



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**ECONOMIC DEVELOPMENT AND INDUSTRY SECTOR (EDIS) COMMITTEE MEETING**

**Wednesday, February 17, 2010  
3:00 PM**

South Florida Workforce Investment Board Headquarters  
7300 Corporate Center Drive  
5th Floor - Conference Room 3  
Miami, Florida 33126

**AGENDA**

1. Call to Order and Introductions
2. Approval of EDIS Committee Meeting Minutes
  - A. December 16, 2010
3. Recommendation as to Approval of an Occupational Training Supply/Demand Policy
4. Recommendation as to Approval of a New Training Agent and New Programs for an Existing Training Agent
5. Recommendation as to Approval of an EDIS Subcommittee
6. Discussion – Training Vendors’ Refund Policies
7. Discussion – Training Vendors’ Performance
8. Information – Florida Back to Work Program
9. Information – Region 23 Preliminary 2010-2011 TOL
10. Information – Workforce Estimating Conference

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**SFWIB - Economic Development & Industry Sector (EDIS) Committee**

*February 17, 2010*

**Minutes of SFWIB Economic Development and Industry Sector Committee Meeting December 16, 2009**

South Florida Workforce Investment Board  
 Economic Development and Industry Sector Committee and Workforce Committee  
 December 16, 2009, 3:00 P.M.  
 South Florida Workforce Headquarters  
 7300 Corporate Center Drive, Suite 500  
 Miami, FL 33126

COMMITTEE MEMBERS IN ATTENDANCE	OTHER BOARD MEMBERS	OTHER ATTENDEES
1. Andre “Andy” Perez - <i>Chair</i> 2. Harder, Jackie, <i>Vice Chair</i> 3. Ludwig, Philipp 4. Roth, Thomas 5. Russo, Monica	Jennings, Donna Manrique, Carlos	Dalrymple, Nadine – <i>Per Scholas, Inc.</i> Flores, Oscar – <i>AATI</i> Mitchell, Carlana – <i>Miami-Dade County Public Schools</i> Morrow, Nayibe – <i>AATI</i>
COMMITTEE MEMBERS NOT IN ATTENDANCE	SFW STAFF	
6. Brecheisen, Bruce 7. Diggs, Bill 8. Regueiro, Maria Cristina 9. Wiedman, Holly	Beasley, Rick Kavehersi, Cheri Edwards, Phillip Glancy, Anne Gomez, Maria Hernandez, Juan Kistner, Ken	

Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Mr. Andy Perez, Committee Chairperson greeted those present, and thanked them for coming H noted that he expects one more Board member.

Mr. Perez began with introductions: Mr. Philipp Ludwig; Mr. Tom Roth; Ms. Jackie Harder; and Dr. Donna Jennings

The staff present introduced themselves, as well.

**2. Approval of EDIS Committee Meeting Minutes**

- A. June 18, 2009**
- B. August 19, 2009**
- C. October 14, 2009**

Mr. Perez noted that a quorum had not yet been achieved the minutes could not be approved, although a quorum is expected.

Mr. Perez reviewed the status of several items within the minutes. This was done in preparation for the SFWIB meeting the next day.

Mr. Perez requested an update on the Knight Center digital excellence literacy survey. Staff responded that the agreement was sent off to Miami Broadband, Kim, and she had not returned it at the moment. It was sent prior to Thanksgiving, and staff is waiting for it to be signed.

Mr. Perez requested an update on the allocation of \$50,000 to the Greater Miami Chamber for educational workforce challenges for Miami-Dade County. Mr. Beasley, SFWIB Executive Director, responded that it had been finalized, although there still are some questions to be answered. Mr. Beasley noted that he would be meeting with Barry Johnson to answer those questions.

Mr. Perez requested a brief overview of the training expo. Mr. Beasley asked staff person, Mr. Juan Hernandez to report.

Mr. Hernandez reported that so far in addition to the information that was shared at the last committee meeting, there are two attachments that will be shared with the Members. And the vouchers were broken down by training program, and by training agent. He reported that the final total was about 520.

Mr. Perez asked Ms. Harder to discuss with staff regarding setting up the training expo in Monroe County. Ms. Harder responded that she would actually be interested to do a techno expo approach to this rather than strictly as a training expo. She asked who her SFWIB staff person would be. Mr. Beasley responded that the staff person would be Cheri Kavehersi.

Mr. Perez informed the Committee he and staff have been diligently having discussions with the training providers and staff to provide accountability to this Region. Training providers with SFWIB contracts must communicate with SAMS, which is the back-end software for entering information regarding individuals that have received services through the workforce system. To that end a meeting with the training providers was held recently and reports and some of the policy recommendations were reviewed. This committee will continue to work with the training providers to update the training policies and procedures.

Mr. Perez asked for an update on the Employed Worker Training project for the Parrot Jungle. Mr. Beasley responded that it was off the ground, and they're doing the training. They've trained one group and are moving on to the next group. In addition, we did actually get a picture and an article provided to them in the Journal.

[Monica Russo arrived. Quorum achieved.]

Mr. Perez noted that although the quorum had been achieved he would complete the review of the minutes and then request a motion to approve.

Mr. Perez reported that item 12, the Digital Divide project is a project that Executive Director Rick Beasley and he had worked on diligently. He also had informed the state of this project and the chairman of the state is pushing extremely hard to have this implemented and copied statewide. This is a great example of hard work being picked up at the local level and then having it reflected at the state level. What is the status?

Mr. Beasley: reported that the signed contract was just received, and we will now get the PCs switched out and moved over.

Mr. Perez asked for a report on the technology upgrade action. Mr. Beasley responded that Mr. Perez had been pushing E-learning vouchers at the state level on and we are getting this off the ground as Elevate Miami. The City Commission approved the request to accept the money. We

are finalizing everything there. The State of Florida has received about 35,000 E-learning vouchers and Mr. Perez has been working on that component.

Mr. Perez reported an update on that item. He noted that this Region was to get a large portion the 35,000 vouchers that were going to be allocated to the State of Florida by Microsoft. He made a suggestion to really look at the poverty level as a determination of how many vouchers would be received by Miami-Dade County.

Staff members at the State of Florida noticed that the City of New York received 70,000 vouchers. Now the state is asking Microsoft to bring this back to the table because the state wants an explanation for the difference. This is may be a move in this Region's favor because these are training vouchers for E-learning to provide digital literacy, as per Microsoft, which includes Word PC basic, etc. for those who do not now have access. The same system used by Elevate Miami will be used. Because of the investment of funds from this Region as well as the vouchers that we are going to be receiving we are going to be able to serve a considerable number of people.

He continued to note that this item is similar to item 6, the digital divide project. On that project Per Scholas will refurbish PCs, and with the small investment from South Florida Workforce, we will expect to serve 405 families with refurbished computers, Internet access, and training by Per Scholas, a not-for-profit organization.

Ms. Harder commented that this project would have great applicability to Monroe County as well, and Monroe County would be expecting a share of the 70,000 vouchers.

Mr. Perez responded that those decisions would be made by staff and that Monroe County would receive their share.

Mr. Beasley commented that Mr. Perez has been working diligently trying to get the state staff to understand our region. We are the State's biggest region, and they were going to focus strictly on rural areas. We have Monroe County, which is a rural area, and the State replied that they consider Monroe County as a part of Miami.

Mr. Perez then asked me what I think about this idea of poverty. That would work for us. That breakdown would then give us 9,000 of the E-learning vouchers. Mr. Beasley noted that Mr. Perez is the one to thank for being vigilant at the State level.

Mr. Perez responded that the decision is not really based by region, but by county, and there are many more counties than Workforce Regions. This is a huge portion of vouchers based on the poverty level. We are also focusing on the un-employment number, which is at 11.8 percent.

