

September 12, 2018

ELECTRONIC DELIVERY

██████████
President
IBO Technology Course
PR-3 Km. 27.5 Barrio Zaral Abajo
Rio Grande, Puerto Rico 00721

School #M070588
Warning

Dear ██████████

At the August 2018 meeting, the Accrediting Commission of Career Schools and Colleges (“ACCSC” or “the Commission”) considered the Application for Renewal of Accreditation submitted by IBO Technology Course (“IBO-Rio Grande”) located in Rio Grande, Puerto Rico. Upon review of the April 10, 2018 Team Summary Report (“TSR”) and the school’s response to that report, the Commission voted to place IBO-Rio Grande on **Warning** with a subsequent review scheduled for ACCSC’s February 2019 meeting.¹ The reasons for the Commission’s decision and the Commission’s requirements for the school to demonstrate compliance are set forth below.

History of the Commissions Review

May 2016

At the May 2016 meeting, the Commission considered the Application for a Branch Campus – Part I submitted by IBO-Rio Grande. Upon review of the December 7, 2015 Team Summary Report and the school’s response to that report, the Commission voted to defer final action until the August 2016 meeting in order to provide the school with an additional opportunity to demonstrate compliance with accrediting standards.

August 2016

At the August 2016 meeting, the Commission considered its previous decision to defer final action on the Application for a Branch Campus – Part I submitted by IBO-Rio Grande. Upon review of the June 13, 2013 deferral letter and the school’s response, the Commission determined that IBO-Rio Grande has met the requirements for the addition of the branch campus separate facility located in San Sebastian, Puerto Rico (School #B072725). In addition, the Commission voted to place the school on Licensure Reporting.

March 2017

At the March 2017 meeting, the Commission considered the Licensure Report submitted by IBO-Rio Grande. Upon review of the September 8, 2016 Commission letter and the school’s response, the Commission voted to continue IBO-Rio Grande on Licensure Reporting.

August 2018 Commission Review and Action:

1. IBO-Rio Grande must demonstrate that the school has adequate management and administrative capacity in place that includes full-time on-site supervision by an individual or team with the appropriate combination of education, experience, and demonstrated ability to lead and manage a

¹ The accreditation process provides an opportunity for an institution to demonstrate its commitment to continuous improvement. Accordingly, the Commission’s final decision letter on this matter will include an ACCSC Institutional Enhancement Enclosure, which list suggestions deserving the school’s immediate attention and action.

post-secondary educational institution (*Section I (A)(1)(a), Substantive Standards, Standards of Accreditation*). The on-site evaluation team stated that “[b]ased on the quality and scope of operational and administrative issues identified during this review, IBO-Rio Grande’s management capacity did not demonstrate an ability to lead and manage a post-secondary educational institution in compliance with ACCSC’s *Standards of Accreditation*.” In response, IBO-Rio Grande stated that the school recruited administrative staff who “met the criteria of academic preparation, experience, and administrative skills demonstrated through continuing education trainings.” The school provided a list of the administrative team and supporting credentials; however, the school did not identify how long the personnel have been employed. However, given the number of concerns still unresolved by the school’s response, the Commission is concerned about the capacity of the school’s management team to lead and manage a post-secondary educational institution in compliance with *ACCSC’s Standards of Accreditation*.

Based on the foregoing, the Commission directs IBO-Rio Grande to submit the following:

- a. A description of the current oversight mechanisms used by the school to ensure members of the management team are qualified to effectively lead an accredited institution in compliance with accrediting standards;
- b. A copy of a completed organizational chart to include the names and titles of all individuals currently employed by the school;
- c. An updated roster of all management and administrative staff, currently employed by the school in the following format;

