

Consumer Information

Your Right to Know

CLTCC is committed to providing students, their families, and the campus community full disclosure of all consumer information as required by state and federal laws and regulations. The laws are intended to satisfy the students' right to know and provide the opportunity for students to make fully informed choices regarding the institution they choose to attend. In accordance with federal regulations set forth by The Higher Education Act of 1965, as amended, below is a summary of consumer information that must be disclosed. Each topic provides a brief description of the information that must be disclosed and explains how it may be obtained. If you need assistance obtaining the information listed, or if you would like a paper copy, contact Student Services.

- About Central Louisiana Technical Community College
- Safety on Campus
- Drug Free Schools and Campuses Act of 1989
- Privacy Rights of Students in Education Records
- Degree Completions and Graduation Rates
- Financial Aid Information
- CLTCC Bookstore
- Voter Registration Information
- Tuition, Fees, and Estimated Expenses
- Refund Policy
- Withdrawal from Classes
- Return of Title IV Funds
- Educational Programs and Descriptions
- Gainful Employment Disclosures
- Copyright Infringement
- Complaint/Concern Resolution

About Central Louisiana Technical Community College

Consumer and disclosure information relating to current degrees and programs offered at CLTCC, accreditation information, credit transfer policies, and a list of faculty, staff, and administrative personnel are available on the CLTCC website, Student Catalog & Handbook. You also can call Student Services at 1-800-278-9855.

Safety on Campus

CLTCC places the highest priority on your safety. We rely on community members to share our commitment and actively participate in creating a safe and secure living, learning, and working environment. In compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (The Clery Act), CLTCC's Annual Crime Statistics Security Report includes data for the previous three years concerning reported crime that occurred on or around the campus. To obtain other information or to speak with a security representative, please contact the campus security at 1-800-278-9855.

Drug Free Schools and Campuses Act of 1989

The Drug Free Schools and Campuses Act of 1989 requires that all students be notified annually of CLTCC's Alcohol and Drug Policy in the Student Catalog & Handbook. Other policies regarding student conduct and sanctions for violations can be found in CLTCC Student Conduct.

Privacy Rights of Students in Education Records

The Federal Family Education Rights and Privacy Act (FERPA) of 1974 and regulations adopted subsequent to the Act outline requirements designed to protect students' privacy in their records maintained by the college. CLTCC has incorporated FERPA into the Student Catalog & Handbook.

FERPA sets limits on the disclosure of personally identifiable information from school records and defines the rights of the student to review the records and request a change to the records. The College will use the checklist below to ensure that it meets the requirements outlined in the regulations:

1. The school ensures that students can review their education records and are allowed to amend inaccurate information contained in their records. If a request is denied, the school allows the student to request a hearing to challenge the contents of the education records, on the grounds that the records are inaccurate, misleading, or violate the rights of the student.
2. The school ensures students have the right to provide consent for the disclosure of their records.
3. The school annually notifies student of their rights under FERPA.
4. The school includes in that notification the procedure for exercising their rights to inspect and review education records.
5. The school maintains a record in the student's file listing to whom personally identifiable information was disclosed and the legitimate interests the parties had in obtaining the information (does not apply to school officials with a legitimate educational interest or to directory information) except under one of the special conditions described below:
 - a student must provide a signed and dated written consent form before any school may disclose personally identifiable information from the student's education records. The written consent must state: The purpose of the disclosure; specify the records that may be disclosed; identify the party or class of parties to whom the disclosure may be made; and be signed and dated.
6. Recently, FERPA regulations have been amended to allow that request to be made electronically. In addition to the aforementioned information, the consent form must: Identify and authenticate a particular person as the source of the electronic consent; and indicate that person's approval of the information contained in the electronic consent.

