CCEI
Student
Handbook

2025

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Introduction

About this Handbook:

Your Student Handbook is designed to serve as a valuable resource to assist in your progress and success in your academic program. The Handbook makes it easy to know where to go for resources and information and includes policies and procedures that are important for reading and understanding.

The CCEI Student Handbook incorporates references to the CCEI Courses and Certificate Programs. Regulations and procedures found in these documents are considered to be part of this Handbook. Refer to the CCEI Course Catalog for more detailed information. Prior to admission to a CCEI program of study, all students must sign an acknowledgement agreeing to the content of the Student Handbook.

Jurisdiction/Subject to Change:

Students are responsible for understanding the contents of this Handbook. This Handbook and its contents are subject to change without notice as CCEI deems necessary and appropriate. The handbook can be accessed at any time via https://www.cceifame.com/pdf/student_handbook.pdf. Therefore, this Handbook and descriptions contained here are not to be construed as a contract binding CCEI to any specific policies. Possible changes include, but are not limited to course of study completion requirements, admissions requirements, tuition, and fees. CCEI will provide adequate advance notice of any change. Students are responsible for accessing the handbook online in order to be made aware of any changes.

Disclosure:

CCEI provides instruction courses and material for the purposes of education and training. CCEI does not guarantee advancement, employment or promotion as a result of completion of these programs.

Tuition and Fees are subject to change at any time.

CCEI does not grant the CDA (Child Development Associate) Credential. CDA assessment fees are the responsibility of the student directly with the CDA Council for Professional Development.

CCEI does not grant college credit. CCEI Course of Study programs with college credit eligibility are offered through articulation with one of CCEI's college credit partners. Students satisfactorily completing college credit eligible programs of study with CCEI should contact the college credit partner directly for information on how to articulate their CCEI training. Unless otherwise stated, programs are not college credit or degree bearing. Please check with your local state agency or licensing department for verification of requirements for professional development for staff.

Completing a course or certificate program is not a guarantee of employment. Completing a course or program in a language other than English may reduce employability where English is required.

About CCEI

ChildCare Education Institute (CCEI) specializes in providing online child care training and certificates, child care registry development, and administrative solutions for the early care and education industry.

Hours of Operation:

Business Hours:

8 am to 5 pm EST, Monday through Friday

Student Help Desk Hours:

8 am to 6 pm EST, Monday through Friday

Email and message center customer support operations are available for students to send inquiries 24 hours a day, 7 days a week, and are answered during administrative office hours.

Contact:

1155 Perimeter Center West
Atlanta, GA 30338
Phone Number: (800) 499-9907
Website: www.cceionline.com

Classrooms:

CCEI is a distance learning institution providing 100% of its programs and courses via online instruction.

Resource Library:

The CCEI Resource Library is located online in the CCEI LMS and contains a variety of online resources and links to other early child care related websites, resources, and online books. Students may access the Resource Library at any time by using their username and password to log into the FAME System and clicking on the Resource Library link.

Legal Control:

CCEI is a Limited Liability Corporation owned by StraighterLine.

Holiday and Office Closure Schedule 2025

Holiday	Day of the Week	Date
New Year's Day	Wednesday	January 1st
Martin Luther King Jr. Day	Monday	January 20th
President's Day	Monday	February 17th
Memorial Day	Monday	May 26th
Juneteenth	Thursday	June 19th
Independence Day	Friday	July 4th
Labor Day	Monday	September 1st
Columbus Day	Monday	October 13th
Veterans Day	Tuesday	November 11th
Thanksgiving Day	Thursday	November 27th
Day After Thanksgiving	Friday	November 28th
Christmas Eve	Wednesday	December 24th
Christmas Day	Thursday	December 25th
New Year's Eve	Wednesday	December 31st

Vision and Mission Statements

The CCEI Vision and Mission statements reflect our commitment to the child care industry, its employees, and the children they serve.

Vision:

To foster a trusted partnership with the child care industry in our mutual commitment to the ongoing education and professional development of teachers and management staff.

Mission:

To provide the child care industry with flexible online staff training solutions, turnkey curriculum products, and customizable administrative programs, that offer a quality education experience for every student.

CCEI is committed to providing innovative programs and services that will allow early childhood professionals to get the training and professional development they need to perform their responsibilities. This will assure the safety and well-being of the children and families they assist. Courses and programs enhance and increase knowledge of appropriate practices and the latest research in the field.

Anti-Bias Statement:

It is the policy of ChildCare Education Institute (CCEI) to provide equal opportunity and fair treatment to all students and applicants without regard to race, creed, color, sex, sexual orientation, national origin, religion, age, veteran status, or disability.

Statement on Students with Disabilities:

In accordance with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act ("ADA"), CCEI offers accommodations to students with documented learning, physical and/or psychological disabilities. It is the responsibility of the student to submit the proper documentation prior to beginning coursework.

Language Proficiency Requirements:

Certificate Programs offered in English:

- If the student has a United States high school diploma, no further proof of English proficiency is required
- If students completed high school in another country, proof of English proficiency will be required. The student must take a written English proficiency exam and receive a passing score.

Certificate Programs offered in Spanish:

- If the student has a diploma from a high school from a Spanish-speaking country, no further proof of Spanish proficiency is required
- If students completed high school in a non-Spanish speaking country, proof of Spanish proficiency will be required. The student must take a written Spanish proficiency exam and receive a passing score.

Accreditation, Approvals, and Authorizations:

<u>Accreditation:</u>

ChildCare Education Institute (CCEI) is Accredited by the Distance Education Accrediting Commission (DEAC). The U.S. Department of Education lists the DEAC as a nationally recognized accrediting agency and is a recognized member of the Council for Higher Education Accreditation.

