

STUDENT HANDBOOK

For the 2024 – 2025 School Year

Virginia Technical Institute 201 Ogden Road Altavista, VA 24517

Revised 05/15/2024

VTI History

Virginia Technical Institute is a not for profit post-secondary career and technical school. The school is at 201 Ogden Road, Altavista, VA 24517. The school was certified to operate by SCHEV on May 18, 2010. VTI received the ATS Designation.

VTI provides hands-on training in a variety of fields including: electrical, plumbing, HVAC, pipefitting, masonry, industrial maintenance, carpentry, and welding.

VTI is using curriculum from the National Center for Construction Education and Research. Based in the University of Florida, NCCER is a nationally accredited trade curriculum. VTI has been certified to operate by the State Council of Higher Education for Virginia.

VTI has over 30,000 square feet of classrooms and labs. Each trade has dedicated classroom. Attached to the classroom is lab space with the necessary equipment and tools for hands on learning. The tools and equipment are up-to-date and common to industry. VTI utilizes industry recognized equipment made by companies such as: Lincoln, Dewalt, Milwaukee, Fluke, Klein, Ideal, and Metabo just to name a few. Students also are engaged with projects that will prepare them for their career.

Mission Statement

Virginia Technical Institute provides training and credentials to technically minded individuals using the highest quality, nationally recognized, skilled trades curriculum in order to develop employees needed by industrial and construction businesses in Southside and Central Virginia.

Non-Discrimination Policy

Virginia Technical Institute is committed to the principle of equal opportunity in education and employment. The Institute does not discriminate against individuals on the basis of race, color, sex, sexual orientation, religion, disability, age, veteran status, ancestry, or national or ethnic origin in the administration of its educational policies, admissions policies, employment policies, scholarship and loan programs, and other Institute administered programs and activities.

Admission Requirements

Any person who is at least 16 years of age may be admitted to VTI. VTI reserves the right to evaluate special cases and to refuse admission when the admission of an applicant is not in the best interest of VTI. Students may be denied admission if there is sufficient reason to believe that they present danger to themselves or to other students and/or faculty. In order to be admitted to VTI, students must submit the following information to the Office of Admissions and Records:

• A completed Application for Admission

Forms are also available in the Office of Admissions and Records. In order to prevent delays at the time of enrollment, please submit applications early. Applications are active for one year; Students who apply to VTI but do not enroll within a year will be discontinued and will need to reapply for admission.

• A valid ID showing proof of age

Potential students over the age of 16 who do not have a high school diploma or equivalent may be admitted provided they meet with the Dean of Instruction or Executive Director for a personal interview prior to enrollment.

Students will be given full credit for all NCCER modules that have been completed and are listed in the NCCER Registry. Students will not receive any course credit for any other prior experiences or classes. All NCCER Module credit earned at VTI is transferable to any NCCER sponsored program.

VTI reserves the right to cancel scheduled classes due to low enrollment.

Advising

Students are encouraged to meet with an academic advisor prior to enrollment to discuss educational interest, available programs, and the enrollment process.

Instructors will be accessible for academic or course advising outside of scheduled class hours upon student request via email or telephone contact.

Career advising and placement services offered to the students by VTI include:

- Presentation of job openings by the Dean of Instruction
- Maintaining a "Jobs Table" in the Student Lounge area
- Field Trips to local businesses
- The Annual Virginia Trades Expo

<u>Library</u>

The Library is used to incorporate additional resources to support the learning needs of the student body. Libraries are located in each trade's learning lab.

Transfer Credits

Students will be given full credit for all NCCER modules that have been completed and are listed in the NCCER Registry. Students prior work experiences will not count toward learning however prior classes or training will be evaluated case base case. All NCCER Module credit earned at VTI is transferable to any NCCER sponsored program.

VTI does not guarantee the transferability of credits to other institutions. Any decision on the comparability, appropriateness, and applicability of credit and whether they should be accepted is the decision of the receiving institution.