Ms. Harder expressed concern that there would be some issues on both of those scores in Monroe County because the un-employment levels are not that high.

Mr. Beasley responded that the funds would come to the Region, and permission could be requested from the State. This would assist "baby boomers" who want to be re-trained in computers, and here is a way for us to do that now. We wouldn't distribute the funds just to Miami-Dade County.

Ms. Harder added that the state rural areas of economic concern, does not include Monroe County, so we are neither fish nor fowl when it comes to the official legislative designation of rural.

Mr. Perez responded that as soon as we get that final number and it's allocated, please I invite you to work with staff to get some of that down there.

Mr. Ludwig had a comment on item 6. We have had some discussions with staff regarding the applicability or the ability to replicate what was being done with the career center PCs with the larger corporations across the county. Unfortunately, as it applies to Baptist Health, we seem to max out the use of these PCs, stretch them out as far as possible. And that I think was not a very good example. There is a point where it is not worth refurbishing PCs, but I would want to encourage us to look further to see if we can multiply the use of used PCs.

Mr. Beasley responded that the idea from Mr. Ludwig who called the next day to say that there might be an opportunity. So I reached out to a number of Board members, including Dr. Jennings. Dr. Jennings responded that Miami-Dade College is not permitted to donate anything that has any value at all, but they are able to give us a nice price for PCs, and we could pick them up. Miami-Dade College is not permitted to donate.

I then spoke to Mr. Fred Marinelli and we tried to work out the process with the City of Hialeah. We did pick up some PCs from Great Florida Bank. I contacted Monroe County to please donate PCs. We talked to the mayor's office about PCs with the county. My understanding is that they really put PCs into surplus.

Mr. Perez requested staff to track these items so that a press release could be distributed, and he would forward the information to the State.

In response to a question from Dr. Jennings responded that staff is still dealing with the original 405 PCs received and trying to get those distributed. There were some difficulties with the Internet, but I believe that we have that worked out. The bigger problem is the recipients without a phone line in their homes. Most have cell phones and not phone lines. Mr. Perez suggested staff contact cell phone providers to see if they could provide air cards that are used with laptops, which are available for desk top PCs, as well.

Mr. Perez commented on item 8, the RN nursing scholarship program. This was collaboration with the University of Miami hospital and Miami-Dade College, and I believe the start date is in January. Mr. Beasley added that the recruitment, as well as the eligibility was being completed.

Mr. Perez noted that the review of the minutes had concluded and he requested a motion to approve the minutes.

Mr. Roth asked whether a Member could vote on the minutes if the Member was not present at the meeting in question. Mr. Beasley indicated that yes, a Member could vote on the minutes even if the Member were not present at the meeting.

Ms. Monica Russo moved approval of the June 18, 2009, August 19, 2009, and October 14, 2009 minutes. The motion was seconded by Philipp Ludwig and approved.

### **3. Recommendation as to Approval of an Occupational Training Supply/Demand Policy**

Mr. Beasley presented the item, and following that he asked if there were any questions. He reminded the Members that when the TOL data is compiled, the information might come from economic developers, or training providers, or businesses. The purpose of the TOL is to determine where training funds should be directed and to help decide the availability in our system.

Mr. Roth asked how staff arrived at this policy and Mr. Beasley replied that staff had been trying to change the policy to a more systematic process including criteria. This way you know specifically what we must consider to determine which trainings to fund.

Mr. Perez that as Mr. Beasley reports we have not really looked at accountability as a benchmark and whether an actual need exists for the training. This is based on projections from LMI for this region from 2009-2017.

Mr. Roth asked for an example. Mr. Beasley explained by using the example of claims adjusters, examiners and investigators.

Mr. Beasley explained that three darkened boxes indicated a failing occupation so it would not be funded training. The proposed policy would be the occupation on a one year moratorium for training, and we would take a look at it again at some point. For the occupations in red the policy wouldn't apply to those because they are in particular targeted industries that we're going to focus on.

Mr. Roth commented that with 39 people there are a lot of people per job out there who can fill this position. So why focus training on that. Versus the one above it you only have 2.08 on purchasing agents so we need to get more people to line up with available jobs. Mr. Beasley responded that it focuses our attention and our resources to meet the demand for this region. Mr. Perez offered that it also allows staff to focus their energies. This is another policy to help staff manage and place accountability on schools when it comes to performance.

Ms. Harder expressed her concern that the benchmark numbers were determined arbitrarily.

Mr. Beasley explained that staff used the total number of what was available in the system, and the total number in training. They then took the total number of jobs that are roughly available, and came up with that benchmark for this list here for Region 23. This was how we arrived at the cut-off point.

Mr. Beasley noted that some occupations are in red for which there are no training programs. Mr. Perez added that these training programs that are listed here the TOL, typically are linked to several occupations, not just one. The elimination of a single occupation doesn't mean we're eliminating the program. All the occupations that are being served by that one program would need to be eliminated, if that were the case. Again we're just trying to eliminate wasteful spending.

Ms. Harder noted that she would rather go with high growth high wage. She also added that in addition to cutting back on those programs for which there's no demand we should actively seek people who are can provide those jobs. Mr. Beasley responded that not all employers post their jobs on Employ Florida, which is the state job bank, and because we are the labor exchange for the state, this is our system.

Mr. Beasley explained the process of suppressing a job order. Without that job order that means this Region is missing a number of job orders that could be used to calculate this, and how we are funded. We are not connected with Monster, or Expedia, or other job banks.

Mr. Roth commented that he did not want to sound like a statistician, but having just gone over this with his son studying the fifth grade math and mean versus median. Listening to what you said it is a sort of arbitrary number but it seems like a median is probably more appropriate because half the respondents are above and half are below. So I don't know if we're trying to eliminate more than not. Because if you use average that's going to happen. If you look at all the darkened boxes on here that's because we used the average. If you're using median it's 50%. So first confirm with staff if this is an average and not a median.

Mr. Beasley responded that it is an average. It is what we have for the targeted number of jobs, the number of jobs that are listed on our system here. Not just for the TOL. It's an entire list of what's been projected for the labor market information for this region.

For the 3.06 we took the number of jobs that we have here. We added that to the 1,549 and divided it by the number of jobs roughly available: 7,421. Then we took the two sums divided by a sum to get the 3.06.

Mr. Roth noted that the result is we're getting a lot more dark boxes than light boxes as a result of that methodology. Ms. Harder asked if we were to change that would it change these numbers significantly.

Mr. Beasley responded yes this becomes an average if you get to the benchmark. But keep in mind we have a surplus of people and we're using the dollars to train for a demand, and not for the surplus.

Mr. Roth noted that the median might be considered instead of an average. You might re-run this as a median and see what that does to your boxes. But again I'm not sure if the goal is to get more of them off the list or on the list, or...

Mr. Beasley responded that there must be criteria to determine what programs we will train for and those we will not, given our limited resources.

Mr. Ludwig offered that beyond reducing or increasing the list the philosophical question we have to ask ourselves: we have a limited pool funds do we want to spread it over 50% of the jobs or do we want to spread it on less and provide more. That's another question.

Mr. Roth asked where we would want to come out. Do we want to come out where more than 50% are eliminated, or more targeted, then mean or average is the right way to use it.

Mr. Beasley responded that it really wouldn't make a bit of difference. It's really the policy which would give us the basis to look at the supply demand rate to determine which programs are necessary for this community. That's the policy.

Mr. Perez noted that this committee is the one to set that policy so if you want to use the average then we use the average. If you want to use the mean, then we use the mean.

Ms. Harder commented that, as Mr. Roth pointed out it would be a great idea to run the numbers again using the median to see what the result is. And again, to sound like a broken record, at the retreat we had two years ago, where we talked about and focused on high growth. If we don't have an educated workforce will not be able to attract the kind industries that we need. My recommendation would be to focus on high wage, high growth.