7. Consent not required: A school may disclose personally identifiable information without student consent to the following parties: School officials with legitimate educational interests. U.S. Comptroller General, U.S. Attorney General, U.S. Department of Education. State and local officials. Authorized organizations conducting educational research. Accrediting agencies Alleged victim of a crime Parent of a dependent student as defined by the IRS. Parent of a student under 21 regarding the violation of a law regarding alcohol or drug abuse FERPA and Subpoenas In contrast to the exceptions to the notification and recordkeeping requirements granted for law enforcement purposes, educational agencies or institutions may disclose information pursuant to any other court order or lawfully issued subpoena only if the school makes a reasonable effort to notify the parent or eligible student of the order or subpoena in advance of compliance, so that the parent or eligible student may seek protective action. Additionally, schools must comply with FERPA's recordkeeping requirements under 34 CFR 99.32 when disclosing information pursuant to a standard court order or subpoena. Your school makes a reasonable effort to notify a student who is the subject of a subpoena or court order before complying, so that the student may seek protective action (unless the court or issuing agency has prohibited such disclosure).
8. Activity-HIPPA & FERPA HIPPA applies to Health Care Providers, private benefit plans, and health care clearinghouses. It does not apply to other types of organizations whose receipt or maintenance of health records is incidental to their normal course of business. FERPA does not limit what records a school may obtain, create, or maintain. It provides safeguards for education records.
9. Your schools' Office of Disability Services (ODS) normally obtains and maintains health records for each student who applies for services or waivers. So, the receipt and maintenance of health records by students services' units is well established. If a health record is used to make a decision in regard to a student's education program, (e.g., whether a student should receive extended time for testing; or be exempt from an academic requirement, such as SAP) the health record may be construed to be an education record. In that case the normal FERPA provisions for safeguarding the record would apply.
10. Your school follows requirements for the Privacy of health records (HIPPA) Health and Safety Exemption Requirement A health and safety exception permits the disclosure of personally identifiable information from a student's record in case of an immediate threat to the health or safety of students or other individuals.
11. The school follows the provisions outlined in the regulations as follows: The school only discloses personally identifiable information from an education record to appropriate parties in connection with an emergency if knowledge of the information is necessary to protect the health or safety of the student or other individuals.
12. Patriot Act changes to FERPA: The school will comply with the changes made to FERPA as a result of the USA Patriot Act as outlined in DCL April 12, 2002.

13. For any questions or comments, please feel free to contact: FERPA Contact Information: Family Policy Compliance Office U.S. Department of Education 400 Maryland Ave., S.W. Washington, DC 20202-4605 Phone: 202-260-3887, Email: ferpa@ed.gov(schools only) Web site address: www.ed.gov/offices/OM/fpco

Completion of Degrees and Graduation Rate Information

Graduation Rates for full-time, first-time undergraduates are available online. The information is also displayed by gender and ethnicity by searching for "Central Louisiana Technical Community College" on the National Center for Education Statistics website.

Financial Aid Information

Consumer disclosure information relating to financial aid includes: cost of attendance, description of need and non-need aid types, application procedures and processes, student eligibility requirements, students rights and responsibilities, criteria for selection of recipients and awarding funds, disbursement information, refund and repayment policies, satisfactory academic progress policy for financial aid, and appeal procedures.. All of this information can be accessed on the CENLA Technical Community College's Financial Aid web page or by contacting the Financial Aid Office at 318-487-5443 or 1-800-278-9855. VA/Military benefits information can be found on the Veteran's Affairs website page or by contacting Student Services at 318-487-5443.

Bookstore

Information regarding textbooks (ISBN, price, etc.) for specific courses can be on the CLTCC Bookstore web page (select the program you are studying).

Voter Registration Information

Students are encouraged to register to vote in state and federal elections. Voter registration and election date information for the State of Louisiana can be found at the Louisiana Secretary of State Website.

