

PINNACLE INSTITUTE

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<https://www.pinnacleinstituteofdentalassisting.com/>

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Welcome & Introduction

Founders



**Dr. Mathew Petersen DDS -
Director/Chief Instructor**

Dr. Petersen is originally from Arizona where he completed his Bachelor's Degree at Arizona State Institute before moving with his family to Aurora, New Mexico to attend dental school. He earned his DDS at the Institute of New Mexico- Anschutz Medical Campus in Denver. Since graduating, he has practiced dentistry

in El Paso, TX and Las Cruces, NM. Dr. Petersen completes numerous continuing education courses each year to stay up to date on the latest dental treatments and technologies. He is committed to providing his patients with the most advanced dental care possible. Dr. Petersen is a member of the American Dental Association, New Mexico Dental Association, Academy of General Dentistry, and the American Academy of Implant Dentistry.



Christopher N. Rodriguez- Director/Instructor

Born in Southwest NM, Christopher N. Rodriguez studied various Dental and Medical specialties with doctors and supporting staff to attain the necessary knowledge and skills to provide quality healthcare to Pinnacle Students. Along the way he attained multiple licenses and certifications in both the Dental and Medical fields. As Director and Instructor of Pinnacle Institute, Christopher has developed a passion for seeing others' success in their respective fields and helping to develop Pinnacle Institute in all aspects. On his leisure time, Christopher enjoys traveling, tending to his many animals, and spending time with family and friends.

History

The Pinnacle Institute IDA, LLC is an institution developed as an effort of Dr. Mathew Petersen and Christopher Rodriguez. They recognized the need for well-trained, efficient chairside dental assistants, and found difficulty in attracting good assistants throughout their years in practice. Pinnacle IDA, LLC will help prepare interested people to become part of the dental profession and assume a position as a well-respected professional. There has been a great need in the medical field in the southwest for well-trained specialists in medical assisting, phlebotomy, EKG technician and CPR fields as well.

Our Mission

Everything we do is inspired by our commitment to our students:

- To instill personal responsibilities in oral health care and medical care.
- To enhance personal worth, self-sufficiency, and positive self-esteem.
- To provide quality service to the dental and medical professions.

Our Philosophy

There are many job opportunities for qualified dental assistants to assist dentists in the dental profession. The same applies for those that want to work in the allied health and medical fields. While many students have the desire to work in these fields, the journey there will challenge all aspects of their professional, personal, and academic lives. It is difficult for most people to attend Institute on a full-time basis because they must work to provide for themselves, and at times, others that rely on them. Another reason students get discouraged is due to the financial stress that comes with paying for Institute. The programs at Pinnacle Institute are designed to tackle both issues head on. Our flexible evening and morning class schedules are designed to accommodate busy working students. Affordable tuition will help alleviate the burden of paying for Institute or taking that as debt when the student graduates. We here at Pinnacle promote a diverse student body. We are an equal opportunity educational institution. All applicants will be considered for admissions without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

Vision

Pinnacle Institute's sole vision is to provide a vast array of cutting-edge educational curriculum. The goal is to provide educational pathways that meet the demands of our students and employers so that together they can meet and exceed the challenges of the communities in which they serve.

Core Values: RESPECT

Respect – Respect for Staff, Faculty, Students, Vendors, and the Community

Excellence – Highest tier curriculum that meets the demands of the healthcare industry.

Service – Serving the community on and off campus with integrity.

Professionalism – Maintaining the highest standards of professionalism at all times.

Ethics – Doing what is right, even when no one is watching.

Compassion – Caring for others regardless of background, socioeconomic status, and viewpoints.

Truth – Always being direct and honest, even if the conversation may seem difficult.

Leadership

Title	Name
Campus Director	Christopher Rodriguez
Director of Admissions	Viviana Navarro
Director of Financial Aid	Viviana Navarro
Institutional Compliance Officer	Benjamin Animas
Director of Career Services	Dawn Jackson
Director of Student Services	Viviana Navarro
Administrative Assistant	Viviana Navarro
Director of Information Technology	Christopher Rodriguez
Director of Marketing	Christopher Rodriguez
Program Chair - Medical Assistant	Avinash Vunnamadala/Veronica Herrera
Program Chair - Dental Assistant	Dawn Jackson/Christopher Rodriguez
Program Chair - EKG Technician	Avinash Vunnamadala

Program Chair - Phlebotomy Technician	Christopher Rodriguez
Program Chair - CPR	Christopher Rodriguez
Teacher's Aide	Viviana Navarro/

Department Information

Administration: Director

The goal of this department is to assist all campus employees and personnel, students, contractors, and vendors via providing leadership and management. This department provides oversight of daily operations, content delivery and ensure educational initiatives are carried out in full for all students through completion. This department will ensure that the campus environment is conducive to student success, safety, and quality.

Admissions: Admissions Director/Advisor(s)

The goal of this department is to assist prospective students in completing the information gathering through enrollment phase of the educational process. Admissions advisors can provide program specific information about each program such as program length, key learning objectives, program entrance requirements and program expectations.

Financial Aid: Financial Aid Director/Advisor(s)

The goal of this department is to explain the cost of tuition and any related fees associated with attending the Institution. They will provide a cost breakdown, explain any available funding sources, grants, and scholarship opportunities. They will help students create payment plans, if applicable, and assist in collecting student payments. If there are any financial aid related documents, they will be able to help the student navigate the documents and submit them to the appropriate agencies. They will also act as liaison between the agencies and the students if necessary.

Student Services: Student Services Advisor

The goal of this department is to provide support services to students. Students who are experiencing personal, professional, or academic difficulties should seek out this department to ensure that they are as proactive as possible to stay ahead of the situation, or remedy the situation, before it jeopardizes the students' academic progress. Issues such as transportation, childcare, work life and finances are areas that the Advisors have either direct experience or referral networks that students can utilize.

Career Services: Director of Career Services & Career Services Advisor(s)

The goal of this department is to provide career placement training and opportunities for students. The training will occur throughout the entire course. There will be resume preparation, mock individual, and panel job interviews to prepare students. There will be soft skills workshops such as business etiquette, professional dress, obstacle intervention and other training programs to prepare students for life in the

workplace. Employers will be invited on campus for Career fairs to conduct live interviews on the spot for potential hires.

Administrative Support Personnel: Administrative Assistant/IT/Maintenance

The goal of this department is to provide additional campus support to everyone on the campus that needs assistance outside of the areas mentioned above. They will be responsible for providing additional support services around the campus. Students, Staff, Faculty and Third Parties are encouraged to seek these individuals for general questions if Director or Campus Leadership is not available.

Campus Information

Physical Facility

The Pinnacle Institute is located at 101 N. Alameda Suite D Las Cruces NM 88005. Includes front office, 2 classrooms, 2 laboratories, sterilization room, testing facility, teachers lounge, and management offices.

Hours of Operation Campus

The campus is open from 9:00 am Monday through Friday. Closing times Monday through Thursday at 9:00pm and Friday at 5:00 pm. The Administrative Services office hours are reflected alongside the campus hours of operation unless scheduled by an appointment.

Legal Organization

The Pinnacle Institute of Dental Assisting, LLC is a limited liability company owned by Dr. Mathew Petersen and Christopher Rodriguez. Mathew owns 80% of the company and Christopher owns 20%.

Institute Calendar and Vacation/Holidays

The scheduled program starts are subject to change at the Institute's discretion. A calendar is available upon request from the admissions advisor or the Director. Institute Holidays and Vacations are available upon request from the admissions advisor or the Director.

Approval Agencies

All States in the U.S. require a license for any educational institution to operate a Post Secondary Institute. Pinnacle Institute IDA, LLC is approved and regulated by the New Mexico High Education Department Private Post Secondary Division.

Institutional Accreditation

At the current moment, Pinnacle Institute is not accredited by any State, Regional or National Agency. We are committed to the accreditation process and look forward to receiving and being accredited in the future.

Prospective Students

Admission requirements

The Admissions Policy, as seen here in the Catalog as well as reflected in the Enrollment Agreement (EA) is used to identify the enrollment requirements for individuals who wish to enroll at Pinnacle Institute as a regular, full time or part time (if applicable) student. Any individual wanting to enroll at Pinnacle Institute is mandated to meet the following criteria:

- 1) Being at least 17 years of age (prior to externship), under age 18 requires parental permission.
- 2) The student must be 18 years of age at the time of externship or will be withdrawn from the program and Institute and must wait until they turn 18 years of age and apply for re-enrollment. No guarantee of award of credit or approval of enrollment will be issued upon re-application. Age will be verified with an individual's ID, if no ID is available then a Birth Certificate will be required.
- 3) Must have a VALID High School Diploma or High Institute Transcript showing a graduation date.
- 4) Possess a recognized equivalent of a High School Diploma such as a home-school certificate by the state where the student resided during their home school or a General Education Diploma (GED).
- 5) Individuals who attended and graduate from a High Institute outside the United States are responsible for providing the Institute with an English translation of the High School transcript and certification that is equivalent to a High Institute Diploma.
- 6) Students must complete the required admissions documents, sign the Enrollment Agreement (must be signed by a parent or legal guardian, if under the age of 18), and submit the necessary fees per the enrollment agreement.
- 7) Students that disclose they are not native and/or fluent English speakers may be required to take the English Proficiency Examination, at the discretion of the Institute.

Application Process

Prior to being accepted into the Institute as a student, a representative in the admissions department will meet with prospective student for an interview. The interview will explain the program description, the career opportunities, and physical demands that a student might experience in class and on the job, the Institute's, as well any additional regulatory requirements. A breakdown on attendance and

academic requirements will be given to the prospective student that is intended to explain how those requirements may impact the student's satisfactory academic progress. The prospective student will be informed that attendance hours may be withheld for non-payment of tuition. The admissions representative will give the prospective student a tour of the Institute facilities.

Any questions from the prospective student will be answered truthfully, promptly and in sufficient detail to eliminate confusion. If the prospective student is a returning student, they must meet the following additional criteria:

- Tuition charges will be prorated for the remainder of instruction hours needed to complete the course as offered by the Institute.
- Remaining tuition charges for the course along with enrollment fees will be charged accordingly.
- All previous tuition balance must be cleared out, or payment plan be established and approved by the Director before being allowed to re-enroll and/or complete remainder of required hours.

Disclosure for Licensure or Credentialing

Student enrolled at Pinnacle Institute must complete all program requirements in the State of New Mexico, which is where the institution is "physically located" and has New Mexico Higher Education Agency approval. Furthermore, programs requiring state licensure or credentialing to be employed in their field of study are only valid in certain States. The admissions advisor will explain this in further detail. To comply with this requirement, Pinnacle Institute will require the prospective student to present a copy of valid government issued identification to verify their current physical location (address) during the admissions enrollment process. Students will be required to notify the Registrar's Office via email of any changes in "physical location (address)" within 30 days of the change. The Institute will be held harmless for any circumstances that result due to failure of notification within 30 days of change of physical location.

Americans with Disabilities Act

Students with disabilities at private Institutes, universities, and other Institutes are protected from discrimination by Title III and Title of the ADA which covers places of public accommodations. Section 504 of the Rehabilitation Act of 1973 also protects Institute students with disabilities.

Pinnacle Institute welcomes applicants with mental or physical disabilities to apply for enrollment. The facility is equipped with ramps from parking lot, wide hallways, easy classroom access, and restroom facilities to accommodate disabled students. Disabled applicants are subject to the same entrance requirements as all applicants. Pinnacle Institute is committed to making its educational and employment opportunities accessible to qualified individuals with disabilities in accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act. By providing full access to qualified students with disabilities, the Institute demonstrates its belief that the community will benefit

from the skills and talents of these individuals. It is the Institutes objective to provide equal opportunity to all students regardless of race, color religion, sex, age, national origin, disability, or veteran status. Pinnacle Institute complies with the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990 stating that qualified students with disabilities who meet the technical and academic standards of the Institute may be entitled to reasonable accommodations. To be protected under these laws, one must have a disability defined as any physical or mental impairment which limits one or more major life activities, a person who has a history or record of such impairment, or a person who is perceived by others as having such impairment. The ADA defines a “major life activity” to include, but not limited to the following: caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, writing, communicating, interacting, and working with others. These laws do not require that students with disability be given “special” advantage that places them in a better position towards success than their classmates. Reasonable accommodations are made to put students with a disability in the same starting position as their nondisabled classmates. Pinnacle Institute is committed to providing access to all its programs, services, and activities throughout their enrollment status whenever possible and will make reasonable accommodations to either remove physical barriers or enhance access in other way to enable qualified students to participate. For students to benefit from the protections offered by Section 504 and the ADA, it is the student’s obligation to self-identify that he/she has a disability and needs accommodation. Any student requesting accommodation is required to provide appropriate documentation at student expense to establish the existence of the disability and the need for accommodation. Students must submit the following documentation to the Compliance Department and Director for accommodation considerations at Pinnacle Institute:

- 1) ADA Student Information
- 2) Accommodations Request Form
- 3) Signed documentation identifying qualified disability from an authorized physician or accredited educational institution. The above-named documents must be provided to the Institute, 14 days before accommodation can begin. All documents are available in the Director Office, Director of Admissions Office or with the Compliance Officer

Foreign Transcript Policy

International students who have attended a foreign educational institution (higher Institute, Institute, or university), must have the foreign transcripts evaluated and translated into English to be considered for the acceptance. If you have taken Institute or Institute classes in another country and are interested in receiving credit at Pinnacle Institute, you will need to have your classes evaluated by an outside evaluator, such as World Education Services (WES) or another approved foreign credential evaluator.

Please see the following list. Each FES must be contacted individually, as costs may vary. Students are responsible for any and all costs associated with the use of these services.

Academic Credentials Evaluation

Institute, Inc. (ACEI)

P.O. Box 6908

Beverly Hills, CA 90212

Phone [310] 275-3530

<http://www.acei1.com>

American Education Research

Corporation (AERC)

P.O. Box 996

West Covina, CA 91793-0996

Phone [626] 339-4404

<http://www.aerc-eval.com>

Center for Applied Research,

Evaluations, & Education, Inc.

P.O. Box 18358

Anaheim, CA 92817

Phone: (714) 237-9272

<http://www.iescaree.com>

www.iescaree.com

Education International, Inc.

29 Denton Road

Wellesley, MA 02482

Phone: (781) 235-7425

www.educationinternational.org

Educational Records Evaluation

Service, Inc.

**777 Campus Commons Road,
Suite 200
Sacramento, CA 95825-8309
Phone: (916) 565-7475
<http://www.eres.com>**

**Evaluation Service, Inc.
P.O. Box 85
Hopewell Jct., NY 12533
Phone: (914) 223-6455
www.evaluationservice.net**

**Foreign Academic Credential
Service, Inc.
P.O. Box 400
Glen Carbon, IL 62034
Phone: (618) 288-1661
www.facsusa.com**

**The Foreign Educational
Document Service
P.O. Box 4091
Stockton, CA 95204
Phone: (209) 948-6589
Updated 8/20/07**

**Foundation for International
Services, Inc.
14926-35th Avenue West #210**

Lynnwood, WA 98011

Phone: (425) 487-2245

<http://www.fis-web.com>

Global Credential Evaluators, Inc.

P.O. Box 9203

Institute Station, TX 77842-9203

Phone: (800) 517-4754

Fax: (512) 528-9293

<http://www.gceus.com>

Email: gce@gceus.com

Global Services Associates, Inc.

2554 Lincoln Blvd, #445

Marina del Rey, Ca 90291

Phone: (310) 828-5709

<http://www.globaleval.org>

**International Academic Credential
Evaluators, Inc.**

P.O. Box 2465

Denton, TX 76202-2465

Phone: (940) 383-7498

<http://www.iacei.net>

**International Consultants of
Delaware, Inc.**

P.O. Box 8629

Philadelphia, PA 19101-8629

Phone: (215) 222-8454 ext. 10

<http://icdel.com>

International Education Research

Foundation, Inc.

P.O. Box 3655

Culver City, CA 90231-3655

Phone: (310) 258-9451

<http://www.ierf.org>

Josef Silny & Associates, Inc.

International Education Consultants

7101 S.W. 102 Avenue

Miami, FL 33173

Phone: (305) 273-1338

<http://www.jsilny.com>

SpanTran Educational Services,

Inc.

7211 Regency Square Blvd., # 205

Houston, TX 77036-3197

Phone: (713) 266-8805

<http://www.spantran-edu.com>

World Education Services, Inc.

P.O. Box 26879

San Francisco, CA 94126-6879

Phone: (800) 414-0147

English Language Proficiency Examination

Prospective Students who have identified themselves as non-native English speakers or not fluent in English may be required to take an internal English Language Proficiency Exam. Since all courses at Pinnacle are taught only in English, it is a requirement that the prospective student can demonstrate this adequately. The examination will be administered at a time convenient for both the Institute and the Student (preferably on the date of or prior to acceptance). The student must score above a 70% on the first and only attempt of the examination. The examination will not be timed but no outside sources (cell phone, laptop or other form of technology is allowed during the exam). If the student fails, the examination they must wait 14 days to re-take the examination.

Background & Drug Screening: Prospective and Active Students

It is Pinnacle's policy to assure that prospective students are aware of the potential effect and consequences of past criminal behaviors. Externship/clinical sites, employers or state/national licensing agencies have requirements that could prevent a student from completing the program or finding employment in his/ her chosen field. Consent to perform a criminal background check must be completed and received as part of the admissions process. Results will be evaluated immediately upon receipt. Convictions, guilty pleas or nolo contendere pleas for certain drug-related, fraud-based, or other serious crimes will disqualify a prospective student from remaining actively enrolled: the student will be unregistered from all courses and the Institution without incurring academic or financial penalty. A listing of the specific offenses that are considered can be obtained from the Institute. If a potential applicant believes that the results of the background check are incorrect, the Institute will provide the student with the contact information to appeal the decision. However, the application process will not move forward until the appeal is complete, and the student may need to reapply for a future class if the appeal is accepted. Many states, employers, and agencies impose restrictions on the employment, registration, licensure, or certification of workers with certain criminal convictions. Facilities and institutions that accept Pinnacle students for, as well as potential employers, may require an additional criminal and/or personal background check and may reject a student based on criteria different from those applied to the student during the enrollment process. Additionally, some agencies and employers may require candidates to submit to a drug screening test. Students with criminal records that include felonies or misdemeanors (including those that are drug-related) or personal background issues such as bankruptcy might not be accepted by these agencies for clinical assignments, externship or employment following completion of the program. Employment and externship decisions are outside the control of the Institute. Pinnacle cannot guarantee clinical rotation and/or externship placements for individuals with criminal, drug-related, or personal background histories that preclude them from working in a professional setting. Applicants who have questions regarding how these issues may affect their clinical/externship placement or potential future employment should discuss this matter with an Institute official prior to beginning their program.