SCHEDULE OF FEES

Class:	Tuition:	Lab Fees:	Total:	Estimated Cost at Completion:
CORE	700.00	150.00	850.00	\$850*
Level 1 (Welding)	1400.00	350.00	1750.00	\$1750*
Level 1 (other trades)	700.00	150.00	850.00	\$850*
Levels 2-4 (Welding)	1400.00	350.00	1750.00	\$5250*
Levels 2-4 (other trades)	1400.00	250.00	1650.00	\$4950*

*The cost at completion of any curriculum listed above does not include the cost of any required text. The cost of the NCCER textbook varies from \$80.00 – \$120.00 depending on the trade class.

Class:	Tuition:	Lab Fees:	Books:	Estimated Cost at Completion*:
Carpentry	\$5,600.00	\$1050.00	\$530.00	\$7,180.00
Electrical	\$5,600.00	\$1050.00	\$530.00	\$7,180.00
HVAC	\$5,600.00	\$1050.00	\$530.00	\$7,180.00
Ind Maint.	\$5,600.00	\$1050.00	\$530.00	\$7,180.00
Plumbing	\$5,600.00	\$1050.00	\$530.00	\$7,180.00
Welding	\$6,300.00	\$1550.00	\$530.00	\$8,380.00

Total Cost of Program (four semesters of specific trade including the Core Curriculum)

* Costs do not include items the trainees will need to purchase. These items may include but are not limited to appropriate foot wear, supplemental books, and personal tools etc...

PAYMENT PLAN

If you are unable to make the full payment of tuition, book and lab fee charges, we do offer a payment plan. We ask that you make a full payment of book and lab fee charges at the time of registration, and then with the addition of a \$25 finance charge, we can divide the tuition charges into four equal payments due on the first of the next four months.

POLICIES

"Enrolled in Class" means that a trainee has completed the Registration Application and has paid the full deposit (book and lab fees).

ATTENDANCE

Students are advised to attend all classes for each course in which they are enrolled. Occasionally, it is unavoidable that a student may miss a class. Students should notify their instructors prior to the absence. Students may miss up to 10% of the scheduled classes in a course without penalty. It is the responsibility of the student to find out what assignments were missed and ask the instructor how to make them up, if make-up is possible. Students missing more than 10% of the classes may be penalized at the discretion of the individual faculty members. *Students missing 20% or more of a class may be administratively withdrawn from the course*. The student who is withdrawn by the official last day for students to withdraw from a class without grade penalty will receive a grade of "W". After this time, the student who is withdrawn shall receive a grade of "F", except under mitigating circumstances. Completion of all written tests and performance evaluations are required for satisfactory progress.

For example: A student cannot miss any more than 6 class sessions for Level's 2-4. A student cannot miss more than 3 class sessions for CORE and Level 1 classes. As mentioned above, violation of this can result in dismissal.

STANDARDS OF PROGRESS

Written tests are graded. Successful completion of each module requires correctly answering a minimum of 70% of the test questions.

If a trainee misses a scheduled written test, the trainee shall coordinate taking that test with the instructor within three (2) weeks of that scheduled test.

Re-tests (necessary with less than 70%) must be delayed a minimum of 48 hours after test failure. The trainee shall coordinate up to two (1) re-tests with the instructor with no additional fees. The trainee shall coordinate further re-testing with VTI staff and there will be a \$5.00 per retest fee.

All tests must be successfully completed prior to the end of the semester session in order to earn the full level credential. A trainee that cannot demonstrate passage of a module after three (3) separate individual attempts will be placed on probation until they can provide evidence of at least 6 of months' work, in that field of trade, prior to being re-enrolled at VTI for a fourth time for the same module(s).

Performance Tests (PT) are hands on demonstrations that measure the trainee's ability to perform the skills covered in a specific Module as provide by NCCER. Each Trainee must successfully complete all individual Performance Tasks to the satisfaction of the instructor.