> **Distance Education Accrediting Commission (DEAC)**
> 1601 18th Street, N.W., Suite 2
> Washington, D.C. 20009
> (202) 234-5100
> www.deac.org

CCEI is accredited as an Authorized Provider by the International Accreditors for Continuing Education and Training (IACET) to award IACET Continuing Education Units (CEUs).

> **International Accreditors for Continuing Education and Training (IACET)**
> 45591 Dulles Eastern Plaza, Suite 132, PO Box 805
> Sterling, VA 20166
> (703) 763-0705
> https://www.iacet.org/

<u>State Approval:</u>

CCEI submits courses and/or programs to all states that have a system in place. A map to learn more about the approval status in each state can be found on the website:
https://www.cceionline.com/professional-development-courses-teacher/

<u>State Licensure:</u>

CCEI is considered an except institution by the Georgia Non-Public Postsecondary Education Commission.

> **Nonpublic Postsecondary Education Commission (NPEC)**
> 2082 East Exchange Place, Suite 220
> Tucker, Georgia 30084
> (770) 414-3300
> gnpec.georgia.gov

Student Services Information

Student Services and Advisement:

The Student Services Department is responsible for advising students on general administrative issues. In addition, all CCEI staff members are responsible for directing students to other departments for assistance when necessary.

> Student Help Desk Hours:
>
> 8 am to 6 pm EST, Monday through Friday

Education Coaches:

Education coaches are available for consultation, academic/training progress, and other professional development issues for students enrolled in certificate programs of study. Education Coaches are available outside of regular hours by appointment only.

Education Coach Change Policy and Procedure:

Any Student who has completed one unit of coursework (or the equivalent) in any program of study supported by an Education Coach is eligible to request a change in their Education Coach by following the procedures outlined below. Students shall not be subject to any retaliatory action by the Education Coach or CCEI as a result of any such request for change in an Education Coach.

After successful completion of one unit of coursework (or the equivalent) in any Education Coach supported program of study, a Student may complete a Request for Change of Education Coach form and submit it to Student Services for processing. After a careful review of all factors outlined in the request, the change will either be approved or denied within ten (10) business days and the Student will be notified by email. The Request for Change of Education Coach form can be found in the Appendix section of this Handbook and in the Student Resource Center. Any student who feels their request was not adequately handled may appeal the decision by filing a formal grievance (see Grievance Policy and Procedure).

Learning Community:

CCEI hosts an online discussion forum in which students communicate with other students for advisement and support, and it allows for enhanced collaboration among the learners enrolled in the online certificate programs. Students participating in discussions within the learning communities must adhere to the terms and conditions and policies related thereto.

Student Resource Center:

Students enrolled in a CCEI certificate course of study will have access to a Resource Center on the F.A.M.E. learning page. Once logged in, the Student will click on Resource Center from the menu of options. The Resource Center contains the Student Handbook, student forms, important information regarding the Child Development Associate Credential, as well as links to required documentation for

the certificate programs. Information regarding learning strategies and tips for successful learning experiences are also presented.

Registration, Admissions, and Finance

Application for one of the CCEI certificate programs must be completed through the Admissions Department. Students must complete a full application and meet all eligibility criteria. A Student will not be registered for any coursework until all admissions paperwork, including terms and agreements, have been completed, submitted and approved by the Admissions Department. Students must meet all pre-admissions requirements prior to admission and enrollment in a course of study offered by CCEI. Students intending to enroll for a given course of study are eligible to make payment of tuition and fees according to the tuition policy, anytime during CCEI operating hours.

Terms of Admission:

Admission to certificate programs offered by CCEI is not guaranteed. A full refund will be provided to potential students whose applications are rejected for failing to meet CCEI eligibility requirements.

Methods of Communication:

CCEI communicates with the students via email and phone, as well as through the course delivery system and the Online Discussion Forum. Email is the primary method of communication and the other methods are used only when an email is deemed undeliverable by the student's internet service provider. Students must provide CCEI with valid contact information, including a valid email address prior to being accepted for enrollment. Students will not be registered in any CCEI online program without a valid email address. Students are responsible for updating their contact information, such as address, phone number and email address should it change during the course of their certificate program. This may be done by logging into the FAME system and clicking on the Edit Personal Settings link. Requests for name changes must be submitted in writing via email to studentservices@cceionline.com or through the student portal. All name changes will require documented proof of the change (i.e. marriage license, divorce decree, etc.)

Withdrawal:

Students who wish to drop from an online certificate program course of study, online professional development subscription, or professional development block hour purchase may do so by submitting a signed and dated Official Withdrawal Notification Form, via email to studentservices@cceionline.com or through the student portal, to the Accounting department. A copy of the Official Withdrawal Notification Form can be found in the Appendix section of this Handbook and in the Student Resource Center. In the event Student does not have access to an Official Withdrawal Notification Form Student may communicate their desire to withdraw by contacting a CCEI employee via phone, email, or postal mail. Such termination will be effective on the day that CCEI receives the request via phone and email (the "Effective Date of Termination"). All requests received by means other than an Official Withdrawal Notification form must be confirmed by a member of CCEI's Accounting department via phone and email before the withdrawal will be processed. See the appropriate CCEI Refund and Withdrawal Policy for complete withdrawal instructions and procedures.