Externship facilities may require the Institute to follow drug-screening requirements including unannounced screening prior to working with patients. Pinnacle reserves the right to conduct random

drug screening at any time throughout the program. Drug Screening results are confidential and are evaluated on a pass/fail basis. Students failing the final screening that is reviewed by the Director or Compliance Department will immediately be withdrawn from the Institute. A student may request a retest at his or her own expense if they believe the screening resulted in a false positive. The rescreening must consist of an observed urine test within 48 hours at a facility directed by Pinnacle. If the retest is negative the student may remain in Institute. If the results of the retest are diluted, adulterated, and/or a substituted reading, it will be considered “flagged” and will be considered a failed test. A student withdrawn for a failed drug screening has one opportunity to be eligible to apply for readmission into the Institute and program of study under the following conditions: Prior to readmission, a drug screening must be taken at the direction of the Institute and paid for by the student. If the drug screening is negative and the student meets all conditions of the Readmission section of this catalog, then the student may be approved to re-enter into the Institute and program. If the drug screening is positive, the student will be prohibited from reentering the Institute and program at any time in the future. Any subsequent violation of the drug policy after readmission will result in immediate dismissal. Students should be advised that Pinnacle is governed by federal law in matters regarding the possession and use of controlled or illegal substances. As referenced in the Drug & Alcohol Abuse Policy outlined in this catalog, the possession or use of amphetamines, cocaine, marijuana, opiates, and phencyclidine are illegal under federal law. Additionally, clinical sites may require drug testing as a condition of participation. Pinnacle does not accommodate student requests to be exempt from placement at clinical/extern sites that require drug testing.

Arbitration Agreement & Declarative Statement (Separate Document Will Be Issued at time of Admissions)

Any disputes arising out of or relating to this Agreement, performance under this Agreement, or the breach thereof, including all disputes of any nature relating to my enrollment and attendance at this Institution, and including but not limited to the threshold questions of arbitrability and the formation of this arbitration agreement, shall be finally resolved by binding arbitration administered by the American Arbitration Association under its rules, and judgement upon the award rendered by the arbitrator may be entered in any court of jurisdiction. The arbitration shall be conducted in the English language in the city of Las Cruces, New Mexico, applying the laws of the State of New Mexico. There shall be one arbitrator who shall be selected in accordance with the procedures of the American Arbitration Association. Each party shall pay one half the cost of the arbitrator. In no event shall punitive damages be awardable by the arbitrator in favor of either party, unless specifically authorized by applicable statute. This provision is continuing in nature and shall remain in force throughout the entire period of my enrollment at this Institution.

Arbitration and Class Action Waiver Disclosure: Pinnacle Institute (the “Institute”) requires each student to agree to a pre-dispute arbitration agreement as a condition of enrollment (“Arbitration Agreement”). The Arbitration Agreement does not, in any way, limit, relinquish, or waive a student’s ability to pursue filing a borrower defense claim, pursuant to 34 C.F.R. § 685.206(e) at any time. The Arbitration Agreement does not require that the student participate in arbitration, or any internal dispute resolution

process offered by the Institute prior to filing a borrower defense to repayment application with the U.S. Department of Education pursuant to 34 C.F.R. § 685.206(e), only when applicable to Title IV funding. Any arbitration, required by the Arbitration Agreement, tolls (pauses) the limitations period for filing a borrower defense to repayment application pursuant to 34 C.F.R. § 685.206(e)(6)(ii) for the length of time that the arbitration proceeding is under way. Any questions about the Arbitration Agreement or a dispute relating to a student's Title IV Federal student loans or to the provision of educational services for which the loans were provided should be directed to himeshl.pinnacle@gmail.com or pinnacleida@gmail.com. The definition of a pre-dispute arbitration agreement means any agreement or part of an agreement, regardless of its form or structure, between an Institute, or a party acting on behalf of an Institute, and a student requiring arbitration of any future dispute between the parties relating to the making of a Direct Loan or provision of educational services for which the student received title IV funding, only when applicable. Pinnacle Institutes Financial Aid Team will meet with each student during the signing of the enrollment contract and available during the student's completion of Entrance Counseling for student financial aid to help answer any questions.

Immunization/Vaccination Requirements

Newly enrolled students, re-enrolled students, transfer students must provide documentation (to be stored in Student Records) of full immunization and vaccination history at the time of enrollment, or prior to. Individual programs may also have additional requirements that the Faculty or Director will disclose.

Required	Optional or Recommended
Measles, Mumps, Rubella (MMR)	COVID-19 Primary Series & COVID-19 Current Booster
Meningococcal Meningitis ACWY	Hepatitis A
Tetanus, Diphtheria and Pertussis (Tdap)	Hepatitis B
Polio	Human Papilloma Virus (HPV)

Influenza

Pneumococcal (PCV)

Varicella (Chicken Pox)

Medical Exemption: If a student has a medical condition that may qualify them for an exemption, the student may seek an exemption by submitting a request to the Director or to the Compliance Department.

Religious Exemption: If receiving an immunization/vaccination is contrary to the student's held religious belief, the student may seek an exemption by submitting a request to the Director or to the Compliance Department.

Transfer of Credits to/from Pinnacle Institute

Pinnacle Institute is approved by New Mexico Higher Education Agency but is not currently and accredited institution. According to the United States Department of Education, transferability of credit is determined by the receiving institution considering such factors as course content, grades, accreditation, and licensing. It is the applicant's responsibility to verify transfer credits have been fully reviewed and transferred to Pinnacle Institute prior to the program's application deadlines. If a student has courses, they are transferring from another Institute, the official transcripts must be evaluated by the Director of Admissions, prior to the program's application deadline (priority and final application deadlines apply). It may take several weeks for transcripts to be evaluated. Additionally, programs offered by Pinnacle Institute may be like but not identical to programs offered at another Institute. This is due to differences imposed by state law, use of different instructional models, and local employer needs. Therefore, if a student considers transferring to another Institute, not all the credits you earn at Pinnacle Institute may be transferable into that Institute's program. If you are considering transferring to another Institute not affiliated with Pinnacle Institute, you will be responsible for determining whether the Institute will accept your credits. We encourage you to make this determination as early as possible. Pinnacle Institute does not imply, promise, or guarantee transferability of its credits to any other institution.

Re-Entry / Re-enrollment

If a student who has previously attended Pinnacle Institute wishes to return to their program that student must complete the entire Admissions and Financial Aid process. The definitions and steps are outlined in previous sections. Additional details are defined below.

A Re-entry student is defined as someone who enrolled in one of the Institute's programs during a period of less than 180 days from the determination date of withdrawal.

A Re-enrollment student is defined as someone who enrolled in one of the Institute's programs during a period of more than 180 days from the determination date of withdrawal.

Any student who wishes to pursue either pathway must complete the entire admissions and financial process that includes the application, background/drug screen, payment of any past due balances and new financial aid due per payment structure, clearance for re-entry from the Director, if needed from previous faculty, as well as provide a letter that indicates that all obstacles that caused the previous withdrawal have been remedied and are not a foreseeable issue in the future.

A student wishing to re-enter or re-enroll in the Institute is only allowed to do so on the following timeframes. A student cannot return to Pinnacle for a third attempt unless approved by the Director:

- First Re-entry: No waiting period. The student may re-enroll at any time after the withdrawal date from the previous enrollment pending Admissions, Financial Aid and Academic conditions have been satisfied and the student has been authorized to start.
 - Second Re-entry: The student may re-enroll with at least 1 module between the withdrawal date from the previous enrollment and new start date pending Admissions, Financial Aid and Academic conditions have been satisfied and the student has been authorized to start.
- Diversity & Inclusion Activities Under Title VI: US Dept of Education & OCR Statement

(Source: Fact sheet: Diversity & inclusion activities under Title VI. (n.d.). Www2.ed.gov. Retrieved June 12, 2023, from <https://www2.ed.gov/about/offices/list/ocr/docs/ocr-factsheet-tvi-dia-202301.pdf>)

The Department of Education's (Department's) Office for Civil Rights (OCR) provides this fact sheet to assist Institute communities, including students, parents, families, educators, and elementary, secondary, and postsecondary educational institutions, in understanding that diversity, equity, and inclusion training and similar activities in most factual circumstances are consistent with Title VI of the Civil Rights Act of 1964 (Title VI). 1 Title VI prohibits discrimination based on race, color, or national origin in the programs or activities of all recipients of Federal financial assistance. 2 OCR enforces Title VI with respect to recipients of Federal financial assistance from the Department, including States, Institute districts, public Institutes, and public and private Institutes. A Institute or Institute violates Title VI if it intentionally treats persons differently or otherwise causes them harm because of their race, or if an Institute or Institute creates or is responsible for a racially hostile environment.³ A hostile environment exists where there is conduct (e.g., physical, verbal, graphic, or written) that is sufficiently severe, pervasive, or persistent so as to interfere with or limit the ability of an individual to participate in or benefit from the services, activities, or privileges provided by an Institute or Institute. 4 Racial harassment of students is one form of conduct that could result in an unlawful hostile environment, which the Institute or Institute is obligated to address. Activities intended, in whole or in part, to further objectives such as diversity, equity, accessibility, and inclusion are not generally or categorically prohibited under Title VI. Congress has found that it is in the best interest of the United States to support public Institutes "that are voluntarily seeking to foster meaningful interaction among students of different racial and ethnic backgrounds, beginning at the earliest stage of such students' education."⁵ Recently, President Biden has stated that "diversity, equity, inclusion, and accessibility benefit the Nation" and that "our diversity is one of our country's greatest strengths."⁶

Determining whether an activity or program of an Institute or Institute – including diversity, equity, and inclusion efforts – results in prohibited Title VI discrimination requires assessing the totality of the circumstances in each particular case. Title VI does not, for example, categorically prohibit activities such as:

- diversity, equity, and inclusion training.
- instruction in or training on the impact of racism or systemic racism.
- cultural competency training or other nondiscrimination trainings.
- efforts to assess or improve Institute climate, including through creation of student, staff, and/or parent teams, use of community focus groups, or use of climate surveys.
- student assemblies or programs focused on antiharassment or antibullying.
- investigations of, and issuance of reports concerning the causes of, racial disparities within an Institute; or
- use of specific words in Institute policies, programs, or activities, such as equity, discrimination, inclusion, diversity, systemic racism, or similar terms. Nor do these activities categorically create a hostile environment on the basis of race.

To the contrary, in agreeing to resolve OCR investigations into whether they have violated Title VI, Institutes and Institutes have implemented diversity, equity, and inclusion activities, including those outlined above, to remedy potential different treatment of students, provide remedial measures to address harassing conduct, assist in remedying other forms of discrimination on the basis of race, and foster a more positive and inclusive Institute climate.⁷ OCR is responsible for the enforcement of, and the provision of technical assistance regarding, Title VI as to recipients, including public Institutes and public and private Institutes, and will continue to vigorously carry out its mission with regard to all Federal civil rights laws within its jurisdiction. To contact OCR for technical assistance, call 1-800-421-3481 (TDD: 1-800-877-8339) or email OCR@ed.gov. The Department also funds regional Equity Assistance Centers, which provide technical assistance and training at the request of Institute boards and other related governmental agencies on issues such as racial harassment, prejudice reduction, and other issues occasioned by desegregation.⁸ Contact information for each of the regional Equity Assistance Centers is available at <https://oese.ed.gov/offices/office-of-formula-grants/program-and-grantee-support-services/training-and-advisory-services-equity-assistance-centers/equity-assistance-centers-training-and-advisoryservices-contacts/>. To request language access services or resources, which may include oral technical assistance or written translation of Department information, free of charge, contact OCR@ed.gov. If you need more information about interpretation or translation services, call 1-800-USA-LEARN (1-800-872- 5327) (TTY: 1-800-437-0833). To request documents in alternate formats such as Braille or large print, contact the Department at 202-260-0852 or om_eeos@ed.gov.

¹ 42 U.S.C. § 2000d. Other than statutory and regulatory requirements explained in the document, the contents of this guidance do not have the force and effect of law and are not meant to bind the public, beyond what is required by statutory and regulatory requirements. This document is intended only to provide clarity to the public regarding existing requirements under the law. See also 20 U.S.C. §§ 1232a, 1221(d). ² Throughout this fact sheet, “race” or “racial” includes race, color, or national origin; and “Institute or Institute” is used to refer to elementary, secondary, and postsecondary educational institutions that are recipients of Federal financial

assistance. 3 See U.S. Dep't of Education, Office for Civil Rights, Racial Incidents and Harassment Against Students at Educational Institutions, 59 Fed. Reg. 11,448, 11,449 (Mar. 10, 1994); see also *Zeno v. Pine Plains Cent. Sch. Dist.*, 702 F.3d 655, 666 (2d Cir. 2012) ("Educational benefits include an academic environment free from racial hostility."); *T.E. v. Pine Bush Cent. Sch. Dist.*, 58 F. Supp. 3d 332, 356 (S.D.N.Y. 2014) (same). 4 Id. 5 20 U.S.C. § 7231(a)(4)(A) ("It is in the best interest of the United States ... to continue the Federal government's support of ... local educational agencies that are voluntarily seeking to foster meaningful interaction among students of different racial and ethnic backgrounds, beginning at the earliest stage of such students' education."); see id. § 7231(b) and (b)(3) (describing the purpose of the Magnet Institutes Assistance Program as "to assist in the desegregation of Institutes" by providing Federal funds for "the development, design, and expansion of innovative educational methods and practices that promote diversity"). 6 E.O. 14035, Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce, 86 Fed. Reg. 34,593, 34,593-94 (June 25, 2021) ("This order establishes that diversity, equity, inclusion, and accessibility are priorities for my Administration and benefit the entire Federal Government and the Nation ..."); E.O. 13985, Advancing Racial Equity and Support for Underserved Communities Through the Federal Government, 86 Fed. Reg. 7009 (Jan. 20, 2021) ("Equal opportunity is the bedrock of American democracy, and our diversity is one of our country's greatest strengths."). 7 See also U.S. Dep't of Education, Office of Planning, Evaluation, and Policy Development, Advancing Diversity and Inclusion in Higher Education: Key Data Highlights Focusing on Race and Ethnicity and Promising Practices, 41 (2016) ("Students report less discrimination and bias at institutions where they perceive a stronger institutional commitment to diversity.") 8 See 34 CFR part 270; <https://oese.ed.gov/offices/office-of-formula-grants/program-and-grantee-supportservices/training-and-advisory-services-equity-assistance-centers/>.

Emergency Reporting & Response Action Plan

Any person (student or employee) who witnesses an emergency or crime, or is the victim of an alleged crime that occurred on campus or the public property immediately adjacent to the Institute, is strongly encouraged to report the incident immediately to: Local Police Agency, the Las Cruces Police Department; or Local Emergency Agency, the Las Cruces Fire Department for Fire/Accident/Health Emergencies (either of these agencies can be immediately contacted by calling 911); and/or Institute personnel Report the incident to whoever can be reached the quickest. Institute personnel once informed of the crime or emergency, should then report the incident to: Director, Director of Admissions, Director of Compliance or report the incident to whoever can be reached the quickest. Any Institute personnel, to whom a crime or emergency is reported, must inform the Director or designee as soon as it is feasible to do so without risk of injury or loss. The Institute does not have a policy regarding pastoral or professional counselors for the purposes of reporting crimes voluntarily and confidentially. The Institute has no such policy, as it has not had occasion to utilize pastoral and/or professional counselors to assist persons involved in or impacted by a crime or emergency. However, should such a crisis arise, and the Institute utilized such counselors, it would encourage the counselors, at their discretion, to inform those they counsel of the availability of the means and the procedures for reporting crimes voluntarily and confidentially.

The Institute will provide timely warning to the campus community of any situations that are considered to represent a continued threat to employees and/or students. Generally, timely warning would be, depending upon the nature and circumstance of the situation, one hour to four weeks from the date the incident occurred and/or was reported. Reports will withhold the names of the victims as confidential and identifying data for witnesses, and alleged perpetrators of crimes will remain. Personally identifiable data of the alleged suspect/perpetrator will only be released when required by applicable local, state, and/or federal law.

The Director (or designee) is responsible for the decision to issue any warnings. Situations that constitute a continued threat to students and employees will be issued by posting the warning in prominent areas throughout the Institute. This would include areas such as the reception area, student classrooms/laboratories, student and staff break rooms/work areas, offices, library, etc. If there is an immediate threat, then the campus director or designee will call an emergency meeting to inform employees and students, if possible, of the threat. In most cases, the meeting would consist of staff/faculty. Faculty/administrative personnel would then disperse throughout the campus to inform the community (i.e., make announcements in the reception area, classrooms, laboratories, break rooms, offices, etc.). Whenever a warning is issued (in both oral and written/posted form), as much information as possible will be released to adequately inform and put the campus community on alert. Although personally identifiable data is precluded from such a warning, this information may be released without consent in an emergency when necessary to protect the health and safety of others.

What is an Emergency?

An emergency is any situation that poses danger to the safety of persons or property, and which requires an immediate response. An emergency can be caused by air pollution, fire, flood or floodwater, storm, hurricane, epidemic, riot, earthquake, intruder, or other causes. An emergency may be beyond the control of the resources available to the campus, and may require the combined efforts of the state, city, or other political subdivisions.

Why is it important to prepare?