Name	Position/Department	Date Employment Began (M/YY)	Description of Duties

- d. Copies of the professional development plan for each person identified in (c.) above; and
 - e. Documentation of any professional development completed since the on-site evaluation.
2. IBO-Rio Grande must demonstrate that all facilities owned or controlled for administrative, instructional, and housing purposes meet fire safety standards required by appropriate regulatory authorities (*Section I (F)(3), Substantive Standards, Standards of Accreditation*). During the on-site evaluation, the team indicated that the fire inspection certificate expired in May 2017. IBO-Rio Grande stated that they had requested an inspection from the fire department on July 12, 2017. In the TSR response, the school stated, “we are making corresponding visits to the municipal government offices” to obtain necessary permits. The school also provided a chart of their most recent interaction with the government including any observations they made on the visit. The Commission acknowledged the school’s attempt to contact the government, however, the service request submitted to support the school’s statement is in Spanish without translation. In addition, IBO-Rio Grande failed to demonstrate that the school has a valid fire safety inspection. The occupation specialist expressed concern regarding operating fire sprinklers in kitchen and the school failed to demonstrate that there is a fire sprinkler system or fire extinguishers in the kitchen training labs used for the Culinary Arts program.

Based on the foregoing, the Commission directs IBO-Rio Grande to submit the following:

- a. Evidence that the school has conducted a fire safety inspection;

- b. Evidence to demonstrate the school is equipped with fire extinguishers and/or sprinklers; and
 - c. Any additional information that the school believes will be useful to the Commission in making a determination regarding the school's compliance with ACCSC's safety requirements.
3. IBO-Rio Grande must demonstrate that the school applies a fair and equitable refund policy in compliance with applicable requirements (*Section I (D)(5), Substantive Standards, Standards of Accreditation*). During the on-site evaluation, the team found that student ledger cards appeared to demonstrate adherence to the schools established cancellation and termination refund policies. When asked for supporting documentation, the school was unable to provide documentation during the visit to demonstrate proof-of-payment to substantiate the claimed refund payments. In response to the TSR, the school re-stated the cancellation policy and provided a link the school catalog. The Commission determined that the school failed to demonstrate compliance with accrediting standards with regard to refunds. IBO-Rio Grande did not submit any evidence to support that refunds made follow the school's published policy.

Based on the foregoing, the Commission directs IBO-Rio Grande to submit the following:

- a. An ACCSC Refund Report for all refunds issued to student who were either dismissed or withdrew between September 1, 2018 and November 30, 2018 to include the enclosed ACCSC Refund Report Summary Sheet, Refund Report Worksheet, completed attendance tracking forms to include documentation of approved leaves of absence (as applicable) and copies of all electronic refund transactions and/or checks – front and back – issued for the purpose of student records;
 - b. An explanation for any student for whom a refund was made in excess of the maximum number of days identified in the school's refund policy; and
 - c. Any additional information that the school believes will be useful to the Commission in making a determination regarding the school's compliance with accrediting standards regarding the school's refund policy or practices.
4. IBO-Rio Grande must demonstrate that the school received approval from ACCSC prior to adding an unrelated new program (*Section IV (E)(6)(a)(iii), Rules of Process and Procedures, Standards of Accreditation*). During the on-site evaluation, the team noted that the school started the Culinary Arts program September 6, 2016 and started the Management, Hospitality, Tourism Operations program on November 17, 2016. ACCSC approved both programs on December 22, 2016. In the response to the TSR, the school stated that the Economic Assistance office did not disperse funds for the programs until January 13, 2017. The Commission found that the receipt of government funding is not relevant and is not a mitigating factor in this case. ACCSC's requirement clearly state that a program must be approved before the school may even advertise the program, let alone enroll students.

Moreover, IBO-Rio Grande failed to address how the school was able to secure funds for students who enrolled in a program that ACCSC had not yet approved. Although IBO-Rio Grande provided a list of students² demonstrating that the aid was not released until January 2017, the school failed to provide an explanation as to how students who were enrolled prior to the programs' approval were

² IBO-Rio Grande is reminded to redact all student personal information such as social security numbers in any submission to the Commission.

able to receive any aid. Thus, the Commission is also concerned how the school represented the program to the funding agency.

