the contract. If the student concurs, the proposed contract shall be imposed, and the proceedings terminated. A copy of the contract will be placed in the student's file.

Incidents handled through Resolution Conference

- If the College Counselor determines that the alleged misconduct requires disciplinary action of minor nature, a Resolution Conference will be held with the student within five (5) working days of the determination. If a resolution is reached, both parties will sign a resolution statement to that effect.

- If the student declines to accept the decision, the student may file a written request for a hearing before the Disciplinary Committee within five (5) working days of the meeting.

Incidents referred to Disciplinary Committee

- If the issue cannot be resolved through the resolution conference process or is determined to be a major violation, the student will be referred to the college's Disciplinary Committee.

- If the Chief Academic Officer is of the opinion that the matter should be heard by the Disciplinary Committee, the College Counselor will inform the student that notice of the hearing will be forthcoming.

Student Status Pending Final Action by Disciplinary Committee

Pending action on charges, the status of the accused student shall not be altered nor his/her right to be present on campus and attend classes suspended, except for reasons relating to his/her physical or emotional safety and well-being or when it is deemed necessary for the protection of the safety of other students, faculty, and/or property. In such an event, the College Counselor in consultation with the Chief

Academic Officer will decide if an interim suspension is warranted. The student will have the right to be present at the hearing.

Disciplinary Committee Members

The Disciplinary Committee will be comprised of a minimum of five individuals appointed by the Chief Academic Officer. The composition of the committee is to include faculty, students, and staff.

Disciplinary Procedures for Student Misconduct

All disciplinary actions fall under the direction of the College Counselor. When a student is confronted with a possible violation of rules requiring disciplinary action, the student will be given a notice, either oral or in print, directing him/her to appear before the College Counselor at a specified date and time. Failure to appear is a violation of the Student Code of Conduct and will result in further sanctions.

The College Counselor will determine the circumstances of an alleged violation by investigating the report of the violation and interviewing the implicated student and other potentially involved parties, including the complainant. If it is determined that no violation has occurred, or if there is an insufficient amount of evidence to meet the preponderance of evidence standard, the allegations will be dismissed. If it is determined that the preponderance of evidence standard is met, the College Counselor will move forward with appropriate disciplinary action.

All disciplinary sanctions must be approved by the Chief Academic Officer. Students have the right to appeal the disciplinary sanction per the Disciplinary Appeal Procedures.

Authorized Disciplinary Sanctions

The following actions are available to college administrative personnel to deal with repeated or serious violations of the Student Code of Conduct or college policies. Actions may be taken at the level deemed appropriate depending on the seriousness of the violation and the past record of the student. Please take notice that an incident of misconduct may involve more than one violation and may result in action being taken at various levels of the college administration (college violation and programmatic violation). Action at one level regarding a particular violation does not preclude action being taken at another level regarding other violations arising from the same incident.

The College Counselor or Chief Academic Officer may impose misconduct sanctions. The following sanctions may be imposed singularly or in combination upon individuals or groups:

1. *Written Warning* is official notice to the student that their past behavior is not in accordance with college expectations; is educational in nature, but also forms a basis for more severe action in case of further violations.

2. *Restitution* may be assessed in cases where damage to property has occurred or a fine exists for a specific action. Financial action may involve a replacement or repair charge, a punitive charge, or a combination.

3. *Restrictions and Suspension of Activities* are actions which restrict or prohibit a student's use of college facilities or services; prohibit participation in extracurricular activities; and/or terminate college employment. Actions may include, but are not limited to:
   a. No participation in student organizations.

b. No use of certain college facilities, such as student lounge areas
c. No participation in college activities.
d. Termination or refusal of college employment.

4. *Behavioral Contract or Referral* would require the student enter a binding contract to structure their activities and behavior to change that behavior and eliminate the need for further disciplinary action. Referral to other resources for assistance, either on or off campus, also may be required for the student to remain enrolled and/or on campus. Referral may be separate or part of a behavioral contract.

5. *Disciplinary Probation* usually involves any or all the actions listed in sections 1 through 5. This is used only when the student's actions and past behavior or doubt of their ability to act in a responsible manner and to successfully adjust to a college environment are noted. Failure to abide by these restrictions and conditions will result in suspension. This action normally is in effect for at least one regular academic semester.

6. *Suspension* is used when other attempts to change behavior have failed. This involves suspension from enrollment and presence on campus at any time. The length of the suspension will be determined by the seriousness of the actions and the possibility of future problems with the student. The student is suspended for a specified period and may return after the suspension period ends. The student may also have to fulfill special requirements set forth by the Disciplinary Committee prior to re-entry to GTC.

7. *Interim Suspension* is used when a student's presence poses continuing danger to people or property or an ongoing threat of disruption to the academic process. The student may be immediately removed from the college. In such incidents, a notice of hearing to the student will follow for resolution of the matter as soon as is practical.

8. *Failing Grade* may be assigned to a student for a course in which the student was found guilty of academic dishonesty.

9. *Expulsion* is used for the most serious incidents. If a student is expelled from GTC he or she may not return.

10. *Withhold* an official transcript or degree.

11. *Withdraw* a student from all currently enrolled coursework without refund of tuition and fees. Educational sanctions may include work assignments, essays, community service, behavioral contract, administrative referral, letters of apology and other related educational assignments. No student who has been suspended from the college shall be permitted on the college campus during the period of suspension without prior written approval from the appropriate college administrator who may convene the appeals committee for consideration/consultation of the matter.

12. *Administer other sanctions* as per the discretion of the College Counselor, Chief Academic Officer, or Vice President of Mission Services.

Failure to meet the requirements of any notice by a college official may result in action being taken by the Chief Academic Officer apart from action for the alleged violation. Failure to appear is a violation of the Student Code of Conduct and will result in further sanctions and a hold will remain on the student's

enrollment pending student cooperation. Once informed of the allegations against the student, they may choose not to dispute and will be sanctioned appropriately.

If the student chooses to dispute the allegations, the College Counselor will determine the circumstances of an alleged violation by investigating the facts and interviewing the implicated student and other potentially involved parties, including the complainant. The College Counselor will then communicate the findings with the Chief Academic Officer. If it is determined that no violation has occurred, or if there is an insufficient amount of evidence to meet the preponderance of evidence standard, the allegations will be dismissed. If it is determined that a violation has occurred, the student will be sanctioned appropriately. All sanctions must be approved by the Chief Academic Officer. Students have the right to appeal against the decision of the college per the Disciplinary Appeal Procedures.

NOTE: In cases where a student receives a sanction of probation, suspension or expulsion, a copy of the confirmation letter received by the student may be forwarded to the parent or guardian of the student in conjunction with the Buckley Amendment and in compliance with FERPA guidelines.

Procedure on Failure to Comply with Disciplinary Sanctions

Any disciplinary action taken against a student enrolled at Goodwill Technical College may result in levying against that student any one of several disciplinary sanctions. Whenever disciplinary sanctions are levied against a student, he/she is expected to fully comply. Any student who does not fully comply with his/her disciplinary sanctions is subject to one or more of the following consequences:

1. Immediate dismissal from Goodwill Technical College.
2. Prohibited from re-enrolling in Goodwill Technical College.
3. Having all college records placed on hold.

The purpose of this policy is to ensure that students are accountable and responsible for their decisions and actions to promote civility and ethical behavior among Goodwill Technical College students and to show students that every decision carries a consequence.

Due Process and Timeframe

Any student accused of violating the Student Code of Conduct should have the right to expect consistent and fair procedures for resolving their situation. The College Counselor oversees all student discipline procedures as well as any judiciary appeal processes involving student complaints. A reasonably prompt timeframe is maintained for all procedures and varies between one week and thirty days with extensions dependent on such factors as the number of witnesses or participants, the involvement of court or criminal proceedings, subsequent findings or additional incidents, and the nature and extent of such incident(s).

With a primary concern for student safety and from the start of the adjudication process and consistent with Title IX standards, both the complainant and the accused are provided protection against retaliatory harassment, may receive tentative immunity for concurrent lesser offenses, may file a criminal complaint against the other student, and may receive counseling as needed. Prior to an initial hearing, the completion of the adjudication process, or an appeal hearing, if it is decided that the accused student has behaved in a manner that significantly endangers the health and safety to the community college and/or the educational process, the student may be removed from the campus until such times as a scheduled hearing is conducted.

Furthermore, all student-based disciplinary decisions made may be appealed. These requests should be submitted to the Chief Academic Officer, who will then schedule an appeal hearing with the Disciplinary Committee. The student will receive notification of the appeal results within five business days following the appeal hearing.

Disciplinary Appeal Procedure

After an original decision is rendered, the student shall be given a letter stating the charge(s), sanction(s), and the procedure if the student chooses to appeal. If the sanctioned student wishes to appeal against the decision, the appeal must be received in writing to the Chief Academic Officer no later than 4:00 p.m. within three business days.

The Chief Academic Officer will determine if the appeal letter has merit. The student will be notified within five (5) business days whether their appeal has been granted or denied. If the appeal is granted, the Chief Academic Officer will convene the Disciplinary Committee, facilitate the hearing, and prepare all supporting information for the appeal. Failure to comply with the applied sanctions pending the outcome of the disciplinary appeal may result in further sanctions.

These appeal procedures serve to provide due process in principle and fact. In practice, the procedures are not viewed or intended to be courts; rather, they are procedures with hearings to air differences and seek solutions within the expectations of the academic community.

Considering these principles, individuals may have witnesses for the Disciplinary Committee to interview. In addition, if Goodwill Technical College utilizes an attorney to present the case, the student shall have similar right to utilize an attorney. Representation by legal counsel is not required but may be permitted. If counsel is requested, the attorney's purpose is to serve as an Advisor to the student. Should the student plan to have an attorney present, the institution must be informed in writing no less than 48 hours prior to the appeal hearing.

Only the student, legal counsel (if approved for student advising only) and a representative of the college may be present during the appeal hearing. Any witness testifying will appear before the committee only while testifying. The committee will render a final recommendation to the Chief Academic Officer that:

1. The original decision be upheld; or
2. The original decision be reversed; or
3. The severity of the decision or sanction may be modified (increased or decreased).

At the conclusion of the hearing, a letter will be given to the student within five business days and should state the decision of the committee, and the stipulations, such as a timeframe for vacating the campus, and/or instructions for processing the proper withdrawal papers, length of time for any probation, and any restrictions.

The decision of the Disciplinary Committee to grant or not grant an appeal is final and cannot be appealed further at the college level. Listed below are additional guidelines for the appeal process.

1. An opportunity will be provided for the accused to present his/her own case and to present other evidence in support of the case.

2. The right to hear evidence and to ask questions of witnesses, through Goodwill Technical College staff, must be allowed.