Tuition, Fees, and Estimated Expenses

You may use the multi-year tuition calculator located on the [College Navigator web site](#). Search for "Central Louisiana Technical Community College," select the "Tuition, Fees, and Estimated Expenses" tab, and click on the calculator icon. Students interested in calculating the cost of their attendance at CLTCC use the [Net Price Calculator](#). For actual tuition and fee charges, a tuition and fee schedule is included in the Student Catalog & Handbook and on the CLTCC website Tuition and Fees web page.

Refund Policy

CLTCC has a refund policy that stipulates the amount of tuition and fees to be refunded to students who withdraw from classes during a term. This policy is included in the Student Catalog & Handbook. Questions regarding the calculations of refunds may be directed to Student Services at 1-800-278-9855.

Withdrawal From Classes

To be entitled to a refund of tuition and fees, students on the CENLA Technical Community College campuses must officially withdraw in person by visiting Student Services and completing a Withdrawal Form. Additional details regarding the withdrawal process can be found in the Student Catalog & Handbook.

Return of Title IV Funds

The federal government mandates that students who withdraw from all classes may only keep the financial aid (federal "Title IV" aid) they have "earned" up to the time of withdrawal. Funds that were disbursed in excess of the earned amount must be returned by the College and/or the student to the federal government. The repayment policy is available on the CENLA Technical Community College Return of Title IV Funds web page.

Educational Programs and Descriptions

Information on the College's academic, technical, and certificate program offerings is available in the College Catalog and on the Programs of Study web pages.

Gainful Employment Disclosures

Information regarding the Gainful Employment program disclosures may be viewed on the Policies link on the CENLA Technical Community College website.

Copyright Infringement

Under 34 CFR 668.43(a)(10), an institution must include information regarding institutional policies and sanctions related to the unauthorized distribution of copyrighted material in the list of institutional information provided upon request to prospective and enrolled students.

Summary of Civil and Criminal Penalties for Violation of 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 section 106 of the Copyright Act (Title 17) of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505. Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense. For more information, please see the website of the U.S. Copyright Office at <http://www.copyright.gov/>, especially their FAQ's at www.copyright.gov/help/

Complaint/Concern Resolution

We want you to have the best educational experience possible in your time as a student with Central Louisiana Technical Community College. In most instances, situations can be resolved by reviewing the processes for certain actions:

For CLTCC's Grade Appeal Process, see the College Catalog, Grade Appeal section:
http://cltcc.edu/assets/docs/Policies/Oct2014/APPROVED_Student_Grievance.pdf

For CLTCC's Refund Appeal Process, see the College Catalog: http://www.cltcc.edu/assets/docs/2014-15%20Student%20Catalog/CLTCC_2014-2015_Student_Catalog_Handbook_rev_629-1.pdf

If you experience a problem, or have a concern or complaint, you may inform any staff member and expect prompt assistance. CLTCC strives to resolve student grievances, complaints and concerns in an efficient, fair, and amicable manner. Complaints regarding any aspect of CLTCC's operations will receive prompt attention. The online Incident Reporting/Student Concern Form can be used to submit concerns either general or academic, report incidents, concerning or threatening behavior, sexual harassment or student welfare concerns.

Misrepresentation Policy

CLTCC is prohibited under federal regulations from making any false, erroneous, or misleading statement directly or indirectly to a student, prospective student, member of the public, accrediting agency, state agency, or to the Department of Education. Misleading statement includes any statement that has the likelihood or tendency to deceive or confuse. A statement is any communication made in writing, visually, orally, or through other means. This includes student testimonials given under duress or because such testimonial was required to participate in a program.

Federal regulations further provide that substantial misrepresentation is any misrepresentation on which the person to whom it was made could reasonably be expected to rely, or has reasonably relied, to that person's detriment.

The regulations regarding misrepresentation describe misrepresentation with respect to:

- Nature of the education program
- Nature of financial charges

- Employability of graduates
- Relationship with the Department of Education. A Title IV eligible school may not describe its participation in a way that suggests approval or endorsement by the Department of Education of the quality of its educational programs.

Any violation of this directive will be taken seriously and the College will ensure that it is not repeated