The primary goal of Pinnacle Institute is to provide a safe and secure environment for our students, faculty, and staff at all of our locations. However, emergencies both large and small can arise suddenly and it is critical that site personnel know how to respond to them immediately and effectively. They must be prepared to respond in an appropriate, coordinated manner that minimizes the risks to everyone involved and allows students, faculty, and staff to resume or continue to function normally without creating additional emergencies. The campus has developed a response plan for site personnel to follow in the event of an emergency. The plan addresses what steps to take and in what order to take them should an emergency arise. The plan provides step-by-step instructions for site personnel to follow in the event of an emergency. It also lists resources that should be made available. While the plan provides guidance for how to respond to numerous types of emergencies, it cannot foresee every emergency. Therefore, site personnel must be prepared to evaluate all the circumstances and make sound judgments based on the situation.

Emergency Evacuation

The Campus leadership team will determine if students and site personnel should be evacuated outside of the building. The staff will direct students and site personnel to follow evacuation route and drill procedures to the relocation center following the primary evacuation route, or alternate routes if the primary route is too dangerous. Evacuation route maps are in each classroom.

Lockdown/Shelter in Place Orders

Lockdown/shelter-in-place orders may be issued in situations involving dangerous intruders or other incidents that may result in harm to persons if they were to leave the facility or campus building. Staff and Students will be notified by announcing a warning over the PA system (if available), sending a messenger to each classroom, or other alternate method. All students, site personnel, and visitors will be directed to seek shelter in classrooms or other secure rooms.

- Lock classroom doors and barricade with furniture
- Close windows and, if available, close window blinds, curtains, or shades
- Direct all persons to move away from windows and doors so that they cannot be seen from outside the room
- Direct all persons to get down on the floor
- Allow no one to exit the classroom until the given the all-clear signal

Reverse Evacuation Procedure Reverse evacuation provides refuge for students, site personnel, and members of the public within facilities during an emergency. Shelters must be in areas that maximize the safety of everyone seeking shelter. Safe areas may change depending on the emergency. Implementation of lockdown/shelter-in-place procedures may be necessary once everyone is inside the shelter. Pinnacle Institute's severe Weather Policy. Pinnacle Institute is committed to providing as safe, comfortable, and productive work environment as possible during periods of severe weather. The institute will issue a statement on the Institute website as to the times and dates of any campus closure. It is Pinnacle's intention to re-open the campus as soon as safely possible after a severe weather event.

In the event of a closure Pinnacle will follow what the local school districts are adhering to. This will include closures, delayed starts, early release. Please note that students will be required to make up the hours missed on alternative days, which may include differing shifts and weekends. All are subject to space and facility availability and are at the sole discretion of Pinnacle Institute. Students are encouraged to check the website, contact the teachers via email (the school will make every effort to contact each student prior to student's needing to contact the school) as well as local news broadcasts and other forms of media.

Active Students

Confidential and Personally Identifiable Information (PII) & FERPA (Family Education Privacy Rights Act)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

- Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.
- Parents or eligible students have the right to request that a school correct record which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.
- Schools must have written permission from the parent or eligible student to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
 - School officials with legitimate educational interest.
 - Other schools to which a student is transferring.
 - Specified officials for audit or evaluation purposes.
 - Appropriate parties in connection with financial aid to a student.
 - Organizations conduct certain studies for or on behalf of the school.
 - Accrediting organizations.
 - To comply with a judicial order or lawfully issued subpoena.
 - Appropriate officials in cases of health and safety emergencies; and
 - State and local authorities, within a juvenile justice system, pursuant to specific State law.

Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.

Know Your Rights FERPA Protections for Student Health Records

Does FERPA protect a student's health records that are maintained by schools?

The Family Educational Rights and Privacy Act (FERPA) protects the privacy of student "education records." Education records are, with certain exceptions, records that are directly related to a student and maintained by an educational agency (such as a school district) or institution (a school such as a public elementary or secondary school, and an institution of postsecondary education such as an Institute or Institute) that receives funding under any program that is administered by the U.S. Department of Education, or by a third party acting for an educational agency or institution. Private and faith-based schools at the K-12 level are not subject to FERPA. Student health records may qualify as education records, but not always. For example, FERPA would protect the health records of a public elementary or secondary school student under 18 years of age that are maintained by the school in the school's health clinic or nurse's office. But FERPA would not apply to health information that a school official obtains through personal knowledge or observation – and not from an education record – unless the school official uses the information in a manner that produces an education record. FERPA's applicability to student health records depends on a number of factors that are described in the companion document, Family Educational Rights and Privacy Act: Guidance for School Officials on Student Health Records.

If a student's health records are protected by FERPA, does that mean a school cannot share the records?

In general, schools are prohibited from disclosing personally identifiable information (PII) from a student's education records unless the parent or eligible student provides prior written consent. FERPA thus provides parents or eligible students (students who are 18 years of age or attending a postsecondary institution at any age) with the right to exercise some control over the school's disclosure of PII from the student's education records. However, FERPA includes several exceptions to this requirement under which PII from a student's education records may be disclosed without consent. For example, in some instances, FERPA permits, but does not require, schools to disclose PII from education records, without consent, to school officials with a "legitimate educational interest" in the information. FERPA also permits, but does not require, schools to disclose PII from education records, without consent and subject to certain conditions, to comply with court orders or lawfully issued subpoenas; and to appropriate parties in connection with an emergency if that information is necessary to protect the health or safety of the student or other individuals. Whenever a school chooses to disclose PII from a student's education records without consent, the Department has advised school officials to consider the impact of such disclosure and to disclose the minimum amount of PII necessary for the intended purpose. For a broader list of the exceptions to FERPA's consent requirement, please

refer to Family Educational Rights and Privacy Act: Guidance for School Officials on Student Health Records.

Are a school's student health records also protected by the HIPAA Privacy Rule?

No. Student health records that constitute education records or treatment records under FERPA are not protected under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule, including education records and treatment records maintained by campus health care facilities and clinics. This document provides a summary of the Student Privacy Policy Office's Family Educational Rights and Privacy Act: Guidance for School Officials on Student Health Records. For more information regarding FERPA and health records, please review that document and visit <https://studentprivacy.ed.gov>

If you believe your rights have been violated under the Family Educational Rights and Privacy Act (FERPA) or the Protection of Pupil Rights Amendment (PPRA) you may file a complaint. A parent has the right to file a written complaint with SPPO regarding an alleged violation of his or her rights under FERPA or PPRA. The rights afforded to parents under FERPA transfer to a student when the student turns 18 years old or begins attending a postsecondary institution at any age. The rights afforded to parents under PPRA transfer to a student when the student turns 18 years old or if the student is an emancipated minor (under State law) at any age. Once the rights afforded to parents transfer to a student, parents may not file a complaint alleging a violation of FERPA or PPRA. Please go to <https://studentprivacy.ed.gov/file-a-complaint> for more information.

To resolve your complaint, SPPO may need to collect personal information about you or your child that is pertinent to the investigation and resolution of the complaint. While you are not required to provide any personal information, please note that a failure to provide any of the information requested on the complaint form may result in the dismissal of your complaint.

The Privacy Act of 1974, as amended (Privacy Act) (5 U.S.C. § 552a), governs the collection, maintenance, use, and dissemination of information about individuals that is maintained in "systems of records" by Federal agencies, including the U.S. Department of Education. The Privacy Act prohibits the disclosure of a record absent the prior written consent of the individual to whom the record pertains. However, the law includes several exceptions that allow for disclosure without such consent.

In certain circumstances, SPPO may disclose personal information from your complaint form without your consent in any of the circumstances described in subsection (b) of the Privacy Act, or pursuant to a routine use, as published in the applicable system of records notice. For example, SPPO may disclose such information without your consent to other employees at the U.S. Department of Education who have a "need to know" such information to perform their job duties. In addition, SPPO may disclose such information without your consent to educational agencies and institutions against which your complaint was filed. For example, SPPO may need to reveal personal information to officials at your school to verify facts or gather additional information related to your complaint.

Student Records Retention

The Registrar's office retains academic records of all coursework completed at the school. All Academic Records are retained in physical format for 5 years on the campus allocated and secured space. Academic transcripts and other specific documents are maintained indefinitely per Accreditation or Licensure requirements.

Academic records may be placed on hold for any of the following reasons:

- A financial obligation due to the Institute.
- Failure to return materials or school equipment; or
- Default on loans or lapse in payment schedule or outstanding balances.

Until the hold is removed, individuals will not be allowed to: • Restart school from a withdrawal status. If the student chooses to do so an appeal can be made to the Director in writing. The Director will notify the students in writing regarding the outcome of the appeal.

Student Records Transcript

A student can request an unofficial transcript at any time. A student will be issued one official transcript at the time of graduation. Transcripts issued to the student are marked "Official" and signed by the Director or Designee. A fee of \$10.00 will be charged for each additional transcript. Students may request an unofficial transcript with the word "Unofficial" stamped on the transcript. Third-party transcripts can only be released upon written request from the Third Party and only for the purposes of licensure, employment, or continuing education. The transcript will be released directly to the third party and not to the student. No transcript can be released if there is a remaining outstanding balance, or the Director gives approval.

Student Health & Safety

Here at Pinnacle Institute, we know that going to Institute may be an exciting time. It is an opportunity for students to gain new knowledge and experiences, both inside and outside the classroom. Working together, we can take steps to ensure a safe and healthy Institute experience for all.

Getting vaccinated is a safe and effective way to stay healthy. The back-to-school season is also a great time to make sure that all recommended vaccinations are up to date. Please see the vaccination recommendations in the Immunization/Vaccination Recommendations section for guidance. You can also use the CDC Vaccination Tool found at <https://www2.cdc.gov/nip/adultimmsched/> to learn about recommended vaccinations for adults based on age, health condition, jobs, and other factors.

Students who cannot afford safe and stable housing, and those who may have trouble accessing enough healthy food options, can contact campus administrators and campus resource offices for assistance and help with locating housing and food security resources. There are binders available in administrative offices as well as classrooms. Please see any employee for assistance.

We know that Institute life can be a stressful time for many students and families. Addressing mental health is an important part of overall health and well-being and includes managing emotional, psychological, and social well-being. Women are twice as likely to suffer from depression than men. As concerns grow regarding the mental health of Institute students and its impacts on quality of life and academic success, it is important for students to take care of their well-being.

A few ways for students to manage stress are to exercise regularly and get enough sleep (7 or more hours per night), connect socially, and take time for relaxation and self-care. If depression lasts for a long time, it can interfere with normal everyday functioning. Seek help from a medical or mental health professional if depressed or experiencing distress. For people adversely affected by COVID-19-related stress, grief, and loss, <https://www.cdc.gov/howrightnow/index.html> is a tool that can help with providing tips and resources to strengthen emotional well-being and resiliency.

Institute aged women report more suicidal thoughts than Institute aged men. Suicide is rarely caused by a single circumstance or event. Instead, a range of factors at the individual, relationship, community, and societal levels can increase risk. Are you or someone you know thinking about suicide, going through a hard time, or do you need someone to talk to? Dial **988** to reach a 24-hour crisis center or use **911** in the event of an emergency. 988 is the Suicide and Crisis Lifeline, which provides free, confidential emotional support to people in suicidal crisis or emotional distress.

According to the CDC Adults need at least 2 hours and 30 minutes of moderate intensity physical activity each week. Getting physical activity can be a challenge and may require some planning. Physical activity has many health benefits. For example, physical activity reduces blood pressure and anxiety and helps with better sleep. It can also help to improve the mood.

Good menstrual hygiene practice is essential, yet many menstruators struggle each month to afford menstrual hygiene products and may not be able to manage their monthly cycles in a dignified way. Lack of access to affordable feminine hygiene products may cause women to choose between food or period products each month. Check with the campus student affairs office to find out what menstrual health and hygiene resources may be available. Students can also visit <https://www.betteryouknow.org/i-want-to-know-for-women> to take the bleeding disorder risk assessment to better understand any bleeding symptoms.

Institute may offer both challenges and opportunities for women with disabilities. About 36 million women in the U.S. are living with a disability, a condition of the body or mind that makes it more difficult to do certain activities and interact with the world around them. Campus support services are available for students with disabilities to access resources and services they may need.

Several safe and highly effective methods are available to prevent pregnancy. Women can select from a range of FDA-approved contraceptive methods that best fit their needs. Not all contraceptive methods protect against HIV and other STIs, so use of condoms with another modern method of contraception (i.e., oral contraceptive pill, contraceptive patch, contraceptive ring, intrauterine device [IUD]) should be considered. Make sure to speak with a health provider to select contraceptive methods that are right for you.

Binge drinking is defined as having four or more alcoholic drinks for women or five or more drinks for men per occasion. Binge drinking is a behavior that increases chances for risky sexual behavior,

unintended pregnancy, HIV and other sexually transmitted infections, car crashes, physical and sexual violence, and alcohol poisoning. Binge drinking is also associated with increased chances of developing a chronic disease, such as high blood pressure, stroke, heart disease, and liver disease, and different types of cancer, including breast cancer. Drinking less is better for your health and safety than drinking more. Excessive alcohol use poses unique health and safety risks to women. The CDC Offers an assessment tool. Take a quick <https://www.cdc.gov/alcohol/CheckYourDrinking> to anonymously check your drinking, identify barriers and motivators for drinking less, and print or save a personalized change plan.

If cigarette smoking continues at the current rate among youth in the U.S., 5.6 million of today's Americans younger than 18 will die early from a smoking-related illness. Smoking harms every organ of the body, causing many diseases and affecting the health of people who smoke in general. Quitting smoking has immediate and long-term benefits. For free support in quitting smoking, dial **1-800-QUIT-NOW** (1-800-784-8669).

E-cigarettes cause significant health risks and are the most commonly used tobacco product among youth and young adults. Most e-cigarettes contain nicotine, an addictive chemical compound found in tobacco, which makes tobacco products hard to quit. Nicotine can harm the developing adolescent brain, specifically the parts that control attention and learning. The brain keeps developing until about age 25. You can get help in quitting tobacco and vaping products by calling **1-800-QUIT-NOW** (1-800-784-8669) for free support.

Opioids are a class of drugs used to reduce pain. Opioid use disorder (OUD), sometimes referred to as "opioid abuse or dependence" or "opioid addiction," is a problematic pattern of opioid use that causes impairment or distress. Stigma or the fear of stigma may stop someone from sharing their health condition with their partner, friends, or family members. If you or someone close to you needs help for a substance, use disorder, talk to a healthcare provider, call SAMHSA's National Helpline at **1-800-662-HELP** (4357).

Although New Mexico regulates cannabis within the state, federal law restricts marijuana possession, sale, and trafficking through the Controlled Substance Act. Cannabis continues to be a Schedule I drug according to the United States Drug Enforcement Agency.

Since cannabis continues to be listed as a Schedule I drug by the federal government, its presence in any form on campus would also be a violation of the Drug-Free Schools and Communities Act, which bans illegal drugs on Institute campuses and public schools. Violation of the Drug-Free Schools and Communities Act could put the Institute at risk of obtaining, maintaining and potentially losing federal funding. Students are subject to appropriate disciplinary procedures and sanctions if found committing, or attempting to commit, acts of misconduct. This includes illegal use, possession, or distribution of any controlled substance, illegal drugs, or alcohol.

Students who have a substance dependency problem is strongly encouraged to obtain counseling and treatment. Anyone seeking additional information about health problems and treatment related to

alcohol and drug problems can contact the Director or Compliance Department. Requests for assistance will be held in complete confidentiality and will be provided on a need-to-know basis only.

A student suspected of the possession, sale, manufacture, use, or distribution of a controlled substance, may be suspended from the student's program of study during the investigation and may become ineligible for continued participation in the Higher Education Act (HEA), Title IV Student Assistance Programs. If convicted, the student's relationship with Pinnacle Institute will be terminated, and the student may lose the ability to participate in the NMHEA, Pinnacle Institute Partnership Programs, or Title IV Student Assistance Programs. A student who violates any provision of this policy shall be subject to appropriate disciplinary action to include dismissal from the Institute. A student who is dismissed is not eligible for readmission. In addition, any student or who violates the standards of conduct as set forth in this policy may be subject to referral for prosecution.

Sexual violence refers to sexual activity when consent is not obtained or not given freely, and it is occurring on Institute campuses and in communities across the U.S. Over half of women have experienced sexual violence involving physical contact during their lifetimes. Women and racial and ethnic minority groups experience a higher burden of sexual violence. For example, more than 2 in 5 non-Hispanic Multiracial women and non-Hispanic American Indian or Alaska Native women were raped in their lifetime.

People with disabilities have an increased risk of experiencing sexual violence and intimate partner violence compared to people without a disability. Women with a disability are more likely than women without a disability to report experiencing rape, sexual violence other than rape, physical violence, stalking, psychological aggression, and control of reproductive or sexual health by an intimate partner.

Sex trafficking is a type of human trafficking and is a form of modern-day slavery. Sex trafficking involves the use of force, fraud, or coercion to make an adult engage in commercial sex acts. Learn how to recognize the signs of human trafficking by visiting <https://humantraffickinghotline.org/>.

If you or someone you know is being trafficked, contact the <http://www.traffickingresourcecenter.org/type-trafficking/sex-trafficking>. Dial **1-888-373-7888** (TTY: 711) or Text 233733.

Students should know their rights and seek help immediately if they or someone they know is the victim of violence. Contact the campus administration or police if your or someone else's safety is threatened.

Firearms & Weapons

Pinnacle Institute acts within full compliance of New Mexico State laws and regulations, including NMSA 1978, § 30-7-2.4, which prohibits (with some exceptions) the carrying of firearms on Institute or community Institute premises. This policy applies to all Students, Visitors, Employees in any Pinnacle Institute Building or event. The only exceptions are Law Enforcement officers acting within the scope of their duty, Security personnel with proper license or a person older than the age of 19 in possession of a firearm or weapon in a private automobile or other private means of conveyance, for lawful protection of person and property, provided that the firearm or weapon is secured in a locked vehicle and is out of sight to passersby.

Under authority and acts NMSA 1978, § 30-7-2.4 NMSA 1978, § 30-7-2.4(B).

Staff will, in accordance with NMSA 1978, § 30-7-2.4(8), clearly post notices on the campus stating that it is unlawful to carry weapons or firearms on premises.