Mr. Perez reminded that there are other sources of funds that people can tap in to go to school. Workforce is just not, as Executive Director, Rick Beasley always says, workforce is just not the only resource that someone can tap into if they want to become a pilot, let's say. And secondly, if we're just going to focus on high wage and high growth I believe we're going to eliminate a lot of the population that would need to build up to get into that high wage, high growth job, the hardest to serve for instance.

Mr. Perez explained the for instance, someone in the hardest to serve population might not have had the background to get into an occupation in health. If we eliminate low wage, low growth jobs like say Certified Nursing Assistant (CAN) that person might not move up to a high wage, high growth

job. Ms. Harder agreed that it's a growth path, but if he's coming in as a server and he wants to be a registered nurse why wouldn't you want to fund that.

Mr. Beasley responded that because it may depend on the aptitude of the person applying to enter that occupation. I remember Ms. Regueiro making the comment that you may have individuals whose aptitude does not allow them to go for the IT job or go for the nursing job. If the low wage, low growth occupations are eliminated; such as the CEA which is the certified development child certification; and the CNA, which is the certified nursing assistant those pathways to high wage, high growth jobs would be eliminated.

Mr. Beasley suggested that we choose high wage because some individuals may not have the aptitude to go for the high wage jobs initially, and we may need to start them somewhere else first.

Ms. Harder responded that she understood, and she objected. She noted that she did not believe it is up to us to decide who's got the aptitude.

Mr. Beasley noted that what I was sharing was a comment from one of our Board members that was made when we created the chart. The same argument that you're making here is the same argument I was made as well. At the time the comment came back that you should just focus on the high wage, high growth. I'm not disagreeing with you. I'm trying to be the devil's advocate and I don't have a problem one way or the other. We want to focus our attention on high growth high wage because for long term we know that they're going to produce for us. You know it all depends on the economy.

I think your initiative is to focus on the high wage because even if it's low growth, it's still a high wage. And we may have emerging industries, emerging occupations, that really we haven't determined as of yet. So it is still low growth, but it is high wage, so we want to focus on high wage occupations, but we know some people are not going to start off at the high end.

Ms. Harder added that that was what she meant, and thanked the Committee for indulging her.

Mr. Perez recapped by noting it appeared that the consensus of this committee is that we are requesting staff to provide a report on the calculation of the median and a report on the calculation of the average using the same data.

Mr. Perez asked the Committee members when they would want to see the reports. Mr. Ludwig commented that they could be compiled into a list that needn't be extensive, but rather just sums.

Mr. Beasley commented that I wanted to make sure you saw all of the data. From a policy perspective you're saying we can use the average or we can use the median, but here's how we're going to determine what programs we're going to train for.

Mr. Roth noted that it looks like we're using the average now because we're eliminating more programs. We're probating more programs than we would if we were using the median. If that is more expedient, or that works for you, that should be an option for you.

Ms. Harder requested that the chart would read better in color and requested that the type size to be increased, or bolded.

Mr. Perez clarified that staff is to provide the median as well as the average number for comparison and bring it to tomorrow's meeting if possible. If we need further discussion, then we will do so.



**4. Recommendation as to Approval of a SFWIB Training Vendor Performance Chargeback Policy**

Mr. Beasley presented the item.

Mr. Perez commented that any program that's below 70 percent is not in compliance with the agreement that they have with this region. So the focus of this policy is to request monies to be returned to this region because of the non-compliance, and once we get to this point this program is pretty much not going to be funded in the future. The 25 percent comes from the tuition of individuals who have failed not all students.

Mr. Beasley noted that the determining factors are completion of the program and/or placement. Mr. Perez added that the Case Manager is the middle person between the school and the region, and that individual will verify that this person completed the class as well as inputting the information into SAMS as well as perform an employer check to see if the person is working.

Mr. Carlos Manrique commented that he asks the Committee to bifurcate this item with item eight that I requested of the Chairman to put on the agenda.

Mr. Manrique took the floor and made many comments regarding the issue of whether or not SFWIB has or has not a refund policy in place, and the amount refunded to SFWIB.

As he has been a Board member for about 12 years, he knew this Board did not have a policy. He previously requested and received information through a public records request. Thirty-five pages of information were received dating back to 2004. He noted that during that time SFWIB had spent \$135million dollars on training.

Mr. Manrique disagreed that SFWIB has a return policy, and disagreed with the amount of funds returned to SFWIB.

Mr. Beasley noted that Mr. Manrique was presenting information in a public meeting and you have provided no documentation to the Members. Staff had previously requested the documentation. Mr. Manrique responded that he had submitted the information to Mr. Beasley on January 6, 2009.

Mr. Beasley noted that staff reviewed the information with your staff and some of the information in the analysis is not accurate. We agreed to go through the information with your staff any time we to bring it back for analysis. In addition which Mr. Beasley shared with Mr. Manrique, this item would not be presented to the full Board because the Chairman wants it discussed in this committee.

There followed extensive heated discussion.

[Ms. Russo left the meeting. There was no longer a quorum.]

Mr. Perez expressed concern that a quorum had now been lost.

The discussion continued.

Mr. Perez informed Mr. Manrique that as Chair of this Committee he reports to the Chairman of this Board, and requested that Mr. Manrique provide this information to the Chairman and then he would determine how it would be distributed to the Board.

Mr. Manrique responded that Mr. Beasley has a copy which he could give to you. You don't need it from me. Mr. Perez clarified that he is requesting the findings, not the documents provided to him from Mr. Beasley.

Mr. Manrique commented that he does not have the answer to fix the problem, but I am saying that this is a very large problem. Which is the lack of a return policy by this Board, and right now a training provider keeps all the money whether that person stayed a day or completed. .

[Mr. Manrique refused to yield the floor to the Chair. The Chair attempted to recognize another Member, and Mr. Manrique questioned that, and the Chair responded that Mr. Manrique was not requesting recognition from the Chair to speak. Mr. Manrique apologized.]

Mr. Beasley reported that the policy was approved by an older Board, and the policy is to recognize all the refund policies of every school. That is the policy, and that was the information that was provided to Mr. Manrique in the request.

Mr. Beasley also noted that we sent information to him as a result of a public information request. He has commented that all records had not been provided. The other information was not provided because it would have required going to Iron Mountain which would be a lengthy and costly process. Mr. Manrique then chose not to pay for the extra information that he wanted.

Mr. Perez commented that he was very appreciative that this issue was brought up, but he wanted to see the information, and distribute it to the Committee. There followed discussion as to how the information could be received and distributed.

Mr. Beasley reminded the members that the Chairman wanted the item to be vetted through the committee process, which it should be.

Mr. Manrique again asked whether SFWIB has a return policy and discussion followed, including staff member, Ken Kistner's description of the policy: It's the refund policy of each of the schools. In addition every school is required by the Commission for Independent Education, Florida, are governed by that and those refund policies are applicable to every school, whether the student is a workforce student, or a Pell student or another type of student. And if the person is a Pell eligible student, then all the Pell rules apply. It's all spelled out in the law.

Mr. Manrique commented that his point was made with the intention to make it better.

Mr. Perez explained that there is a need to educate the current Members of what happened in the past so that it may be corrected. Mr. Manrique responded that his purpose is nothing more than to have a policy that is approved by this Board.

Mr. Perez commented that the State of Florida, under the Commission of Independent Education, which is a subsidiary of the Department of Education, requires holding a public license and serving the public that an organization must have a refund policy stated in the enrollment agreement. From my understanding as Chairman of the EDIS Committee and in the history of my business with workforce, this Board has adopted that statute. That is my understanding. Mr. Manrique responded that they all have different policies. In fact by the information request you will see different policies.