Online Certificate Program of Study Refund Policy:

- A student may at any time, prior to their program end date, request withdrawal from their certificate course of study. The "Effective Date of Termination" will be the date that the student notifies CCEI, and receives a confirmation of notification, that they want to withdraw from the program. CCEI requires students to complete an Official Withdrawal Notification Form (available in the Appendix section of this Handbook and in the Student Resource Center), for withdrawal processing to occur, but the "Effective Date of Termination" will be the date of first confirmed notification. Receipt by CCEI of such Official Withdrawal Notification Form may be by means of email. Student acknowledges that he/she is responsible for obtaining confirmation of withdrawal notification and receipt of the form.
- Students who withdraw within 5 days (considered the 'grace period') of enrollment will receive a full refund of Tuition Cost and Application Fees.
- Students who withdraw after the grace period or who have completed at least 1% of their Program, will be eligible for refunds based on the following chart. The chart shows the percent of Tuition Cost to which Student will be entitled based on number of days of enrollment in the Program (calculated from the Effective Date of Termination) or the percentage of completion of the coursework completed prior to the Effective Date of Termination. Such refund amount will be calculated based on the higher of percentage days completed or percentage coursework completed. (For example, if Student has been enrolled in the Program for 4% of the allowable days prior to termination and has completed 20% of the Program, the 20% figure will be used to calculate the refund. If Student has been enrolled in the Program for 30% of the allowable days and has completed 15% of the Program, the 30% figure will be used.)

Greater Of:		
Enrollment Period	% of Program Completion	% of Tuition Cost Refunded or Abated
Less than 5% of allowable days	Less than 5%	95%
5-10% of allowable days	5-10%	90%
10-25% of allowable days	10-25%	75%
26-50% of allowable days	26-50%	50%
Over 50% of allowable days	Over 50%	0%

- CCEI will refund any Tuition Costs to which Student is entitled and for which it has received payment from student within 30 days from the receipt of the Official Withdrawal Notification Form.
- If Student is unable to complete a Program because of a cancellation or material change in the Program by CCEI, CCEI will use reasonable efforts to make accommodation to allow Student to complete the Program. If CCEI is unable to provide a means for completion of the Program to Student, then within 30 days of the date of determination by CCEI that it will be unable to allow Student to complete the Program, CCEI will refund all Program Costs it has received from Student.

Online Professional Development Programs Refund Policy:

ChildCare Education Institute (CCEI) has established the following refund policy for Online Professional Development Courses, Block Hours and Individual and Center Based Subscriptions:

- Professional development courses, block hour purchases, and subscriptions (individual or center-based) are eligible for refunds within five (5) days of purchase IF no courses have been accessed. Otherwise, no refunds will be issued.
- Any violation of the F.A.M.E. or Subscription Terms and Agreement will result in immediate cancellation access and no refunds will be given.

Pinnacle Curriculum Refund Policy:

Pinnacle Curriculum customers may request refunds for Pinnacle products, for up to five (5) days after receipt of the product. Only Pinnacle products that are in new, unopened condition are eligible to receive a refund. A 10% restocking fee applies to all eligible Pinnacle returns.

Scholarship Availability:

A listing of current scholarship opportunities and application requirements can be found on the CCEI website at https://www.cceionline.com/. Students may also contact the Admissions Department for further information. CCEI is not the administrator of the scholarship programs and does not make the final decision with regard to scholarship eligibility or award.

Technology Requirements:

To complete CCEI courses and programs of study, students must have access to a computer and printer, must have a valid email address, and must have access to the Internet through a CCEI supported JavaScript enabled web browser (i.e. Internet Explorer, Mozilla Firefox, Google Chrome, etc.)

Book Purchase

Books for CCEI Course of Study Programs may be purchased online at eCampus.com by clicking on the Buy Textbooks link on the F.A.M.E learning page. Book fees are the responsibility of the student and are not included in the program's certificate tuition or registration fee. Please refer to the Tuition and Fee Schedule for approximate book costs.

Resource Library

The CCEI Resource Library is located online in the CCEI LMS and contains a variety of online resources and links to other early child care-related websites, resources, and online books. Students may access the Resource Library at any time by using their username and password to log into the FAME System and click on the Resource Library link.

Transfer of Credit Policy

CCEI is non-degree granting institution and does not award college credit. Coursework completed outside of CCEI will not be accepted for articulation or transfer credit.

Information Release

Transcript Requests:

Requests for transcripts are made to the Student Services Department. The Family Education Rights and Privacy Act of 1974 requires that all transcript requests be submitted in writing and be signed by the student. Telephone requests for transcripts cannot be processed. Requests submitted via email to studentservices@cceionline.com or through the student portal must include the student's name, contact information, certificate program, dates of attendance, address where transcripts are to be sent, method of payment, and signature. The request will be processed within ten (10) business days.

The Department will release transcripts only when students have met all of their financial obligations to CCEI. CCEI charges a transcript fee of $25.00 for the first copy and $5.00 for each additional copy requested at the same time. CCEI provides a Transcript Request Form, which can be found in the Appendix section of this Handbook and in the Student Resource Center.

Enrollment Verification:

Students may obtain a letter verifying their enrollment as documentation from the Student Services Department for student discounts, insurance, loan deferments, or other purposes. The student must complete and return an Enrollment Verification Request form with payment to Student Services. The request will be processed within ten (10) business days. The Department will release enrollment verifications only when students have met all of their financial obligations to CCEI. There is a fee of $10.00 for each Enrollment Verification request. This form can be found in the Appendix section of this Handbook and in the Student Resource Center.

Authorization to Release Information:

We respect your privacy. Personal information provided to ChildCare Education Institute is used solely for the purpose of administering online certificate and professional development programs as outlined in your Terms and Agreements and in connection with reporting to state and federal agencies.

CCEI will not share any information about you or your certificate or professional development programs of study with anyone without a completed and signed CCEI Authorization to Release Information form. The CCEI Authorization to Release Information form can be found in the Appendix section of this handbook and in the Student Resource Center.

General Information

Book Purchase:

Books for CCEI Course of Study Programs may be purchased online at eCampus.com by clicking on the Buy Textbooks link on the F.A.M.E learning page. Book fees are the responsibility of the student and are not included in the program's certificate tuition or registration fee. Please refer to the Tuition and Fee Schedule for approximate book costs.

Transfer of Credit and Professional Development Courses Policy:

CCEI is non-degree granting institution and does not award college credit. Coursework completed outside of CCEI will not be accepted for articulation or transfer credit.