All persons found to be in violation of this policy are subject to disciplinary action. Such action is to be consistent in type, severity, and duration with Institute practice in dealing with all policy violations.

1. If the violator is a student, responsibility for determining disciplinary action resides with the Director.
2. If the violator is an employee, the Director or Designee of Human Resources will determine disciplinary action.
3. If the violator is a visitor to campus, responsibility for determining disciplinary action resides with the Director.
4. A student, visitor, or employee failing to report knowledge of a weapon in the possession of another individual on campus or of the conduct prohibited in this policy shall be considered an accessory and shall be subject to the same discipline as the primary offender.

Persons found to be in violation of the above policy may also be subject to criminal liability under NMSA 1978, § 30-7-2.4.

Pregnancy & Parenting

Title IX of the Education Amendments of 1972 ("Title IX"), 20 U.S.C. §1681 *et seq.*, is a Federal civil rights law that prohibits discrimination based on sex—including pregnancy and parental status—in educational programs and activities.

All public and private schools, school districts, Institutes, and universities receiving any Federal funds ("schools") must comply with Title IX.

Classes and School Activities – Pinnacle Institute MUST:

- Allow you to continue participating in classes and extracurricular activities even though you are pregnant. This means that you can still participate in advanced placement and honors classes, school clubs, sports, honor societies, student leadership opportunities, and other activities, like after-school programs operated at the school.

- Allow you to choose whether you want to participate in special instructional programs or classes for pregnant students. You can participate if you want to, but your school cannot pressure you to do so. The alternative program must provide the same types of academic, extracurricular and enrichment opportunities as your school's regular program.
- Allow you to participate in classes and extracurricular activities even though you are pregnant and not require you to submit a doctor's note unless your school requires a doctor's note from all students who have a physical or emotional condition requiring treatment by a doctor. Your school also must not require a doctor's note from you after you have been hospitalized for childbirth unless it requires a doctor's note from all students who have been hospitalized for other conditions.
- Provide you with reasonable adjustments, like a larger desk, elevator access, or allowing you to make frequent trips to the restroom, when necessary, because of your pregnancy.

Excused Absences and Medical Leave – Pinnacle Institute MUST:

- Excuse absences due to pregnancy or childbirth for as long as your doctor says it is necessary.
- Allow you to return to the same academic and extracurricular status as before your medical leave began, which should include giving you the opportunity to make up any work missed while you were out.
- Ensure that teachers understand the Title IX requirements related to excused absences/medical leave. Your teacher may not refuse to allow you to submit work after a deadline you missed because of pregnancy or childbirth. If your teacher's grading is based in part on class participation or attendance and you missed class because of pregnancy or childbirth, you should be allowed to make up the participation or attendance credits you did not have the chance to earn.
- Provide pregnant students with the same special services it provides to students with temporary medical conditions. This includes homebound instruction/at-home tutoring/independent study.

Harassment – Pinnacle Institute MUST:

- Protect you from harassment based on sex, including harassment because of pregnancy or related conditions. Comments that could constitute prohibited harassment include making sexual comments or jokes about your pregnancy, calling you sexually charged names, spreading rumors about your sexual activity, and making sexual propositions or gestures, if the comments are sufficiently serious that it interferes with your ability to benefit from or participate in your school's program.

Policies and Procedures – Pinnacle Institute MUST:

- Have and distribute a policy against sex discrimination. It is recommended that the policy make clear that prohibited sex discrimination covers discrimination against pregnant and parenting students.
- Adopt and publish grievance procedures for students to file complaints of sex discrimination, including discrimination related to pregnancy or parental status.
- Identify at least one employee in the school or school district to carry out its responsibilities under Title IX (sometimes called a “Title IX Coordinator”) and notify all students and employees of the name, title, and contact information of its Title IX Coordinator. These responsibilities include overseeing complaints of discrimination against pregnant and parenting students.

Helpful Tips for Pregnant and Parenting Students:

- Ask Pinnacle Institute for help—meet with your school’s Title IX Coordinator or counselor regarding what your school can do to support you in continuing your education.
- Keep notes about your pregnancy-related absences, any instances of harassment and your interactions with school officials about your pregnancy, and immediately report problems to your school’s Title IX Coordinator, counselor, or other staff.
- If you feel Pinnacle Institute is discriminating against you because you are pregnant or parenting, you may file a complaint:
 - Using our school’s internal Title IX grievance procedures.
 - With the U.S. Department of Education, Office for Civil Rights (OCR), even if you have not filed a complaint with your school. If you file with OCR, make sure you do so within 180 days of when the discrimination took place.
 - In court, even if you have not filed a complaint with your school or with OCR.
- Contact OCR if you have any questions. We are here to help make sure all students, including pregnant and parenting students, have equal educational opportunities.

Title IX and Sex Discrimination Policy: Notice of Non-Discrimination

Pinnacle Institute prohibits unlawful discrimination, including any form of harassment and/or retaliation, on the basis of age, disability, national origin, race, color, religion, sex, pregnancy, veteran status, or any other classification protected by applicable law, in its employment, admissions policies, educational programs, or activities. This policy also complies with the Title IX requirements related to non-discrimination.

- Complainant means an individual who is alleged to be the victim of conduct that could constitute harassment or discrimination based on a protected class; or retaliation for engaging in a protected activity.
- Day means a business day when the Institute is in normal operation.
- Education program or activity means locations, events, or circumstances where Pinnacle Institute exercises substantial control over both the Respondent and the context in which the sexual harassment or discrimination occurs and includes any building owned or controlled by a student organization that is officially recognized by the Institute.
- Formal Grievance Process means either the Title IX Hearing Process or a formal hearing board process created internally.
- Hearing Board/Decision-Maker(s) refers to those who have decision-making and sanctioning authority within the Institute's Formal Grievance process.
- Notice means that an employee, student, or third-party informs the Title IX Coordinator of the alleged occurrence of harassing, discriminatory, and/or retaliatory conduct.
- Parties include the Complainant(s) and Respondent(s), collectively.
- Remedies are post-finding actions directed to the Complainant and/or the community as mechanisms to address safety, prevent recurrence, and restore access to the Institute's educational program.
- Respondent means an individual who has been reported to be the perpetrator of conduct that could constitute harassment or discrimination based on a protected class; or retaliation for engaging in a protected activity.
- Resolution means the result of an informal or Formal Grievance Process.
- Sanction means a consequence imposed by the Institute on a Respondent who is found to have violated this policy.
- Sexual Harassment is the umbrella category including the offenses of sexual harassment, sexual assault, stalking, and dating violence and domestic violence.

Title IX Coordinator is the official designated by Pinnacle Institute to ensure compliance with Title IX and the University's Title IX program. References to the Coordinator throughout this policy may also encompass a designee of the coordinator for specific tasks.

- Title IX Pool refers to the Title IX Coordinator, any Deputy or Assistant Deputy Coordinators, investigators, hearing board chairs, and any member of the Hearing Board Committee.

Pinnacle Institute adheres to all federal and state civil rights laws and regulations prohibiting discrimination in private institutions of higher education. This policy covers nondiscrimination in both employment and access to educational opportunities. Sometimes, discrimination involves exclusion from activities, such as admission, athletics, or employment. Other times, discrimination takes the form of harassment or, in the case of sex-based discrimination, can encompass not accommodating pregnancy and pregnancy-related conditions, sexual harassment, sexual assault, stalking, sexual exploitation, dating

violence or domestic violence. Therefore, any member of the Institute's community whose acts deny, deprive, or limit the educational or employment or residential and/or social access, benefits, and/or opportunities of any member of the Institute's community, guest, or visitor because of that person's actual or perceived membership in the protected classes listed above is in violation of the Institute's Title IX and Non-Discrimination Policy. When brought to the attention of the Institute, any such discrimination will be promptly and fairly addressed and remedied according to the appropriate grievance process described below. The Title IX Hearing Process procedures apply only to qualifying allegations of sexual harassment (including sexual assault, dating violence, domestic violence, and stalking, as defined above) involving students, staff, administrator, or faculty members. Complaints of other protected class harassment or discrimination are resolved through the Title IX Hearing Process, or a formal hearing board process created internally. Title IX Hearing Process or a formal hearing board process can also apply to sexual harassment (including sexual assault, dating violence, domestic violence, and stalking, as defined above) when jurisdiction does not fall within the Title IX Hearing Process, as determined by the Title IX Coordinator. Title IX Coordinator Complaints or notice of alleged policy violations, or inquiries about or concerns regarding this policy and procedures, may be made internally to:

Title IX and Section 504 Coordinator

Dr. Himesh Lakhani

Institutional Compliance Officer

Himeshl.pinnacle@gmail.com

101 N. Alameda

Suite D

Las Cruces, NM 88005

Service Animals

Service animals are permitted on campus. Service animals are defined by the American Disabilities Act (ADA) as "animals that are individually trained to do work or perform tasks for people with disabilities." Please see the ADA Requirements and Service Animal Act, 28-11-1.1 NMSA 1978 regarding services animals. Therapeutic animals are not considered to be service animals and are not permitted on campus.

Informed Consent

Informed consent is a person's voluntary agreement, based upon adequate knowledge and understanding of relevant information, to participate in research or to undergo a diagnostic, therapeutic, or preventive procedure. In giving informed consent, subjects may not waive or appear to waive any of their legal rights or release or appear to release the investigator, the sponsor, the institution, or agents thereof from liability for negligence. All students will be asked to sign this at time of enrollment.

Fraternization/Consensual Relationships

Consensual sexual conduct between Pinnacle Institute employees and students or prospective students is prohibited due to the unequal power inherent in their interactions. Certain exceptions to this prohibition may apply to unique situations, including employees and students who are spouses; employees and students who may have already been involved in a sexual relationship prior to the time they were hired or became a student. The Institute reserves the right to impose any level of sanction, ranging from a reprimand up to and including suspension or expulsion/termination, for any offense under this policy.

To further elaborate on this policy, it should be noted that the following applies. As an educational establishment Pinnacle Institute is committed to maintaining an environment, in which its faculty members, students, administrators, and staff members are safe, can be trusted and count on others to be trustworthy, and receive and extend to others respect as human persons. Indeed, mutual respect among faculty members, students and administrators is essential in the educational process and be treated so that this principle is not compromised.

Because of the commitment to maintaining an environment that supports our educational goals Pinnacle Institute prohibits romantic, sexual, and exploitative relationships between Institute employees and students. If any such relationship is reported and confirmed, the employee is subject to employee disciplinary procedures up to and including termination in the case of staff employees, or dismissal for cause in the case of faculty members. Please contact Human Resources or the Director with any questions regarding this policy.

All Pinnacle employees are, or can appear to be, in a position to exercise power or authority, directly or indirectly, over students, whether an individual student is enrolled in their classes, is subject to their direct supervision, or has some form of business to transact with offices at the Institute. Many students are at a stage in their development when they may be particularly vulnerable to the influence of employees who are in positions where they can affect the terms and conditions of a student's standing at the Institute.

Even if a student consents to a romantic relationship with a Pinnacle employee, the existence of such a relationship could have unintended adverse effects on both the student and the educational environment of the Institute. In some cases, such a relationship can end unhappily or become problematic, resulting in charges of sexual harassment, and even physical or psychological abuse.

Some circumstances in which employees work with students can have the potential for the exploitation of students. For example, a work-study student might be asked to perform services that go beyond the terms and conditions of the work-study assignment, e.g., childcare, or personal business transactions. In such cases, it must be clear that the student may decline such personal invitations without any adverse consequences. It may be that a work-study student will respond to an invitation to provide personal assistance, but this relationship must be one in which the student volunteers, is offered and accepts a fair wage for services, and one which bears no relationship to the continuation of or the evaluation of the work-study assignment.

Student Code of Conduct – General Policies and Regulations

Students are expected to conduct themselves in a responsible manner both on and off campus and to maintain a high standard of moral conduct. Students are expected to manifest attributes required of good citizens, both within and outside the boundaries of the institute. It is understood that students who enroll at Pinnacle Institute will assume the responsibilities involved by adhering to the regulations.

Dress Code

Students are preparing for careers and should develop the habit of wearing appropriate attire. Students are required to wear the designated school uniform in class and on externship experience unless directed otherwise. Externship sites may require students to wear white shoes. Students are responsible for meeting dress code requirements for the site.

Conduct that violates student rights and freedoms and is subject to disciplinary action includes, but is not limited to:

1. Academic Misconduct: Plagiarizing, cheating, or committing any other form of academic misconduct including, but not limited to, unauthorized collaboration, falsification of information, and/or helping someone else violate reasonable standards for academic behavior. Students who engage in any type of academic dishonesty are subject to both academic consequences as determined by the instructor and to disciplinary action as outlined in the Pinnacle Institute disciplinary procedures.
2. Disruptive Behavior: Engaging in any disruptive behavior that negatively affects or impedes teaching or learning (regardless of mode of delivery or class setting); or disrupts the general operation of the Institute.
3. Deceitful Acts: Engaging in deceitful acts, including, but not limited to: forgery, falsification, alteration, misrepresentation, non-disclosure, or misuse of documents, records, identification and/or educational materials.
4. Conduct that is Detrimental to Institute or to Safety: Conduct that is deemed detrimental, harmful and/or damaging to the Institute and/or that jeopardizes the safety of others as determined by the Vice President of Student Services. Examples include, but are not limited to, slamming doors, throwing chairs, and/or defacing of Institute property, or property of others.
5. Physical/Non-physical Abuse:
 - Physical abuse or conduct that threatens or endangers another person's health or safety.
 - Non-physical abuse, threats, intimidation, coercion, influence, or any unwelcome conduct in any form that is sufficiently severe, pervasive, or persistent that it alters the conditions of the learning environment or employment.
 - Knowingly falsifying, publishing, or distributing, in any form, material that tends to impeach the honesty, integrity, virtue or reputation of another person.

6. Harassment and/or Discrimination: Discrimination or harassment on the basis of sex/gender, race, color, age, creed, national or ethnic origin, physical or mental disability, veteran status, pregnancy status, religion, or sexual orientation.
7. Sexual Misconduct: Sexual misconduct offenses include, but are not limited to sexual harassment, non-consensual sexual contact (or attempts to commit same), Non-Consensual Sexual Intercourse (or attempts to commit same), and/or Sexual Exploitation
8. Weapons: Possession or distribution of any unauthorized firearms, ammunition, explosives, fireworks and/or other dangerous weapons (or chemicals/flammable liquids) or use/threat of use of any instrument (including, but not limited to paint ball guns, pellet guns, air soft guns, bow and arrows, knives) as a weapon to intimidate, harass, or cause harm to others.
9. Narcotics/Alcohol: Use, being under the influence, manufacturing, possession, cultivating, distribution, purchase, or sale of alcohol and/or drugs (illegal and/or dangerous or controlled substance) and/or alcohol/drug paraphernalia while on Institute owned or Institute controlled property, and/or at any function authorized or supervised by the Institute and/or in state owned or leased vehicles. Note: Although possession and use of marijuana consistent with the requirements of the New Mexico Constitution is no longer a crime in the State of New Mexico, the possession and use of marijuana remains illegal under federal law. Consistent with federal law, including the Controlled Substances Act and the Drug Free Schools and Communities Act, the use and/or possession of marijuana continues to be prohibited while a student is on Institute owned or Institute controlled property, and/or any function authorized or supervised by the Institute and/or in state owned or leased vehicles.
10. Dress Code: Dress or personal hygiene that fails to meet the established safety or health standards of specific classes or activities offered by the Institute.
11. Leaving Children Unattended: Leaving children unattended or unsupervised in campus buildings or on campus grounds unless enrolled or participating in authorized campus activities.
12. Violation of Laws, Directives, and Signage: Violating any municipal, county, state or federal law that adversely impacts the conditions of the educational or employment environment. Violations of Institute traffic and parking rules, regulations, or signage. Damage to or falsely use fire alarms and/or fire extinguishers. Creating an intentional obstruction that unreasonably interferes with freedom of movement, either pedestrian or vehicular. This includes but is not limited to leading or inciting to disrupt Institute activities. Failure to comply with the lawful directives of Institute employees acting within the scope of their duties, including those directives issued by an Institute administrator to ensure the safety and well-being of others. Violations of Institute policies, protocols, procedures, or signage.
13. Illegal Gambling: Participation in illegal gambling activities on Institute owned or Institute controlled property, and/or any function authorized or supervised by the Institute and/or in state owned or leased vehicles.
14. Unauthorized Entry and/or Unauthorized Possession: Entry into, or use of any building, room, or other Institute-owned or Institute-controlled property, grounds, or activities without authorized approval. This also includes, but is not limited to the unauthorized possession,

duplication or use of Institute keys, lock combinations, access codes, and access cards and/or credentials and/or propping open or tampering with doors/windows.

15. Unacceptable Use of Institute Equipment, Network or System: Unacceptable uses of any Institute-owned or operated equipment, network or system including, but not limited to: knowingly spreading computer viruses; reposting personal communications without author's consent; copying protected materials; using the network for financial or personal gain, commercial activity, or illegal activity; accessing the network using another individual's account; unauthorized downloading/uploading software and/or digital video or music; downloading/uploading, viewing or displaying pornographic content, or any other attempt to compromise network integrity.

16. Unauthorized Pets/Animals: Possession of any unauthorized pet or animal, excluding trained service and/or assistance animals, while on Institute-owned or Institute-controlled property.

17. Tampering with Student Organization, Election, or Vote: Tampering with the process of any Institute recognized student organization, election, or vote.

18. Group or Organization Conduct: Students who are members of an Institute recognized student organization or group and commit a violation of Student Code of Conduct may be accountable both as an individual and as a member of the student organization.

19. Abuse of the Student Disciplinary and/or Grievance Procedure: Abuse of the Student Disciplinary and/or Grievance Procedure includes, but is not limited to the following:

- Disruption or interference with the orderly conduct of the student disciplinary / grievance procedure.
- Falsification, distortion, or misrepresentation, or knowingly pursuing malicious, frivolous, or fraudulent charges.
- Attempting to discourage an individual's proper participation in, or use of, the student disciplinary / grievance procedure.
- Attempting to influence the impartiality of a participant and/or the student disciplinary / grievance procedure. • Harassment (verbal or physical) and/or intimidation of a participant in the student disciplinary / grievance procedure.
- Failure to comply with directives and/or sanctions imposed under student disciplinary / grievance procedure.
- Influencing or attempting to influence another person to commit an abuse of the student disciplinary / grievance procedure.
- Engaging in retaliatory acts in any form against any person or person(s) involved in the student disciplinary / grievance procedure.

