

Student Services

Records and Transcripts

This School shall maintain records of the name, address, email address and telephone number of each student who enrolls in an educational course. This School shall maintain for each student granted a certificate permanent records of the following:

- The certificate granted and the date on which that certificate was granted
- The courses and units on which the certificate was based
- The grades earned by the student in each of those courses

This School will maintain a file for each student who enrolls in the institution, whether or not the student completes the educational service, for a period of five years after the last active date of enrollment. Student files shall contain all of the following records:

- Written records and transcripts of any formal education or training, testing or experience that are relevant to the student's qualifications for admission to or the award of credit or acceptance of transfer credits including the following:
 - Copies of all documents signed by the student, including contracts.
 - Records of the dates of enrollment and, if applicable, withdrawal from the institution, and graduation.
- A transcript showing all of the following:
 - The courses or other educational programs that were completed, or were attempted but not completed.
 - The dates of completion or withdrawal.
- A document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received.
- A document specifying the amount of a refund, including the amount refunded for tuition and the amount for other itemized charges, the method of calculating the refund, the date the refund was made, and the name and address of the person or entity to which the refund was sent.
- Copies of any official advisory notices or warnings regarding the student's progress.
- Complaints received from the student.

This School will make available to all students their records upon request. This School maintains student records for a period ending five (5) years after the date of a student's graduation, withdrawal, or termination; with the exception of transcripts and certificates awarded, which are maintained permanently. Students may request a copy of their transcript and certificate by contacting the school.



| Job Placement Disclosure

This School does not and cannot promise or guarantee either employment or level of income or wage rate to any student or graduate and does not offer job placement services.

| Student Services

This School provides telephone and online support to answer student questions and provide services for such needs as how to access and participate in online courses, online testing, taking retests, contacting faculty or any other questions they may have related to school policy and procedure that are not directly related to the instructional content of their course.

For questions on course content, Student Advisors are available for student questions, which will be responded to within 3 business days or less.

| Technical Support

The Office for Information Technologies at ATI maintains a computing help desk that may be contacted for assistance with any academic computing problems. They can be contacted online at 844-811-3907.

| Library Resources

This School does not provide library resources. Students are provided with complete instructional content needed to complete their course of study. Students can access the internet or public libraries for additional resources should they want to enhance their educational experience, but additional reference materials are not required to successfully complete their course of study.