Students who have completed professional development courses with CCEI may be able to transfer those courses into a certificate course of study. The professional development courses must be a requirement of the certificate course of study and must have been successfully completed at CCEI within the past two (2) years. There is no financial credit given for courses transferred, only academic credit. Students must submit a completed Transfer of Professional Development Courses request to CCEI's Student Services for review and approval.

Professional Associations/Referral Services:

CCEI encourages students to join professional organizations representing the student's chosen career path, such as NAEYC, NHSA, ACEI and FACCM, as well as various other associations dedicated to early learning and child care professionals.

Awarding of Certificates:

Upon successful completion of a Certificate Course of Study, the Student shall receive an official transcript and certificate of completion. Students will not be awarded the certificate and transcripts until all coursework and financial obligations have been met, any required documentation has been submitted, the final examination has been successfully completed with a minimum score of 70%, and a successful audit of the student's academic file has been conducted. Students should allow up to 10 business days from their date of completion for official certificates and transcripts to be mailed.

CCEI does not award the CDA Credential. CDA Credentialing is administered by the Council for Professional Recognition. All questions regarding the CDA Credential should be directed to the Council for Professional Recognition at (800) 424-4310 or online at www.cdacouncil.org.

Grievance Policy and Procedure:

CCEI is concerned with the prompt and fair resolution of the concerns of students. Students are encouraged to express their concerns according to the procedures outlined in this grievance policy and

shall not be adversely affected in any way as a result of using these procedures, nor shall any retaliatory actions be taken against a student initiating these procedures.

Students are encouraged to make every attempt to resolve their concerns directly with the source of their grievance. In the event a resolution cannot be obtained, the following steps should be exercised for the expedient resolution of the grievance.

Students must express their grievance in writing within ten (10) business days of the alleged event by completing the Student Grievance Form and submitting it to Student Services. The Student Grievance Form can be found in the Appendix section of the Student Handbook. Student Services will initiate contact with the student within three (3) business days in an attempt to facilitate a resolution through discussion with the parties concerned.

If resolution cannot be obtained by Student Services, the grievance will be forwarded to the Director of Operations for review and a decision will be rendered within (2) two weeks. The Director of Operations will review all documentation related to prior attempts at resolution and render a decision for resolution.

If resolution cannot be obtained by the Director of Operations, the grievance will be forwarded to the President and CEO for review and a decision will be rendered within (2) two weeks. The President and CEO will review all documentation related to prior attempts at resolution and render a decision for resolution. This decision will be considered final at the institutional level.

Students who are not in agreement with the Director of Operations' decision have the right to submit their grievance in writing to the Georgia Nonpublic Postsecondary Education Commission (NPEC) or by submitting a DEAC Complaint Submission Form (online) to the Distance Education Accrediting Council (DEAC).

> **Nonpublic Postsecondary Education Commission (NPEC)**
> 2082 East Exchange Place, Suite 220
> Tucker, Georgia 30084
> (770) 414-3300
> gnpec.georgia.gov
>
> **Distance Education Accrediting Commission (DEAC)**
> 1101 17th Street, NW, Suite 808
> Washington, D.C. 20036
> (202) 234-5100
> www.deac.org
>
> NPEC complaints can be submitted here and DEAC complaints can be submitted here.

Student Identity Verification Policy:

In compliance with the provisions of the United States Federal Higher Education Opportunity Act (HEOA) of 2008, Public Law 110-315, concerning the verification of student identity in distance learning, ChildCare Education Institute (CCEI) has established and will periodically evaluate its process to confirm that a person who has accepted admission to CCEI is the person who is completing the enrollment form,

that a student taking an examination is the student who registered to take the examination and that the student who is registered for an online course is the same student who participates in, completes, and receives credit for the course.

The HEOA requires that institutions offering distance education courses or programs have processes in place to ensure that the student registering for a course is the same student who participates in the course or receives course credit.

The Act requires that institutions use one of the following three methods:

- A secure login and password.
- Proctored examinations.
- New or other technologies and practices that are effective in verifying student identification.

Compliance:

Secure Login and Password: The F.A.M.E. system is CCEI's learning management system. Each student at CCEI has an account in the system with unique log in and password credentials. An account is given to an individual for the exclusive use by that individual. Students are responsible for providing their complete and true identity information in any identification verification process. It is against policy for a user to give someone his or her password or to allow others to use his or her account. All users of the learning management system are responsible for maintaining the security of their access credentials. Attempting to discover another user's password or attempts to gain unauthorized access to another person's files or email is prohibited. Personally identifiable information collected by CCEI may be used, at CCEI's discretion, as the basis for identity verification. For instance, a student requesting that their learning management system password be reset may be asked to provide two or more pieces of information for comparison with data on file.

Responsibilities:

All users of the learning management system are responsible for maintaining the security of usernames, passwords, and other access credentials as required. Access credentials may not be shared or given to anyone other than the user to whom they were assigned to for any reason. Users are responsible for any and all uses of their account. Users are responsible for all activity on their accounts. Users are responsible for changing passwords periodically to maintain security. Users are held responsible for knowledge of the information contained within the learning management system as well as the Student Handbook. Failure to read guidelines, requirements, and regulations will not exempt users from responsibility.

As technology and personal accountability are not absolute in determining a student's identity, CCEI faculty members are required to report any suspected academic integrity issue to management. Changes in student behavior, such as sudden shifts in academic performance or changes in writing style or language used in discussion groups, emails, or assignments, may indicate academic integrity problems.

Academic Honesty and Integrity

Policy:

ChildCare Education Institute (CCEI) requires that all students adhere to high standards of integrity and maintain academic honesty. CCEI will neither condone nor accept such activities as plagiarism or cheating. Each student must submit their own work and properly cite and reference the work of others. Cheating includes submitting someone else's work as your own and/or allowing someone to copy your work. Cheating also includes the falsification of documents.