Dr. Jennings noted that the refund policy in private schools is directed to students, not to the provider.

Mr. Roth noted that he was confused, but now the information has been clarified.

Mr. Manrique commented that Items 4 and 8 should be re-written as one item. He also added that this could be a million dollar problem, and SFWIB has not enforced the refund policy. He added the recommendation that this item not be passed as written.

Mr. Perez asked for a consensus. There was a request for a compilation of the refund policies for all the training vendors, as well as a group of public providers and non-providers to convene to review the policy(ies).

Ms. Harder would like to see a compilation the refund policies of all the training vendors. We should have a standardized policy for our providers and she also would agree that a non-aligned committee to review this would be good. The first part is to see what is there now.

Mr. Perez asked if anyone had read number 5.

Mr. Ludwig agreed with Ms. Harder that a uniform policy, a call back on the education fees, and he would like to see what is the current situation before any determination is made.

Mr. Beasley noted that he had already requested that staff review the schools and provide a list of those schools by program, which were failing.

Mr. Roth agreed that this item should be tabled. It is too premature to bring it to the Board the next day.

Mr. Manrique asked if the Members could share what information should appear on the report.

Mr. Perez responded that staff would accept the information Mr. Manrique will provide and then disperse the information to the Committee at the next meeting.

Mr. Manrique asked how far back to go for the information and Mr. Perez asked committee whether 2004-2009 was a sufficient time frame. Mr. Manrique added that there must be a review of every training provider who received any funds from SFWIB since 2004. Also necessary is how many students have completed and how many students have been placed in a job. This includes public and private schools.

Mr. Perez granted the request back to only 2005, from the present.

Mr. Manrique asked how much training dollars are remaining. Mr. Beasley noted that the Centers do not have funds to enroll any new individuals into the program, although they have funding for those already in the program. They may be out of WIA, but they should have some TANF funds. The ARRA dollars are used for the DTA.

Ms. Harder asked whether the data would be compiled by staff, and not Mr. Manrique, who has a dog in this fight. Mr. Perez responded in the affirmative. Ms. Harder also noted that she was interested in all of the expenditures, not just those that are failing. She requests to see what everybody looks like.

Mr. Beasley responded that the report would be prepared, and it would also be online.

Dr. Jennings asked should the training providers not expect any new training referrals. Mr. Beasley said I'm not saying that, because he did not know. If they use regular WIA funds there may not be any referrals, if there's no resources, but using ARRA funds there may be referrals.

It was the consensus of the Members present to table item 4.

## **5. Recommendation as to Approval of a Standardized Refund Policy Guideline**

Mr. Ludwig agreed with Ms. Harder that a uniform policy, a call back on the education fees, and he would like to see what is the current situation.

Mr. Roth commented that the item should not be brought to the Board the next day because it was too premature.

It was the consensus of the Members present to table item 5.

**6. Recommendation as to Approval of New Training Agents and New Programs for Existing Training Agents**

There was consensus of the Members present to forward this item to the full Board.

Mr. Perez requested that freeze any applications for any new schools until the refund issue is taken care of. Staff is being inundated by new schools, which takes resources from staff.

Mr. Manrique noted there might be a field on the chart, but no provider, and that could be brought to the Board as a sole source provider.

Mr. Manrique noted that he felt that he was not the right person to speak on this issue.

Ms. Harder agreed and that she was uncomfortable that Mr. Manrique brought the subject up because he is an educational provider.

Mr. Perez was looking at it from a business point of view. Mr. Manrique noted that Mr. Perez' company is top notch. Nothing personal.

Mr. Perez commented that this information was brought on December 16, 2009, if this has been an issue since 2002. Mr. Manrique noted that it was brought to the attention in January of 2009 and Mr. Beasley was not the Executive Director then. Mr. Beasley commented that he was the Executive Director then.

It was the consensus of the Members present to move the item to the full Board.

**7. Discussion – Revision to Student Support Fee**

Staff has done an audit of all the services provided by Miami Dade College and Miami-Dade County Public Schools requested by the Committee at the last meeting regarding a separate voucher that pays for service fees. All schools receive the service fee, and it is included in the full voucher. All providers receive the service fee.

Mr. Beasley noted that this item was brought up about a year ago by Mr. Manrique when he requested a reduction his service fee. He offered to reduce the fee by \$75.

Mr. Perez asked Mr. Manrique if he had anything to add. Mr. Manrique noted that at that time the economy was stronger. The reduction was submitted one and a half years ago. We charge \$100 because we do not charge time and attendance as we deal with adults. The schools system and the college do not work the same way. Their costs could be more than the schools.

Dr. Jennings noted that nothing has changed and the \$200 does not cover the costs that the college incurs. The survey while interesting, I do not understand how the results help because the bottom line is what the college provides above and beyond.

Mr. Perez asked of Juan Hernandez, of the charges to public and private, are they delivering. Dr. Jennings noted that at the last Board meeting there was a report.

Mr. Perez asked Mr. Hernandez if we are getting a return on investment on the \$200 fee. Dr. Jennings added that the \$200 is linked to the college. Everyone pays the fee, although the college itemizes that fee. Mr. Hernandez responded that 17 of the 36 training providers responded, and of those the percentage of services provided was 61% to 75% of the services.

The \$200 fee is included in the methodology. If that were taken out it would affect all training providers.

Mr. Perez, as Chair, he will present the information and let Ms. Harder and Mr. Roth decide the action to take.

Mr. Manrique suggested that this study could be included in the refund policy report.

Mr. Beasley noted that the OMB circular requires that the amount must be reasonable and is it beyond what we typically what we do for someone else.

Mr. Manrique clarified. The schools are regulated by the legislature. Our cost is free. If you're a private school and you teach what Miami Dade College (MDC) and the Dade County Public Schools (DCPS) teach, the private schools received 10% more than what is published by the legislature to do some of these things. If the workforce board requires MDC or DCPS to do more than what you would normally do, you may request a fee.

In 2002 MDC and DCPS came together and the fees were \$200 to get all this information that we do not provide our students and that the privates receive 10% more than MDC and DCPS.

He added that MDC charges by the semester and receives the full amount up front. DCPS only receives the \$200 fee per student. That is what needs to be reviewed.

Mr. Beasley commented that since the Chair recused himself, and there were only two Members to consider the item, and there were other items to be discussed at the next meeting, this might not be the time to take this to the full Board.

The question was what information you want. If we do not have enough information for an item we should not take it to the Board.

Ms. Harder asked for information on what has changed since 2002, and what the cost of delivering these services to our providers is.

Mr. Perez offered that it should also be linked with performance because when the service fee is paid, you want a return on investment.

Mr. Roth suggested creating some performance-based standards, and Mr. Beasley noted that the current standards are 70% completion and 70% placement.

Mr. Beasley requested information on what the Committee wants.

Mr. Beasley noted that Ms. Harder also wanted the refund policies of every school, and Ms. Harder confirmed.

**8. Discussion – SFWIB Training Voucher Refund Policy**

It was the consensus of the Members present to table item 8.

The meeting adjourned at 5:15 P.M.



3.

**SFWIB - Economic Development & Industry Sector (EDIS) Committee**

*February 17, 2010*

**Recommendation as to Approval of a Median or Average Computation Methodology for SFWIB's Occupational Training Supply/Demand Policy**

**RECOMMENDATION**

SFWIB staff recommends that the EDIS Committee recommend to the Board the approval of a Median or Average Computation Methodology for the Occupational Training Supply/Demand Policy set forth below.

**BACKGROUND**

At the December 16, 2009, EDIS Committee meeting, SFWIB staff proffered an Occupational Training Supply/Demand Policy and an accompanying chart laying out the methodology. The purpose of the Supply/Demand Policy is to limit the number of training programs in occupations having a surplus of workers in the marketplace. This Policy would improve job placement numbers since customers would only receive training vouchers for programs in job-placement practical occupations. As set forth in the attached Supply/Demand Policy, each occupation on the Region's Targeted Occupations List (TOL) would be analyzed to determine its short- and long-term supply/demand rate and annual growth.