3. Goodwill Technical College has the burden of proving its case by preponderance of evidence. The preponderance of evidence means proof that leads a reasonable person to find the facts at issue are more likely to have occurred than not.

4. A determination of the facts will be based only on the evidence presented.

5. A student may not be compelled to testify on his/her own behalf if the student chooses not to testify. If the student does testify, he/she may be fully, indirectly, cross-examined.

6. After hearing all the evidence, the committee shall determine by a majority vote, or if a hearing officer is used in lieu of a committee (as with the sanction of probation), the hearing officer shall determine if the student violated the policy. The committee by majority vote shall recommend or assess the appropriate penalty.

In addition to the statements from the appeals board, the right to make a record of the hearing at an individual's own expense should be preserved. Goodwill Technical College will provide a recording of the proceedings by electronic means, or by notes or minutes taken by an impartial recording secretary. The records will be retained by the institution for a period of three years. Notification to administrators, staff and instructors may be distributed to indicate that the student has been removed from classes if the student's suspension is upheld by the appeal process.

The above constitutes the minimum constitutionally mandated due process. In addition to these guaranteed rights, the following will be Goodwill Technical College's practice to ensure fairness in serious disciplinary offenses:

1. The right to appeal to a higher authority within the institution.
2. The right to cross-examine witnesses, not directly, but through the appeal committee chair.
3. The right to have counsel at a hearing, not to participate, but to advise.

FINANCIAL INFORMATION

Tuition and Fees

Any changes in tuition and fees will be documented online at www.gwtech.edu and are available in the Financial Services Office. To secure registration, students must have paid in full, enrolled in a tuition payment plan, or have financial assistance verified by the payment deadline date published on the current academic calendar.

Academic Excellence Fee: The academic excellence fee promotes academic excellence at the College by enhancing institutional programs. The fee is charged at $6 per credit hour, not to exceed $72.

Student Services Fee: The student services fee covers services that benefit the student and are complementary to, but not part of, instructional programs. The fee is currently charged at $6 per credit hour. Not to exceed $72 per semester.

CREDIT HOURS	TUITION	STUDENT SERVICES FEE	ACADEMIC EXCELLENCE FEE	TOTAL TUITION & FEES
1	$167	$6.00	$6.00	$179
2	$334	$12.00	$12.00	$358
3	$501	$18.00	$18.00	$537
4	$668	$24.00	$24.00	$716
5	$835	$30.00	$30.00	$895
6	$1,002	$36.00	$36.00	$1,074
7	$1,169	$42.00	$42.00	$1,253
8	$1,336	$48.00	$48.00	$1,432
9	$1,503	$54.00	$54.00	$1,611
10	$1,670	$60.00	$60.00	$1,790
11	$1,837	$66.00	$66.00	$1,969
12	$2,004	$72.00	$72.00	$2,148
13	$2,171	$72.00	$72.00	$2,315
14	$2,338	$72.00	$72.00	$2,482
15	$2,505	$72.00	$72.00	$2,649
16	$2,672	$72.00	$72.00	$2,816
17	$2,839	$72.00	$72.00	$2,983
18	$3,006	$72.00	$72.00	$3,150

Tuition and registration fees cap at 18 credit hours. Student Services and Academic Excellence fees cap at 12 credit hours.

Financial Responsibility

When a student registers for any class at GTC, the student is making a financial commitment to pay all tuition, fees, and other associated charges assessed as a result of the student's enrollment and/or receipt of services. The student's registration and acceptance of these terms constitutes a promissory note agreement in which GTC is providing the student educational services, deferring some or all of the student's payment obligation for those services, and the student promises to pay for all assessed tuition fees, and other associated costs by the published or assigned due date. Students are expected to meet

their financial obligations in a timely manner and to understand that failure to do so will result in further action to collect the balance due.

It is the student's responsibility to understand all college policies and procedures related to managing their registration and student account. If the student drops or withdraws from some or all of the classes for which he or she registers, the student is responsible for paying all or a portion of tuition and fees in accordance with the published tuition refund schedule. In addition, the student's failure to attend class or receive a bill does not absolve the student of financial responsibility as described above.

Any debt owed to the College as a result of the student's failure to make required payments or failure to comply with the terms of the applicable program as governed by GTC will result in a violation of the terms and conditions. Students with an outstanding balance will not be allowed to register for future semesters or receive academic transcripts until the debt is paid in full.

Financial Assistance

Goodwill Technical College does not currently offer Title IV funding for students. However, financial assistance is available to qualified students in the form of tuition remission.

Tuition Remission Policy

Tuition remission is a reduction in tuition available to any student with a household income equal to or less than 200% of the poverty rate as published annually by the Department of Health and Human Services. Tuition remission is subject to the availability of funds determined by the President and CEO of Goodwill Industries of Southeastern Louisiana, Inc. (Goodwill). Tuition Remission assistance can be requested at any time by scheduling an appointment with Student Financial Services Accounting Manager.

Students requesting tuition remission will complete an interview with the Student Financial Services Accounting Manager. During the interview, the student will provide household income. If the student lives with their parents, it may be necessary for the Manager to obtain this data from the parents. Household income data may be provided or self-attested; no backup documentation is required.

Additionally, staff at GTC will assist students by connecting them to other agencies that offer financial assistance for education and training such as Louisiana Rehabilitation Services (LRS), American Job Centers, and Supplemental Nutrition Assistance Program (SNAP).

General Conditions of Tuition Remission Program

Costs and Associated Expenses:

An eligible student must meet the administrative and academic requirements and follow all admissions and registration procedures. Textbooks and other incidental expenditures are the responsibility of the student, but students may request additional needs-based assistance through the Student Financial Services as necessary.

Coverage:

- Tuition Remission assists students with the cost of tuition and fees only, as published in the needs-based Tuition Remission Chart. All scheduled courses must be associated with the student's program of study.
- Tuition Remission may only be used for courses taken at Goodwill Technical College and does not cover any costs associated with courses taken at other training institutions, colleges and/or universities.

Satisfactory Academic Progress:
The student must maintain satisfactory academic progress to maintain eligibility.

Scholarships, Grants, Veteran's Benefits:
- The plan will not pay for any course more than once, and it will not duplicate other educational assistance the student may be receiving, such as scholarships, veteran's educational benefits or other financial aid.
- After scholarships, grants, Veteran's Affairs benefits, and other third-party grant sources of payment, if any, have been applied to tuition and fees, the remaining balance of tuition and fees (if applicable) shall be eligible for tuition remission in accordance with the terms of this policy.

Payment Options

To secure classes, all tuition and fees must be paid in full or enrollment in a payment plan must be completed by the dates established in the GTC Academic Calendar. Fee Bills are also emailed to the student's preferred email address. Payment options are as follows:

Payment in person: Cash, check, or money orders are the only forms of payment accepted in person.

Third party payments: For students receiving tuition and/or other supportive assistance from a third-party agency, it is the student's responsibility to maintain eligibility and to meet any obligations placed on the student by the funding agency. If the student becomes ineligible for funding or if the funding is no longer available, the student is responsible for any unpaid tuition and fees. If this occurs, GTC staff will work with the student to identify any unpaid costs and develop a payment plan as appropriate.

Failure to Pay for Courses

If a student fails to pay for courses due to incomplete or inaccurate financial aid information, payment plan default, or a dishonored check, he/she is responsible for full payment in cash or money order for all outstanding tuition and fees. Students unwilling or unable to make full payment will be allowed to drop the courses with a "W" or will be dropped from the courses by the Registrar with an "F". In either case, the student will still owe any outstanding balance. Failure to pay an outstanding balance will prevent the student from obtaining a transcript, award, or other documentation as well as enrolling for future semesters/sessions.

Returned Check (NSF)

The charge for each returned check is $35. The student's provisional registration shall be cancelled after the return of a check issued to the College for payment of tuition and fees unless payment is made in full or other appropriate action is taken to fulfill the student's financial obligation. Future checks will not be accepted from students issuing an NSF check. Cash, money order, or credit card will be required. A student whose registration is cancelled because of the issuance of a bad check to GTC will not be permitted to re-enroll (even though cancellation of his/her registration prohibited the earning of any credit) until the financial obligation has been cleared. When registration is cancelled, the student is not allowed to continue attending classes.

Payment Plan Default

Students who default on payment plans will have their plan terminated and will not be allowed to participate in payment plans in future semesters.

Refund Policy

A student who resigns from the college may be entitled to some refund of tuition and certain fees based upon the 14th instructional day of the semester (7th instructional day of the semester for summer sessions or minimesters). The amount of the refund, if any, will depend upon the amounts paid by the student and the date of withdrawal.

GTC will first apply refunds to outstanding obligations of the student and then return any remaining funds to the student. At the time of withdrawal, students are responsible for any unpaid portion of their accounts and for any other obligations to the college. At no time will the amount refunded exceed the amount paid by the student.

A student who decides to withdraw from the college for the term/semester, must drop all classes on or before the 7th instructional day of the current term/semester to avoid tuition charges. All refunds/credits due to a student shall first be applied to any outstanding balances due to Goodwill Technical College. Any remaining credit balance will then be paid to the student. Refunds for tuition and fees (the first $100 of fees are non-refundable) will be processed after the 15th instructional day, but within 30 days from the date of withdrawal.

A student who reduces his/her credit hours or officially drops from the college prior to the first day of class through the 5th instructional day of the semester will receive a 100% credit of tuition and fees (the first $100 of fees are non-refundable) for the dropped classes. A student that reduces his/her credit hours or officially drops from the college from the 5th instructional day through the 14th instructional day (or 7th instructional day for summer sessions and minimesters) will receive a 50% credit for tuition and fees (the first $100 of fees are non-refundable).

After the 14th instructional day of the semester (or 7th for summer session and minimesters), refunds will not be granted for dropped classes or withdrawals.

Refund Schedule

Fall and Spring Semesters Refund Schedule	
Prior to 1st Day	100% (the first $100 of fees are non-refundable)
Day 1 – 5	100% (the first $100 of fees are non-refundable)
Day 6 – 14	50%
After Day 14	None

Summer Session or Minimester Refund Schedule	
Prior to 1st Day	100% (the first $100 of fees are non-refundable)
Day 1 – 5	100% (the first $100 of fees are non-refundable)
Day 6 – 7	50%
After Day 7	None

Class Cancellations

If Goodwill Technical College cancels a class for any reason, students enrolled in the class will receive a 100% credit of tuition and fees for the cancelled class.

Refunds to Outside Agencies

Tuition paid by an outside agency will not be refunded to the student. The agency must contact Student Financial Services within the refund period.