Based on the foregoing, the Commission directs IBO-Rio Grande to submit the following:

- a. A description along with documentation as to how the school applied for and represented to the Economic Assistance Office the ACCSC accreditation/Puerto Rico approval status of the Culinary Arts Program and the Hotel Management and Tourism Program;
 - b. A description along with documentation as to when a school may request funding from the Economic Assistance Office and the program eligibility;
 - c. Documentation as to when the Puerto Rico Higher Education Council (“the Consejo”) approved the Culinary Arts Program and the Hotel Management and Tourism Program and when the school requested funding for students enrolled in these programs; and
 - c. Documentation as to when the school received approval from the Department of Education to offer federal financial aid for the aforementioned programs.
5. IBO-Rio Grande must demonstrate that tuition for students is currently in school is changed only if authorized in the enrollment agreement and only if reasonable advance notice is provided to students (*Section I (D)(3), Substantive Standards, Standards of Accreditation*). The on-site evaluation team found that IBO-Rio Grande’s enrollment agreement stated that “the institution will notify [students] no less than 30 days prior to any [tuition] changes.” In response to the TSR, IBO-Rio Grande stated that the school issued written communication to the students regarding the enrollment cost on June 15, 2017. The Commission acknowledged the notification provided to students, however, is concerned that the school may not have followed its internal policy with regard to providing notification of tuition changes no less than 30 days in advance.

Based on the foregoing, the Commission directs IBO-Rio Grande to submit the following:

- a. A copy of the school’s policy and procedure for notifying students of up-coming tuition changes and evidence the school has trained all school personnel on the policy;
 - b. For any changes to tuition charges made since the on-site evaluation, provide evidence to demonstrate that the school informed students no less than 30 day prior to the change in tuition; and
 - c. Any additional information the school believes will be useful to the Commission in making a determination regarding the school’s compliance with accrediting standards regarding the school’s tuition policies or practices.
6. IBO-Rio Grande must demonstrate that the school complies with all federal requirements (*Section I (G)(2)(d), Rules of Process and Procedure, Standards of Accreditation*). In addition, IBO-Rio Grande must demonstrate that instructional materials are sufficiently comprehensive and reflect current occupational knowledge and practice (*Section II (A)(5)(a), Substantive Standards, Standards of Accreditation*). During the on-site evaluation, the Occupation Specialist noted that students in the Culinary Arts, Management Hospitality and Tourism Operations, and Cosmetology programs appeared to receive instructional materials primarily via handouts of photocopied sections of instructors’ textbooks. The Occupation Specialist also found that the textbook in the Culinary Arts program was published in 2007 and indicated that the book should be updated. In response to the TSR, IBO-Rio Grande stated as of December 2017 an academic portfolio is used as a means of

“organizing, imparting and evaluating the knowledge provided to our students.” The portfolio includes course syllabi, course agenda, educational planning form, presentations, brochures, and other educational materials selected by the teacher, and other forms of institutional and external activities. The school also provided a list of textbooks used by program. The Commission determined that IBO-Rio Grande failed to address the team’s concern that textbooks are photocopied and distributed to students without permission from the publisher. The school also failed to provide evidence that sufficient instructional materials are available for student use. In addition, the Commission noted with the exception of one (1) textbook that the school’s textbooks were published seven or more years ago.

Therefore, the Commission directs IBO-Rio Grande to submit the following:

- a. Documentation that the school has received permission from the textbook companies to produce and distribute photocopies of textbooks;
 - b. An explanation as to how textbook fees are calculated;
 - c. Documentation that students receive and/or purchase appropriate textbooks for each course;
 - d. A list of instructional materials and textbooks, with publication dates, for each program offered at the school;
 - e. An explanation as to why the school believes its instructional material are current;
 - f. A list of any instructional material added since the on-site evaluation; and
 - g. An explanation on how often learning materials are updated for each program.
7. IBO-Rio Grande must demonstrate that the school has appropriate administrative and operational policies and procedures to which the school adheres, and reviews and updates as needed (*Section I (A)(1)(d), Substantive Standards, Standards of Accreditation*). During the on-site evaluation, the team expressed concern that while the school appeared to follow a set of written policies and procedures, the school did not demonstrate use of an established process to review and update the policies and procedures. In the response to the TSR, IBO-Rio Grande stated that the school updated the Institutional Catalog and presented the updated catalog during a Student Assembly held in May 2018. The Commission noted the update in the catalog, however, IBO-Rio Grande failed to demonstrate that the school actually updated the written administrative and operational policies. Further, IBO-Rio Grande did not provide a plan to demonstrate that the school has a process to review and update the school’s administrative and operational policies and procedures.

Based on the foregoing, the Commission directs IBO-Rio Grande to submit the following:

- a. A copy of the school’s administrative and operational policies and procedures, including a schedule and the school’s process for review of those policies and procedures and
 - b. Any additional the school believes will be useful to the Commission in making a determination regarding the school’s compliance with accrediting standards regarding the school’s administrative and operational policies or practices.
8. IBO-Rio Grande must demonstrate institutional assessment and improvement goal setting, benchmarking, and implementation activities appropriate to the size and scale of the school’s operations, which much address the areas of management, fiscal condition and budget; administrative policies and practices; student support services; faculty and staff development; educational program curricula; learning resources system, equipment, and supporting materials, facilities; and student

achievement outcomes (*Section I (B)(2), Substantive Standards, Standards of Accreditation*). In response to the TSR, IBO-Rio Grande stated that the school planned to institute activities in the areas of academic and faculty development, student services, and curricular evaluation. The school provided a chart with a description of the activities/meetings held between January 2018 and April 2018, including the groups who participated in the activity. The Commission noted that while several of the meetings included topics germane to institutional assessment and planning such as faculty development and administrative processes, the school did not provide a copy of the school's current institutional assessment and improvement plan. As such, IBO-Rio Grande failed to demonstrate that the activities corresponded with goals set forth in the plan or that the school's on-going institutional assessment and planning process reflects significant goal-setting, benchmarking, or implementation activities. IBO-Rio Grande also failed to provide an explanation as to who at the school is responsible for these activities and to assign a timeframe for activities to be completed.

Based on the foregoing, the Commission directs IBO-Rio Grande to submit the following:

- a. The school's current institutional assessment and improvement planning document that includes goals and activities beyond the current year;
 - b. Documentation of implementation of the school's institutional assessment and planning activities; and
 - c. Any additional information that the school believes will be useful to the Commission in making a determination regarding the school's compliance with the assessment and improvement activities as required by the standards.
9. IBO-Rio Grande must demonstrate that the school verifies prior work experience and maintains documentation of academic credentials of all faculty members and administrators (*Section III (A)(4), Substantive Standards, Standards of Accreditation*). The on-site evaluation team found that IBO-Rio Grande did not demonstrate that the school conducted prior work verifications for any administrative employees or managers. In response to the TSR, IBO-Rio Grande provided a chart of the administrative personnel and faculty at the campus with corresponding resumes (in Spanish) for each person identified on the chart. The school stated "as of December 2017, the administration of IBO Technology proceeded to verified [*sic*] and update the information about work experience of instructor's administrative staff, employees and managers." The school, however, failed to provide policies and procedures for verification of prior work experience of faculty and administrators.

Therefore, the Commission directs IBO-Rio Grande to submit the following:

- a. A copy of the school's policies and procedures for verifying prior work experience for administrators and
 - b. Evidence that the school verified the prior work experience for anyone hired since the on-site evaluation.
10. IBO-Rio Grande must demonstrate that the school maintains a complete record of all written student complaints for at least the last five years (*Section VI (D)(3), Substantive Standards, Standards of Accreditation*). During the on-site evaluation, IBO-Rio Grande did not demonstrate that the school maintained complaint records for a five year period. In response to the TSR, the school provided the updated complaint policy and included a copy of the complaint form. The Commission acknowledged the new form; however, IBO-Rio Grande did not provide a copy of the form in English. In addition, the school failed to demonstrate any evidence of implementation of the new policy.