Based upon that analysis, the following actions would be taken:

- (1) Occupations failing to meet the Region's short-term demand/supply rate average, the long-term supply/demand rate average, and the Annual Growth Percentage Change average, will be placed in a training moratorium for one year; participants that were enrolled in a training program for the occupation prior to the moratorium will continue to have their training honored; and
- (2) Occupations failing to meet two of the three criteria (short/long-term supply/demand rate or the Annual Growth Percentage Change average) will be placed on a watch list for six months.

After examining the supply/demand chart at the December 16, 2009, meeting, the EDIS Committee Chairperson requested that SFWIB staff re-calculate columns G (short-term demand/supply rate) and H (long-term demand/supply rate) to reflect the median instead of the average sum of individuals per job opening in Employ Florida Marketplace (EFM). The Committee will compare the number of occupations that would be placed on moratorium or a watch list based on whether the median or average method of computation is applied. SFWIB staff updated columns C (number of persons in EFM with qualifications), D (number of persons in training) and E (number of jobs in EFM) to reflect data from July 1, 2009 to present. The revised chart showing the median and average short- and long-term demand/supply rates as well as columns C, D and E updates is attached.

Average Methodology:      45 Moratorium      50 Watch list

Median Methodology:      39 Moratorium      49 Watch list

SFWIB staff recommends that the EDIS Committee recommend to the Board the approval of a Median or Average Computation Methodology for SFWIB's Occupational Training Supply/Demand Policy whereby job placement-weak occupations are placed on probation or moratorium for a specific timeframe.

*Attachments*

**DRAFT**  
**OCCUPATIONAL SUPPLY AND DEMAND POLICY**  
**SFWIB #PY' \_\_\_-\_\_\_\_\_**

**I. Of Interest to**

The Occupational Supply and Demand Policy is of interest to members of the South Florida Workforce Investment Board (SFWIB), Region 23 Career Center contractors, training vendors, Region 23 jobseekers, and SFWIB staff.

**II. Subject**

Occupational supply and demand for approved training occupations.

**III. Purpose**

The purpose of the Occupational Supply and Demand Policy is to provide all SFWIB stakeholders with guidance regarding the identification of training occupations that due to the current state of the job market do not lead to job placement.

**IV. Background**

Currently, occupational skills training may be provided in any occupation that appears on Region 23's Targeted Occupations List (TOL), including occupations having a low job demand. SFWIB expends the majority of its training funds through ITAs, which are used to cover the cost of training in programs linked to occupations on Region 23's TOL.

Empirical data shows that although an occupation appears on the TOL, the supply of individuals with qualifications may exceed the actual job availability for the occupation. Accordingly, it is often the case that program participants complete occupational training and do not readily find employment.

**V. Occupational Supply Demand Analysis**

**A. Occupational Supply Demand Analysis**

The Region's TOL will be reviewed at a minimum of once per year. The following information will be analyzed in developing the Region's Occupational Supply/Demand rate:

1. Standard Occupational Code (SOC) with Occupational Title;
2. Number of Persons in EFM with Qualifications for the occupation;
3. Number of Persons in Training in the occupation for the program year;
4. Number of jobs in the occupation in Employ Florida Marketplace (EFM) for the program year;
5. Annual Growth Percentage Change based on Labor Market Information (LMI) data.

The above data will be analyzed to determine the following:

- Short-term Demand/Supply rate – this rate is determined by adding the number of individuals in EFM with the qualifications and the number of individuals in training in the occupation divided by the number of job openings in EFM.
- Long-term Demand Supply rate – this rate is determined by adding the number of individuals in EFM with the qualifications and the number of individuals in training in the occupation divided by the number of LMI projected Annual Openings Annual Growth Percentage Change which is determined by using the Agency for Workforce Innovation Employment Projections. The demand/supply rates will be calculated annually.

**B. Use of the Analysis**

Every occupation on the Region's TOL will be analyzed to determine its short-and long-term

supply/demand rate and annual growth. Based on that analysis the following actions will be taken:

1. Occupations failing to meet the Region's short-term demand/supply rate average, the long-term demand supply rate average, and the Annual Growth Percentage Change average, will be placed in a training moratorium for one year;

Participants that were enrolled in a training program for the occupation prior to the moratorium will continue to have their training honored; new participants will not be enrolled in training for the occupation;

2. Occupations failing to meet two of the three criteria (short/long-term supply/ demand rate or the Annual Growth Percentage Change average will be placed on a watch list for six months; at the end of the six month period, the occupation will be reviewed to determine its status.

### C. Exceptions

Occupations that are linked to SFWIB Targeted Industries, currently Aviation, Health Care Services, Life Sciences/Bio-Tech, Green Jobs, Information Technology, and Waste Water Management, are exempt from this Policy.

## VI. Targeted Occupations List

1. Upon receipt of the preliminary TOL from the State, Region 23 calculates each occupation's supply/demand rate to determine whether the occupation will remain on the list or requested to be deleted from it. SFWIB will conduct this process annually.
2. All occupations that are being requested to be added to the Region's TOL will also have its supply/demand rate calculated. If the requesting occupations fail to meet the supply/demand rate criteria set forth in Section V.B. it will not be submitted.



Information- Based on 2009-2010 TOL  
Average Methodology

Standard Occupational Code	Occupational Title	Number of Persons in EF with Qualifications	Number of Persons in Training based on 2009/2010	Number of Jobs in EFM 7/1/09-6/30/10	Annual Openings Base on LMI Data 2009-2017	Demand/Supply Rate (Short-Term)	Demand/Supply Rate (Long-Term)	Annual Growth Percentage Change	2009 Average Hourly Wage	Quadrant Category		Approved Local Training Program Yes/No		
										Growth Category	Wage Category	Yes	No	Unknown
111021	General & Operations Managers	349	12	53	179	6.81	2.02	0.14	\$ 53.43	Low Growth	High Wage	Yes		
112021	Marketing Managers	262	6	40	27	6.70	9.93	1.31	\$ 55.93	Low Growth	High Wage	Yes		
112022	Sales Managers	585	2	105	83	5.59	7.07	0.95	\$ 61.61	Low Growth	High Wage	Yes		
113011	Administrative Service Managers	1997	10	33	52	60.82	38.60	1.50	\$ 51.53	Low Growth	High Wage	Yes		
113021	Computer & Information Systems Managers	152	27	35	26	5.11	6.88	1.36	\$ 59.13	Low Growth	High Wage	Yes		
113031	Financial Managers	284	1	72	70	3.96	4.07	0.97	\$ 59.29	Low Growth	High Wage	Yes		
113071	Transportation, Storage & Distribution Managers	163	0	18	32	9.06	5.09	0.84	\$ 52.77	Low Growth	High Wage			Unknown
119011	Farm, Ranch & Other Agricultural Managers	41	0	0	42	N/A	N/A	-0.22	N/A	Low Growth	N/A		No	
119021	Construction Managers	436	2	16	141	27.38	3.11	2.11	\$ 49.82	High Growth	High Wage	Yes		
119051	Food Service Managers	220	1	24	67	9.21	3.30	1.04	\$ 27.52	Low Growth	High Wage	Yes		
119081	Lodging Managers	23	16	12	23	0.26	1.70	1.10	\$ 33.63	Low Growth	High Wage			Unknown
119111	Medical & Health Services Managers	92	8	26	53	3.85	1.89	2.13	\$ 52.51	High Growth	High Wage	Yes		
119141	Property, Real Estate & Community Association Managers	146	0	20	64	7.30	2.28	0.71	\$ 26.60	Low Growth	High Wage	Yes		
119151	Social & Community Service Managers	74	1	9	18	8.33	4.17	2.23	\$ 38.20	High Growth	High Wage	Yes		
131022	Wholesale & Retail Buyers, Except Farm Products	76	0	10	44	7.60	1.73	0.39	\$ 24.48	Low Growth	High Wage		No	
131023	Purchasing Agents, Except Farm Products & Trade	88	0	8	45	11.00	1.96	0.47	\$ 25.36	Low Growth	High Wage		No	
131031	Claims Adjusters, Examiners & Investigators	96	0	14	47	6.86	2.04	0.53	\$ 25.30	Low Growth	High Wage		No	
131041	Compliance Officers, Exc. Safety, Agri. Constr & Transp.	40	0	4	100	10.00	0.40	0.86	\$ 24.67	Low Growth	High Wage		No	
131051	Cost Estimators	16	1	10	44	1.70	0.39	2.02	\$ 27.34	High Growth	High Wage		No	
131071	Employment, Recruitment, & Placement Specialists	53	0	61	80	0.87	0.66	2.74	\$ 20.74	High Growth	High Wage	Yes		