Procedure for Receiving Refund of Tuition

Refunds, when due, are made without requiring a request from the student. After completion and approval of the necessary forms, a check will be requested by the Student Financial Services Accounting Manager and mailed to the student's residence within 30 business days.

ACADEMIC POLICIES & PROCEDURES

Responsibilities of Students

All GTC students are expected to become acquainted with college policies, requirements, procedures, and regulations regarding all phases of college operations. In addition, students are to remain cognizant of these policies and procedures during their attendance at GTC.

Close adherence to curricula assures the student's completion of all general education requirements and all major requirements. The student should be familiar with all the requirements of the degree program and should consult with the Chief Academic Officer when necessary. Each student assumes the responsibility for scheduling courses that are applicable to degrees and for taking courses in proper sequence to ensure the orderly progression of work.

Students attending evening classes are expected to assume the same academic responsibilities as all other students. Evening students are given the same curricular guidance and counseling as day students. Evening students follow the same procedures for admission to the College as other students, including the submission of applications and transcripts.

Academic Appeals

Students may challenge and/or appeal 1) the final grade received in a class; and 2) their academic suspension. Any academic challenge or appeal that is submitted beyond the prescribed deadline will be denied.

Appeal of a Final Grade

All academic appeals related to final grades received in courses must be submitted to the Chief Academic Officer within 30 business days from the date the semester ends. Failure to appeal within the 30-day period will result in the waiver of the student's rights to appeal the decision. _Note:_ This policy does not apply to students disputing grades received on exams, assignments, research papers, etc. These grade disputes must be resolved between the faculty member and the student within the same semester.

To appeal a final grade:

1. A student consults the faculty member regarding a disputed final course grade within the timeframe listed above. If the faculty member agrees that a course grade change is warranted, the faculty member will complete a Grade Change Form and forward the form to the Chief Academic Officer.

2. If no satisfactory agreement can be reached with the faculty member, or if the student is unable to contact the faculty member, the student contacts the College Counselor. Students consulting the College Counselor without first meeting with the faculty member will be referred to the faculty member.

3. The student may consult the College Counselor who determines that the student has first failed to reach a satisfactory resolution with the faculty member. If no satisfactory conclusion can be reached between the faculty member and the student, the student completes the top portion of the Academic Appeal form and returns it to the College Counselor.

4. The College Counselor will submit the form to the Chief Academic Officer. The faculty member is contacted by the Chief Academic Officer and is given a copy of the Academic Appeal form. The faculty member is required to respond and may add documentation to the Academic Appeal form before returning the form to the Chief Academic Officer by the deadline.

5. The Academic Appeal Committee will meet within two weeks of receiving the appeal to review the student's appeal letter and the instructor's course syllabus, grade book, student's assignments and assessments, criteria used for determining grades, and other relevant documentation. Once the committee reaches a decision, the student will be notified by the Chief Academic Officer or their designee.

6. If the decision of the committee is to change the grade, the committee will complete the Grade Change Form and submit it to the Chief Academic Officer. The Academic Appeals Committee may change a reported grade in the case of emergency circumstances (e.g., death of a faculty member, faculty member leaving the country, etc.). The student's Academic Appeal Form must be completed and signed by the Chief Academic Officer.

7. If a student is not satisfied with the Academic Appeals Committees' decision, the student may submit a written appeal within three (3) working days to the Chief Academic Officer of the College. The Chief Academic Officer will respond to the student after a review of the written appeal.

Appeal of Academic Standing

A student who believes that his/her academic standing (suspension) does not reflect the quality or quantity of effort put forth, or which is the result of extenuating circumstances, may appeal his/her standing to the Academic Appeals Committee. Students should, at least two weeks prior to the start of the semester/session, submit the following to the Chief Academic Officer:

1. An Academic Standing Appeal Form
2. A letter stating the reasons why the academic standing should be re-evaluated.
3. Documentation (if any) to help their cause. The committee will hold a meeting at which the student's appeal will be presented. The student will be notified of the committee's decision.

Academic Calendar

The academic year at Goodwill Technical College begins with the fall semester, is followed by the spring semester, and concludes with the summer semester. An academic calendar is established for each semester within the academic year. Key dates, including the opening of registration, first day of instruction, add/drop deadlines, and college-recognized holidays, are included in each academic calendar.

Academic Honesty

The faculty and administrators of GTC support the concept of academic honesty. All students are expected to maintain honesty and integrity when completing all academic assignments and examinations. Plagiarism, cheating, and other forms of academic dishonesty will not be tolerated. Instances of any form of academic dishonesty will result in formal college action including the student receiving a "0" for the work submitted. The instructor may also refer the student to the appropriate

administrator for further disciplinary actions, which could result in an "F" in the course, dismissal from the course, or dismissal from the college.

Students are in violation of the Student Code of Conduct when acts of academic dishonesty occur. These include, but are not limited to:

Cheating
Cheating is the act of deception by a student who misrepresents his mastery of information on an academic exercise. These acts can be either premeditated or not. Examples include copying or allowing someone else to copy work of another student; using a textbook or other material during an examination; collaboration during an academic exercise or giving or receiving information; and using specially prepared materials during an academic exercise, such as notes or formula lists.

Plagiarism
Plagiarism is the inclusion of someone else's actual words or paraphrases, ideas, or data into one's own work without acknowledging the original source. The included material must have appropriate citations such as footnotes or quotation marks and identification of the sources, published or unpublished, copyrighted or not copyrighted.

Collusion
Collusion is defined as the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any section of the scholastic dishonesty rules. Example: Using another person's computer jump drive despite instructions to the contrary or without authority to do so.

Academic Misconduct
Academic misconduct is the actual or attempted tampering or misuse of academic records or materials such as transcripts and examinations. Examples include stealing, buying, or otherwise obtaining all or part of a test or academic exercise that has not yet been administered; selling, bribing or giving away all or part of an academic exercise or any information about it that has not yet been administered; changing or altering a grade book, test, "drop form," or other official academic records of the College which would alter grades; and breaking in and/or entering a building or office for the purpose of changing a grade or tampering in any way with grades or examinations.

Accessory to Acts of Academic Dishonesty
Accessory to Acts of Academic Dishonesty is the act of facilitating, supporting, or conspiring with another student to commit any form of academic dishonesty.

Falsification/Fabrication
Falsification/Fabrication is the intentional use of invented information or the falsification of research findings with the intent to deceive. Examples include citation of information not obtained from the source indicated; listing sources in a bibliography not used in the academic exercise; inventing data or source information; submitting as one's own any academic exercise prepared totally or in part for/by another; taking a test for another student or permitting another student to take a test for oneself; submitting work previously used for credit in another course without express permission of the Instructor; and falsifying information on official school documents such as application, financial aid, and/or scholarship forms.

Falsification of Records
All students must be aware of the importance of supplying correct information on college applications, records, etc. Students should also notify the administration office if personal information changes during their enrollment. Students participating in any financial assistance program must inform Student Financial Services of any changes in circumstances that may alter their eligibility for such financial assistance. Falsification of student records may result in dismissal.

Academic Honors

Goodwill Technical College recognizes the academic achievements of its students through the President's List and Dean's List. Both lists acknowledge those students who have earned a high GPA in a Fall or Spring semester. These lists are published within 10 business days after the end of each Fall and Spring semester.

President's List – Eligible students are placed on the President's List if they are enrolled at least part-time (earned a minimum of 6 credit hours for the semester) and have earned a semester GPA of 3.8 to 4.0.

Dean's List – Eligible students are placed on the Dean's List if they are enrolled at least part-time (earned a minimum of 6 credit hours for the semester) and have earned a semester GPA of 3.5 to 3.79.

Academic Standing

Good Academic Standing – a cumulative grade point average of 2.00 or higher on all course work attempted at Goodwill Technical College

Academic Probation – GTC cumulative grade point average falls below 2.00. The statement "Academic Probation" will be placed on the student's permanent academic record. Once on probation, a student will remain on probation until the GTC cumulative grade point average of 2.00 or higher is achieved.

Academic Suspension – when a student on academic probation has a semester grade point average below 2.00. A student on academic probation will be suspended from the institution for one semester at the conclusion of any semester or summer session in which he/she fails to earn a semester grade point average of 2.00. The statement "Academic Suspension" will be placed on the student's permanent academic record. A student who is suspended at the end of the fall semester must remain out of school for the spring semester. A student who is suspended at the end of the spring semester may attend the summer session. If the student raises his/her GTC cumulative average to 2.00 during the summer session, the student may attend the following fall semester. If the cumulative average remains below 2.00, or if the student does not attend the summer session, the student is suspended for the fall semester.

Students will receive official notification of academic standing. Such notice is not a prerequisite to students being placed in one of the above categories. Students have the responsibility to ascertain their academic standing prior to the beginning of the next enrollment period. Upon returning to College, the student will remain on academic probation until the semester or cumulative grade point average (as needed) is 2.00 or above.

Acceptance of Transfer Credits

In making the determination of credit to be awarded from other institutions, GTC is guided by commonly accepted principles of good practice in recognizing coursework as acceptable and collegiate.

1. Evaluation of Credit
   a. Coursework taken at an institution accredited by an agency approved by the Department of Education will be evaluated by the Chief Academic Officer and lead faculty/department chair of the student's program.

b. GTC will examine course equivalency, faculty credentials, and other appropriate indicators of competencies, to determine if credits earned at institutions that are not regionally or COE accredited will be accepted as transfer credits toward the student's program of study.

2. Awarding of Credit
   a. Credit cannot be awarded until an official transcript from the transfer institution has been received.
   b. Credits from approved accredited institutions of higher education are recorded on the student's official transcript.
   c. Only courses with a grade of "C" or higher will be transferred toward a credential.

GTC reserves the right to deny credit where such indicators are not present or to require the student to prove competency by some other means. Academic courses taken at approved accredited institutions are generally accepted at GTC.

Transfer students must provide GTC with an official transcript from the institution from which they have attended. Transfer credit shall be limited to 75 percent of the total credit hours required for the program credential, and transfer credit grades do not count toward the GTC grade point average (GPA). The GTC GPA is established after the first term/semester of classes.

Change of Name, Address, or Phone

Students must notify the administration office immediately when a name, phone, mailing address, or email address change occurs. For name changes, official documentation must be submitted with a completed Student Data Change Form.

Change of Program

A student who wishes to change his/her program of study after enrolling, must complete a Change of Major Form. Students should seek academic counseling from the College Counselor and meet the requirements of the program they wish to enter.

Course Cancellations

The college reserves the right to cancel any course listed in a student's schedule. A student may enroll in another section of the course if openings are available.