If trainee misses a performance test, the instructor has the option of setting up a make-up session at a mutually agreed upon time within two (2) weeks from that scheduled PT, however, if a trainee falls behind by three (3) PT's the trainee will be considered deficient and will have to retake the class at a later date. (Special exception: Welding Level 1 or 2 Trainees - If a welding level 1 or 2 trainee has not completed three (3) or less PT's during the associated semester period but are enrolled in the following semester class for the next level or are repeating the level, the Dean may grant permission to complete those PT's during the next class semester session.)

All PT's must be successfully completed prior to the end of the semester session in order to earn the full level credential. A trainee does not have any waiting period between PT demonstration attempts. If a trainee is unsuccessful in demonstrating the individual tasks to the instructor during the regular semester, they will not earn the full Level Credential. The trainee may repeat individual modules as necessary in a future class for a fee of \$50 per module. A trainee that cannot demonstrate passage of a module after three (3) separate individual attempts will be placed on probation until they can provide evidence of at least 6 of months' work in that field of trade prior to being re-enrolled at VTI for a fourth time for the same module(s). Students receiving an "F", or "W" grade are permitted a maximum of four repeats per course module. Only the higher grade will count on the student's transcript. After the fourth attempt on any module the student will receive an "incomplete" (IC) for the module.

Appeals: Students who wish to appeal the grade may do so with a written challenge directed to the Dean of Instruction. The Dean of Instruction will review all written challenges within ten days of receipt.

Within 15 days after receiving the decision of the Dean of VTI, the student has the right to appeal the decision to the Executive Director. Decisions rendered by the Executive Director are final.

TEST SECURITY

All written test, answer keys and performance evaluation sheets will be stored in a secure locked location. Testing Effective Fall 2021 will be online. These tests must be observed by a curriculum proctor, certified craft instructor, or master trainer. Test may not be taken by student unless supervised. Only Master Trainers and Certified Instructors will have access to the tests. Test will only be administered by the instructor or a certified proctor.

TRANSCRIPTS

VTI will provide attendance and grades (transcripts) to trainees as well as a third party that may be funding the trainees training upon request.

COURSE OFFERINGS

Carpentry- Includes Orientation to the Trade, Building Materials, Fasteners, and Adhesives, Hand and Powers Tools, Reading Plans and Elevations, Floor Systems, Wall and Ceiling Framing, Roof Framing, Introduction to Concrete, Reinforcing Materials and Forms, Windows and Exterior Doors, Basic Stair Layout, Commercial Drawings, Roofing Applications, Drywall Installation and Finishing, Doors and Hardware, Cabinet Installation and Fabrication, Vertical and Horizontal Framework, Welding, Commercial Finish Work, Introductory Skills for the Crew Leader. The training hours that a trainee will gain upon completion of all four levels of Carpentry is equal to 798 clock hours. This training is accomplished in a total 480 hours on campus. The first semester the trainee will complete Core within 60 hours and level one within 60 hours, the second semester the trainee will complete level two within 120 hours, the third semester the trainee will accomplish level three within 120 and the fourth semester the trainee will accomplish within 120 hours.

Core – Includes instruction in basic safety, construction math, introduction to hand tools, and power tools, introduction to blue prints, basic communication skills, and basic employability skills. This course is part of the total instructional hours for each trade and is best taken at the same time as level one of the trade. Total Instructional Hours - 60

Electrical - Includes instruction in orientation to the electrical trade, electrical safety, introduction to electrical circuits, electrical theory, introduction to the National Electrical Code, device boxes, hand bending, raceways and fittings, conductors and cables, basic electrical construction drawings, residential electrical services, alternating current, motors, electric lighting, conduit bending, pull and junction boxes, conductor installations, cable tray, conductor terminations and splices, grounding and bonding, circuit breakers and fuses, control systems and fundamental concepts, load calculations, transformers, commercial electrical systems, health care facilities, standby and emergency systems, fire alarm system, medium voltage termination/splices, introductory skills for the crew leader. The training hours that a trainee will gain upon completion of all four levels of Electrical is equal to 661 clock hours. This training is accomplished in a total 480 hours on campus. The first semester the trainee will complete level two within 120 hours, the third semester the trainee will accomplish level three within 120 and the fourth semester the trainee will accomplish level three within 120 hours.