Plagiarism is a serious offense and includes using another's words or ideas without acknowledging or referencing the source of the information.

CCEI reserves the right to withdraw any student from any certificate course of study program for violating the Academic Honesty and Integrity Policy and will do so according to the following procedure.

Procedure:

Anyone who suspects a student has violated the Academic Honesty and Integrity Policy must complete and sign a Violation of Academic Honesty and Integrity form and submit it to Student Services to begin the investigation process. Specific details outlining the suspected violation must be included. The identified student will be notified in writing within one (1) business day of receipt of the Violation of Academic Honesty and Integrity form and an investigation will be launched to determine the validity of the violation. All coursework will be put on suspension pending the outcome of the investigation.

After a complete investigation, any student found in violation of the Academic Honesty and Integrity Policy may be placed on Academic Probation or withdrawn from their certificate course of study. A student placed on Academic Probation will remain in that status for a minimum of six (6) months. If a student completes their certificate course of study prior to the completion of their six (6) month probationary period and enrolls in another certificate course of study, whatever length of time is remaining at the end of the previous course of study will roll over into the new course of study.

The Violation of Academic Honesty and Integrity form must be approved and signed by the Director of Operations and will be filed in the student's permanent record.

Any student found in violation of the Academic Honesty and Integrity Policy may appeal the decision by filing a formal grievance (see Grievance Policy and Procedure).

Student Conduct Policy

Appropriate Communications:

CCEI considers its students to be emerging professionals who are seeking intellectual and personal growth to meet career demands. CCEI therefore deems it important that students find opportunities to safely interact with other CCEI students, Education Coaches, and staff members to develop the skills and attitudes expected in the workplace, including, for example, respect for diverse individuals and ideas. Some student behaviors frustrate these goals, including identity misrepresentation, harassment, and inappropriate use of technology. These behaviors are defined below, and the rules regarding appropriate conduct are outlined.

- **Misrepresentation:** Academic misconduct involving representing someone else's work or identity as your own. Rule: Students must be honest and truthful in all respects of their participation at CCEI. Students should represent themselves and their identities accurately and complete their own work.
- **Harassment:** The use of words, gestures, imagery, and other communication that creates a hostile and intimidating environment to the degree that other CCEI students, mentors, or staff members would choose not to participate in communications, programs, or activities. Rule: Students have an obligation to treat other CCEI students, Education Coaches, staff, and associates with courtesy and respect. Students may not harass, stalk, threaten, abuse, insult, or humiliate any student, Education Coach, or CCEI staff member or associate by any means. This includes, but is not limited to, the use of profanity, demeaning or intimidating comments, and unwanted personal or sexual advances. CCEI does not tolerate harassment in any form (conduct, speech, written notes, electronic mail, etc.) All alleged violations of this rule will receive swift CCEI consideration and response. Harassment may be cause for expulsion and referral to legal process.
- **Inappropriate Use of Technology:** Unauthorized use of email, database, and other systems to obtain or disclose the personal details of another CCEI student, Education Coach, or staff member. Abuse of CCEI communications systems and other electronic resources, such as learning resources (Abuses include but are not limited to unauthorized entry into, use or transfer of, or tampering with the communications of others; interference with the work of others and with the operation of computer and electronic communications systems; and copyright infringement, e.g., the file sharing of copyrighted materials.) Rule: Members of an academic community interact in a variety of ways (phone, email, etc.). CCEI students are required to respect the privacy and property interests involved in these interactions. This includes the privacy of other students, Education Coaches, and CCEI staff members, as well as the integrity of CCEI's communication systems, intellectual property, and licensed materials. CCEI resources, including email, private websites, and licensed learning materials, should only be used by CCEI students for academic purposes in an ethical, responsible, and respectful manner.

Filing and Investigation of Complaints:

Most conduct violation cases begin with a complaint alleging that a student has violated one or more sections of this Student Conduct Policy. Any CCEI student, Education Coach, or staff member may file a complaint with CCEI's Director of Operations.

CCEI's Director of Operations will conduct an investigation of complaints or reports of misconduct and determine whether sufficient evidence exists to pursue charges against the accused student. Suppose it is determined that sufficient evidence exists to pursue charges against the accused student. In that case, CCEI's Director of Operations will send a written notice of charges to the accused student and initiate the disciplinary process described in the "Disciplinary Process and Sanctions" section of this policy.

Disciplinary Process and Sanctions:

All alleged violations of the rules set forth in this Student Conduct Policy will receive swift CCEI consideration and may result in disciplinary action and referral to legal process. In instances where violations are supported by sufficient evidence, one of the following actions will be taken:

Level 1: Warning. A student who violates one or more sections of this Student Conduct Policy will be warned of the concern via email after the first occurrence. This message will originate from CCEI's Director of Operations and will become part of the student's disciplinary and academic records. The student will be provided an opportunity to demonstrate satisfactory improvement in the area of the violation. If the violation is repeated, the student will be subject to further disciplinary process.

Level 2: Disciplinary Probation. A student who violates the rules contained in this Student Conduct Policy a second time may be placed on disciplinary probation by CCEI's Director of Operations. Disciplinary probation is a status imposed which requires a student to demonstrate conduct that conforms to the CCEI Student Conduct Policy. An improvement plan will be provided that addresses the area of concern and provides the student with a directed opportunity to improve in that area. A student placed on probationary status will be notified via email of the status within 14 days of the concern being filed with the CCEI Director of Operations. Misconduct occurring during the probationary period or violation of any conditions of the probation may result in further disciplinary action, including program suspension or expulsion.