Course Repetitions

Any course for which a student has previously registered may be repeated. The student, however, must register for the course. The grading symbol "R" will follow the letter grade earned. The last grade awarded will be used in the computation of the cumulative grade point average. The term grade point average is not affected with repeat grades.

Credit by Examination

GTC permits students to take credit examinations to "test out" of specific courses. Any student who believes they are qualified by experience, previous training, or non-credit coursework may request credit by examination. Students who wish to apply for credit by examination should contact the lead instructor or department chair of their program/major or the College Counselor. Exams will be evaluated by faculty

members of the applicable program. Students may attempt credit exams only once per course and will not be allowed to challenge courses already attempted at GTC. To be awarded credit of this type, students must meet the eligibility criteria outlined in the credit for prior learning policy above.

Credit by examination may include both written and skill performance, and it is developed, administered, and scored by faculty who teach the course. Further policies and procedures for the awarding of credit by examination are listed below:

- An administrative fee of $10 per credit hour must be assessed to the student prior to sitting for the examination.
- A student must receive a score of 75% or higher to be assigned a grade of "P" for the course.
- The "P" grade will apply toward the requirements of the program but will not be calculated in the student's grade point average.
- Students who score less than 75% will not receive a passing grade and must enroll in the course.
- All Credit by Examinations must be completed, and forms submitted to the Chief Academic Officer on or prior to the day midterm grades are due for the semester.
- Students cannot be currently enrolled in or have previously attempted the course they wish to challenge.
- Credit by Examination is non-traditional credit and therefore subject to the college's Credit for Prior Learning policy.

Credit for Prior Learning

Students may petition for credit to be awarded based on prior learning, which may include the following: credit by exam and/or non-credit to credit conversion. Relative to the awarding of credit for prior learning, or non-traditional credit, the appropriate faculty/staff of each respective program area will determine the level of student performance necessary to demonstrate satisfactory mastery of course content. Non-traditional credit cannot be used to meet residence requirements.

To be eligible for non-traditional credit, a student:
- Must be in good academic standing and currently enrolled.
- Cannot have previously enrolled in the academic course being challenged.
- Cannot have attempted non-traditional credit for the course on a previous occasion.

Non-traditional credit will be recorded on the student's transcript with a grade of "P." A grade of "P" is not used to compute the grade point average (no quality points awarded), and the hours of credit will not be considered in determining academic hours, probation, or suspension. Non-traditional credit is limited to nine (9) semester hours.

The total amount of credit earned by any credit for prior learning method that can be applied toward completion of a Technical Diploma must meet the 25% in-residence credit hours.

Family Education Rights and Privacy Act (FERPA)

In accordance with the Family Education Rights and Privacy Act (Sec. 513 of P.L. 93- 380, Education Amendments of 1974, which amends the General Education Provisions Act Sec. 438), postsecondary students attending Goodwill Technical College have access to their official records as follows:

1. The right to inspect and review the student's education records.
2. The right to request the amendment of the student's education records to ensure that they are not inaccurate, misleading, or otherwise in violation of the student's privacy or other rights.

3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that the Act and the regulations authorize disclosure without consent.
4. The right to file with the U.S. Department of Education a complaint concerning alleged failures by the institution to comply with the requirements of the Act and the regulations.
5. The right to obtain a copy of the institution's student record policy.

Under this Act, Goodwill Technical College assumes that all students are independent. Parents of dependent students must prove such dependence through the presentation of the latest 1040 form filed with the IRS before they will be granted access to any student record of their dependent. The Act provides that certain information, designated as directory information, concerning the student may be released by the college unless the student has informed the college that such information should not be released.

Directory information includes the student's name, address, telephone number, e-mail address, date and place of birth, date of enrollment, full or part-time status, major, degree(s) earned, awards, and the most recent previous educational agency or institution attended. Permanent records, which include courses a student has completed, grades, placement, and follow-up information, are housed in the administration office. These records are confidential.

A student who desires that any or all of the above listed information not be released must notify the Administration Office in writing by completing the Withold Directory Information Form each semester by the official census date for that semester as published in the current academic calendar.

FERPA requires that a student's education records be disclosed only to persons who meet the strict definition of a school official who has a legitimate educational interest in the records (or others explicitly granted access under the law). Students may authorize individuals to access their education records at the college by submitting a Consent to Release Student Information form to the administration office.

Grading

Grading Scale
GTC has established a grading scale describing the letter grade that is associated with the percentage grade. The students' transcript will include the letter grade only, not the percentage grade.

The grading scale at GTC for all programs is:
90% - 100%   A
80% - 89%   B
70% - 79%   C
60% - 69%   D
59% - Below   F

Grading System
Quality points earned for each course are determined by multiplying the number of quality points for each grade by the number of credit hours the course carries. A student's grade point average is computed by adding the total quality points for all courses for which quality point values may be computed, then dividing by the corresponding number of credit hours attempted during the same period.

The grade of pass "P" will be awarded for nontraditional credit and non-credit courses only. Courses so credited will not be used in computing the grade point average.

A grade of incomplete ("I") indicates that satisfactory work has been done in a course, but the student has been prevented from completing the final examination or other concluding work because of some verifiable reason. The grade of "I" may be given as a final grade only. An "I" grade will not be given unless the student contacts his or her instructor and a contract for completion of work is approved. The "I'" grade must be removed by the time midterm grades are due the following semester (unless the "I" contract specifies an earlier deadline); otherwise, it will be automatically converted to a permanent "F". The grade of "I" is not used in calculating grade point average. If it is not removed in the allotted time, however, it will be calculated as an "F" upon conversion. Re-enrolling in a class will not prevent an "I" from being changed to an "F". A grade in a repeated course replaces the grade attained in the previous course attempt.

Grade	Points
A	4.0
B	3.0
C	2.0
D	1.0
F	Failure

Other Grades	Definition
P	Awarded as credit for successfully challenging a course or non-traditional credit and is not calculated into a student's cumulative grade point average.
I	Assigned for incomplete coursework and is only assigned for unavoidable and extenuating circumstances. This grade is not calculated into a student's cumulative grade point average, but it is counted in hours attempted.
R	Assigned in addition to a grade for a course that a student repeats.
T	Assigned in addition to a grade for a course that is transferred from another institution.
W	The grade of "W" is given when a student drops or resigns from a course prior to the drop date published in the Academic Calendar if regular attendance is maintained.
WN	When a student has missed 15% of a course, the instructor may remove the student by assigning a College-Initiated Withdrawal. As a result of this action, the student will receive a grade of "WN" for the course if the action is initiated prior to the last day to drop.

Grade Changes

After a faculty member has submitted final grades for a class, all grade changes are completed through the submission of a Grade Change Form. Grade changes may be initiated by an instructor only to:

- Correct a computational or transcription error on the part of the instructor.
- Change an "I" grade to a final grade after the student has fulfilled the requirements of an Incomplete Grade contract.

In cases where the student has documented that illness/accident at the very end of the semester prevented the student from completing a course(s) or from requesting an "I" contract, an Incomplete grade may be assigned. Instructors may not change a student's grade based on extra work done by the student after the semester ends or based on work submitted after the published deadline (unless, as indicated above, some legitimate reason existed for the student's failure to notify the instructor in a timely fashion).

A change of grade may be approved by the Chief Academic Officer only if the instructor submits it within one calendar year of the date the original grade was issued to the student. Any change of grade submitted after one calendar year has elapsed must be approved by the Chief Academic Officer and the Academic Appeals Committee.

**NOTE:** Students may not hand-carry any form on which a grade change is given.

Incomplete Grades

A grade of incomplete ("I") indicates that satisfactory work has been done in a course (student's current average in the course is a C or higher), but the student has been prevented from completing the final examination or other concluding work because of a documented extenuating circumstance. The grade of "I" may be given as a final grade only. An "I" grade will not be given unless the student contacts his or her instructor and a contract for completion of work is approved.

The student is responsible for completing and submitting all required coursework outlined on the Incomplete Grade Contract by the designated date. The "I'" grade will be changed to an "F" if all work is not completed satisfactorily by the required date. The student will not be allowed to reenroll for the course until the "I" is changed to a letter grade. Students may not register for a course that has the course in which they received an "I" as a prerequisite until they convert the "I" into a grade of a "C" or above. If all work is not completed satisfactorily by the designated date, the "I" will be changed to an "F." Re-enrolling in a class will not prevent an "I" from being changed to an "F".

Graduation

Graduation Requirements

Students must fulfill the general requirements of the curriculum/program in which he/she is enrolled. The Chief Academic Officer will complete a degree audit for all graduation requirements before the student is certified as a candidate for graduation. All approved course substitutions requests, transfer credit evaluations, non-traditional credit documents/approvals, and official transfer transcripts must be on file with the Chief Academic Officer before a student can be certified as a candidate for graduation.

Candidates for graduation must meet the following requirements:

- Meet the specific program requirements outlined in the curriculum in effect when the student enrolled or changed majors.
- Earn at least a grade of "C" (2.00) on all coursework applied towards the completion of a credential at GTC.
- Complete 25% of credit hours in residence (excluding hours gained through credit for prior learning) required for a program credential.
- If a program requires a course but the course is no longer available or a course substitution cannot be made, completion of the total number of credit hours required in the program being followed is mandatory.
- Submit a Graduation Application by the deadline established in the academic calendar.
- Fulfill all other obligations and regulations including financial obligations to the college prior to established dates.

Graduation Ceremony

A graduation ceremony is held once a year in December for students who graduate in the fall, spring, and summer semesters. Graduation caps and gowns will be provided by the college. Students who have completed a graduation application will receive graduation information, including commencement activities, by e-mail/mail. It is the student's responsibility to ensure the college has their correct e-mail and mailing address.

Graduation Honors

Academic honors are awarded to students who successfully complete a Technical Diploma (TD) program and have maintained a cumulative grade point average of at least a 3.5. There are two designations for graduation honors: President's Honors and Honors.

President's Honors – requires a cumulative GPA of 3.80-4.00
Honors – requires a cumulative GPA of 3.50-3.79

Graduation Application Deadlines

Students must apply for graduation by completing the Graduation Application and submitting it to the Chief Academic Officer by the deadline established in the Academic Calendar. A Graduation Application must be completed whether the student plans to participate in the ceremony or not. A late fee may be charged to each student who submits the Graduation Application past the established deadline.

Make Up Work

GTC recognizes that there are a variety of circumstances in which students will miss course work, assignments, tests, and or quizzes. Students will be allotted two flex days. These days allow students to submit an assignment up to two days later without penalty and make up tests/quizzes no later than three days after the test is given. Flex days can be used for any assignment, test, or quiz and for any reason. Students do not need to provide instructors with the reason they are using a flex day. However, students must email or use Canvas messaging to inform the instructor that they would like to use a flex day and specify which assignment, test, or quiz it is for. Once both flex days have been exhausted, then point deductions will occur for any assignment submitted after the deadline and a zero will be given for any test not made up after three class days.