Based on the foregoing, the Commission directs IBO-Rio Grande to submit the following:

- a. A copy of any complaints submitted to the school since January 2018, (if applicable) and
 - b. Evidence that the school followed its policy with regard to the process and closure of the aforementioned complaints.
11. IBO-Rio Grande must demonstrate that the school prohibits personnel whose primary responsibilities include recruiting and admissions activities to become involved in admission testing or admission decisions, including signing and accepting the enrollment agreement (*Section IV (A)(13), Substantive Standards, Standards of Accreditation*). During the on-site evaluation, the team found that Admissions Coordinator, [REDACTED], was responsible for front-line recruitment and admissions activities for the school. However, [REDACTED] was also responsible for providing final acceptance signature on most of the school's enrollment agreements. In response to the TSR, IBO-Rio Grande stated that the school hired [REDACTED] as the Admissions Officer and [REDACTED] as the Placement Officer. In the response, IBO- Rio Grande stated that [REDACTED] is "in charge of providing guidance to candidates who request admission to the Institution, analyzes the applications and determines if the candidates meet the established requirements to be admitted to the programs..." According the brief job description provided, it appears [REDACTED] may be involved in the recruiting process as well as making admissions decisions. In addition, the school did not identify who is responsible for signing all enrollment agreements. As such, IBO-Rio Grande failed to provide evidence that the personnel whose primary role is recruiting and admissions is not involved with signing the enrollment agreement at the school.

Therefore, the Commission directs IBO-Rio Grande to submit the following:

- a. A copy of the school's policy and procedures for signing enrollment agreements, including clarification as to which administrative personnel is responsible for signing;
 - b. An explanation of [REDACTED] current role at the school, if applicable; and
 - c. Copies of executed enrollment agreements from September 15, 2018 to October 30, 2018.
12. IBO-Rio Grande must demonstrate that all advertising, promotional materials, statement, and claims are truthful and accurate and avoid leaving any false, misleading, misrepresenting, or exaggerated impressions with respect to the school or its training programs (*Section IV (B)(1), Substantive Standards, Standards of Accreditation*). In its response to the TSR, IBO-Rio Grande stated, "Each semester is equivalent to 12 approved credits, for a total of 36 credits." IBO-Rio Grande's catalog indicates that the programs offered at the school take 45 weeks or 10.5 months to complete. The Commission noted IBO-Rio Grande's justification for the program length; however, the Commission remains unclear as to the length of the programs offered by the institution. According to the school's Institutional Profile on file with ACCSC, the school's programs are all 15 months in length. The Commission is concerned that the school does not accurately demonstrate the entire time it takes a student to complete a program as the timeframe advertised may not include holidays and recesses. As such, IBO-Rio Grande failed to demonstrate how students may successfully complete the program in the time frame advertised in the brochures and on its website. Therefore, the Commission directs IBO-San Sebastian to submit documentation that the school has corrected the program length in all advertising and on the school's website to include the entire time needed to complete the program.
13. IBO-Rio Grande demonstrate that the school maintains written and detailed minutes of each Program Advisory Committee ("PAC") meeting that include a comprehensive and clear description of the

review of the commentary made by the school representatives and the PAC members (*Section II (A)(6)(d)(i-iii), Substantive Standards, Standards of Accreditation*). In response to the TSR, the school provided PAC minutes from both the January 9, 2018 and April 23, 2018 meetings. Upon review of the PAC minutes, the Commission found that the minutes lack detail; feedback from PAC members; and specific commentary from the individual PAC members on the appropriateness and adequacy of the program length, objectives, curriculum content, learning resources, facilities, and equipment. Instead, the PAC minutes provided appear to reflect a brief summary of the discussion held. It also appears as though the PAC meeting held for the Hospitality and Tourism program did not include three (3) PAC members in attendance at the April 2018 meeting.