Level 3: Further Disciplinary Action. On the third code violation or on any egregious policy violation, the student will be referred for further disciplinary action to the CCEI Academic Standards Committee in a formal hearing. The accused student will be notified of the date and time of the hearing at least five (5) business days prior to the scheduled hearing and may attend the hearing to provide any exculpatory evidence or mitigating information. CCEI shall bear the burden of proving the charges by a preponderance of evidence (i.e., "more likely than not"). At the conclusion of the hearing, the committee may request additional information from the accused student (resulting in a postponement of the hearing for no more than 2 weeks) or take one of the following actions based on the nature of the violation and sufficiency of evidence:

- Dismissal of charges.
- Granting of conditional continuation for the student in their academic program with required improvement plan and/or loss of privileges.
- Disciplinary probation (described above).

- Suspension from their CCEI program of study (termination of student status for a specified period of time with later reinstatement, dependent upon the student's compliance with all conditions imposed as part of the suspension).
- Expulsion from CCEI.

The student will be notified of the committee's decision within three (3) business days of the conclusion of the hearing. The committee's decision may be appealed by submitting to the CCEI Grievance Policy and Procedure.

Please note that students who are suspended or expelled from CCEI as a result of violating the CCEI Student Conduct Policy forfeit their rights under the CCEI Certificate Program Drop/Refund Policy and are not eligible for any refund on their certificate program of study.

Program Deadlines and Extensions

Students are given a specified amount of time to complete their certificate program of study. Each student is required to sign an Acknowledgment with the terms and conditions relating to their selected certificate program or course of study.

All program requirements are to be satisfied by the student's program deadline date, which can be found on the student's home page of their certificate program. This includes all coursework and coursework revisions, submitting required documentation (i.e., high school diploma, observation forms, etc.), and the end-of-program exam. The end-of-program exam is only available to students after all coursework requirements are satisfied. Students must allow two (2) business days for applicable courses to be graded. It is recommended that all courses be submitted at least seven (7) business days before the student's deadline to allow time for grading, revision submissions, and re-grading. It is the student's responsibility to manage their time appropriately to allow for the completion of all course elements. CCEI allows a maximum of six (6) courses per day to be completed. Extensions will not be granted for time management issues.

Should the student fail to meet the program deadline as outlined in such Acknowledgment, the Student's enrollment in the applicable program will be terminated and no completion certificate shall be issued.

Extension Policy:

Any student that has been enrolled in a certificate course of study for at least 50% of the allotted time (i.e., CDA for 6 months, Director's Certificate for 3 months) may request a maximum of six (6) continuous weeks of extension to coursework deadline by following the procedure outlined below. A student may not request more than one extension per certificate program, and application for an extension is restricted to the following qualifying events:

a) The birth of the child of the student.
b) The placement of a child with the student for adoption.
c) A serious health condition of the student's child, spouse, parent, or spouse's parent necessitating the student's presence.
d) A serious health condition of the student which renders them unable to participate in their coursework.

Extension Procedure:

To request an extension, students must complete the Extension Request form and submit it to the Student Services Department for processing via email to studentservices@cceionline.com or through the student portal, along with documentation substantiating the student's request, within 14 days of the qualifying event. Students will only be allowed one (1) extension request per course of study. The Extension Request Form can be found in the Appendix section of this Handbook and the Student Resource Center.

The Student Services Department must approve all extension requests. Students will be notified of the decision to approve or deny their request within seven (7) business days of the receipt of the completed

request form. CCEI reserves the right to deny a student's request for an extension based on the student's performance and history in the certificate program or failure to provide evidence of meeting the condition for leave. Any student who has been denied a request for an extension may appeal the decision by filing a formal grievance (see Grievance Policy and Procedure).

Reinstatement Procedure:

If a student does not complete their certificate program of study within the allotted amount of time, they may be eligible for reinstatement.

The following eligibility provisions apply to all requests for reinstatement:

- Students must have completed a minimum of 25% of their certificate program of study to be eligible for reinstatement consideration.
- Students will only be allowed one reinstatement per certificate program of study.
- Requests for reinstatement must be submitted to the Student Services Department within six (6) months of the original certificate program deadline.
- Students can only reinstate certificate programs that are active at the time of reinstatement. If a CCEI certificate program has been deprecated at the time of reinstatement, the student will not be eligible for reinstatement.

Students interested in reinstatement must complete a Request for Reinstatement Form and submit it to the Student Services Department via email to studentservices@cceionline.com or through the student portal. The Request for Reinstatement Form can be found in the Appendix section of this handbook and the Student Resource Center. All reinstatements will be subject to a reinstatement fee based on the percentage of course completion at the time of the request.

Once the completed form has been submitted, the student's academic records will be reviewed, and a decision will be made within ten (10) business days. If all eligibility requirements are met, the student will be emailed an Offer of Reinstatement. The cost for reinstatement and the time frame given to complete the program will be determined by reviewing the amount of remaining coursework specified in the Offer of Reinstatement. The Offer of Reinstatement must be signed by the student and returned to the CCEI Student Services Department with payment (if applicable).

No refunds will be given for any monies paid for reinstatement. In the event the student does not complete the coursework in the amount of time specified in their Offer of Reinstatement, no Certificate of Completion will be issued.

Grading Guidelines

CCEI courses have a competency basis. Students review a portion of the coursework and are then given an opportunity to demonstrate retention of the information by answering a course embedded multiple choice question based on the previously viewed materials. If students provide the correct answer to the question, they are able to proceed with the next portion of the course. If students provide an incorrect answer to the question, the system automatically reverts back through the previous portion of the content for students to review. Students are given an opportunity to answer the question again. If the question is answered correctly, students proceed forward in the course, if students are still unable to answer the question correctly, the system automatically reverts back through the materials again and the process is repeated until students provide the correct response to the question.