Assignments - Assignments can be submitted up to two days later without penalty if a student chooses to use a flex day. Students are responsible for communicating to the instructor in writing that they are

utilizing a flex day. If a student has exhausted both flex days, then a 5-point deduction will occur daily for 5 days. After 5 days, the assignment will not be accepted.

Tests and Quizzes - Tests and quizzes must be made up within three (3) class days after the test is given. Students are responsible for scheduling make up tests in writing via email or Canvas messaging. A make-up test or quiz cannot be scheduled prior to the student's absence. Missing a test or quiz should be the result of legitimate, unexpected circumstance. Students should arrange to take their missed test or quiz as soon as possible upon their return. After three (3) class days, if the test or quiz is not made up, the student will receive a zero.

Final Exams - Final exams cannot be made up unless an extenuating circumstance occurs the day of the final exam. In this case, the decision to allow the student to make up the final exam will be made by the Chief Academic Officer or their designee. Instructors should inform the Chief Academic Officer in writing when such instances occur. Students should not be sent to the Administration Office.

Extenuating Circumstances - The college will work with students so that they will not be penalized for missed assignments, tests, quizzes, or final exams due to legitimate, extenuating circumstances i.e. jury duty, bereavement, emergency medical situations, etc.

Instructor Responsibilities:
1. Due dates for every graded assignment and dates for every test and quiz must be provided on the course syllabus and/or posted in Canvas.
2. The make-up test or quiz assigned to students must be different than the original test or quiz (not just shuffled questions).
3. Instructors must inform the Chief Academic Officer in writing of any extenuating circumstances and requests for making up final exams.

Student Responsibilities:
1. Students are responsible for informing instructors in writing when flex days will be used.
2. Students must also request make up tests or quizzes in writing as soon as possible upon their return.

Schedule Changes, Withdraws and Reinstatement Period

Changes to a student's schedule are made in person or online during the designated drop and add periods at the beginning of each semester.

Adding Courses: Courses may be added through the last day to add courses as outlined in the Academic Calendar. Courses may not be added for credit after the dates outlined in the Academic Calendar.

Dropping Courses/Withdrawing: Course may be dropped through the last day to drop without a grade of "W" as outlined in the Academic Calendar and the course will not appear on the student's transcript. The grade of "W" is given when a student drops or resigns from a course after the last day to drop without a "W" and until the last day to drop with a "W" as outlined in the Academic Calendar.

Once the drop and add period is over, a student may no longer add classes to his/her schedule. Changing sections of the same course may be allowed due to extenuating circumstances and if approved by the Chief Academic Officer.

When a student has missed 15% of a course, the instructor may drop the student from the course. As a result of this action, the student will receive a grade of "WN" for the course if the action is initiated prior to the last day to drop. Please note that instructors are not required to drop students for non-attendance after the census date and as a result, excessive absences may result in a grade of "F" for all coursework missed.

Students who are receiving any type of financial assistance, tuition assistance, or other financial aid should consult the rules governing that aid before withdrawing from a course or from the college.

Reinstatement: For a student to be reinstated into a course, the instructor must agree that the student has an acceptable excuse for missing or dropping the class and that the student has a reasonable chance of passing the course. A student may be administratively reinstated if dropped in error.

Show and No Show

A student who has attended a course one or fewer times within the first ten (10) class days of a fall or spring semester or within the first five (5) class days of a summer semester is considered a "No Show" and may be automatically dropped from the registered course. Please see GTC's Refund Policy.

Student Records

All records submitted become the property of the college and cannot be returned to the student. All students must be aware of the importance of supplying correct information on college applications, college records, etc. All student records must be true and correct to the best of the student's knowledge. Falsification of student records may result in being expelled from the college.

Transcripts

Release of information and/or the issuance of transcripts must be made through the proper request procedure and must be authorized by the student. Transcript requests made by telephone or requests made by the parent, spouse, or prospective employer of a student will not be honored except with the written authorization of the student. The parent of a student less than 18 years of age may be provided a copy of the student's transcript if the student is a dependent of the parent as defined by the Internal Revenue Service. Transcripts may be issued upon request to institutions to which a student transfers provided the student concurs in the request. Transcript request forms are available online or in the administration office. Requests may be submitted online, in person, or via postal mail. Transcripts will not be issued if a student has any form of hold on his/her account.

Transcript Requests

Submit a Transcript Request Form to the Administration Office.
- Transcript Request Forms can be found online at gwtech.edu by clicking Registrar on the Student Services drop-down menu.
- A transcript request should be made at least two weeks before a transcript is required.
- The initial request for an official transcript upon graduation or completion is processed and issued by the college free of charge. Requests made thereafter will be processed at a fee of $5.00 each.

Transcripts Issued to Student

A transcript is a complete copy of the student's academic record. Official transcripts bear the college seal and the signature of the Chief Academic Officer. If a transcript is sent directly to a student, the words "***Issued to Student***" will appear on the transcript.

Transcripts to and From Other Schools

The college is unable to release transcripts from other educational institutions. The college only issues transcripts from this institution.

Withdrawal from College

Students must notify their instructors and the Chief Academic Officer and complete a Withdrawal from College Form if he/she intends to withdraw from the College for any reason. Equipment and/or books belonging to the college must be returned. Employment information should be given to the instructor, Career Services, and/or Chief Academic Officer prior to leaving the college. Failure to properly withdraw may jeopardize a student's ability to re-enter GTC. If the student secures employment later (after withdrawal), he/she should forward that information to Career Services so that student records can be updated.

If a student resigns from the College during the drop and add period as designated on GTC Academic Calendar, courses are removed from the student's transcript. If a student withdraws from the College after the drop and add period but on or before the final withdrawal date as designated on GTC Academic Calendar, the student will receive a grade of "W" in remaining courses. Students who do not officially resign by the designated final withdraw date or who discontinue attendance may receive an "F" in their course(s).

GENERAL POLICIES & PROCEDURES

Student Identification (ID) Cards

All students, faculty, and staff are required to have an ID card visible while on campus. The cost of the initial ID is a part of the student services fee. Any replacement card is $10.00. ID pictures are taken during orientation or the first week of class.

Service Animals

Service animals are welcome on the College campus. A service animal is a dog that has been individually trained to do work or perform tasks for an individual with a disability. The dog must be trained to take specific action when needed to assist the person with a disability. Emotional support, comfort, therapy, and/or companion animals are not permitted on site. To be qualified to utilize a service animal for ongoing accommodation at Goodwill Technical College, the student must register with the Office of Disability Services and supply appropriate documentation of a disability. The requirements and responsibilities outlined in the GTC Service Animal Procedures apply regarding service animals on college premises.

HEALTH & SAFETY

Policies and Procedures

Overview
The following is a health and safety plan designed to assure the health and safety of the students, faculty, staff, and visitors of Goodwill Technical College. The health and safety plan is reviewed annually by the Safety Committee.

General Safety Procedures
The following general safety procedures should be followed:

- Learn the locations of emergency exits, evacuation routes and fire extinguishers
- Do not block fire doors, exits, or aisles
- Report any accident or incident to Goodwill Technical College staff immediately
- No weapons are allowed on campus
- No horseplay
- Use safety equipment and personal protective equipment when needed
- Do not use elevators when there is an emergency
- In an emergency, if you are unable to exit the building on your own, please ask for help
- If the fire alarm goes off, exit the building calmly and quickly
- Adhere to directions given by Goodwill Technical College staff during an emergency situation

When an accident or incident occurs, Goodwill Technical College administration is responsible for:
- Calling 911 or Campus Security if needed
- Accounting for the safety of faculty, staff, visitors, and students
- Completing and forwarding accident/incident reports to the appropriate personnel

General Emergency Procedures
Goodwill Technical College has an emergency plan for students, faculty, staff and visitors that outlines steps to follow in the event of an emergency. The following emergencies are addressed: Lockdown, Evacuation, Utility Emergency, Severe Weather, Bomb Threat, Fire, Gas Leaks, Accidents/Medical Emergencies, Hurricanes, Suspicious Mail Packages &Chemical/Biochemical/Radiological/Nuclear Attacks. Emergency quick guides/flipbooks are located in each classroom. Everyone at Goodwill Technical College – students, faculty, staff, and visitors – must take appropriate and deliberate action in the event of an emergency.

Evacuation Procedures
An evacuation is required any time the fire alarm sounds, an evacuation announcement is made or a college official will order you to evacuate.
- Remain calm and notify others in the area of the alarm if they did not hear it.
- Listen for next steps.
- Take personal items, but if you are away from belongings when the evacuation is ordered, you should exit the building immediately and not return for personal items.
- Leave lights on, close doors and windows, but do not lock them.
- Stay with group.

- Exit the building via the nearest safe exit route. Walk, do not run. Do not use elevators to exit.
- Gather at the indicated evacuation site away from the building and await instructions.
- Report any missing or trapped people to the emergency responders and College Administrative.
- Do not reenter the building until emergency staff give the "all clear" signal. In some cases, the fire alarm will be silenced, and staff members will be placed at building entrances to keep people out until the incident has been resolved.

Evacuation of Persons with Disabilities

Goodwill Technical College administrators are aware that faculty, staff, and students with "hidden" disabilities (arthritis, cardiac conditions, back problems, learning disabilities, etc.) may also need individual assistance in additional to those with visual disabilities. Each case will be handled based on the individual's disability. Persons with disabilities may also contact college administrators or Campus Security for evacuation assistance.

PROGRAMS OF STUDY

Technical Diploma Programs
Medical Assistant
Medical Billing and Coding

Certificate Programs
Hospitality
IT Support Specialist

HOSPITALITY

Certificate
17 credits | 255 clock hours

PROGRAM MISSION STATEMENT

The Hospitality program provides students with knowledge and competencies required to obtain entry level employment in hotel and food and beverage operations.

PROGRAM DESCRIPTION

The Hospitality certificate program is designed to teach students skills in the hospitality industry. It offers instruction on how to perform key tasks common in the industry as well as general hospitality knowledge, soft skills needed to succeed in a front-line position at a lodging property, and customer service skills. Upon successful completion of this program, students are eligible to take the national certification exam administered through the American Hotel and Lodging Educational Institute, the Customer Service and Sales certification exam administered through National Retail Federation, SERV Safe Food Handler, and Responsible Vendors for Louisiana.