HVAC – Includes instruction in introduction to HVAC, trade mathematics, copper and plastic piping practices, soldering and brazing, ferrous metal piping practices, basic electricity, introduction to cooling, introduction to heating and air distribution systems, commercial airside systems, chimneys, vents and flues, introduction to the hydronic systems, air quality equipment, leak detection, evacuation, recovery, and charging, alternating current, basic electronics, troubleshooting, heat pumps, basic installation, duct systems, maintenance, construction drawings and specifications, building management systems, commercial and industrial refrigeration. The training hours that a trainee will gain upon completion of all four levels of HVAC-R is equal to 700 clock hours. This training is accomplished in a total 480 hours on campus. The first semester the trainee will complete Core within 60 hours, the second semester the trainee will complete level two within 120 hours, the third semester the trainee will accomplish level three within 120 and the fourth semester the trainee will accomplish level three within 120 and the fourth semester the trainee will accomplish within 120 hours.

Industrial Maintenance- Includes an orientation to the trade, tools, fasteners and anchors, oxyfuel cutting, gaskets and packing, math, construction drawings, pumps and drivers, introduction to test equipment, material handling and hand rigging, mobile and support equipment, lubrication The training hours that a trainee will gain upon completion of all four levels of Industrial Maintenance is equal to 700 clock hours. This training is accomplished in a total 480 hours on campus. The first semester the trainee will complete Core within 60 hours and level one within 60 hours, the second semester the trainee will complete level two within 120 hours, the third semester the trainee will accomplish level three within 120 and the fourth semester the trainee will accomplish within 120 hours.

Plumbing – Includes instruction in introduction to the plumbing profession, plumbing safety, plumbing tools, plumbing math, plumbing drawings, plastic pipe, copper pipe, cast-iron pipe, carbon steel pipe and fittings, corrugated stainless steel tubing, fixtures and faucets, introduction to drain, waste, and vent systems, introduction to water distribution systems, reading commercial drawings, installing and testing piping, types of valves, installing and testing water supply piping, introduction to electricity, installing water heaters, fuel gas systems, potable water treatment, backflow preventers, sewage pumps and sump pumps, compresses air, business principles for plumbers, codes, swimming pools and hot tubs, plumbing for mobile homes. The training hours that a trainee will gain upon completion of all four levels of Plumbing is equal to 651 clock hours. This training is accomplished in a total 480 hours on campus. The first semester the trainee will complete Core within 60 hours and level one within 60 hours, the second semester the trainee will complete level two within 120 hours, the third semester the trainee will accomplish level three within 120 and the fourth semester the trainee will accomplish within 120 hours.

Welding - Includes orientation to the trade, Welding Safety, oxyfuel cutting, plasma arc cutting, air carbon arc cutting and gouging, base metal preparation, weld quality, SMAW-equipment and setup, shielded metal arc electrodes, beads and fillet welds, joint fit-up alignment, SMAW- groove welds with backing, SMAW –open v-groove welds, symbols, reading welding detail drawings, physical characteristics and mechanical properties of metals, preheating and post heating of metals, GMAW and FCAW- equipment and filler metals, GMAW and FCAW-Plate, GTAW plate, open root pipe welds, carbon steel pipe, low alloy and stainless steel pipe, stainless steel groove welds The training hours that a trainee will gain upon completion of all four levels of Welding is equal to 1147 clock hours. This training is accomplished in a total 480 hours on campus. The first semester the trainee will complete Core within 60 hours and level one within 60 hours, the second semester the trainee will complete level two within 120 hours, the third semester the trainee will accomplish level three within 120 and the fourth semester the trainee will accomplish within 120 hours.