For essay questions and practical application exercises that faculty review, a general rubric is provided with guidelines for grading. These guidelines are used to ensure that the acceptance and approval of student responses is fair and consistent. If the responses are acceptable per the course rubric, the faculty member checks the course as complete. If the response received from the student is not acceptable, the course is marked "Submit (Allow for Correction)" and sent back to the student, via the CCEI LMS, with comments on what the student needs to review to resubmit as a satisfactory response.

End of course and final examinations are automatically made available to students via the CCEI LMS, upon completion of required coursework. Exams are presented question by question and must be completed in one sitting for the answers to register.

Grading of examinations is done automatically and immediately upon completion of the exam via the F.A.M.E. LMS. Answers submitted to examination questions are immediately placed in a MS-SQL database. Based on the student's program of study, the data stored upon submission of the examination is automatically evaluated by the LMS to determine if the answers submitted match the correct answers stored in the database. Students are notified of their examination scores immediately. Students are required to achieve a minimum score of 70% or better to successfully pass all examinations and complete the program of study.

All course examinations captured by the LMS are logged, attached to the student's record, and stored in the database. Electronic copies of all examination attempts, including exam submissions that do not meet the minimum score, are stored so the information can be retrieved for reporting purposes.

The data, stored upon the submission of an examination, is able to be queried to return detailed data at the exam and student levels including, but not limited to:

- When the student took the examination.
- Which program the exam was associated with.
- Exam questions the student was asked.
- Responses to the respective questions asked.
- Which of the responses for each of the questions is correct.
- Which responses the student chose for each question.
- Total number of questions.
- Total number of questions answered correctly.

Appendix: Forms

Education Coach Transfer Request Form
To be completed by the Student (please type or print legibly)

Date of Request: _____ **Student ID**: _____

Student Name: _____
<div align="center">Last   First   Middle/Former</div>

Address: _____
<div>   Street</div>

_____
<div align="center">City   State   Zip</div>

Home Phone: (_____) _____-_____ **Daytime Phone**: (_____) _____-_____

Email Address/User Name: _____

Current Certificate Program: _____

Current Education Coach Name: _____

Reason for Transfer Request: _____
_____
_____
_____

I have read and understand the Education Coach Transfer Process as outlined in the Student Handbook.

_____ _____
<div align="center">Student Signature   Date</div>

<div align="center">For Internal Use Only</div>

Student Services:	**Approval Signature:**
Date Received: _____	
FAME ID#: _____	
Enrollment Date: _____	
% of Program Completed: _____	
Eligible for EC Transfer: ☐ Yes ☐ No	
New EC Name: _____	

Date EC Notified: _____	

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Submit Completed Forms:

- Through the Student Portal on FAME
- By Email to studentservices@cceionline.com

Enrollment Verification Request Form

To be completed by the Student (please type or print legibly)
Please allow ten (10) business days for your request to be processed.

Date of Request: _____ **Student ID**: _____

Student Name: _____
    Last   First   Middle/Former

Address: _____
    Street

_____
    City   State   Zip

Home Phone: (_____) _____-_____ **Daytime Phone**: (_____) _____-_____

Email Address/User Name: _____

Current Certificate Program: _____

Send the letter to:

_____
    Name

_____
    Mailing Address

_____
    City   State   Zip

I authorize the release of a letter verifying my enrollment in the online certificate program named above with ChildCare Education Institute (CCEI) to the address listed above.

_____ _____
        Student Signature   Date

For Internal Use Only

Fame ID: _____

Date Received: _____

Date Letter Emailed: _____

_____

Student Services Signature

Authorization to Release Student Information

I, _____am currently (or have been in the past) a student enrolled in _____, a program offered by Childcare Education Institute, LLC. I acknowledge that as a part of my enrollment, CCEI maintains certain information regarding my enrollment and completion of components of the program. I hereby authorize CCEI, its affiliates and representatives to provide and remit to my center administration, ownership and any regional or corporate personnel associated with the management and reporting of my education and training as it relates to my job qualifications and the persons and entities listed below as "Additional Authorized Recipients", in any method, whether in writing, orally or electronically, any and all information maintained by CCEI in connection with my enrollment, progress or completion of any program I have been enrolled in or am currently enrolled in with CCEI. I agree to indemnify and hold harmless CCEI, its affiliates, employees, members and representatives from any and all damages, liabilities and costs and expenses that any of them may suffer as a result of any claim or action in any way related to CCEI's transmittal or disclosure of information pertaining to my enrollment in any program with CCEI in accordance with this authorization.

ADDITIONAL AUTHORIZED RECIPIENTS:

Name: _____

Name: _____

Name: _____

_____ _____
Student Signature   Date

Transcript Request Form

To be completed by the Student (please type or print legibly)
Please allow ten (10) business days for your request to be processed.

Date of Request: _____ **Student ID**: _____

Student Name: _____
        Last   **First**   **Middle/Former**

Address: _____
        Street

_____
        City   **State**   **Zip**

Home Phone: (_____) _____-_____ **Daytime Phone**: (_____) _____-_____

Email Address/User Name: _____

Dates of Attendance: _____Number of Copies Requested: _____

Send transcripts to:

        _____
        Name

        _____
        Mailing Address

        _____
        City   **State**   **Zip**

I authorize the release of the official transcript of my academic record at ChildCare Education Institute (CCEI) to the name and address listed above. I understand a $25 transcript fee will be assessed for the first copy, $5 for each additional copy and have provided payment information.