Information- Based on 2009-2010 TOL  
Average Methodology

Standard Occupational Code	Occupational Title	Number of Persons in EF with Qualifications	Number of Persons in Training based on 2009/2010	Number of Jobs in EFM 7/1/09-6/30/10	Annual Openings Base on LMI Data 2009-2017	Demand/Supply Rate (Short-Term)	Demand/Supply Rate (Long-Term)	Annual Growth Percentage Change	2009 Average Hourly Wage	Quadrant Category		Approved Local Training Program Yes/No		
										Growth Category	Wage Category	Yes	No	Unknown
131072	Compensation, Benefits & Job Analysis Specialists	15	0	10	18	1.50	0.83	1.37	\$ 26.18	Low Growth	High Wage	Yes		
131199	Business Operations Specialists, All Other	161	35	33	319	5.94	0.61	2.18	\$ 31.28	High Growth	High Wage	Yes		
132011	Accountants & Auditors	1237	9	107	447	11.64	2.79	1.59	\$ 31.09	Low Growth	High Wage	Yes		
132021	Appraisers & Assessors of Real Estate	172	0	5	21	34.40	8.19	0.41	\$ 29.64	Low Growth	High Wage		No	
132051	Financial Analysts	128	0	57	26	2.25	4.92	1.58	\$ 34.03	Low Growth	High Wage	Yes		
132052	Personal Financial Advisors	32	0	36	132	0.89	0.24	2.46	\$ 28.40	High Growth	High Wage	Yes		
132053	Insurance Underwriters	47	0	3	18	15.67	2.61	-0.42	\$ 23.66	Low Growth	High Wage		No	
132072	Loan Officers	162	0	30	46	5.40	3.52	-0.59	\$ 29.49	Low Growth	High Wage	Yes		
151021	Computer Programmers	93	17	42	57	2.62	1.93	-0.46	\$ 34.26	Low Growth	High Wage	Yes		
151031	Computer Software Engineers, Applications	55	17	21	76	3.43	0.95	4.39	\$ 33.73	High Growth	High Wage		No	
151041	Computer Support Specialists	335	124	29	160	15.83	2.87	1.41	\$ 20.72	Low Growth	High Wage	Yes		
151051	Computer Systems Analysts	103	6	20	123	5.45	0.89	2.55	\$ 33.45	High Growth	High Wage	Yes		
151061	Database Administrators	74	1	18	18	4.17	4.17	2.67	\$ 33.39	High Growth	High Wage	Yes		
151071	Network & Computer Systems Administrators	156	142	26	101	11.46	2.95	2.42	\$ 37.75	High Growth	High Wage	Yes		
151081	Network Systems & Data Communications Analysts	35	25	7	164	8.57	0.37	4.28	\$ 36.03	High Growth	High Wage	Yes		
171022	Surveyors	44	0	0	14	N/A	N/A	2.99	\$ 31.33	High Growth	High Wage		No	
173011	Architectural & Civil Drafters	220	7	3	56	75.67	4.05	1.29	\$ 22.76	Low Growth	High Wage	Yes		
173022	Civil Engineering Technicians	12	2	0	12	N/A	N/A	1.84	\$ 24.90	Low Growth	High Wage	Yes		
173031	Surveying & Mapping Technicians	30	0	0	41	N/A	N/A	2.47	\$ 17.68	High Growth	Low Wage	Yes		
194021	Biological Technicians	17	3	18	5	1.11	4.00	0.58	\$ 18.94	Low Growth	High Wage	Yes		

Information- Based on 2009-2010 TOL  
Average Methodology

Standard Occupational Code	Occupational Title	Number of Persons in EF with Qualifications	Number of Persons in Training based on 2009/2010	Number of Jobs in EFM 7/1/09-6/30/10	Annual Openings Base on LMI Data 2009-2017	Demand/Supply Rate (Short-Term)	Demand/Supply Rate (Long-Term)	Annual Growth Percentage Change	2009 Average Hourly Wage	Quadrant Category		Approved Local Training Program Yes/No		
										Growth Category	Wage Category	Yes	No	Unknown
211011	Substance Abuse & Behavioral Disorders Counselors	26	0	4	20	6.50	1.30	2.9	\$ 20.33	High Growth	High Wage		No	
211093	Social & Human Service Assistants	188	1	38	56	4.97	3.38	1.51	\$ 14.67	Low Growth	Low Wage		No	
232011	Paralegal & Legal assistants	146	28	35	141	4.97	1.23	2.51	\$ 23.64	High Growth	High Wage	Yes		
232091	Court Reporters	8	0	1	4	8.00	2.00	3.65	\$ 36.06	High Growth	High Wage		No	
232093	Title Examiners, Abstractors, & Searchers	78	0	1	15	1.00	5.20	0.39	\$ 20.62	Low Growth	High Wage		No	
251194	Vocational Education Teachers, Postsecondary	34	0	22	58	1.55	0.59	1.98	\$ 27.65	High Growth	High Wage		No	
253021	Self-Enrichment Education Teachers	23	0	7	28	4.38	0.82	1.61	\$ 20.49	Low Growth	High Wage		No	
259031	Instructional Coordinators	35	0	8	43	4.38	0.81	2.50	\$ 24.14	High Growth	High Wage		No	
259041	Teacher Assistants	373	6	25	171	15.16	2.22	1.59	\$ 13.63	Low Growth	Low Wage		No	
271024	Graphic Designers	173	4	8	87	22.13	2.03	0.29	\$ 19.60	Low Growth	High Wage	Yes		
271025	Interior Designers	67	1	3	56	22.67	1.21	1.64	\$ 24.15	Low Growth	High Wage	Yes		
272012	Producers & Directors	182	2	27	60	6.81	3.07	1.35	\$ 28.82	Low Growth	High Wage	Yes		
272022	Coaches & Scouts	36	0	2	58	18.00	0.62	0.96	\$ 31.13	Low Growth	High Wage		No	
273031	Public Relations Specialists	78	0	9	60	8.67	1.30	1.35	\$ 27.24	Low Growth	High Wage	Yes		
274011	Audio & Video Equipment Technicians	131	0	1	33	1.13	3.97	1.97	\$ 18.76	Low Growth	High Wage			Unknown
274012	Broadcast Technicians	34	2	2	46	18.00	0.78	2.01	\$ 22.16	High Growth	High Wage	Yes		
274021	Photographers	68	0	7	49	3.43	1.39	1.07	\$ 20.42	Low Growth	High Wage			Unknown
274031	Camera Operators, Television, Video & Motion Picture	33	2	3	11	11.67	3.18	1.56	\$ 16.48	Low Growth	Low Wage	Yes		
291111	Registered Nurses	106	155	193	687	1.35	0.38	1.59	\$ 33.89	Low Growth	High Wage	Yes		
291126	Respiratory Therapists	10	9	0	28	N/A	N/A	1.20	\$ 25.34	Low Growth	High Wage	Yes		