PROGRAM ADMISSION REQUIREMENTS
None

PROGRAM FEES
$235

PROGRAM LEARNING OUTCOMES

Students who successfully complete the Hospitality program will be able to:
1. Demonstrate professional behavior and customer service appropriate to hospitality industry standards.
2. Identify and demonstrate basic food and sanitation standards required in restaurant and food service operations.
3. Apply knowledge of workplace ethics, contracts, and compliance related to the hospitality industry.
4. Describe and demonstrate key tasks in various hospitality occupations.

REQUIRED COURSES – HOSPITALITY CERTIFICATE

Note: All courses in the Hospitality program courses are offered in one semester.

COURSE NUMBER	Course Title	Clock Hours	Credit Hours
CPTR 101	Introduction to Computer Literacy	45	3
CSSF 101	Customer Service	45	3
JOBS 100	Job Seeking Skills	45	3
HOSP 101	Introduction to Hospitality	60	4
HOSP 104	Food and Beverage Operations	60	4
	Totals	**255**	**17**

IT SUPPORT SPECIALIST

Certificate
17 credits | 255 clock hours

PROGRAM MISSION STATEMENT

The IT Support Specialist program prepares students for help desk positions which provide technical support, assistance, advice, troubleshooting, training, and documentation to end computer users for hardware, software, and systems.

PROGRAM DESCRIPTION

In the IT Support program, students will learn how to install, modify, and repair computer hardware and software, provide technical assistance and support for hardware and software systems, and troubleshoot technical issues. Students will get hands-on training in a virtual lab setting that will help prepare them for CompTIA ITF+ and A+ certifications.

PROGRAM ADMISSION REQUIREMENTS

- High school diploma or equivalency
- ACCUPLACER Reading score of 250

PROGRAM FEES

$512

PROGRAM LEARNING OUTCOMES

Students who successfully complete the IT Support Specialist program will be able to:

1. Update hardware and software as needed to maintain fully functional systems.
2. Provide end user support and network support.
3. Apply knowledge of operating systems to manage system hardware, security protocols, and software technologies.
4. Apply critical thinking skills and problem-solving to configure and troubleshoot systems to ensure proper operation.
5. Create and maintain proper documentation of implementation, validation, workflow processes, troubleshooting, and revisions of systems.

REQUIRED COURSES – IT SUPPORT SPECIALIST CERTIFICATE

Note: Courses in the IT Support Specialist program courses are typically offered in 8 week sessions.

CABBR	Course Title	Clock Hours	Credit Hours
CPTR 101	Introduction to Computer Literacy	45	3
CPTR 102	Information Technology Fundamentals	45	3
CPTR 110	Computer Hardware Support *Pre-Requisites: CPTR 101 & CPTR 102*	60	4
CPTR 111	Operating System Fundamentals *Pre-Requisites: CPTR 101 & CPTR 102*	60	4
JOBS 100	Job Seeking Skills	45	3
	Totals	**255**	**17**

MEDICAL ASSISTANT

Technical Diploma
54 credits | 990 clock hours

PROGRAM MISSION STATEMENT

The Medical Assistant program provides students with knowledge and competencies required to perform administrative and clinical procedures in a variety of healthcare settings such as physician's offices, clinics, insurance companies, and hospitals.

PROGRAM DESCRIPTION

In the Medical Assistant program, students are provided with a solid foundation in the administrative aspects of the medical office such as scheduling appointments, managing patient check-in and check-out, answering phone calls, filing, and retrieving paper records, maintaining electronic records, composing correspondence, performing daily financial practices, preparing correspondence and reports, and triaging appointments. Additionally, students will receive instruction in clinical procedures such as phlebotomy and EKG. Upon successful completion of this program, students are eligible to take the Certified Medical Administrative Assistant (CMAA) national certification exam offered by National Healthcareer Association (NHA).

PROGRAM ADMISSION REQUIREMENTS

- High school diploma or equivalency
- ACCUPLACER Reading and Math score of 250

PROGRAM FEES

$455

PROGRAM LEARNING OUTCOMES

Students who successfully complete the Medical Assistant program will be able to:
1. Operate computer systems to accomplish administrative tasks including scheduling, bookkeeping, and updating and maintaining electronic health records.
2. Take patient vital signs and assist providers with exams and procedures.
3. Perform EKG, phlebotomy, and other essential laboratory procedures.
4. Explain and apply HIPAA and other applicable laws and safety precautions.

REQUIRED COURSES – MEDICAL ASSISTANT, TD

CABBR	Course Title	Clock Hours	Credit Hours
COLL 101	College Success Skills	30	2
CPTR 101	Introduction to Computer Literacy	45	3
ALHE 101	Medical Terminology	45	3
ALHE 102	Introduction to Anatomy & Physiology	45	3
ALHE 103	Phlebotomy Principles and Techniques *Co-Requisites: ALHE 101 & ALHE 102*	150	6
CSSF 101	Customer Service	45	3
ACCT 101	Fundamentals of Accounting	45	3
ALHE 105	Basic Pharmacology *Pre-Requisite: ALHE 101*	45	3
ALHE 104	Health Information & Compliance Management *Pre-Requisites: ALHE 101 & ALHE 102*	45	3
ALHE 201	Medical Administrative Procedures	75	3
ALHE 110	Medical Law and Ethics	60	4
MOAA 202	Medical Clinical Procedures *Pre-Requisites: ALHE 201, ALHE 103, ALHE 104, ALHE 105, & ALHE 110* *Co-Requisite: ALHE 205*	120	4
JOBS 100	Job Seeking Skills	45	3
ALHE 205	Electrocardiography (EKG) *Pre-Requisites: ALHE 103 & ALHE 104*	105	5
BMAT 070	Basic Mathematics	45	3
BLIT 070	Basic Literacy	45	3
	Totals	**990**	**54**

PROGRAM SEQUENCE – MEDICAL ASSISTANT, TD

Semester 1	Semester 2
COLL 101 College Success Skills ALHE 101 Medical Terminology ALHE 102 Intro to Anatomy & Physiology ALHE 103 Phlebotomy Principles & Techniques CSSF 101 Customer Service	CPTR 101 Intro to Computer Literacy ALHE 201 Medical Administrative Procedures ACCT 101 Intro to Bookkeeping ALHE 104 Health Information and Compliance Management ALHE 105 Basic Pharmacology
Semester 3	**Semester 4**
ALHE 205 Electrocardiography (EKG) ALHE 110 Medical Law and Ethics	JOBS 100 Job Seeking Skills MOAA 202 Medical Clinical Procedures

MEDICAL BILLING AND CODING
Technical Diploma
55 credits | 990 clock hours

PROGRAM MISSION STATEMENT
The Medical Billing and Coding program provides students with knowledge and competencies required for entry level medical coding positions in hospitals, ambulatory and surgery centers, and physician-based settings.

PROGRAM DESCRIPTION
In this program, students will develop the knowledge and technical skills to translate patient care into current procedural terminology (CPT) codes and create claims based on those codes. Students will also learn how to classify, report, analyze, and manage medical data for a variety of healthcare settings. Billing & Coding Specialists have an expansive range of opportunities for employment. The skills learned in this program are essential to hospitals, physician offices, surgery centers, nursing homes, dental offices, home healthcare agencies, mental health facilities and even insurance companies and consulting firms. Upon successful completion of this program, students are eligible to take the AHIMA Certified Coding Associate certification exam.

PROGRAM ADMISSION REQUIREMENTS
- High school diploma or equivalency
- ACCUPLACER Reading and Math score of 250

PROGRAM FEES
$329

PROGRAM LEARNING OUTCOMES

Students who successfully complete the Medical Billing and Coding program will be able to:
1. Apply diagnostic and procedure codes using ICD-10-CM, HCPCS/CPT coding systems to successfully code medical records.
2. Explain ethical standards and adhere to principles of patient confidentiality within the healthcare community as defined by federal, state, and local guidelines.
3. Recognize and understand common medical terminology and acronyms used within the industry and demonstrate knowledge of the structure and organization of body systems in relation to medical billing and coding.
4. Demonstrate proficiency in verifying completeness, accuracy and quality of clinical coding using various classification systems.
5. Apply verbal, nonverbal, and written communication principles and skills.

REQUIRED COURSES – MEDICAL BILLING & CODING, TD

CABBR	Course Title	Clock Hours	Credit Hours
COLL 101	College Success Skills	30	2
CPTR 101	Introduction to Computer Literacy	45	3
ALHE 101	Medical Terminology	45	3
ALHE 102	Introduction to Anatomy & Physiology	45	3
ALHE 201	Medical Administrative Procedures	75	3
ALHE 104	Health Information & Compliance Management *Pre-Requisites: ALHE 101 and ALHE 102*	45	3
MBCS 102	ICD-10 CM Coding *Pre-Requisites: ALHE 101 and ALHE 102*	90	4
MBCS 101	Current Procedural Terminology Coding *Pre-Requisites: ALHE 101 and ALHE 102*	90	4
ACCT 101	Fundamentals of Accounting	45	3
ALHE 110	Medical Law and Ethics	60	4
MBCS 201	ICD-10-PCS *Pre-Requisites: MBCS 101 and MBCS 102*	90	4
MBCS 203	Electronic Claims Filing & Reimbursement *Pre-Requisites: MBCS 101 and MBCS 102*	105	4
JOBS 100	Job Seeking Skills	45	3
ALHE 202	Basic Pathophysiology and Pharmacology *Pre-Requisites: ALHE 101 and ALHE 102*	45	3
MBCS 205	Professional Practice Experience *Pre-Requisites: ALHE 104, MBCS 101, & MBCS 102* *Co-Requisites: MBCS 201 & MBCS 203*	45	3
BMAT 070	Basic Mathematics	45	3
BLIT 070	Basic Literacy	45	3
	Totals	**990**	**55**

PROGRAM SEQUENCE - MEDICAL BILLING & CODING, TD

Semester 1	Semester 2
COLL 101 College Success Skills CPTR 101 Intro to Computer Literacy ALHE 101 Medical Terminology ALHE 102 Intro to Anatomy & Physiology ALHE 201 Medical Administrative Procedures	ACCT 101 Intro to Bookkeeping ALHE 104 Health Information and Compliance Management ALHE 110 Medical Law and Ethics MBCS 102 ICD-10-CM Coding MBCS 101 Current Procedural Terminology Coding
Semester 3	**Semester 4**
MBCS 201 ICD-10-PCS ALHE 202 Basic Pathophysiology and Pharmacology	MBCS 203 Electronic Claims Filing & Reimbursement MBCS 205 Professional Practice Experience JOBS 100 Job Seeking Skills

COURSE DESCRIPTIONS

ALLIED HEALTH COURSES

ALHE 101 MEDICAL TERMINOLOGY
A study of the structure of medical words and terms related to understanding diseases, their causes and effects, diagnostic procedures, and laboratory tests used within health professions. Emphasis is placed on word construction, pronunciation, spelling, and definition.