Therefore, the Commission directs IBO-Rio Grande to submit the following:

- a. PAC minutes from the August 2018 meeting, including a description of each member in attendance (i.e. titles and affiliations) and a notation as to which members in attendance represent the employment community or are practitioners;
 - b. The date, time, and location of each meeting;
 - c. A comprehensive and clear description of the review of and commentary made by the PAC members;
 - d. Evidence the school gives consideration to PAC input; and
 - e. Any additional information the school believes will be useful to the Commission in making a determination regarding the school's compliance with ACCSC's PAC requirements.
14. IBO-Rio Grande must demonstrate that the Commission can place a high level of reliance upon information, data, and statements provided by the school through supplying verifiable records of graduate initial employment (*Preamble, Introduction, Rules of Process and Procedure; Section VI (C)(2), Substantive Standards, Standards of Accreditation*). The school must support its reported rates of employment by maintaining verifiable records (*Section VI (C)(2) and Section VII (B)(1)(b), Substantive Standards, Standards of Accreditation*). During the on-site evaluation, the team requested additional information regarding the schools employment record verification process given that the independent third party auditor Verified as Not Correct 7.7% (2 of 26) and was Unable to Verify 15.4% (4 of 26) of the employment records audited. Upon review of the TSR response, the Commission noted that IBO-Rio Grande failed to provide a response to the additional information requested. The school provided no evidence to demonstrate the validity of the schools records, reported programmatic employment rates, and compliance with accrediting standards.

Therefore, the Commission directs IBO-Rio Grande to submit the following:

- a. A description of the school's process and procedures for recording and verifying graduate employment;
- b. The school's current verification form or other tool that the school is currently utilizing to verify employment;
- c. For all programs, for each graduate who gained employment in the career field for which the school provided education between September 1, 2018 and November 15, 2018, submit the following information:

Graduate ID#	Program	Start Date	Place of Employment, Address, & Phone#	Employer Point of Contact	Date of Initial Employment	Descriptive Job Title

- d. The school must also provide the following supplementary information:
- i. A copy of the school’s completed verification form (as indicated in item b. above) for each graduate employed listed in c. above;
 - ii. For each graduate classified as self-employed, provide a signed statement from the graduate verifying that the employment is valid which includes the following:
 - The graduate’s name and contact information;
 - An attestation that the self-employment is aligned with the individual’s employment goals, is vocational, and is based on and related to the education and training received;
 - An attestation that the graduate is earning training-related income; and
 - In cases where licensure is required for employment, an attestation that such licensure has been achieved; and
 - iii. For each graduate classified as “career advancement,” provide supporting and verifiable documentation for each graduate to include a signed statement from the graduate or employer acknowledging that the training allowed the graduate to maintain the employment position due to the training provide by the school or that the training supported the graduate’s ability to be eligible or qualified for advancement due to the training provided by the school.

15. IBO-Rio Grande must demonstrate that the school collects and reports licensure rates for programs where a governmental entity requires licensure for employment (*Section VII (B)(1)(b), Substantive Standards, Standards of Accreditation*). In the response to the August 2, 2017 Commission letter, IBO-Rio Grande stated the school consulted with students to assist with strategies aimed to support paying examination fees. The Commission noted, however, that IBO-Rio Grande failed to provide an update on the school’s efforts to capture licensure pass rates. The school also failed to demonstrate that they have a process in place for retrieving licensure information once students have taken the exam. In addition, the strategies provided focus on assisting students with paying for the exam, but IBO-Rio Grande provided no strategies to assist students with passing the exam. IBO-Rio Grande also failed to demonstrate how the school classifies graduates as employed in field when licensure is required for employment.