Information- Based on 2009-2010 TOL  
Average Methodology

Standard Occupational Code	Occupational Title	Number of Persons in EF with Qualifications	Number of Persons in Training based on 2009/2010	Number of Jobs in EFM 7/1/09-6/30/10	Annual Openings Base on LMI Data 2009-2017	Demand/Supply Rate (Short-Term)	Demand/Supply Rate (Long-Term)	Annual Growth Percentage Change	2009 Average Hourly Wage	Quadrant Category		Approved Local Training Program Yes/No		
										Growth Category	Wage Category	Yes	No	Unknown
292011	Medical & Clinical Laboratory Technologists	21	8	15	21	1.93	1.38	-0.21	\$ 27.02	Low Growth	High Wage	Yes		
292012	Medical & Clinical Laboratory Technicians	56	2	8	14	7.25	4.14	0.87	\$ 19.16	Low Growth	High Wage	Yes		
292021	Dental Hygienists	15	9	2	60	12.00	0.40	3.72	\$ 27.23	High Growth	High Wage	Yes		
292031	Cardiovascular Technologists & Technicians	21	0	6	20	3.50	1.05	1.30	\$ 17.67	Low Growth	Low Wage	Yes		
292032	Diagnostic Medical Sonographers	19	10	1	15	29.00	1.93	0.92	\$ 28.29	Low Growth	High Wage	Yes		
292034	Radiologic Technologists & Technicians	54	21	113	32	0.66	2.34	0.59	\$ 25.86	Low Growth	High Wage	Yes		
292041	Emergency Medical Technicians & Paramedics	33	15	1	12	48.00	4.00	0.08	\$ 14.69	Low Growth	Low Wage	Yes		
292055	Surgical Technologists	25	12	4	41	9.25	0.90	1.52	\$ 18.25	Low Growth	Low Wage	Yes		
292061	Licensed Practical & Licensed Vocational Nurses	114	217	41	193	8.07	1.72	1.82	\$ 20.04	Low Growth	High Wage	Yes		
292071	Medical Records & Health Information Technicians	171	30	39	45	5.15	4.47	1.68	\$ 16.30	Low Growth	Low Wage	Yes		
292081	Opticians, Dispensing	20	1	3	32	7.00	0.66	0.90	\$ 15.94	Low Growth	Low Wage	Yes		
312021	Physical Therapist Assistants	20	2	4	21	5.50	1.05	2.48	\$ 22.71	High Growth	High Wage	Yes		
319091	Dental Assistants	138	12	10	102	15.00	1.47	3.36	\$ 14.89	High Growth	Low Wage	Yes		
319092	Medical Assistants	546	120	48	207	13.88	3.22	3.14	\$ 13.92	High Growth	Low Wage	Yes		
319094	Medical Transcriptionists	26	1	4	8	6.75	3.38	0.69	\$ 16.33	Low Growth	Low Wage	Yes		
332011	Fire Fighters	36	0	0	140	N/A	N/A	1.19	\$ 26.33	Low Growth	High Wage		No	
333012	Correctional Officers & Jailers	169	2	7	144	24.43	1.19	1.53	\$ 23.35	Low Growth	High Wage	Yes		
333021	Detectives & Criminal Investigators	71	10	0	76	N/A	N/A	2.28	N/A	High Growth	High Wage		No	
333051	Police & Sheriff's Patrol Officers	106	3	17	211	6.41	0.52	1.17	\$ 28.56	Low Growth	High Wage	Yes		
339032	Security Guards	1607	0	925	820	1.74	1.96	1.78	\$ 11.08	Low Growth	Low Wage		No	
351011	Chefs & Head Cooks	218	2	68	29	3.24	7.59	1.15	\$ 25.42	Low Growth	High Wage	Yes		

Information- Based on 2009-2010 TOL  
Average Methodology

Standard Occupational Code	Occupational Title	Number of Persons in EF with Qualifications	Number of Persons in Training based on 2009/2010	Number of Jobs in EFM 7/1/09-6/30/10	Annual Openings Base on LMI Data 2009-2017	Demand/Supply Rate (Short-Term)	Demand/Supply Rate (Long-Term)	Annual Growth Percentage Change	2009 Average Hourly Wage	Quadrant Category		Approved Local Training Program Yes/No		
										Growth Category	Wage Category	Yes	No	Unknown
351012	First Line Superv. of Food Preparation & Serving Workers	186	0	72	132	2.58	1.41	1.74	\$ 17.06	Low Growth	Low Wage	Yes		
371011	First Line Superv. of Housekeeping & Janitorial Workers	310	1	51	40	6.10	7.78	1.45	\$ 17.00	Low Growth	Low Wage		No	
371012	First Line Superv. of Landscaping & Grounds keeping Workers	46	0	3	14	15.33	3.29	0.86	\$ 20.00	Low Growth	High Wage		No	
372021	Pest Control Workers	27	23	5	20	10.00	2.50	0.36	\$ 12.92	Low Growth	Low Wage		No	
391021	First Line Superv. of Personal Service Workers	22	41	7	N/A	9.00	N/A	N/A	N/A	N/A	N/A	No		
411011	First Line Superv. of Retail Sale Workers	463	2	153	311	3.04	1.50	0.40	\$ 21.62	Low Growth	High Wage	Yes		
411012	First Line Superv. of Non-Retail Sales Workers	68	0	17	104	4.00	0.65	0.40	\$ 38.53	Low Growth	High Wage		No	
413011	Advertising Sales Agents	347	0	37	55	9.38	6.31	1.77	\$ 24.37	Low Growth	High Wage		No	
413021	Insurance Sales Agents	166	1	20	183	8.35	0.91	0.07	\$ 25.13	Low Growth	High Wage	Yes		
413031	Securities, & Financial Sales Agents	200	1	21	105	9.57	1.91	0.33	\$ 38.84	Low Growth	High Wage		No	
414011	Sales, Reps., Wholesale & Mfg. Tech. & Sci. Products	299	0	17	235	17.59	1.27	1.69	\$ 28.17	Low Growth	High Wage		No	
414012	Sales, Reps., Wholesale & Manufacturing, Other	249	0	52	572	4.79	0.44	0.81	\$ 27.36	Low Growth	High Wage		No	
419021	Real Estate Brokers	102	0	4	44	10.83	2.32	0.98	\$ 40.71	Low Growth	High Wage	Yes		
419022	Real Estate Sales Agents	188	3	8	122	23.88	1.57	0.08	\$ 21.78	Low Growth	High Wage	Yes		
431011	First Line Superv. of Office & Admin. Support Workers	333	4	137	267	2.46	1.26	0.56	\$ 23.67	Low Growth	High Wage	Yes		
433031	Bookkeeping, Accounting & Auditing Clerks	522	18	130	483	4.15	1.12	1.22	\$ 16.09	Low Growth	Low Wage	Yes		
434051	Customer Service Representative	3566	85	790	769	4.62	4.75	1.92	\$ 14.64	Low Growth	Low Wage	Yes		
434131	Loan Interviewers & Clerks	97	0	17	38	5.71	2.55	-1.11	\$ 16.84	Low Growth	Low Wage		No	
434161	Human Resources Assistants, Exc. Payroll	209	0	13	31	16.08	6.74	1.72	\$ 17.23	Low Growth	Low Wage		No	