ALHE 102 INTRODUCTION TO ANATOMY & PHYSIOLOGY
An introduction to the structure and function of human anatomy and physiology that includes a study of body organization, chemistry, cells, organs, tissues, body systems, and their relation to each other and the human body. Emphasis is placed on body systems including muscular, skeletal, nervous, urinary, cardiovascular, endocrine, respiratory, reproductive, and digestive.

ALHE 103 PHLEBOTOMY PRINCIPLES AND TECHNIQUES
This course provides both theory and fundamental phlebotomy skills. Theory covers the responsibilities of the phlebotomist to health care delivery systems, the application of safety and governmental regulations and standards in phlebotomy, professional and ethical conduct, and communication skills. Phlebotomy skills include venipuncture, capillary sticks, infection control procedures, tube identification, and lab tests phlebotomists may perform. Students perform introductory, fundamental, and advanced phlebotomy skills in the lab for instructor evaluation. Upon successful completion of this course, students will be eligible to sit for the Certified Phlebotomy Technician exam through the National Healthcareer Association (NHA). ***Co-Requisites:** ALHE 101 & ALHE 102*

ALHE 104 HEALTH INFORMATION & COMPLIANCE MANAGEMENT
Introduces the development, organization, and characteristics of health care delivery systems and legal and regulatory issues in healthcare with emphasis on compliance issues faced by clinical coders in the workplace setting, documentation of care, and healthcare information technology and systems. ***Pre-Requisites:** ALHE 101 and ALHE 102*

ALHE 105 BASIC PHARMACOLOGY
Introduces pharmacological concepts and gives an overview of drug classifications as they apply to the diseases and disorders they are used to prevent and/or treat. Explores the effects of drugs on different body systems. Emphasis is placed on chemical properties, pharmacological math concepts for drug and dosage calculations, safety, biological effects, therapeutic uses of drugs, and understanding the actions of drugs (absorption, distribution, metabolism, and excretion of drugs by the body).

ALHE 110 MEDICAL LAW AND ETHICS
A broad overview of medical law and ethics for healthcare practitioners. Students will be introduced to basic ethical and legal principles governing healthcare practices including criminal and civil acts, contracts, negligence, privacy, institutional and personal liability, patient's rights, and other ethical concepts related to the medical professional.

ALHE 201 MEDICAL ADMINISTRATIVE PROCEDURES
This course introduces students to the procedures and responsibilities required to ensure a medical office functions effectively. Students will gain practical experience using software programs commonly used in a healthcare environment. Medical office procedures covered in this course also include appointment scheduling, medical records creation and maintenance, financial/billing tasks and transactions, interpersonal communications, computerized records management, telephone techniques, safety in the medical office, and professional conduct.

ALHE 202 BASIC PATHOPHYSIOLOGY AND PHARMACOLOGY
This course prepares the student to understand pathopharmacology as they interpret health record data for medical coding. This course focuses on the physiologic changes that occur in the human body due to disease processes and the drug therapy used to treat or affect disease processes, clinical manifestations, and treatment modalities. Emphasis is placed on the causes, diagnosis, and treatment of disease as well as the understanding of the action of rugs including the absorption, distribution, metabolism, and excretion of drugs by the body. *Pre-Requisites: ALHE 101 and ALHE 102*

ALHE 205 ELECTROCARDIOGRAPHY (EKG)
Electrocardiography principles and procedures are covered in this course. Students will perform EKG procedures in a supervised lab setting. Upon successful completion of this course, students will be eligible to sit for the Certified EKG Technician (CET) exam through the National Healthcareer Association (NHA). *Pre-Requisites: ALHE 103 & ALHE 104*

MBCS 102 ICD-10 CM CODING
This course provides a study of the principles and applications of the International Classification of Disease (ICD 10) diagnostic and inpatient procedural coding guidelines. Emphasis will be placed on accurately interpreting and applying the ICD-10-CM guidelines to properly assign diagnosis codes to patient encounters. The ICD-10-CM codebook, textbook, classwork, case studies, homework activities, and lectures will provide students with hands-on experience in assigning accurate diagnosis codes in ICD-10-CM. *Pre-Requisites: ALHE 101 and ALHE 102*

MBCS 101 CURRENT PROCEDURAL TERMINOLOGY CODING
This course focuses on the principles, guidelines, and application of the Current Procedural Terminology (CPT) coding system and the Healthcare Common Procedural Coding System (HCPCS). Students will be introduced to procedural groupings such as APCs (Ambulatory Payment Classifications) and RUGs (Resource Utilization Groups). This course also addresses reimbursement and compliance issues related to physician-based coding as well as the purpose and application of the CMS (Center for Medicare and Medicaid Services). Extensive coding of case studies from various medical specialties will be completed in this course. *Pre-Requisites: ALHE 101 and ALHE 102*

MBCS 201 ICD-10-PCS
This course focuses on the ICD-10 Procedure Coding System (PCS) with an emphasis on the correct assignment of ICD-10-PCS procedure codes according to current guidelines. Students will interpret clinical data maintained in the health record to assign procedure codes, apply ethical coding principles, and adhere to professional standards for coding and reporting of inpatient procedure services. *Pre-Requisites: ALHE 101 and ALHE 102*

MBCS 203 ELECTRONIC CLAIMS FILING & REIMBURSEMENT
A study of the use of coded data and health information in reimbursement and payment systems appropriate to all healthcare setting and managed care. Students will be introduced to software systems used by healthcare providers and learn general concepts to input and manage data, file and manage claims, and generate reports. Emphasis will be placed on reimbursement processes of third-party-payers, Medicare, and Medicaid, compliance techniques, precertification, prior authorization, billing efficiency, payment methodologies and systems, chargemaster, billing processes, and the revenue cycle. *Pre-Requisites: MBCS 101 and MBCS 102*

MBCS 205 PROFESSIONAL PRACTICE EXPERIENCE
This course provides hands-on experience coding authentic patient records in a virtual lab using an encoder software package that simulates real world application to enhance student skills and accuracy with coding clinical information found in health records. *Pre-Requisites: ALHE 104, MBCS 101, & MBCS 102 Co-Requisites: MBCS 201 & MBCS 203*

MOAA 202 MEDICAL CLINICAL PROCEDURES

Teaches the fundamentals of the clinical aspect of medical assisting with emphasis on performing specific skills. Topics covered include the medical assistant's role in assisting with and/or performing medical exams, eye and ear procedures, specimen collection, medical asepsis, vital signs, charting, urinalysis, and other lab tests. Emphasis is also placed on medical/laboratory safety and medical emergency readiness. Basic Life Support (BLS) certification is also offered in this course. Upon successful completion of this course, students will be eligible to sit for the Certified Clinical Medical Assistant (CCMA) exam through the National Healthcareer Association (NHA). **_Pre-Requisites:_** _ALHE 201, ALHE 103, ALHE 104, ALHE 105, & ALHE 110_ **_Co-Requisite:_** _ALHE 205_

GENERAL EDUCATION COURSES

BMAT 070 BASIC MATHEMATICS

A review of basic operations in mathematics including whole numbers, fractions, decimals, ratio and proportion, and percents. A final grade of "A," "B," or "C" indicates successful completion of the course.

BLIT 070 BASIC LITERACY

Provides students with the foundations of reading and writing skills and introduces critical thinking and rhetorical skills required to be successful at the technical college level. Designed to improve reading through an integrated language arts (reading, speaking, listening, and writing) approach. A final grade of "A," "B," or "C" indicates successful completion of the course.

COLL 101 COLLEGE SUCCESS SKILLS

This course introduces and integrates new students into the technical college experience by providing instruction in academic skills, time management, general knowledge of the college, goal setting, note taking skills, test taking strategies, critical thinking, academic resources, and institutional policies and procedures.

CSSF 101 CUSTOMER SERVICE

This course will provide students with the soft skills needed to go beyond basic customer service and positively impact the workplace. Essential soft skills explored include communication skills (verbal, nonverbal, and written), emotional intelligence, active listening, professionalism, empathy, compassion, flexibility, and taking initiative. Additionally, students will learn how to maintain and monitor service standards, develop strategies to engage customers and clients, and assess customer/client needs. Students are offered the opportunity to earn a national customer service certification upon successful completion of the course.

JOBS 100 JOB SEEKING SKILLS

This course provides students with the skills necessary to improve their job readiness, obtain employment, and excel in the workplace. Emphasis is placed on resume preparation, application completion and follow up, and interviewing techniques.

ACCT 101 FUNDAMENTALS OF ACCOUNTING

Introduces students to accounting procedures and methods necessary to prepare financial statements using current concepts and accounting principles. This includes journalizing transactions, preparation of a trial balance, adjustments, journal entries, accounts payable and receivable, and other accounting fundamentals.

HOSPITALITY COURSES

HOSP 101 INTRODUCTION TO HOSPITALITY
A general overview of the hospitality industry that explores the functional areas of the industry which include lodging, food services, travel, and entertainment.

HOSP 104 FOOD AND BEVERAGE OPERATIONS
This course will explore the food and beverage industry. Topics covered include beverage knowledge, restaurants, managed services, and responsible alcohol service. Students are offered the opportunity to earn the ServSafe Food Handler certification through the National Restaurant Association and the Louisiana Responsible Vendor's license through the Louisiana Office of Alcohol and Tobacco Control.

INFORMATION TECHNOLOGY COURSES

CPTR 101 INTRODUCTION TO COMPUTER LITERACY
Provides students with a working knowledge of word processing, spreadsheets, and presentation software and includes a hands-on approach with the Microsoft Office applications of Word, Excel, and PowerPoint. This course also explores keyboarding and mouse operations, screen navigation, Windows, Internet, World Wide Web, safety and security practices, electronic mail, and computer hardware.

CPTR 102 INFORMATION TECHNOLOGY FUNDAMENTALS
This course provides students with the knowledge and skills required to setup and use a computer securely and provide support for PCs and simple computer networks. Prepares students for the ITF+ certification exam.

CPTR 110 COMPUTER HARDWARE SUPPORT
This course provides a foundation in hardware, basic network services, and mobile and printer hardware. Prepares students for the A+ Core 1 certification exam. ***Pre-Requisites:*** CPTR 101 and CPTR 102

CPTR 111 OPERATING SYSTEM FUNDAMENTALS
This course provides students with the knowledge and skills required to provide operating system support, safety, and customer service. Prepares students for the A+ Core 2 certification exam. ***Pre-Requisites:*** CPTR 101 and CPTR 102 ***Co-Requisite:*** CPTR 110

GENERAL INFORMATION

Curriculum Standards

Instructors and representatives from business and industry in conjunction with the Chief Academic Officer establish the curriculum for each occupational program offered through the College. Student learning activities are designed to teach the required objectives. All curriculum objectives must be achieved to complete a program. Assigned activities include theory instructional material, which is also termed related classroom work, and homework assignments to be completed outside of the instructional day. Other activities include laboratory assignments related to the occupational course. These may be simulated job projects or actual "live work" projects. All work is performed under the supervision of the program instructor.