STANDARDS FOR SATISFACTORY PROGRESS

Attendance

Students are advised to attend all classes for each course in which they are enrolled. Occasionally, it is unavoidable that a student may miss a class. Students should notify their instructors prior to the absence, if possible. Students may miss up to 10% of the scheduled classes in a course without penalty. It is the responsibility of the student to find out what assignments were missed and ask the instructor how to make them up, if make-up is possible. Students missing more than 10% of the classes may be penalized at the discretion of the individual faculty members. Students missing 20% or more of a class may be administratively withdrawn from the course. The student who is withdrawn by the official last day for students to withdraw from a class without grade penalty will receive a grade of "W". After this time, the student who is withdrawn shall receive a grade of "F", except under mitigating circumstances. Completion of all written tests and performance evaluations are required for satisfactory progress.

Academic Standards

Formal evaluation will be made each month or term;

The <u>minimum grade average</u> to maintain satisfactory progress is 70%. The evaluation and procedure above for attendance will be followed for determining satisfactory academic progress;

The student will be evaluated as indicated by approved assessments, including homework, quizzes, tests and other assignments. Final grades and level cards are issued at the end of each completed level. A trainee must receive a 70% or above on all written tests and pass all performance tests. Any trainee who successfully passes both the written and performance requirements for each class will receive a passing grade of "P" along with the corresponding NCCER Industry credential.

 $\frac{\text{Grading Scale}}{P = \text{Pass}}$ F = Failure IC = Incomplete W = Withdrawn - without grade

VTI does not guarantee job placement to graduates upon completion.

VETERANS RECEIVING GI Bill® BENEFITS¹

The <u>minimum attendance standard</u> to maintain satisfactory progress is 90%. Unless the student's contract is otherwise revised, and the Dept. of Veterans Affairs so notified, the student will attend a minimum of (32) hours per month to meet this standard;

If, upon formal evaluation, the student does not meet the minimum standard, he/she will be placed on probation for one month. If, at the end of the months' probation, the student's cumulative attendance meets the standard, he/she will be taken off probation.

If, at the end of the probationary period, the student's cumulative attendance and grades does not meet the standard, the veteran (or dependent) will be considered to be out of satisfactory progress.

The U.S. Department of Veterans Affairs will be notified (on VA form 22-1999b), with the effective date of the end of the probationary period. His/her benefits will be terminated until such time as enough hours are made up to put the student back in satisfactory progress for the date which benefits ceased. For any interruption in pursuit of a course, the school will notify the DVA within 30 days of the occurrence.

For all students, alternate arrangements for continuing attendance, without termination from the school may be made to make up hours, at the discretion of the school administration, by mutual agreement of all parties concerned. However, veterans may not be certified to the U. S. Department of Veterans Affairs (DVA) for benefits during this period of make-up and the DVA must be notified (on DVA form to be provided) within 30 days of the change in student status.

Delayed Payment Police for GI Bill[®] beneficiaries (Chapter 31 Chapter 33 and Chapter 35 beneficiaries) are allowed to attend a course of education or training for up to 90 days from the date the beneficiary provides a certificate of eligibility or valid VAF 28-1905. This allows a student to attend the course until VA provides payment to the institution. Virginia Technical Institute does require that such students will produce the VA's Certificate of Eligibility at time of enrollment.

¹ "GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government website at <u>http://www.benefits.va.gov/gibill</u>."

LEAVE OF ABSENCE

Trainees may request a leave of absence at any point during their studies. In order to receive a leave of absence a trainee must submit a written notice to the school explaining the reason they are not able to attend class. If a trainee fails to notify the Executive Director of their leave of absence, the student will be held to the standards discussed in the Attendance section. This includes probation and possible dismissal for lack of attendance. Trainees wishing to return to classes after a leave of absence must contact the Executive Director. The Executive Director and trainee will determine when and if the student will return to classes. Any approved leave of absence cannot be more than 180 days in a 12-month period.

TRAINEE CONDUCT AND CONDITIONS FOR DISMISSAL

Any trainee not conducting themselves in an orderly and professional manner, which includes use of drugs and alcohol during school hours, dishonesty, disrupting classes, excessive tardiness, insubordination, violation of safety rules, or not abiding by the school rules will lead to either probation or dismissal from classes.