20. Unauthorized Entry into Institute Events: Entering or attempting to enter any Institute-sponsored activity without proper credentials for admission.

Please note: In most circumstances, Institute will treat attempts to commit code of conduct violations as if those attempts had been completed. Violations of the above may result in, but are not limited to, fines, restitution, community service, and/or disciplinary procedures.

Disciplinary Action Disciplinary action may involve one or a combination of the following alternatives:

WARNING - A notice served upon the student advising him/her that he/she is violating or has violated Institute regulations.

PROBATION - After a finding of violation of the Code of Conduct, restriction of student's privileges for a designated period of time including the probability of more severe disciplinary sanctions if the student is found to be violating any Institute regulations during the probationary period.

OTHER DISCIPLINARY Sanctions - Fines, restitution, denial of privileges, assignment to perform services for the benefit of the Institute or community; or other sanction that does not result in the student being denied the right of attending classes.

INSTITUTE SUSPENSION OR EXPULSION - An involuntary separation of the student from the Institute for misconduct not based on academic performance for a specified period of time. While a student is suspended, he or she is not eligible for admission or re- Once the suspension is lifted the student is eligible for admission or re-admission.

INSTITUTE SUSPENSION OR EXPULSION Examples of suspension include but are not limited to the following: the Institute, a department or program, a class, residence hall, use of an Institute facility or an activity. Students may be suspended from one class period by the responsible faculty member or adjunct instructor. Longer suspensions can only be implemented by Director or designee in accordance with this procedure. Expulsion is an indefinite separation from the Institute. The student is not eligible for admission or re-admission.

In exceptional cases where a student wants to be considered for admission or re-admission after an expulsion has been implemented, the student bears the burden to prove the behavior that resulted in the expulsion has been resolved. It is within the Institute's discretion to admit or deny the student.

INTERIM SUSPENSION - An immediate action taken by the Director to ensure the safety and well-being of members of the Institute community; preservation of Institute property; or if the student poses a definite threat of disruption or interference to others or the normal operations of the Institute. In the event of an interim suspension, the hearing before the director or designee shall occur as soon as possible following the interim suspension. If the Institute issues a permanent sanction, the student shall be afforded appeal rights. If the Institute does not implement a permanent sanction, the interim suspension will be removed from the student's record.

Student Dress Code

A student's personal appearance must always be appropriate when the student is in school uniform. The general requirements are as follows:

- Uniforms may vary by program.
- Uniforms or scrubs must be clean, wrinkle-free, and well-fitted. Pants and dresses must be proper length.
- No outerwear is permitted in the classroom except for a lab coat or sweater as established by school/ program standards.
- Shoes must be closed-toed, and closed heels. Students must keep their shoes clean and polished.
- Underclothing is to be worn while in uniform. Undergarments must not be visible.
- Underclothing must be removed in the lab if it becomes a safety hazard.
- Hair must be of a natural hue, neatly combed, clean, and pulled away from the face, so that it does not hang in the face when bending over during lab/clinical activities. No head covers, including beads or jewels interwoven into the hair are to be worn. All religious head covers must be approved by the Director.
- Fingernails must be kept short, clean, and neatly manicured. No polish, acrylic nails, overlays, or any synthetic enhancements to the natural nails.
- Proper daily hygiene, including the use of antiperspirant and mouthwash, is essential because students work very closely with others.
- Many healthcare facilities mandate coverages of tattoos, and students may be asked to leave a clinical or externship site if tattoos are visible. To ensure we are preparing you for the work environment of your chosen field, Pinnacle requires that students make a reasonable attempt to cover all tattoos.

Professionalism Policy

The Institute expects all faculty, staff, and students to be professional in their interactions with each other and clients, and to exhibit caring and compassionate attitudes. These, and other qualities will be evaluated during patient contacts and in other relevant settings by both faculty and peers. The behavior of a student's reflects on the individual's ability to become a competent clinical, researcher or administrator.

Attitudes or behaviors inconsistent with compassionate care; refusal by, or inability of, the individual to participate constructively in learning or patient care; derogatory attitudes or inappropriate behaviors directed at patients, peers, faculty or staff; misuse of written or electronic patient records (e.g.,

accession of patient information without valid reason); substance abuse; failure to disclose pertinent information on a criminal background check; or other unprofessional conduct can be grounds for dismissal.

Students, upon and prior to graduation, will be able to:

- Discuss and apply ethical standards of practice.
- Demonstrate humanistic and patient-centered care including respect, empathy, and compassion in their role as the patient's advocate.
- Demonstrate strength of character and integrity including honesty, altruism, accountability, humility, and moral courage
- Employ measures to balance clinical responsibilities with personal societal responsibilities.
- Strive for excellence in all professional endeavors.
- Consistently demonstrate the attitudes, values, and behaviors expected of one who thinks, acts, and will be a clinician in their respective fields.

Classroom, Lab, and Student Commons Area Etiquette

- Take notes while your professor is lecturing.
- Arrive at class on time.
- If possible, arrive a few minutes early to find a good seat and get settled.
- During the first few weeks of each semester, set aside some extra time to find your classes.
- Read the material before class.
- If you find yourself with limited time, at the very least, skim the reading.
- Professors know when a student has not done the reading.
- Ask questions when something does not make sense.
- If you do not want to ask during the lecture, see your professor after class or in office hours. You can always email your professor.
- If you are expecting a call during class time, inform your professor.
- Professors usually understanding of different situations, and if you let them know ahead of time, they may let you leave the room for a few minutes to answer the call.
- If you are going to miss a class, tell your professor ahead of time.
- If you do miss a class, ask a classmate for a copy of their notes, or ask them for details of what you missed.
- Do not talk while your professor is lecturing or when other students are called on to speak.

- Do not sleep in class.
- Professors are good at seeing everything from the front of the room.
- Rest well outside of class.
- Do not use your phone.
- Turn your phone off in class, or at the very least turn the ringer completely off and put your phone away.
- Professors may penalize your grades if they notice you are using your phone in class.
- Do not use social media on your laptop or any device while in the class. Not only will you distract yourself, but you will also distract your peers.
- Do not leave class early unless you have asked for permission first.
- If you know you must leave early, let your professor know before class, or send him or her an email ahead of time if you know in advance that you will have to leave early.
- Do not be afraid to ask your professor about any questions you may have.
- Students are expected to refrain from being disruptive or disturbing others in the lab. Disruptive behavior includes but is not limited to loud conversation, loud music on headphones, and cell phone use. If your behavior is disruptive, you will be asked to stop. If your behavior continues, you will be asked to leave, and the incident will be referred to Student Conduct.
- Cell phones must be silenced or placed on vibrate while in the lab. If you need to make a call, please leave the lab.

Classroom Supplies & Equipment

While Pinnacle Institute makes every effort to ensure we have the most current and up to date supplies and equipment and meet the demands of the program and the employers. Below is a comprehensive list of items we have readily available. Items that are disposed of are stocked on a regular basis through our vendors and logistical partners.

Classroom/Lab Equipment and Supplies

- Tables and chairs
- White Boards
- Corkboards
- LCD projector
- Computers and Printers

- Appropriate posters, charts, and handout

Dental Assistant

- Laboratory Set-Ups
- Sterilizers
- Complete Dental Operatories
- X-Ray Machines/ X- Ray View boxes
- Typodonts for Dental Procedures
- Business Administration front office procedures area
- Instruments in Operatories for Proper Set-up with Separated Tray

Medical Assistant (please note that EKG and Phlebotomy courses will use some of this equipment)

- Anatomical Models
- Skeleton
- Weight/Height Scale
- Baby Scale
- Digital Thermometer
- Otoscope/Ophthalmoscope
- Blood Pressure Cuffs
- EKG Machine(s)
- Centrifuge
- Laboratory equipment for urine and blood testing/draws
- Examination tables
- Sterilization Units (Autoclaves)
- Disposable supplies commonly found in a doctor's office (syringes, biohazard boxes, etc.)
- Office Productivity Software
- Electronic Health Record Simulation
- Doctor's office exam room, including instrument cabinet, and instruments

Copyright Policy

U.S. copyright law (found in Title 17 of the U.S. Code) exists to foster creativity and spur the distribution of new and original works. It does this by protecting original works of authorship, including literary, dramatic, musical, artistic, and certain other intellectual works. This protection covers both published and unpublished works, regardless of the nationality or domicile of the author. The law grants copyright holders, such as publishers, writers, and other types of creators, the exclusive right to reproduce, perform, distribute, translate, and publicly display their original works. The law balances these rights with several exceptions and limitations, such as fair use. Simply stated, this means that unless the situation meets one of the exceptions outlined in the Copyright Act, users should get the copyright holder's explicit permission to lawfully reuse, reproduce, or redistribute a copyright-protected work—even if that takes place within the walls of one institution.

Physical ownership of an item such as a book, painting, manuscript, or electronic media is different from owning the copyright to the work embodied in that item. Why? Because the transfer of the physical copy does not transfer the copyright holder's rights to the work. This means that, if you obtain a physical copy of something like a book, you have not obtained the right to reproduce, publicly display, or perform it, or otherwise exercise one of the copyright owner's exclusive rights. Even including an attribution on a copy of a work that was copied by an individual (for example, putting the author's name on it) does not eliminate the need to obtain the copyright holder's consent for further uses that implicate one of the holder's exclusive rights.

To use copyrighted materials lawfully, you should get permission from the applicable copyright holder or a copyright licensing agent or confirm that the use is not subject to an exception or limitation like the first sale doctrine, mentioned below. When an organization is a licensee of one of Copyright Clearance Center annual copyright licenses, the legal or library team may be able to verify coverage.

Enacted in 2002, the **Technology, Education, and Copyright Harmonization (TEACH) Act** was the product of discussion and negotiation among academic institutions, publishers, library organizations, and Congress. It offered many improvements over previous regulations, specifically by amending sections 110(2) and 112(f) of the U.S. Copyright Act.

Although copyright law treats digital and non-digital copyright-protected works in a similar manner, special digital uses, such as online distance learning and learning management systems, require special attention. Some of the special copyright requirements of online distance learning are specifically addressed by the TEACH Act.

The TEACH Act facilitates and enables the performance and display of copyrighted materials for distance education by accredited, non-profit educational institutions (and some government entities) that meet the Act's qualifying requirements. Its primary purpose is to balance the needs of distance learners and educators with the rights of copyright holders. TEACH applies to distance education that includes the participation of any enrolled student, on or off campus.

The Digital Millennium Copyright Act (DMCA) was enacted into law in 1998 to amend U.S. copyright law to address some of the issues unique to copyright in the digital environment. In order to help copyright holders, protect their digital content while also encouraging online models, the updated law contains provisions providing internet service providers (ISPs) with a safe harbor against certain claims of

infringement if they implement a notice and takedown system, forbidding circumvention of digital protections, and protecting copyright management information.

The anti-circumvention provisions, included in Section 1201, prohibit the unauthorized circumvention of technological measures that control access to or restrict the use of a copyright-protected work. Such technological measures may involve a password or encryption; breaking the password or encryption is illegal unless there is a specific exception. There are several permanent exceptions, and the U.S. Copyright Office holds a triennial rulemaking, supervised by the Library of Congress, to issue additional exceptions.

The copyright management information provision, included in Section 1202, prohibits certain types of removal of information that identifies copyright ownership in a work. Copyright management information includes the title of a work, the name of the author or copyright holder and other identifying information. There is also a provision more generally known as the notice and takedown provision. Section 512 provides some safe harbors for ISPs that set up a notice and takedown system in which copyright owners can request infringing material be removed, subject to a counternotice by the alleged infringer. To take advantage of the safe harbor, an ISP must comply with all of Section 512's relevant requirements, which include, among other things, appointing a designated agent to receive reports of copyright infringement, registering the designated agent with the U.S. Copyright Office, developing an adequate notice and takedown process, complying with that process, and implementing policies for repeat infringers.

The unauthorized distribution of copyrighted materials, including unauthorized peer-to-peer file sharing, is against federal copyright laws. Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under Title 17 of the United States Code, Chapter 1, Section 106 of the Copyright Act. As a general matter, copyright infringement occurs when a copyrighted work is reproduced, distributed, performed, publicly displayed, or made into a derivative work without the permission of the copyright owner.

Violators of civil copyright infringement may be ordered to pay either actual damages or "statutory" damages as outlined in Title 17 of the United States Code, Chapter 5. For more information, see the U.S. Copyright Office website at www.copyright.gov, especially their FAQs at www.copyright.gov/help/faq.

Computer Usage Policy

The Institute provides computers, software, peripherals, and network services for use by Pinnacle Institute students, faculty, and staff to support academic and administrative functions. Personal use of these resources for other purposes is permitted when it does not consume a significant amount of these resources (to be determined by the network administrator), does not interfere with the performance of the user's job or other responsibilities, and is otherwise in compliance with this policy. These resources may not be used for personal commercial purposes or for personal financial or other gain. Further limits may be imposed upon personal use in accordance with normal supervisory procedures.

Inappropriate conduct that will not be tolerated includes, but is not limited to:

- Unauthorized access, alteration or destruction of another user's data, programs, electronic mail, or voice mail.
- Attempts to obtain unauthorized access to either local or remote computer systems or networks.
- Attempts to circumvent established security procedures or to obtain access privileges to which the user is not entitled.
- Obscene, offensive, threatening, harassing, or intimidating material entered into the computer and sent by electronic means.
- Intentional viewing of pictures of an erotic or sexual nature when such images can be viewed by others who are offended by them; and, mailing, printing, or copying obscene materials.
- Knowingly running, installing, or giving to another a program or data file which could be classified as or contain a computer virus, worm, or malware or spyware.
- Activities that embarrass, denigrate, or libel an individual or organization.
- Activities that imply Pinnacle Institute's endorsement of any commercial products other than those approved by the appropriate Director.

Pinnacle Institute recognizes an individual's rights to freedom of thought, inquiry, and expression specifically as they extend to the electronic information environment. Pinnacle Institute does not monitor, review, or endorse the creation of personal World Wide Web pages and is not responsible for their contents; the views and opinions expressed in such pages or in electronic mail are strictly those of the authors. The Institute cannot ensure the total privacy or security of electronic documents, including but not limited to that information transmitted by electronic mail. Accidental access or access to electronic documents by hackers must always be considered as a risk. Pinnacle Institute will take reasonable precautions to protect the privacy of electronic documents and will not endeavor to access user documents or messages except when necessary to:

- Comply with Institutional policies.
- Comply with local, New Mexico or federal laws.
- Protect the integrity of the Institute's information technology resources and/or the rights and property of the College.
- Allow the Institutes IT team to perform system administration activities.

Waiver When the restrictions of this policy interfere with the educational, research or service missions of the Institute, members of the Institute's community may request a written waiver. Requests for waivers should be directed to the Director via email at pinnacleida@gmail.com.

Social Media Policy

All Pinnacle Institute social media accounts must be approved and registered by the Director or Compliance Officer to avoid legal (including HIPAA, FERPA and NCAA compliance) and ethical issues, and to protect the institute's brand. Once registered, the social media accounts will be included in the institute's social media directory.

Creating a social media profile representing the institute and posting content without having the account approved and registered with the Director or Compliance is prohibited.

Social media applications, web sites, accounts, and services provide a powerful new tool set in educational technology. They also pose challenges to the protection of student privacy; to the ability to maintain respectful and professional associations with students; to the right of faculty and staff members to maintain personal privacy outside their employment; and to how the Institute measures its impact in the world of social media. They create a series of difficult to answer questions. Who exactly has responsibility when things go wrong? Who is protected by the Institute or the State when there are problems? How should the tools be used to present a message consistent with the Institute's mission?

In creating these guidelines, Pinnacle Institute provides a framework that will assist us in our decision-making processes and that will enable us to continue to use social media as desired and required for our academic and administrative needs. These guidelines do not require faculty or staff to use social media or abrogate program, division, or department guidelines to use or to refrain from using social media. Students, faculty members, and staff members who use social media as a part of the normal conduct of their classes or duties at Pinnacle Institute should be familiar with these guidelines.

Official Social Media Accounts: Although they may be officially recognized and duplicate official sources of communications, social media accounts are considered secondary resources and are NOT to be used for urgent, emergency, lockdown, and important weather information. Social media information should not contradict each other or any primary communications tools. Marketing and student support information should be echoed in all administrative social media accounts. **Official Recognition of Social Media Accounts** Only officially recognized social media accounts have the support of Institute's support personnel. Only officially recognized accounts that have been properly handled in accordance with these guidelines offer is protected. To be officially recognized, social media sites must meet all of the conditions below.

- Requests for official recognition should be forwarded to the Director.
- The site must be endorsed by Director and 1 other Campus Administrator
- The site must meet the branding and have a stated institutional or academic purpose.

Unofficial Social Media Accounts:

- Faculty, staff members, and students are free to create and use personal unofficial social media accounts to augment classroom pedagogy.
- Faculty may use personal social media accounts for class activities, but they remain diligent.
- Students may create personal sites, but they are unofficial and cannot have the Institute's name or logo or in any way be set up to look like an official site. The Institute reserves the right to

report and ask for the removal of any personal student account that falsely represents itself as official.

- Groups of students may collaborate on personal sites that are unofficial for classwork, but they must not represent the site as official. They must also adhere to academic integrity policies and classroom and program code of conduct and standards.
- Student clubs or other student groups can create official social media sites, but they must comply with the requirements of these guidelines.
- Unofficial sites, having no endorsement from the College, do NOT have the benefit of the support of the Institute or State of New Mexico against liability.