Employability Skills

All occupational program curriculums include units of study in employability skills. Students are instructed in job-seeking and job-keeping skills. Students study career planning, job application forms, interview techniques, and resume preparation to enhance their future job search. The study of proper work habits, employee/employer relationships, and personal character traits shows students how to keep a job.

Facilities and Equipment for Educational Use

Goodwill Technical College is a 17,742 square foot facility located at 2740 Canal Street in the heart of New Orleans, LA in an area known as Mid-City. The three-story building has nine (9) classrooms, two (2) learning labs, a Student Resource room, a student breakroom, and faculty and administrative offices. Both guests and students have access to Wi-Fi. There is ample parking for students and staff located on the side and rear of the building. The building is served by a single hydraulic passenger elevator. The college offers printers, desktop computers, external storage devices, large format computer display boards, speakers, projectors, access to videos and internet access for students' educational use.

2023 – 2024 ACADEMIC CALENDAR

Revised 10/20/2023

FALL 2023	REGULAR SEMESTER August 14 – December 7
Registration Opens	June 30
New Student Orientation	August 9
Classes Begin	August 14
Late Registration	August 14 - August 25
Deadline for 100% tuition refund and applicable fee adjustment	August 18
Final day to add courses, change sections/ **Last day for admission to the college**	August 25

Official Census Day
  ▪ Last day to drop without a "W" on student transcripts
  ▪ Deadline for 50% tuition refund and applicable fee adjustment
	August 31
	- No tuition adjustment after August 31

Labor Day Holiday - No classes	September 4
Midterm exams	October 2 - 6
Fall Holiday - No Classes	October 9 - 10
Midterm grading period ends; midterm grades due	October 11
Graduation Application Deadline for Fall 2023 completers	October 16
Spring 2024 & Summer 2024 Registration Opens	October 30
Final day for dropping courses or withdrawing from the college	November 2
Last day for Reinstatement	November 15
Thanksgiving Holiday - No classes	November 22 - 24
Last day of class	November 30
Final exams	December 1 - 6

Final grading period ends
  ▪ Grade books and end of semester items due
  ▪ End of Fall semester
	December 7

Graduation Ceremony	December 9

FALL 2023	MINIMESTER A August 14 – September 29
Registration Opens	June 30
New Student Orientation	August 9
Classes Begin	August 14
Late Registration	August 14 - 15
Deadline for 100% tuition refund and applicable fee adjustment	August 18
Final day to add courses, change sections/ **Last day for admission to the college**	August 15
Official Census Day - Last day to drop without a "W" on student transcripts - Deadline for 50% tuition refund and applicable fee adjustment	August 22 *- No tuition adjustment after August 22*
Labor Day Holiday - No classes	September 4
Midterm exams	September 6 - 7
Fall Holiday - No Classes	N/A
Midterm grading period ends; midterm grades due	September 11
Graduation Application Deadline for Fall 2023 completers	October 16
Spring 2024 & Summer 2024 Registration Opens	October 30
Final day for dropping courses or withdrawing from the college	September 14
Last day for Reinstatement	September 19
Thanksgiving Holiday - No classes	N/A
Last day of class	September 26
Final exams	September 27 - 28

FALL 2023	MINIMESTER B October 2 – December 7
Registration Opens	September 11
New Student Orientation	N/A
Classes Begin	October 2
Late Registration	October 2 - 3
Deadline for 100% tuition refund and applicable fee adjustment	October 6
Final day to add courses, change sections/ **Last day for admission to the college**	October 3
Official Census Day ▪ Last day to drop without a "W" on student transcript ▪ Deadline for 50% tuition refund and applicable fee adjustment	October 10 *- No tuition adjustment after October 10*
Labor Day Holiday - No classes	N/A
Midterm exams	October 23 - 25
Fall Holiday - No Classes	October 9 - 10
Midterm grading period ends; midterm grades due	October 27
Graduation Application Deadline for Fall 2023 completers	N/A
Spring 2024 & Summer 2024 Registration Opens	October 30
Final day for dropping courses or withdrawing from the college	November 1
Last day for Reinstatement	November 10
Thanksgiving Holiday - No classes	November 22 - 24
Last day of class	November 30
Final exams	December 1 - 6
Final grading period ends ▪ Grade books and end of semester items due ▪ End of Fall semester	December 7
Graduation Ceremony	December 9

SPRING 2024	REGULAR SEMESTER January 16 – May 9
Registration Opens	October 30, 2023
New Student Orientation	January 10
Classes Begin	January 16
Late Registration	January 16 - 29
Deadline for 100% tuition refund and applicable fee adjustment	January 22
Final day to add courses, change sections/ **Last day for admission to the college**	January 29
Official Census Day ▪ Last day to drop without a "W" on student transcript ▪ Deadline for 50% tuition refund and applicable fee adjustment	February 2 *- No tuition adjustment after February 2*
Mardi Gras Holiday - No classes	February 12 - 14
Summer 2024 Registration Opens	February 26
Midterm exams	March 4 - 8
Midterm grading period ends; midterm grades due	March 11
Spring Holiday - No Classes	March 29 - April 1
Final day for dropping courses or withdrawing from the college	April 3
Graduation Application Deadline for Spring 2024 completers	April 8
Last day for Reinstatement	April 15
Last day of class	April 30
Final exams	May 1 - 8
Final grading period ends ▪ Grade books and end of semester items due ▪ End of Fall semester	May 9

SPRING 2024	MINIMESTER A January 16 – March 12
Registration Opens	October 30, 2023
New Student Orientation	January 10
Classes Begin	January 16
Late Registration	January 16 - 19
Deadline for 100% tuition refund and applicable fee adjustment	January 22
Final day to add courses, change sections/ **Last day for admission to the college**	January 19
Official Census Day ▪ Last day to drop without a "W" on student transcript ▪ Deadline for 50% tuition refund and applicable fee adjustment	January 24 *- No tuition adjustment after January 24*
Mardi Gras Holiday - No classes	February 12 - 14
Summer 2024 Registration Opens	February 26
Midterm exams	N/A
Midterm grading period ends; midterm grades due	N/A
Spring Holiday - No Classes	N/A
Final day for dropping courses or withdrawing from the college	February 21
Graduation Application Deadline for Spring 2024 completers	February 28
Last day for Reinstatement	February 28
Last day of class	March 6
Final exams	March 7 - 11
Final grading period ends ▪ Grade books and end of semester items due ▪ End of Fall semester	March 12

SPRING 2024	MINIMESTER B March 13 – May 9
Registration Opens	February 7
New Student Orientation	N/A
Classes Begin	March 13
Late Registration	March 13-15
Deadline for 100% tuition refund and applicable fee adjustment	March 18
Final day to add courses, change sections/ **Last day for admission to the college**	March 15
Official Census Day ▪ Last day to drop without a "W" on student transcript ▪ Deadline for 50% tuition refund and applicable fee adjustment	March 19 *- No tuition adjustment after March 19*
Mardi Gras Holiday - No classes	N/A
Summer 2024 Registration Opens	February 26
Midterm exams	N/A
Midterm grading period ends; midterm grades due	N/A
Spring Holiday - No Classes	March 29 - April 1
Final day for dropping courses or withdrawing from the college	April 19
Graduation Application Deadline for Spring 2024 completers	N/A
Last day for Reinstatement	April 19
Last day of class	April 30
Final exams	May 1 - 8
Final grading period ends ▪ Grade books and end of semester items due ▪ End of Fall semester	May 9

SUMMER 2024 May 29 – July 25	IMPORTANT DATES
Registration Opens	October 30, 2023
New Student Orientation	May 22
Classes Begin	May 29
Late Registration	May 29 - June 4
Deadline for 100% tuition refund and applicable fee adjustment	June 4
Final day to add courses, change sections/**Last day for admission to the college**	June 4
Official Census Day - Last day to drop without a "W" on student transcript - Deadline for 50% tuition refund and applicable fee adjustment	June 6 *- No tuition adjustment after June 6*
Midterm exams	June 17 – 20
Midterm grading period ends; midterm grades due	June 24
Fall 2024 Registration Opens	June 27
Final day for dropping courses or withdrawing from the college	July 4
Independence Day Holiday - No Classes	July 9
Last day for Reinstatement	July 11
Graduation Application Deadline for Summer 2024 completers	July 16
Last day of class	July 17 – 23
Final exams	July 18 – 24
Final grading period ends - Grade books and end of semester items due - End of Fall semester	July 25

Administration and Faculty

Administration

Jodee E. Daroca	President and Chief Executive Officer
Robert Johnson	Vice President of Human Resources
Ken Jones	Vice President of Community Relations and Public Affairs
Scottie LeBlanc	Vice President of Mission Services and Employment Services Contracts
Adrienne Moore	Vice President and Chief Financial Officer
Eva Morgan	Administrative Assistant
Renee Pratt	Director of Engagement and Outreach
Tim Salvato	Vice President of Retail Operations
Kiedra Williams	Chief Academic Officer
Michael Zubrowski	Vice President of Infrastructure

Academic and Student Affairs

Shaleska Julian	College Counselor and Academic Technology Support Specialist
Leslie Martin	Career Specialist
Chelsey Melancon	Enrollment Manager
Theresa Russ	Financial Services Specialist
Kristel Shelton	Student Financial Services Accounting Manager

Full Time Faculty

James L. Conrad, Jr.
Bachelor of Science, Loyola University
Master of Education, University of Holy Cross

Vanessa Sumler
Associate of Applied Science, Penn Foster College
AAPC and NHA Certified Professional Coder

Part Time Faculty

Clement Dugue, III
Bachelor of Arts, University of New Orleans
Master of Science, University of New Orleans

Justine Mason
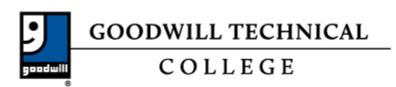Bachelor of Science, University of Phoenix

Roxanne Peacock
Medical Assisting Diploma, Altierus Career College
Nationally Registered Certified Medical Assistant (NRCMA)

Dennis Sigur, Jr.
Bachelor of Science, Xavier University of Louisiana
Master of Science, Southern University at New Orleans
Master of Business Administration, Louisiana State University at Shreveport

Ryen Smith
Bachelor of Science, Georgia State University, Atlanta, GA
Bachelor of Science, University of New Orleans
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