DRUG AND ALCOHOL POLICY

VTI strictly prohibits the possession, use or distribution of drugs or alcohol on school property. Disciplinary action may include suspension or dismissal from the institute. All questions or concerns should be reported to staff or faculty immediately.

The CORE curriculum will discuss drug and alcohol abuse in the workplace.

SECURITY PROCEDURES

Students are encouraged and are responsible for reporting actual and suspected criminal acts that they witness on the campus. The institute, does not maintain its own security force, but rather refers all matters relating to crime to the Altavista Police Department. They can be reached by dialing 9-1-1.

RE-ENTRANCE

Any trainee, who has dropped out of the program, may be readmitted within one year by completing a personal interview with the Executive Director and paying all fees due at the time of readmission. Program requirements at the time of readmission shall be applicable.

Any trainee, who was academically terminated, may be readmitted within one year by completing a personal interview with the Executive Director and paying all fees due at the time of readmission. The trainee shall be on probation for his/her first term. Program requirements at the time of readmission shall be applicable.

Any trainee who was terminated for conduct may not be readmitted.

CERTIFICATION REQUIREMENTS

Trainees must pass all modules with a 70% or higher on each module test within each level. They must also pass all performance evaluations within each module. After all modules in a level have been completed and the appropriate forms sent to the Automated National Registry, the trainee will be issued a card indicating completion of that particular level.

STUDENT RECORDS RETENTION POLICY

The academic and counseling records of a student will be maintained either on paper copy or electronically by VTI according to the following schedule: Permanent retention is required only for the academic transcript (student permanent record). Three-year retention from the date of student's separation from the College is required for application forms, readmission forms, high school and college transcripts, residency forms, curriculum admission and change of curriculum forms, and other information kept in the student folder. Three-year retention from date of separation is required for registration, drop/add, and withdrawal forms, faculty grade reports, change of grade forms, and placement test results. One-year retention from date of origination is required for transcript request forms, application forms (nonmatriculated students), change of student information such as name and/or address changes, and graduation applications and certifications. All academic and financial records on VA beneficiaries will be retained for three years after the student has separated from Virginia Technical Institute.

ENROLLMENT DATES

A trainee may enroll during set enrollment dates prior to the start of a new semester.

SCHOOL CALENDAR

The school operates on a semester basis. The semesters will run: Fall - August to December; Spring - January to May.

The weather could play a role in the class schedule. Trainees will be notified by their instructors concerning cancellation policy or by text message. Cancellations will also be posted on WSET School Closings Page, VTI's website and Face Book page.

The following holidays are observed and no classes are held:

New Year's Day Fall Break Thanksgiving Day Christmas Day Spring Break Easter Monday Labor Day

The school reserves the right to amend the calendar.

The hours per week vary depending if the class is academic or lab or both. Instructor will determine specifics.

CANCELLATION REFUND POLICY

The minimum refund policy, for those who are not Veterans or Eligible Persons receiving GI Bill[®] funding, shall be as follows:

a. A student who enters the school but withdraws or is terminated during the first quartile (25%) of the program shall be entitled to a minimum refund amounting to 75% of the cost of tuition.

b. A student who withdraws or is terminated during the second quartile (more than 25% but less than 50%) of the program shall be entitled to a minimum refund amounting to 50% of the cost of tuition.

c. A student who withdraws or is terminated during the third quartile (more than 50% but less than 75%) of the program shall be entitled to a minimum refund amounting to 25% of the cost of tuition.

d. A student who withdraws after completing more than three quartiles (75%) of the program shall not be entitled to a refund.

All refund requests will be disbursed within 45 days of the determination of the withdrawal date.