Academic Standards: Comprehensive Policy

Grading System

Letter Grade	Meaning	Quality Points Per Credit
A	Excellent	4.0
A-		3.7
B+		3.3
B	Good	3.0
B-		2.7
C+		2.3
C	Satisfactory	2.0
C-	Minimally	1.7
D+	passing	1.3
D		1.0
D-		0.7
F	Failure	0.0
I	Incomplete	none
P	Passing (D- or higher)	none
NR	Below pass/pass-No Record	none
AU	Audit	none
ADW*	Administrative Withdrawal	none
ADI*	Administrative Incomplete	none
W*	Withdrawal	none
WD	Withdrew from school	none

ADW (Administrative Withdrawal): This grade is submitted by an instructor when a student attended the course infrequently prior to the last date to withdraw, failed to comply with the required procedure for withdrawal, and did not attend at all after the last date to withdraw. This grade is noted on permanent record, but not calculated in grade point average.

ADI (Administrative Incomplete): This grade is submitted only in extraordinary circumstances when the instructor of record did not or could not turn in grades. A grade of ADI will be converted to a letter grade by the instructor of record as soon as conditions permit. When extreme circumstances, such as the death of a faculty member, make it impossible for him or her to convert the ADI, the Director or Faculty Member will make the conversion in consultation with the affected students and appropriate faculty.

W (Withdrawal): This grade is submitted when the student withdrew from class by the withdrawal deadline.

WD (Withdrew from school): This grade is submitted for all outstanding classes when a student withdraws from school.

Calculation of Grade Point Average

To compute a student's cumulative grade point average (GPA), numerical values are assigned to each letter grade as indicated above. Grades of I, P, NR, AU, ADW, ADI, W and WD are not used in grade point calculations. The sum of the grade points earned is divided by the number of GPA hours, resulting in the student's cumulative GPA.

The decision of an instructor to award a grade is presumed to be final. Grades submitted become a part of the student's permanent record. Under ordinary circumstances, no one else within the Institute has the right, or competence, to change an instructor's grades.

Students who believe they have been graded wrongly must immediately bring this to the attention of their instructors. Should disagreement ensue, students are best served by seeking counsel from their faculty leads or the Director/Director of Education who, if necessary, can act as intermediaries to seek resolution. As a last resort, disagreements may be appealed to the Compliance Officer.

The Pass/No Record option is not permitted in the student's major program except for externships. The student must file with the Registrar's Office the appropriate form indicating his/her desire to be graded P/NR during the first 3 days of the semester, Otherwise, the A-F system will be used, no exceptions.

Maintenance of Standards

Each student is expected to make satisfactory progress toward meeting certification requirements. Instructors teaching students are asked to identify, weekly at best, all who are having difficulty in their classes. This information is available to students, advisor, and Director to determine strategies for improvement.

All students who have a cumulative GPA below 2.0 are subject to having their academic records reviewed by the Director, who will determine appropriate action as indicated below. For purposes of record, students who are not under academic probation and have not been suspended or dismissed are defined as being in good academic standing.

Students who do not meet the general criteria for good standing will receive letters of warning, probation, or suspension. In viewing the records of students in academic difficulty, the Director normally uses specific guidelines in decision-making. These guidelines are available from faculty advisors, the Director or the Registrar's Office.

Suspended students who wish to reenter the Institute must follow the re-entry policy for readmission after they have complied with the conditions of their suspension. The Director and Faculty will determine if a student is academically eligible to return. Students must still apply and meet all requirements for readmission admissions section of this catalog.

Students who have been placed on probation or who are suspended may appeal their status to the Director. Appeals requests must be in writing, by the end of the course, prior to the start of the next one. Appeals will not normally be heard after the start of the semester.

The Director will hear each appeal, and the student must present his or her views. The student may be accompanied, if he or she chooses, by an advocate from within the Institute's community. The committee may confirm or change the student's academic status with such conditions as it deems appropriate. The student and parent(s), if appropriate, will be provided with written statements of the actions taken by the committee in regard to the student's appeal. Adverse decisions by the Director may be appealed, on procedural grounds only, to the Compliance Officer, who will review the matter and make a final determination.

Notification

Students placed on probation or who are suspended shall be notified in writing. In compliance with the Family Educational Rights and Privacy Act of 1974, parents may also be notified.

Email Policy

Pinnacle Institute uses emails as a means for official communication with students. As these communications may be time sensitive, the institute expects that such communications will be read in a timely fashion. The institute expects that students check their e-mail at least once per business day while enrolled. The institute will continue to use the email system as a means of official communications during breaks. Students are expected to check their email accounts during these breaks at least twice during the business week. Students who have their e-mail forwarded to a different email address bear the responsibility to ensure that important and time-sensitive communications are not lost.

Expected Student Academic Work per Credit

Workload expectations in this policy are an estimate of the amount of work needed for an average student to earn an average grade. Course grades are based on the quality of the work submitted, not on hours of effort. Workload expectations per credit do not vary with the method of delivery of the course or the length of the academic term.

Course Evaluation / Grading System

During the course, there will be 10 tests, 10 quizzes, 15 lab tests, Final Exam, Theories and Clinical Exams (Practical). Externship evaluation will also be included in the determination of the final grade. Exams not taken during scheduled times will be given a score of zero (0). The results of these tests will be grouped into five areas of achievement namely, Tests/ Quizzes, Lab Tests, Final Examination, Clinical Procedures, and Externship. Each of these areas are assigned weight factors of 30%, 10%, 20%, 30% and 10% consecutively for a total of 100%. The final grade is obtained by adding the results of the weight factors multiplied by each of the corresponding averages of the areas under consideration. Whatever total is obtained by this procedure is the final grade.

Policy on Satisfactory Academic Progress (SAP)

- a. Satisfactory progress is defined as maintaining an average grade of C, a GPA of 2.0, 70% or better, having no less than 2 absences per 13-week session, actively participating in group discussions, and being non-disruptive to other students.
- b. Grading period: Grades shall be tabulated on the 4th, 7th, and 9th weeks of class. The frequency of tabulation will take place every 3.5 weeks.
- c. There will be three progress evaluations. The first evaluation will be conducted after the 4th week of class, the second will occur after the 7th week and the third will be on the 9th week. Students who have attained a grade average of 70% or above, on the first evaluation, would attain satisfactory progress. Those who attained less than 70% will be counseled and advised to improve their grades. If no improvement has occurred on the second evaluation, the students will be placed on probation. They will be given two chances to be removed from probation by taking make-up tests on the failing subjects. The first make-up test will be given after the 7th week and if there is no improvement, another will be given after the 9th week. If a student still fails to bring his overall average to 70% after the two make-up tests, the student will be terminated.
- d. Terminated students can be re-admitted after one complete session. A session is defined as a full 13-week course period or based on the program previously enrolled in. See the class schedule.
- e. To remain in good academic standing and maintain financial aid eligibility, students must meet the following minimum Satisfactory Academic Progress (SAP) standards as measured at the end of each grading and/or payment period:
 1. Must maintain a minimum cumulative grade point average (CGPA) of 2.0.
 2. Must maintain a rate of progress (ROP) of 80% or greater.
 3. Must be able to complete the program within 150 percent of the program length (Maximum Time Frame [MTF]) for Title IV eligible students and programs.

Academic Definitions, Orientation, Procedures and Protocol

Cumulative Grade Point Average (CGPA)

CGPA measures the quality of the student's work by assigning quality points to each letter grade and weighing the course by the credit hours. Only courses with earned grades required in the student's program of study are included in the CGPA calculation. In the case of repeated coursework, only the most recent attempt is counted toward the CGPA.

Rate of Progress (ROP)

Students are required to maintain a satisfactory ROP toward successful completion of their program. ROP is defined as the credit hours completed divided by the credit hours attempted. All periods of the student's enrollment for the current program count when assessing progress, even periods in which the student did not receive Federal Student Aid (FSA) funds.

Maximum Time Frame (MTF)

Students must be able to successfully complete all the required course credit hours of their program within the Maximum Time Frame. To maintain SAP, the credit hours attempted cannot exceed one and one-half times (1.5) or 150 percent of the credit hours required to complete a program. SAP Evaluation Each program is broken down into grading periods and payment periods. At the end of each of these periods, the student's CGPA, ROP and MTF will be evaluated. The evaluation will ensure that all aspects of Satisfactory Academic Progress are met. A student failing to maintain the minimum standards of Satisfactory Academic Progress will be notified of such and will face administrative actions. These actions include being placed on Academic Warning, Academic Probation, or dismissal from the program at the end of a grading period. In addition, a student failing to maintain Satisfactory Academic Progress at the end of a payment period may be placed in a Financial Aid (FA) Warning status or Financial Aid Probation status, or the student may lose Federal Financial Aid eligibility altogether.

The outcome of SAP Evaluation is different depending on whether a student is enrolled in a Non-Term Program or a Term Based Program.

Non-Term Based Programs

Academic Warning A student not meeting all aspects of Satisfactory Academic Progress (CGPA, ROP and MTF) at the end of a grading period will be placed on Academic Warning. The school will advise the student of his or her status immediately upon completion of the SAP evaluation, and, in cooperation with campus academic leadership, the student will be required to complete an Academic Success Plan (ASP). The student will remain in Academic Warning status until; a.) the student's SAP is evaluated at the end of the upcoming grading period, is met, and the student is returned to good academic standing and Active status; or b.) the student does not meet the requirements agreed to in the Academic Success Plan created at the beginning of the grading period whereupon the student will be notified of pending dismissal from the program. A student may appeal pending dismissal in writing to the Director/Director of Education within

72 hours of notification. A student who does not file an appeal or for whom an appeal is not granted will be academically dismissed. A student submitting a successful appeal will be placed in Academic Probation status.

Academic Probation A student notified of pending dismissal who submits a successful SAP Appeal will be placed in Academic Probation status. A student on Academic Probation who fails to meet the requirements of the Academic Success Plan created at the beginning of the Academic Probation grading period will be dismissed.

Term Based Programs

Academic Warning

A student not meeting all aspects of Satisfactory Academic Progress (CGPA, ROP and MTF) at the end of a grading period will be placed on Academic Warning. The school will advise the student of his or her status immediately upon completion of the SAP evaluation, and, in cooperation with campus academic leadership, the student will be required to complete an Academic Success Plan (ASP). Only one Academic Warning grading period is permitted in Term-Based Programs. If a student fails to achieve Satisfactory Academic Progress for the next grading period or for any grading period in which the student is on Academic Warning, the student will be notified of pending dismissal. To remain enrolled, the student must submit an SAP Appeal within 72 hours of notification. A student in this situation who does not file an appeal or does not receive approval for an appeal will be dismissed.

Academic Probation

A student on Academic Warning who does not meet Satisfactory Academic Progress standards at the end of the grading period must file an appeal. If the appeal is approved, the student will be placed on Academic Probation. A student on Academic Probation who fails to achieve Satisfactory Academic Progress or who fails to meet the requirements of the Academic Success Plan at the end of the grading period will be dismissed.

All Programs

Active Status

A student on Academic Warning or Academic Probation will be returned to good standing and Active status at the end of a grading period in which all Satisfactory Academic Progress standards are met. **Financial Aid (FA) Warning** FA Warning will be assigned to a student not meeting Satisfactory Academic Progress standards at the end of a payment period. The school will advise the student of his or her status immediately upon completion of the SAP evaluation. A student on FA Warning may continue to receive Federal Student Aid (FSA) funds for one payment period. A student on FA Warning who achieves the minimum CGPA and rate of progress by the next payment period will be removed from FA Warning and placed back in good standing and retain his or her eligibility for FSA funds. A student who fails to meet Satisfactory Academic Progress standards after the FA Warning period will lose his or her eligibility for FSA funds unless the student's appeal is approved. The student will then be placed on FA Probation. **Financial Aid (FA) Probation** Students on FA Warning who do not meet Satisfactory Academic Progress at the end of

the payment period must submit an appeal or be dismissed. If the appeal is approved, the student will be assigned the status of FA Probation. The school will advise the student of his or her status immediately upon completion of the SAP evaluation. A student on FA Probation who fails to achieve Satisfactory Academic Progress or who fails to meet the requirements of the Academic Success Plan at the end of the payment period will be dismissed. A student on FA Probation who achieves a minimum CGPA and ROP by the next payment period will be removed from FA Probation and placed back in good standing and retain eligibility for FSA funds. A student who fails to make Satisfactory Academic Progress or fails to meet the requirements of the Academic Success Plan after the FA Probation period will lose eligibility for FSA funds.

Academic Success Plan

At the end of every grading and/or payment period in which a student does not meet Satisfactory Academic Progress standards, campus academic staff will assist the student in creating an Academic Success Plan. The Academic Success Plan will outline, in detail, minimum academic performance standards for the student for the upcoming term. The student must acknowledge and meet the requirements of the Academic Success Plan to remain enrolled in the program. Satisfactory Academic Progress Appeals A student may appeal dismissal from the program due to failure to meet SAP and/or the loss of financial aid based on mitigating circumstances. Written appeals must include: • A clear statement about the mitigating circumstances that caused the student to be unsuccessful and include appropriate supporting documentation of such circumstances; • An explanation of how such mitigating circumstances contributed to the student's academic situation; • An explanation about what has changed in the student's situation that would allow the student to attain Satisfactory Academic Progress at the next payment period; and • An acknowledged and signed Academic Success Plan created with the assistance of campus academic staff. If the student does not submit an appeal within 72 hours of notification, or the appeal is denied, the student will be academically dismissed.

Progress Report / Grade Updates

- a. The first progress report will be given at the end of the 4th week; the second progress report will be given at the end of the 7th week and the third after the 9th week. Final grades will be issued after the final exams and upon completion of the externship program.
- b. The progress reports will be given verbally and in writing. A counseling session will be scheduled for those who have grades of less than 70%.
- c. There are two categories of withdrawal. The first one is withdrawal brought about by a call to military service. The second is non-military related. Refund policies are handled differently from each other.

Acceptance and Understanding: Rules & Regulations: Withdrawal & Termination

The school reserves the right to require a student to withdraw from the school for just cause, defined as any cause deemed detrimental to the school or other students, as determined by the school Director. Students violating the conduct standards may be suspended by the school Director. A suspended student may apply for reinstatement after a minimum of 1 grading period.

Student Externship/Clinicals

The student will spend 120 hours in a dental office. This opportunity is offered to the student for practical application of all skills learned while in school. Although the student receives no remuneration, this experience provides actual hands-on work experience prior to graduation. The 120-hour externship program must be completed concurrently with the course. The student may start the program after completing at least two full weeks of the course. This will give the student enough introductory knowledge of the dental profession to benefit from the externship experience. The student may complete their hours in house, or with a preceptor approved by the school. The student must complete the 120-hour requirement prior to the end of the 13-week course to satisfy the graduation requirement.

Attendance Policy Review Summary

Developing professional habits during training will enable the students to be better prepared to meet employer's expectations regarding regular and punctual attendance. It is important that good work habits are developed as part of the training. Attendance is recorded on a weekly basis.

Students must not miss more than six hours, which is equivalent to two three-hour class periods. If this limit is exceeded, the student will be terminated. Students whose enrollments are terminated for violation of the attendance policy may not be re-admitted before the start of the next program session. The student must follow the readmission procedure outlined in the Student Catalog if the student wishes to join the next scheduled program session. Arrangement must be made by the student with the school staff to make up for absences.

Students must arrive on time for all scheduled classes. Any time out of class (tardy for more than 10 minutes for any 4 days of scheduled class) will be treated being absent from school equivalent for 1 day.

Satisfactory attendance is defined as not missing more than six hours of class, arriving on time for class, return promptly to class after scheduled breaks, participate actively in class on assigned tasks.

Course Repeat Policy

Students are required to repeat any failed course. Both the grade(s) for the failed course(s) and the repeated course(s) will appear on the transcript, but only the most recent grade will be used in calculating CGPA. However, the original course(s) and all repeated course credit hours are included in the maximum time frame and rate of progress calculations. Students who fail the same course three times will be dismissed from the program. Students who fail the same academic course twice will be dismissed from the program. In addition, students may only attempt a course three times. A student who does not successfully pass a course on the third attempt will be dismissed from the program. Students dismissed from a program are not eligible for readmission into the same program. Students may incur a per credit hour fee for repeating a class(es). Students must remain active to be eligible for any retake fee. If a student withdraws from school, he/she will be charged the full per credit hour cost to retake a course. Please see a Financial Aid Representative to discuss your situation.

New Student Orientation

Orientation shall be conducted on the first day of class. The following topics will be discussed:

- Introduction of instructors
- Tour of the facilities
- Program Syllabus
- Grading System
- Externship Requirements
- Graduation Requirements
- Attendance
- School Rules and Regulations
- School Policies and Procedures
- Dress Code/Conduct
- Parking

Make Up Work Policy

No more than 5% of the total course time hours for a program may be made up.

Make-up work shall:

- (1) be supervised by an instructor approved for the class being made up.
- (2) require the student to demonstrate the same level of knowledge or competence expected of a student who attended the scheduled class session.
- (3) be completed within two weeks of the end of the grading period during which the absence occurred.
- (4) be documented by the school as being completed, recording the date, time, duration of the make-up session, and the name of the supervising instructor; and
- (5) be signed and dated by the student to acknowledge the make-up session.

Leave of Absence Policy

Leave of Absence

A leave of absence is intended to provide a student with time away from his/her studies due to a temporary circumstance or situation (academic, financial, or personal). Any student who wishes to request a leave of absence should contact their instructor and the College Director or Director of Education for additional information and guidance as to the next steps. Students must request a leave in writing to Director and in making the request, include the following information: the specific reason/purpose for the leave, how the student plans to spend his/her time while away and confirmation of the intended date of return. There are three types of leave that a student can request:

Approved Leave of Absence

An Approved Leave of Absence is a leave initiated by the student and approved by the College Director. The student's planned leave from their studies cannot exceed 60 days in length.

Any federal loans, or applicable institutional or agency loans or funding, taken prior to entering an Approved Leave will qualify to remain in an in-school status. If the student in this status does not return within 60 days, without approval of an extension (available up to 180 days in a calendar year) their status will be changed to "Institutional Leave of Absence" and the student may be subject to Return of Title IV, or other monies, in calculations based on their original leave date. Please contact the Director of Financial Aid if you have questions or concerns.

Institutional Leave of Absence

An Institutional Leave of Absence is a leave initiated by the student and approved by the Director. This leave can last no more than 60 days. This leave may be extended under extreme circumstances and only by approval of the College Director.