Based on the foregoing, the Commission directs IBO-Rio Grande to submit the following:

- a. An update on the effectiveness of the school’s efforts to capture licensure pass rates, including the results of the licensure examinations for the 21 students from the Barbering and Cosmetology programs that were expected to take the exam in April 2017;
- b. The Graduation and Employment Chart for the Barbering and Cosmetology (Diploma) programs submitted in the school’s 2018 Annual Report (**July 2018 Report Date**) along with evidence that the school has included the licensure pass rates specific to the cohorts in the Reporting Period on the Graduation and Employment Charts for the aforementioned programs in the “Licensure” section of the chart;

- c. An explanation for any graduate the school classified as “employed in field” but who did not take/pass the licensure examination; and
- d. Any additional information the school believes will be useful to the Commission in making a determination regarding the school’s compliance with ACCSC’s licensure pass rate requirements.

Warning Restrictions:

Pursuant to *Section VII (K)(9), Rules of Process and Procedure, Standards of Accreditation*, the Commission will not consider substantive changes, a change of location/relocation, or additions (i.e., separate facilities, new programs) to a school or its separate facilities while the school is under a Warning.

Notification to Students:

The Commission requires the school to inform current and prospective students in writing that the school has been placed on Warning and to provide a summary of the reasons for the Warning Order (*Section VII (K)(8) Rules of Process and Procedure, Standards of Accreditation*).

Response Requirements:

By applying for accreditation, a school accepts the obligation to demonstrate continuous compliance with the *Standards of Accreditation*. While the Commission employs its own methods to determine a school’s compliance with accrediting standards, the burden rests with the school to establish that it is meeting the standards. The Commission’s deliberations and decisions are made on the basis of the written record and thus a school must supply the Commission with complete documentation of the school’s compliance with accrediting standards.

IBO-Rio Grande must provide a response to the items expressed above that provides the information requested along with any additional information that the school believes supports a demonstration of compliance with accrediting standards.³ If the school’s response contains documentation that includes personal or confidential student or staff information that is not required for the Commission’s review (e.g., social security numbers, dates of birth, etc.), please remove or redact that information.

IBO-Rio Grande must upload the school’s electronic response directly to ACCSC’s College 360 Database. The ACCSC College 360 database can be accessed by [clicking here](#). Please note that the password utilized by the institution to access the Annual Report Portal is the same to access the School Submission section of the College 360 database. The Instructions for Electronic Submission can be found [here](#). A detailed overview on how to upload a school submission can be found [here](#).

Keep in mind, the school’s response must be prepared in accordance with ACCSC’s Instructions for Electronic Submission (e.g., prepared as one Portable Document Format (“PDF”) file that has been prepared using Adobe Acrobat software (version 8.0 or higher) and which has a .pdf extension as part of the file name). The school will receive an e-mail confirmation that the file has been received within 24 hours of the submission.

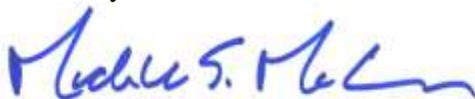
³ ACCSC has issued two modules of the **Blueprints for Success Series** – [Organizing an Effective Electronic Submission](#) and [Preparing a Comprehensive Response for Commission Consideration](#) – which provide a framework for submitting a well-documented, organized, electronic response for Commission consideration. ACCSC encourages the school to review these modules when formulating its response to this letter. More information is available in the [Resources section](#) at www.accsc.org.

The school's response must also include a signed certification attesting to the accuracy of the information and be received in the Commission's office **on or before December 21, 2018**. If a response, the required fee,⁴ and the certificate of attesting to the accuracy of the information is not received in the Commission's office **on or before December 21, 2018**, the Commission will consider further appropriate action.

For assistance with the password or for any other questions regarding the electronic submission requirements, please contact [REDACTED]. Please note that any password requests to access College 360 must be made by the school director, or designated member of the school's management team, via e-mail.

For further assistance or additional information, please contact [REDACTED] or [REDACTED]

Sincerely,



Michale S. McComis, Ed.D.
Executive Director

⁴ ACCSC assesses a \$500 processing fee to a school placed on Warning.