CANCELLATION and REFUND POLICY for Veterans or Eligible Persons (Non-Accredited Courses)

Virginia Technical Institute has and maintains a policy for the refund of the amount charged for tuition, fees and other charges for a portion of the course that does not exceed the approximate pro rata portion of the total charges for tuition, fees and other charges that the length of the completed portion of the course bears to the length. Virginia Technical Institute may charge a sum which does not vary more than 10 percent from the exact pro rata portion of such tuition, fees and other charges (see chart below).

Withdrawal from the College Due to Military Service

To withdraw from Virginia Technical Institute at any time during a semester, a student must first confer with the dean. A student called to active military service is responsible for providing the appropriate military orders. A student who fails to withdraw properly will receive failing grades in all currently enrolled courses and may be ineligible for refunds listed below.

Refund

Students who have an approved withdrawal due to active military service are edible for refund as scheduled below:

Percent of Class Hours Completed	Percent of Refund Owed
10	90%
20	80%
30	70%
40	60%
50	50%
60	40%
70	30%
80	20%
90	10%
100	0%

Virginia Technical Institute agrees to notify each veteran (whose enrollment is certified to the Department of Veteran Affairs) of the student's right to the above refund policy.

REINSTATEMENT

Any student who has withdrawn from Virginia Technical Institute due to military service and is applying for readmission, will be automatically reinstated if they return to Virginia Technical Institute after a cumulative absence of not more than five years, as long as the student provides notice of the intent to return to the institution not later than three years after the completion of the period of service. The student should email <u>christie@govti.org</u> to initiate the process, outlining their plans for returning to the College.

The service member may be reinstated in their same program of study, working with an advisor to plan and review all program requirements. Division heads and program directors will work with the student to address any curricular changes and issues for meeting program requirements.

EVALUATION OF INSTRUCTORS

All Instructors at Virginia Technical Institute are evaluated by the NCCER ICTP Mod 10 "Giving a short presentation" using the Presentation and Evaluation Guide and are evaluated annually by a formal observation conducted by the Dean of Instruction and by a student survey conducted near the end of the course.

STUDENT GRIEVANCE PROCEDURE

Any trainee who has a grievance with the school or an instructor should first discuss the problem with the instructor. If a resolution is not reached, the student should make a written complaint and submit it to the Executive Director asking for a written response. If resolution is not reached, the student can appeal to the Board of Directors. If there is still no resolution, an appeal can be made to the State Council of Higher Education in Virginia. Students will not be subject to unfair actions as a result of filing a complaint against the institution.

SCHEV 101 N 14th St. Richmond, VA 23219 804-371-2285

Students Receiving GI Bill[®] may also reach out to The Virginia State Approving Agency. SAA approved education and training programs for Virginia. The SAA office investigates complaints of GI Bill[®] beneficiaries. While most complaints should initially follow the school grievance policy, if the situation cannot be resolved at the school, the beneficiary should contact SAA office via email at <u>saa@dvs.virginia.gov</u>." GI Bill[®] is a registered trademark of the U.S Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Webs site at http://www.benefis.va.gov/gibill."

NOTE: Any and all wording and/or policies are subject to change. Any changes in wording and/or policies will be completed one month prior to the semester start. Students will be given verbal notice at the time of registration.

Board of Directors

Roger Hill, Chairman, Abbott Nutrition - retired
Dennis Janiak, Vice-Chair, Abbott Nutrition – retired
Tony Bowling, Member, Branch Manager of First National Bank of Altavista
Timothy Clark, Member, Vice-President of Blair Construction, Inc.
Dale Moore, Member, Past President of Moore's Electrical & Mechanical, Inc.
Lisa Moore, Member, Administrator of Faith Christian Academy
Brian Yates, Member, Dean College of Applied Studies and Academic Success (CASAS), Liberty University
Glenn Berger, Member, Attorney - retired

ADMINISTRATIVE FACULTY

David Sage, Executive Director, VTI; B.S., Liberty University
Brett Hall, Dean of Instruction, VTI; B.S. Liberty University
Christie Shelton, Office Manager, VTI; B.S. Computer Science and Math, minor Accounting, Averett University
Connie Krantz, Records and Assistant to the office Manager; VTI