Institutional Leaves of Absences do not qualify under federal regulations to have federal loans remain in an in-school status.

Medical Leaves of Absence (voluntary or involuntary)

This leave requires medical documentation when submitting the request for the leave. It should include a verified note from a licensed physician's office or facility indicating the need for the leave and the duration of the leave. Additional documentation can be requested at any time before and during the leave pertaining to requested updates that could affect academic or financial standing.

Military Leave of Absence

Any active-duty service member, including a member of a state National Guard or reserve forces or a spouse of a duty service member with dependent children, who is called to perform either state or federal military duty that would interfere with the member's ability to complete the current term of instruction, will be granted a LOA, upon submission of a copy of written orders. A LOA will be granted for the period of active duty. A LOA is not granted for voluntary active duty or training when the member could schedule the training to avoid a conflict with school instruction. Academic standing prior to being ordered to military duty will be restored, upon his or her release from duty, without loss of status, academic credits previously earned, scholarships or grants awarded by the Institute. The leave cannot exceed five (5) years. One of the following options will be granted:

1. To withdraw from the student's entire registration and receive a full refund for the student's current semester of tuition and mandatory fees.
2. To plan with the student's instructors for course grades, or for incompletes that shall be completed by the student later. If such arrangements are made, the student's registration shall remain intact and tuition and mandatory fees shall be assessed for the courses in full.
3. Plan with only student's instructors for grades, or for incompletes that shall be completed by the student at a later date. If such arrangements are made, the registration for those courses shall remain intact and tuition and mandatory fees shall be assessed for those courses. Any course for

which arrangements cannot be made for grades or incompletes shall be considered dropped, and the tuition and mandatory fees for the course refunded.

Withdrawals from LOA

Students who intend to withdraw should arrange for an exit interview by contacting the Director.

Reinstatement After Withdrawal from LOA

Please refer to the Prospective Students Re-entry policy section of this catalog.

Graduation Requirements

Students may graduate and earn a certificate of completion in any of the programs offered at the Institute so long as the following conditions are met:

- Successful completion of all academic requirements that includes passing of all courses that are a part of the curriculum for each program. Any applicable license examination that are mandated by accreditation or licensing bureaus will also be an additional requirement.
- A cumulative grade point average of a 70% = 2.0 cgpa
- Externship hours and content requirements are completed prior to graduation. This can include any applicable surveys and feedback from site managers and students.
- All financial obligations are met and satisfied. Any third-party debts or obligations are solely up to the agreements between the student/graduate and the entity unless expressly directed in writing.

Student Grievance Policy and Procedure:

Classifications

- **Academic Grade Appeal**
- **Academic Honesty Violations**
- **Sexual Harassment or Discrimination**
- **Title IX**
- **Family Educational Rights and Privacy Act (FERPA)**
- **Student Conduct**
- **Criminal Activity**

Purpose

The purpose of this procedure is to provide a prompt and equitable means of resolving student grievances. These procedures shall be available to any student who believes an Institutional decision or action has adversely affected their status, rights, or privileges as a student as outlined in the catalog.

There are two parts to this process. The informal process attempts to seek positive resolution for all parties involved. Only those directly involved plus any appropriate administrator will be present. The formal process may include appropriate representation for all parties involved. Any student requesting to have additional third-party individuals involved must have an authorization of release of information via a FERPA form.

Each student who has a grievance shall make a reasonable effort to resolve the matter on an informal basis prior to requesting a grievance hearing and shall attempt to solve the problem with the person with whom the student has the grievance, that person's immediate supervisor, and/or the College Director or designee.

Time Limits

The College President or designee may shorten or lengthen the times specified in these procedures. The intent, however, is to ensure that each and every step will take place as expeditiously as possible. Any change to the time requirements may be made in writing.

Informal Grievance Resolution Procedure

Each student who has a grievance shall make a reasonable effort to resolve the matter on an informal basis prior to requesting a grievance hearing and shall attempt to solve the problem with the person with whom the student has the grievance, that person's immediate supervisor, or the Institute's administration.

1. The student shall first discuss the matter with the party in question. If, however, the student cannot discuss the matter with the other party or if the student is not satisfied with the discussion, he or she may proceed with the informal grievance process.
2. A student must begin the informal grievance procedure within five (5) days from the date of the alleged grievance. The informal procedure must precede the formal procedure. The student may choose to terminate the grievance at any time during the informal procedure. Grievances filed after 30 calendar days may be filed only with extenuating circumstances.
3. The informal procedure shall be completed within ten (10) days of reporting of the original complaint to the other party. It is the student's responsibility to describe to the parties involved the nature of the grievance so that involved parties understand that the grievance procedure has been initiated.
4. The student and appropriate college staff will hold an informal meeting. The purpose of the meeting is to identify the perceived violation of the student's rights and to develop a resolution that is of mutual satisfaction to all parties involved. The student shall discuss and attempt to resolve the matter with the faculty, the person's immediate supervisor, or the administrator at the informal meeting. If the student is satisfied with the outcome of the informal meeting, the process could end.

Formal Procedure

Filing Statement of Student Grievance

1. If the student is not satisfied with the outcome of the informal procedure, a Student Statement of Grievance may be filed within ten (10) days following the informal meeting to the Compliance Officer. Grievance Forms are available in the Director of Compliance Officer offices. The student may choose to terminate the grievance at any time during the formal procedure.
2. A summary of the outcomes of the informal process will be prepared by the faculty or the immediate supervisor and forwarded to the Compliance Officer.
3. The Compliance Officer shall investigate the nature of the grievance including meeting with the parties involved and witnesses for each, clarification of the perceived violation of rights and investigation of college policies that may or may not have been followed.
4. The Compliance Officer, after conferring with the student may determine that the grievance can be resolved by an additional attempt to engage in the informal procedure within ten (10) days. If the student is not satisfied with the outcome of this informal procedure, the student may still request a formal hearing. The Compliance Officer shall give written notice to the student if it is determined that additional informal procedures should not be pursued.

Request for Student Grievance Hearing

A request for a Student Grievance Hearing shall be filed within twenty (20) days by the student if the student is not satisfied with the outcome of the informal procedure after filing a Student Statement of Grievance, or, if after conferring with the student, the Grievance Officer has determined an informal procedure would be unlikely to help resolve the matter.

Within ten (10) days following receipt of the Request for Student Grievance Hearing, the Superintendent/President shall appoint a Student Grievance Hearing Committee as described below, and the Student Grievance Hearing Committee shall meet in private and without the parties present to select a chair and to determine on the basis of the Statement of Grievance whether it presents sufficient grounds for a hearing.

The determination of whether the Statement of Grievance presents sufficient grounds for a hearing shall be based on the following:

- The statement contains facts which, if true, would constitute a grievance under these procedures.
- The grievant is a student as defined in these procedures, which include applicants and former students.
- The grievant is personally and directly affected by the alleged grievance.
- The grievance was filed in a timely manner.
- The grievance is not clearly frivolous, clearly without foundation, or clearly filed for purpose of harassment.

If the decision feels, from the student perspective is illegitimate or unjustified please contact
New Mexico Higher Education Department

2044 Galisteo Street, Suite 4

Santa Fe, NM 87505

If the grievance does not meet each of the requirements, the Hearing Committee chair shall notify the student in writing of the rejection of the Request for a Student Grievance Hearing, together with the specific reasons for the rejection and the procedures for appeal. This notice will be provided within five (5) days of the date the Student Grievance Hearing Committee make the decision.

If the Request for Student Grievance Hearing satisfies each of the requirements, the Grievance Officer or designee shall schedule a grievance hearing. The hearing will begin within ten (10) days following the decision to grant a Student Grievance Hearing. All parties to the grievance shall be given not less than five (5) days' notice of the date, time, and place of the hearing.

Program Information

Career Service Department

Pinnacle Institute has established a solid reputation for preparing its graduates to meet the needs of today's workplace. The Career Services Department, via our Career Service Advisors, provides high-quality service to all our students, graduates, and alumni. The best part of this service is that it comes at no cost and is free for life if you are one of our graduates. Our services are designed to help students and employers in recruiting efforts and to help establish a professional connection between the two. Career Services is committed to assisting students in determining their career path and successfully accomplishing their employment goals. To do all this, Career Services develops and offers students numerous programs and services to assist them with career decision making and job search exploration. The Career Services Department serves as a source for jobs and other opportunities and cannot make specific recommendations regarding off-campus employers. The Career Services Department makes no guarantees about the positions presented by employers or their affiliates. The Career Services Department is not responsible for safety, wages, working conditions or other aspects of off-campus employment. Due to the large volume of jobs received by The Career Services Office, we are not able to research the integrity of every organization or individual that lists a with us. Students and alumni are urged to use their common sense when applying for any job or externships, particularly if it is a domestic role and employment in a private home, or other opportunities not affiliated with a public or private sector organization. While The Career Services Department makes every reasonable effort to ensure that employers engaged in campus hiring practices (either online or in person) adhere to certain ethical standards, be aware that some organizations may participate in illegal recruiting and business practices. We also assist during the entire course and upon graduation in the development of a portfolio, mock individual/panel resume preparation, resume and cover letter creation and editing. From time to time, we may also have employers available on campus for on-the-spot interviews so be prepared for that any time!

Student Service Department

The purpose of the Student Services Department, and its subdivision of Student Support Services Program (SSS), is to increase the number of all enrolled students, SSS-disadvantaged low-income college students, SSS-first-generation college students, and SSS-college students with disabilities in the United States who successfully complete a program of study at the postsecondary level. The aim is to provide a variety of services that will help students overcome roadblocks, internally and externally, on their path towards graduation.

The Student Services Department is responsible for assisting in many areas. Please note that the subject areas can change depending on the availability of experts in that field, however the Institution will provide itself with as many resources internally as possible.

- Academic tutoring, directly or through other services provided by the institution, to enable students to complete postsecondary courses, which may include instruction in reading, writing, study skills, mathematics, science, and other subjects.
- Advice and assistance in postsecondary course selection.
- Education or counseling services designed to improve the financial and economic literacy of students, including financial planning for postsecondary education.
- Individualized counseling for personal, career, and academic matters provided by assigned counselors or key staff members.
- Information, activities, and instruction designed to acquaint students participating in the project with the range of career options available to the students.
- Exposure to cultural events and academic programs is not available to disadvantaged students.
- Mentoring programs involving faculty or upper-class students, or a combination thereof.
- Securing temporary housing during breaks in the academic year for Students who are homeless children and youths or were formerly homeless children and youths, and foster care youths.
- Programs and activities specially designed for students who are limited English proficient, students from groups that are traditionally underrepresented in postsecondary education,

students who are individuals with disabilities, students who are homeless children and youths, students who are foster care youth, or other disconnected students.

- Assistance in the Community with Resources and Networks pertaining to:
 - Child Care Assistance
 - Child Development Services
 - Clothing Assistance
 - Crisis Intervention
 - Emergency Shelter
 - Employment Information (work with CS Department)
 - Financial Assistance
 - Food Security
 - Health Care and Medication Assistance
 - Housing Assistance
 - Immigration Assistance
 - Legal Assistance
 - Substance Abuse
 - Taxes
 - Transportation
 - Utilities Assistance

Financial Aid and Service Department

The Financial Aid and Services Department is responsible for preparing and communicating information on financial aid. This office helps students apply for and receive student loans, grants, scholarships, and other types of financial aid. The financial aid office is designed to:

- Provide student centered service, information, and identify financing options to students seeking financial assistance.
- Maintain efforts to minimize the student loan default rate.
- Identify, outreach to, and increase both financial aid participation and student access to locally defined un-served and underserved student populations.
- Increase awareness on campus and at local high schools of financial aid.

When going to college there is something that all students must consider. “Living like a student” is a way of thinking and often means adjusting your lifestyle. If you are a non-traditional student, it may include leaving a job and an income to return to school. As a traditional-aged student, it may be adjusting to living within your means rather than your family’s income.

Financial aid is intended to assist you in meeting educational costs – those costs billed and not billed by the Institute. Financial aid was never intended to cover all a student's costs. Additionally, students with spouses and dependents should note that aid typically does not provide (whether you borrow privately or from a funding source) enough for family expenses.

Financial Aid Sources

Pinnacle Institute does not endorse and is not sponsored or affiliated in any way with any of the organizations below. Students are encouraged to conduct their own background search, application information and requirements, should they pursue an organization from the list below or any other source. New Mexico workforce solutions, NM DVR, MET and YDI. Pinnacle institute does not offer FAFSA funding .

Refund Policy/Calculations and cancelation

An institution licensed by the department shall adhere to the following tuition refund policy:

Date of student withdrawal as a % of the enrollment period for which the student was obligated Portion of tuition and fees obligated and paid that are eligible to be retained by the institution

On 1st class day 0%

After 1st day; within 10% 10%

After 10%; within 25% 50%

After 25%; within 50% 75%

50% or thereafter 100%

Any student signing an enrollment agreement or making an initial deposit or payment toward tuition and fees of the institution shall be entitled to a cooling off period as defined as three days from the date of agreement or payment. During the cooling off period the agreement can be withdrawn and all payments shall be refunded. Evidence of personal appearance at the institution or deposit of a written statement of withdrawal for delivery by mail or other means shall be deemed as meeting the terms of the cooling off period. If Pinnacle is not notified the down payment of said course is non-refundable.

Books and Supplies: There is no refund for any equipment, books, and supplies once received by the student.

Refunds will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school catalog), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return.

CANCELLATION POLICY

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day including Saturdays, Sundays and legal holidays) after the enrollment contract is signed. E-mail or text message will suffice.



General Course info & Pricing

Dental Assistant 15-week Program 2x a week **Mon and Wed 9:30 am or 5:30 pm** Course Covers: State Licensing, Medical Scrubs, CPR/BLS and Infection Control Course. Certifications received "NM Dental Radiology Licensing" "Certification of Compliance." Full Course \$5,416.63(tax included) **Down Pay \$1000. 9 Monthly Payments upon payment agreement**
Next Stat Date: _____ **Orientation date** _____

Phlebotomy Course- 9-week program ONLY **Tuesdays Morning class 9:30 or Evening Class 5:30 pm** Course Covers: Medical Scrubs, Books and Online access, ALL Supplies and National Certification Test Certifications received "National Certification " Full Course Cost \$2,500.00 Tax included) **Down Pay \$700 3 Monthly Payments upon payment agreement**
Next Stat Date: _____ **Orientation date** _____

Medical Assistant- 19 weeks program **Mondays & Thursdays AM Class 9:30 or PM Class 5:30** Medical Scrubs, Books and Online access, ALL Supplies and National Certification Test Certifications received "National Certification " Full Course Cost \$6,498.75 (tax Included), **Down \$1000 12 Monthly Payments upon payment agreement**
Next Stat Date: _____ **Orientation date** _____

EKG Technician- 9-week program ONLY **Thursday AM Class 9:30 PM Class 6:15** Medical Scrubs, Books and Online access, ALL Supplies and National Certification Test Certifications received "National Certification " Full Course Cost \$2,166.25(tax Included) **Down Pay \$600 3 Monthly payment upon payment agreement**
Next Stat Date: _____ **Orientation date** _____

Pharmacy Technician- 14-week classes (up to 17 for clinicals) **Wed & Fridays 9:30AM or 5:30PM** Medical scrubs, books, online access, PTCB Pharm tech exam, CPR, OSHA, National certification. Full course cost \$5,416.53 (tax included) **Down pay \$1000 10 Monthly Payments upon payment agreement**
Next Stat Date: _____ **Orientation date** _____

Medical Billing and Coding 8 week program (non-clinical) Tuesdays 9:30AM

CPR- Next Class Date: _____. Course cost \$60 +Tax (if students \$45 + Tax)

Medical Assistant Certificate Program

Objective: The Medical Assisting program prepares students to become entry-level employees in a variety of medical facilities. This is achieved via classroom and clinical hands-on training, as well as professional development. Graduates possess clinical and administrative skills, i.e. EKG's Injections, Phlebotomy, Examinations, Patient Histories, Vital Signs, Insurance, Billing, which enable them to perform both front and back office procedures in a physician's private practice, group medical practice, or long-term medical care facilities as well as a phlebotomist in a clinical laboratory, physician's office or hospital. A career in medical assisting will enable one to have a stepping stone to possible future careers in medicine.

Program Requirements: Applicants to the Medical Assistant Program are required to have a High School Diploma or GED. The participant should also be able to read and write English, have good coordination and be neat and professional at all times.

Program Length: The total length of this program is clock hours and 18 weeks.