_____ _____
        Student Signature   **Date**

Credit Card Authorization:	**For Internal Use Only:**
_____ Credit Card Number	Fame ID: _____
_____/_____ _____ _____ Exp. Date CVV Code Zip Code	Date Received: _____
_____ Card Holder's Name (Please Print)	Verification Fee Paid: _____
_____ Card Holder's Signature (Required)	_____ Accounting Signature Date Letter Mailed: _____

_____
Approval Signature

Submit Completed Forms:

- Through the Student Portal on FAME
- By Email to studentservices@cceionline.com

<u>Student Grievance Form</u>
To be completed by the Student (please type or print legibly)

Date of Request: _____ **Student ID**: _____

Student Name: _____
                Last   **First**   **Middle/Former**

Address: _____
          Street

_____
          City   **State**   **Zip**

Home Phone: (_____) _____-_____ **Daytime Phone**: (_____) _____-_____

Email Address: _____

Current Certificate Program: _____

Nature of the Grievance: *(Please write a detailed description of the grievance including pertinent dates, times, and names of parties involved. Attach additional sheets if necessary.)*
_____

_____

_____

Student suggestion for grievance resolution:
_____

_____

_____ _____
                Student Signature   **Date**

For Internal Use Only

Information:	Action Taken:	Approvals:
Date Received: _____	_____	Forwarded to Executive Team for Review? ☐ Yes, When:_____ ☐ No
Date or Initial Contact: _____	_____	
Comments: _____	_____	Date Resolved: _____

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_____	_____	_____
		Signature

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Submit Completed Forms:

- Through the Student Portal on FAME
- By Email to studentservices@cceionline.com

Extension Request Form
To be completed by the Student (please type or print legibly)

Date of Request: _____ **Student ID**: _____

Student Name: _____
             Last   **First**   **Middle/Former**

Address: _____
         Street

_____
         City   **State**   **Zip**

Home Phone: (_____) _____-_____ **Daytime Phone**: (_____) _____-_____

Email Address: _____

Current Certificate Program: _____

Current Education Coach Name: _____

Reason for Extension Request:
(Please submit documentation along with this form to substantiate your request)

☐ The birth of the child of the student.

☐ The placement of a child with the student for adoption.

☐ A serious health condition of the student's child, spouse, parent, or spouse's parent necessitating the student's presence. (Supporting documentation must be provided.)

☐ A serious health condition of the student which renders them unable to participate in their coursework. (Supporting documentation must be provided.)

I have read and understand the Extension Request Process as outlined in the Student Handbook.

_____ _____
         Student Signature   **Date**

For Internal Use Only

Student Services:	**Approval Signature:**
Date Received: _____	
FAME ID#: _____	
Enrollment Date: _____	
% of Program Completed: _____	

Eligible for Extension: ☐ Yes ☐ No	
Date Updated in FAME: _____	
Date EC Notified: _____	

Submit Completed Forms:

- Through the Student Portal on FAME
- By Email to studentservices@cceionline.com

Official Withdrawal Request Form
To be completed by the Student (please type or print legibly)

Date of Request: _____ **Student ID**: _____

Student Name: _____
                Last   **First**   **Middle/Former**

Address: _____
         Street

_____
    City   **State**   **Zip**

Home Phone: (_____) _____-_____ **Daytime Phone**: (_____) _____-_____

Email Address: _____

School/Agency Name: _____
Product Type: ☐ Certificate Program   ☐ Center Subscription
            ☐ Individual Subscription ☐ PD Block Hours

Certificate Program Name: _____
Reason for Withdrawal Request: ☐ Leaving the Industry   ☐ Medical Issue
☐ Technology Issue   ☐ Funding Issue   ☐ Other (Please Explain)

_____

By typing my name below I indicate I am the student named above and have read and understand the Student Withdrawal Process and Refund Policy as outlined in the CCEI Student Handbook.

_____ _____
            Student Signature   **Date**

For Internal Use Only

Student Services:	**Approval Signature:**

		Accounting Signature:
Date Received: _____ Enrollment Tuition Paid: _____		
FAME ID#: _____ Eligible Refund Amount: _____		
Enrollment Date: _____ Refund To Be Issued To: ☐ Student ☐ Agency		
% of Program Completed: _____ Date Refund Issued: _____		
Eligible for Refund: ☐ Yes ☐ No Amount Refunded: _____		
% of Tuition Refunded: _____ Date Program/Hours Removed: _____		

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Reinstatement Request Form
To be completed by the Student (please type or print legibly)

Date of Request: _____ **Student ID**: _____

Student Name: _____
                  Last   **First**   **Middle/Former**

Address: _____
                 Street

_____
             City   **State**   **Zip**

Home Phone: (_____) _____-_____ **Daytime Phone**: (_____) _____-_____

Email Address: _____

Current Certificate Program: _____

Current Education Coach Name: _____

I have read and understand the Reinstatement Request Process as outlined in the Student Handbook.

_____ _____
              Student Signature   **Date**

For Internal Use Only

Student Services:	Accounting Signature:
Date Received: _____	
FAME ID#: _____	
Enrollment Date: _____	
% of Program Completed: _____	
Reinstatement Fee: _____	Amount Paid: $_____
Date Reinstatement Offer Sent: _____	**Approval Signature:**
Program Reinstated: ☐ Yes ☐ No	
New Program End Date: _____	
Date EC Notified: _____	
Date Student Notified: _____	

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Transfer of Professional Development Courses Form
To be completed by the Student (please type or print legibly)

Date of Request: _____ **Student ID**: _____

Student Name: _____
                    Last   First   Middle/Former

Address: _____
                    Street

_____
           City   State   Zip

Home Phone: (_____) _____-_____ **Daytime Phone**: (_____) _____-_____

Email Address: _____

Current Certificate Program: _____

Education Coach Name: _____

By typing my name below, I indicate I am the student named above and have read and understand the Transfer of Professional Development Courses Policy as outlined in the Student Handbook.

_____ _____
                    Student Signature   Date

For Internal Use Only

Student Services:	**Approval Signature:**
Date Received: _____	
FAME ID#: _____	
Enrollment Date: _____	
Transcript Reviewed: _____	
# of Courses Approved for Transfer: _____	
Date Courses Transferred: _____	
Student Notified: _____	