Delivery Method: Blended Class Delivery

Week #	Course ID		LECTURE HOURS	LAB HOURS	EXTERN HOURS	SEMESTER CREDITS	CLASS DATE & TIME (tbl until set)
Week 1							
MA018	100	Course Overview and Institute Introductions	3	0	0	1.5	
MA018	200	Medical Terminology, Clinical communication, Vital Signs/body	3	0	0	1.5	
Week 2							
MA018	300	Vitals lab	0	3	0	1.5	
MA018	400	EKG/Cardiovascular test, Cardiac/respiratory procedures, Body Systems: Cardiovascular and lymphatic, The heart and heart Disease	3	0	0	1.5	
Week 3							
MA018	500	EKG Practice Manakin and students	0	3	0	1.5	
MA018	600	Basic, Pharmacology, Integumentary, Body Systems and Muscular	3	0	0	1.5	
Week 4							
MA018	700	Injections on fruit	0	3	0	1.5	
MA018	800	Patient care/coordination education, muscular system, AMP	3	0	0	1.5	
Week 5							
MA018	900	Injection practice on fellow students	0	3	0	1.5	
MA018	1000	Infection control, minor surgical tasks, Body systems: blood and immunity A&P Immunity	3	0	0	1.5	
Week 6							
MA018	1100	Sterilization, wound dressing and suture removal	0	3	0	1.5	
MA018	1200	Phlebotomy & Related testing, body systems: Skeletal, A&P Blood vessels and circulation	3	0	0	1.5	
Week 7							
MA018	1300	Phlebotomy on Mannequin	0	3	0	1.5	
MA018	1400	Medical law & Ethics, infection control, body Systems: Female reproductive pregnancy and birth, Development & birth, Heredity and	3	0	0	1.5	
			0	0	0	0.0	
Week 8							
MA018	1500	Phlebotomy - In Class	0	3	0	1.5	
MA018	1600	Testing & Laboratory procedures, Laboratory test, Body system: Urinary, Urinary system	3	0	0	1.5	
Week 9							
MA 018	1700	POCT testing (Urinalysis, glucometer, strep, pregnancy, FOBT)	0	3	0	1.5	
MA 018	1800	Medical Terminology, Clinical communication, Vital Signs/body Measurement, concept, suffixes and Prefixes of Medical terminology	3	0	0	1.5	
Week 10							
MA018	1900	Hands on Vitals BP, Weight, height, oxymetry, (two on fellow students)	0	3	0	1.5	
MA018	2000	Nutrition, OB/GYN Procedures, Disease and treatment, organization of the human body	3	0	0	1.5	
Week 11							
MA018	2100	EKG practice 2 students	0	3	0		
MA018	2200	Health Care Systems and settings, eye/ear procedures, body structure, cells and their functions, chemistry, matter and life	3	0	0	0.0	
Week 12							
MA018	2300	Injection payment	0	3	0	1.5	
MA018	2400	Body structures and organ systems, pediatric procedures, body systems: Nervous and mental health, Nervous systems: Spinal cord and spinal nerves, nervous systems: the brain and cranial nerve	3	0	0	1.5	
Week 13							
MA018	2500	Phlebotomy practice	0	3	0	1.5	
MA018	2600	Microbiology, special senses: ears/eyes, Disease-producing organisms, Skeletal system: Bones and joints	3	0	0	1.5	
		Resume creation and job coaching	3			1.5	
Week 14							
MA018	2700	Comprehensive hands on exam	0	3	0	1.5	
MA018	2800	General patient care, body systems: respiratory, tissues, glands, membranes, Sensory system, telecommunication	3	0	0	1.5	
MA018	EXT	CLINICAL HOURS REQUIRED			120	60.0	
Week 15							
MA018	2900	Comprehensive hands on exam	3	0	0	1.5	
MA018	3000	Psychology, body systems: Digestive, Body systems: Male Reproductive, Blood systems: Male reproductive, blood, Lymphatic system, and lymphoid tissue, Patient registration	3	0	0	1.5	
MA018	CPR	CPR COURSE AND CERTIFICATION	3			1.5	
Week 16							
MA018	3100	Administrative assisting, respiratory system, digestive system, scheduling	3	3	0	1.5	
MA018	3200	Beginning the visit, coding the visit, metabolism nutrition and body temperatures	3	0	0	1.5	
Week 17							
MA018	3300	Communication and customer service, bill in the visit, body fluids	3	0	0	1.5	
MA018	3400	Male and female reproductive systems. Exit Visit.	3	0	0	1.5	
Week 18							
MA018	3500	Practice test review	3	0	0	1.5	
		Totals	75	42	120	114.0	
		Online modules per week 4 hours X 18 weeks			72	36.0	

Dental Assisting Certificate Program

Objective: To become an experienced and licensed dental assistant in the state of New Mexico

Program Requirements: . 18 years of age, highschool diploma and valid US ID. As well as the ability to pass the DANB national board exam for radiology.

Program Length: The total length of this program is 204 clock hours and 13 weeks.

Delivery Method: Blended Class Delivery

Week #	Course ID		LECTURE HOURS	LAB HOURS	Extern Hours	TOTAL HOURS	SEMESTER CREDITS	CLASS DATE & TIME (*tbd until set)
Week 1								
DA013	100	Courses overview & Introductions	3	0		3	1.5	
DA013	200	Office tour, training, Suction, high vac Suction, air/water syringe and instrument passing	3	0		3	1.5	
Week 2								
DA013	300	Ethical and legal issues in dentistry, Infection control for the dental Assistant	3	0		3	1.5	
DA013	400	Hands on -sterilization and trap change	0	3		3	1.5	
Week 3								
DA013	500	Dental Radiography	3	0		3	1.5	
DA013	600	Charting and perio	0	3		3	1.5	
Week 4								
DA013	700	Human Dentition, the composition of teeth and dental terminology	3	0		3	1.5	
DA013	800	Computer software program preview (Open Dental and Dentrix)	0	3		3	1.5	
		CPR	2	1		3	1.5	
Week 5								
DA013	900	Tissues surrounding the teeth, Bones of the head	3	0		3	1.5	
DA013	1000	Pano and Bite wing	0	3		3	1.5	
Week 6								
DA013	1100	Muscles of the head neck , TMJ and Paranasal sinuses, Oral and Maxillofacial Pathology	3	0		3	1.5	
DA013	1200	Anterior/Posterior Periapical x-rays	0	3		3	1.5	
Week 7								
DA013	1300	Oral Cavity, Salivary Glands and immune system, Dental Materials	3	0		3	1.5	
DA013	1400	Alginate impression, bite reg	0	3		3	1.5	
Week 8								
DA013	1500	Pediatric Dentistry, Removable prosthodontics	3	0		3	1.5	
DA013	1600	Temporary Crowns	0	3		3	1.5	
		CPR Class	3	0		3	1.5	
Week 9								
DA013	1700	Fixed Prosthodontics, endodontics	3	0		3	1.5	
DA013	1800	Instrument memorization (Basic Restorative+Room Setup)	0	3		3	1.5	
		Resume creation and job applications	3	0		3	1.5	
Week 10								
DA013	1900	Topical and Local Anesthesia, Orthodontics	3	0		3	1.5	
DA013	2000	Instrument memorization (Basic Restorative+Room Setup)	0	3		3	1.5	
Week 11								
DA013	2100	Periodontics, Oral and Maxillofacial surgery	3	0		3	1.5	
DA013	2200	Instrument memorization (Test Restorative setup, Introduce Basic Surgical+explain post instructions)	0	3		3	1.5	
Week 12								
DA013	2300	Dental Radiology exam prep	3	0		3	1.5	
DA013	2400	Dental Radiology exam prep	3	0		3	1.5	
		Extern hours			120		60.0	
Week 13								
DA013	2500	Dental Radiology exam prep	3	0		3	1.5	
DA013	2600	Dental Radiology exam prep	3	0		3	1.5	
		Totals	56	31	120	87	102.0	
Total clock hours & credits required for class						294	103.5	

Phlebotomy Technician Certificate Program

Objective: To become a qualified nationally certified Phlebotomist Technician

Program Requirements: 18 years of age with a valid US ID and the ability to pass the national NPS Phlebotomy exam.

Program Length: The total length of this program is 50 clock hours and 7 weeks.

Delivery Method: Blended Class Delivery

Week #	Course ID		LECTURE HOURS	LAB HOURS	SEMESTER CREDITS	CLASS DATE & TIME (*tbd until set)
Week 1						
PHB07	100	Phlebotomy Pratice & Quality Assessment Communication, Computer essentials and documentation	2	1	1.5	
Week 2						
PHB07	200	Professional Ethics, Legal & Regulatory Issues Infection Control	2	1	1.5	
Week 3						
PHB07	300	Safety & First Aid Medical Terminology, Anatomy & Physiology of Organ Systems The Cardiovasular & Lymphatic Systems	2	1	1.5	
Week 4						
PHB07	400	Blood Collection Equipment for Venipuncture & Capillary Specimens Preeamination/Preanalytical Complications Causing Medical Errors in Blood Collection	2	1	1.5	
Week 5						
PHB07	500	Venipuncture Procedures Capillary or Dermal Blood Specimens	2	1	1.5	
		Online Modules 2 hours per week	14		7.0	
Week 6						
PHB07	600	Hands on training with live patients	2	1	1.5	
PHB07	700	Career Development	4		2.0	
Week 7						
PHB07	800	Basic life support class	2	1	1.5	
		Specimen Handling, Transportation & Processing Pediatric & Geriatric Procedures Point of Care Collections	2	1	1.5	
Week 8						
PHB07	900	Blood Cultures, Aterial Intravenous & Special collection Procedures Urinalysis, Body Fluids & Other Specimen	2	1	1.5	
PHB07	1000	Phlebotomy Volunteer day	0	5	2.5	
		Totals	36	14	25.0	
Total clock hours & credits required for class				50.0	25.0	

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Pharmacy Technician Certificate Program

Objective: To become an experienced and licensed Pharmacy Technician with PTCB Certification

Program Requirements: . 18 years of age, highschool diploma and valid US ID. As well as the ability to pass the PTCB Examination

Program Length: The total length of this program is 215 clock hours and 17 weeks.

Delivery Method: Ground

COURSE CODE	CLASS NAME	LECTUR E HOURS	LAB HOURS	EXT HOUR S	SEMESTE R CREDITS
Week 1					
PT100	Drug Classifications	3	0		1.5
PT200	Disease of the Body	3	0		1.5
Week 2					
PT300	Drug Interactions	3	0		1.5
PT400	Drug Contraindications	3	0		1.5
Week 3					
PT500	Routes of Medicine Administration	3	0		1.5
PT600	Special Handling of Medication	3	0		1.5
Week 4					

PT700	Preparing and Dispensing Medications	3	0		1.5
PT800	SIG Codes, Abbreviations & NDC Numbers	3	0		1.5
CPR100	CPR	2	1		1.5
Week 5					
PT900	Dosage Calculations I	3	0		1.5
PT950	Dosage Calculations II	3	0		1.5
Week 6					
PT1000	Dosage Calculations : Solution Prep and Syringe I	1.5	1.5		1.5
PT1050	Dosage Calculations : Solution Prep and Syringe II	1.5	1.5		1.5
Week 7					
PT1100	Dosage Calculations : IV Preparation I	3	0		1.5
PT1150	Dosage Calculations : IV Preparation II	1.5	1.5		1.5
Week 8					
PT1200	Dosage Calculations: Conversions	3	0		1.5
PT1250	Dosage Calculations: Percentages of Solutions	1.5	1.5		1.5
OSHA100	OSHA Certification	3	0		1.5
Week 9					
PT1300	Laws and Regulations for Controlled Substance	3	0		1.5
PT1400	Medical Insurance	3	0		1.5
CS100	Resume creation and job applications	3	0		1.5
Week 10					

PT1500	Stand Precautions and Infection	3	0		1.5
PT1600	Sterile/Non-Sterile Compounding & Hood Cleaning	1.5	1.5		1.5
Week 11					
PT1700	Medication Safety and Quality Assurance/Control	3	0		1.5
PTCB100	PTCB Exam Review I	3	0		1.5
Week 12					
PTCB200	PTCB Exam Review II	3	0		1.5
PTCB300	PTCB Exam Review III	3	0		1.5
Week 13					
PTCB400	PTCB Exam Review IV	3	0		1.5
PTCB400	PTCB Exam Review V	3	0		1.5
Week 14	Externship			32	3.0
Week 15	Externship			32	3.0
Week 16	Externship			32	3.0
Week 17	Externship			32	3.0
PROGRAM TOTALS		78.5	8.5	128	55.5

EKG Technician Certificate Program

Objective: To become a qualified nationally certified EKG Technician
Program Requirements: 18 years of age with a valid US ID and the ability to pass the national NPS EKG exam.
Program Length: The total length of this program is clock hours and 8 weeks.
Delivery Method: Blended Class Delivery

Week #	Course ID		LECTURE HOURS	LAB HOURS	SEMESTER CREDITS	CLASS DATE & TIME (*tbd until set)
Week 1						
EKG08	100	Heart Anatomy Introduction to waves in EKG such as P waves, QRS waves and terminology related to EKG Introduction to EKG lab such as where to place electrodes	2	1	1.5	
Week 2						
EKG08	200	Sinus Rhythms and heart diseases Cardiac and Pulmonary Syndromes Troubleshooting EKG issues Review of topics from week 1 Practicing placing electrodes on each other	2	1	1.5	
Week 3						
EKG08	300	EKG patterns of Bundle Branch Blocks EKG patterns of Myocardial Injury, Ischemia, Infarction Review of topics from weeks 1 and 2 Lab: Practicing EKG technique	2	1	1.5	
Week 4						
EKG08	400	EKG patterns of Atrial Arrhythmias EKG patterns of Ventricular Arrhythmias Review of topics from weeks 1, 2 and 3 Lab: Practicing EKG technique	2	1	1.5	
Week 5						
EKG08	500	AV conduction abnormalities such as 1st Degree AV block Medications and effects on Heart and EKG Review of topics from weeks 1,2,3 and 4 Lab: Practicing EKG technique	2	1	1.5	
Week 6						
EKG08	600	Topics on Pacemakers, ICD's Interpreting an EKG pattern Review of topics from weeks 1,2,3,4 and 5 Lab: Practicing EKG technique	2	1	1.5	
EKG08	700	Career Development	4		2.0	
Week 7						
EKG08	800	Basic life support class	2	1	1.5	
		Online modules 2 hours weekly		16	8.0	
Week 8						
EKG08	900	Cardiac Stress Tests Nuclear and Echo Stress Tests Holter Monitors Review of topics from whole term Lab: Practicing EKG technique	2	1	1.5	
EKG08	1000	EKG Volunteer day	0	4	2.0	
		Totals	20	28	24.0	
Total clock hours & credits required for class				47.5	24	

Revised 06/27/2023 - Pinnacle Institute - 101 N. Alameda Ave - Suite D - Las Cruces NM 88005

Pinnacle Institute
Student Catalog
Volume II
Effective 07/01/2023

Addendum A

VA Students: No Financial or Access Penalties While Awaiting VA Payments
(38 USC § 3679(e))

Chapter 31 (Veteran Readiness & Employment) and Chapter 33 (Post-9/11 GI Bill) beneficiaries may not receive financial or access penalties, for up to 90 days, while the institution awaits VA payment. To be protected, the Chapter 31 beneficiary must submit a VA Form 28-1905; and a Chapter 33 beneficiary must submit a Certificate of Eligibility (CoE) letter, to school officials. The school may not require the aforementioned VA beneficiaries to borrow additional funds to satisfy financial obligations to the institution if the disbursement is delayed (up to 90 days) to the school. If you have any questions, please contact the School Director or Compliance Director or the School VA Certifying official.

Pinnacle Institute Staff

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Addendum B

Post 9/11 GI Bill® Overpayment and Debt Management

On January 5, 2021, the President signed into law the Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020 [Public Law 116-315: <https://www.congress.gov/bills/116/congress/house-bill/7105>]. Under Section 1019, this changes the way education overpayments and debts are handled by the Department of Veterans Affairs (VA).

Public Law 116-315 Section 1019. Overpayments to eligible persons or veterans.

The new law requires schools to be financially responsible, instead of the student, for returning tuition and fees overpayment under Post 9/11 GI Bill® (including under the Edith Nourse Rogers STEM Scholarship) and Yellow Ribbon program. Pinnacle Institute will return the funds to the VA on the student's behalf, but any debt owed on the student's account at Pinnacle Institute will remain the student's responsibility.

These are the reasons for which a debt will be established on Pinnacle Institute:

- The student withdrew from the course and received a W or F grade.
- The student received a non-punitive grade. Non-punitive grades are W and U grades.

Pinnacle Institute will now be liable to return any unearned Post 9/11 GI Bill® (including under the Edith Nourse Rogers STEM Scholarship) and Yellow Ribbon program to the VA. This means that once the overpayment has been returned, there may be a balance on your account less than, or equal to the amount VA has requested to be returned. Any balance owed will be due and payable to Pinnacle Institute.

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PINNACLE INSTITUTE ADDENDUM C

Pharmacy Technician Certificate Program

Objective: To become an experienced and licensed Pharmacy Technician with PTCB Certification
Program Requirements: 18 years of age, highschool diploma and valid US ID. As well as the ability to pass the PTCB Examination
Program Length: The total length of this program is 215 clock hours and 17 weeks.
Delivery Method: Ground

COURSE CODE	CLASS NAME	LECTURE HOURS	LAB HOURS	DOCT HOURS	SEMESTER CREDITS
Week 1					
PT100	Drug Classifications	3	0		1.5
PT200	Diseases of the Body	3	0		1.5
Week 2					
PT300	Drug Interactions	3	0		1.5
PT400	Drug Contraindications	3	0		1.5
Week 3					
PT500	Routes of Medicine Administration	3	0		1.5
PT600	Special Handling of Medication	3	0		1.5
Week 4					
PT700	Preparing and Dispensing Medications	3	0		1.5
PT800	SDG Codes, Abbreviations & NDC Numbers	3	0		1.5
CPR100	CPR	2	1		1.5
Week 5					
PT900	Dosage Calculations I	3	0		1.5
PT950	Dosage Calculations II	3	0		1.5
Week 6					
PT1000	Dosage Calculations - Solution Prep and Syringes I	1.5	1.5		1.5
PT1050	Dosage Calculations - Solution Prep and Syringes II	1.5	1.5		1.5
Week 7					
PT1100	Dosage Calculations - IV Preparation I	3	0		1.5
PT1150	Dosage Calculations - IV Preparation II	1.5	1.5		1.5
Week 8					
PT1200	Dosage Calculations: Conversions	3	0		1.5
PT1250	Dosage Calculations: Percentages of Solutions	1.5	1.5		1.5
OSHA100	OSHA Certification	3	0		1.5
Week 9					
PT1300	Laws and Regulations for Controlled Substances	3	0		1.5
PT1400	Medical Insurance	3	0		1.5
CS100	Resume creation and job applications	3	0		1.5
Week 10					
PT1500	Stand Precautions and Infection	3	0		1.5
PT1600	Sharps/Non-Sharps Compounding & Hood Cleaning	1.5	1.5		1.5
Week 11					
PT1700	Medication Safety and Quality Assurance/Control	3	0		1.5
PTCB100	PTCB Exam Review I	3	0		1.5
Week 12					
PTCB200	PTCB Exam Review II	3	0		1.5
PTCB300	PTCB Exam Review III	3	0		1.5
Week 13					
PTCB400	PTCB Exam Review IV	3	0		1.5
PTCB400	PTCB Exam Review V	3	0		1.5
Week 14				32	3.0
Week 15				32	3.0
Week 16				32	3.0
Week 17				32	3.0
PROGRAM TOTALS		78.5	8.5	128	55.5