Information- Based on 2009-2010 TOL  
Average Methodology

Standard Occupational Code	Occupational Title	Number of Persons in EF with Qualifications	Number of Persons in Training based on 2009/2010	Number of Jobs in EFM 7/1/09-6/30/10	Annual Openings Base on LMI Data 2009-2017	Demand/Supply Rate (Short-Term)	Demand/Supply Rate (Long-Term)	Annual Growth Percentage Change	2009 Average Hourly Wage	Quadrant Category		Approved Local Training Program Yes/No		
										Growth Category	Wage Category	Yes	No	Unknown
435011	Cargo & Freight Agents	207	0	10	156	1.43	1.33	0.57	\$ 15.40	Low Growth	Low Wage			Unknown
436011	Executive Secretaries & Administrative Assistants	876	12	252	436	3.52	2.04	1.37	\$ 20.67	Low Growth	High Wage	Yes		
436012	Legal Secretaries	220	3	18	129	12.39	1.73	1.55	\$ 20.31	Low Growth	High Wage	Yes		
436013	Medical Secretaries	275	7	28	107	10.07	2.64	1.57	\$ 13.35	Low Growth	Low Wage	Yes		
471011	First Line Superv. of Construction & Extraction Workers	165	1	6	147	27.67	1.13	1.38	\$ 29.22	Low Growth	High Wage	Yes		
472021	Brick masons & Block masons	85	0	1	19	3.55	4.47	1.85	\$ 16.69	Low Growth	Low Wage			Unknown
472031	Carpenters	1055	1	27	184	39.11	5.74	1.43	\$ 16.84	Low Growth	Low Wage	Yes		
472044	Tile & Marble Setters	56	0	3	27	18.67	2.07	1.99	\$ 12.59	High Growth	Low Wage	Yes		
472051	Cement Masons & Concrete Finishers	114	0	1	28	114.00	4.07	1.89	\$ 14.81	Low Growth	Low Wage		No	
472073	Operating Engineers/Construction Equipment Operators	106	11	9	59	13.00	1.98	1.55	\$ 20.95	Low Growth	High Wage	Yes		
472081	Drywall & Ceiling Tiles Installers	75	0	3	9	11.47	8.33	1.17	\$ 15.31	Low Growth	Low Wage			Unknown
472111	Electricians	782	9	14	141	56.50	5.61	1.49	\$ 19.96	Low Growth	High Wage	Yes		
472141	Painters, Construction & Maintenance	278	0	12	80	23.17	3.48	1.35	\$ 16.62	Low Growth	Low Wage		No	
472151	Pipe layers	33	0	0	8	1.43	N/A	1.46	\$ 19.73	Low Growth	High Wage			Unknown
472152	Plumbers, Pipefitters & Steamfitters	371	3	14	83	26.71	4.51	1.46	\$ 20.52	Low Growth	High Wage	Yes		
472161	Plasters & Stucco Masons	61	0	0	9	4.78	N/A	1.35	\$ 19.77	Low Growth	High Wage			Unknown
472181	Roofers	78	0	3	38	26.00	2.05	2.20	\$ 15.93	High Growth	Low Wage		No	
472211	Sheet Metal Workers	50	0	7	16	7.14	3.13	0.83	\$ 21.04	Low Growth	High Wage		No	
474011	Construction & Building Inspectors	81	2	5	63	16.60	1.32	2.55	\$ 27.94	High Growth	High Wage		No	

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Standard Occupational Code	Occupational Title	Number of Persons in EF with Qualifications	Number of Persons in Training based on 2009/2010	Number of Jobs in EFM 7/1/09-6/30/10	Annual Openings Base on LMI Data 2009-2017	Demand/Supply Rate (Short-Term)	Demand/Supply Rate (Long-Term)	Annual Growth Percentage Change	2009 Average Hourly Wage	Quadrant Category		Approved Local Training Program Yes/No		
										Growth Category	Wage Category	Yes	No	Unknown
491011	First Line Superv. of Mechanics, Installers & Repairers	63	0	26	88	2.42	0.72	0.98	\$ 29.29	Low Growth	High Wage	Yes		
492091	Avionics Technicians	75	6	2	3	40.50	27.00	0.04	\$ 22.37	Low Growth	High Wage	Yes		
492094	Electronic Repairers, Commercial & Industrial Equipment	65	3	8	24	0.69	2.83	1.98	\$ 24.31	High Growth	High Wage			Unknown
492098	Security & Fire Alarm Systems Installers	38	0	3	25	12.67	1.52	2.29	\$ 14.00	High Growth	Low Wage		No	
493011	Aircraft Mechanics & Service Technicians	155	8	19	21	8.58	7.76	-0.10	\$ 21.62	Low Growth	High Wage	Yes		
493023	Automotive Service Technicians & Mechanics	370	47	32	168	13.03	2.48	1.32	\$ 17.86	Low Growth	Low Wage	Yes		
493031	Bus & Truck Mechanics & Diesel Engine Specialists	54	3	12	61	4.75	0.93	1.02	\$ 22.22	Low Growth	High Wage	Yes		
493042	Mobile Heavy Equipment Mechanics, Except Engines	34	0	5	26	0.51	1.31	1.80	\$ 22.95	Low Growth	High Wage			Unknown
499021	Heating, AC & Refrigeration Mechanics & Installers	185	67	181	74	1.39	3.41	1.45	\$ 21.42	Low Growth	High Wage	Yes		
499031	Home Appliance Repairers	52	0	4	13	13.00	4.00	-0.34	\$ 18.22	Low Growth	Low Wage	Yes		
499041	Industrial Machinery Mechanics	55	0	18	49	3.06	1.12	2.28	\$ 23.63	High Growth	High Wage		No	
499043	Maintenance Workers, Machinery	95	0	7	15	N/A	6.33	0.80	\$ 16.26	Low Growth	Low Wage		No	
511011	First Line Superv. of Production & Operating Workers	208	1	50	42	4.18	4.98	-0.15	\$ 26.10	Low Growth	High Wage		No	
512011	Aircraft Structures, Surfaces & Systems Assemblers	35	0	8	12	4.38	2.92	1.69	\$ 18.32	Low Growth	Low Wage	Yes		
514121	Welders, Cutters, Solderers & Brazers	249	0	20	43	12.45	5.79	0.63	\$ 17.09	Low Growth	Low Wage	Yes		
519071	Jewelers & Precious Stone & Metal Workers	37	0	2	47	5.17	0.79	1.91	\$ 14.76	Low Growth	Low Wage		No	
531031	First Line Superv. of Material-Moving Vehicle Operators	35	0	7	48	5.00	0.73	0.91	\$ 27.48	Low Growth	High Wage		No	
532021	Air Traffic Controllers	40	0	0	28	N/A	N/A	2.15	\$ 57.54	High Growth	High Wage		No	
533021	Bus Drivers, Transit & Intercity	125	0	30	75	4.17	1.67	1.06	\$ 16.93	Low Growth	Low Wage		No	
533022	Bus Drivers, School	130	2	6	39	22.00	3.38	1.14	\$ 10.18	Low Growth	Low Wage		No	

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										Growth Category	Wage Category	Yes	No	Unknown
533032	Truck Drivers, Heavy & Tractor-Trailer	732	252	87	259	11.31	3.80	0.88	\$ 17.36	Low Growth	Low Wage	Yes		
535011	Sailors & Marine Oilers	132	0	0	107	N/A	N/A	1.27	\$ 17.28	Low Growth	Low Wage		No	
535021	Captains, Mates, & Pilots of water Vessels	35	0	2	64	17.50	0.55	1.63	\$ 47.30	Low Growth	High Wage		No	
535031	Ship Engineers	6	0	1	62	6.00	0.10	1.24	\$ 36.01	Low Growth	High Wage	Yes		
		29,009	1,779	5,244	13,702	5.87	2.25	1.98		High Growth	Low Wage			



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										Growth Category	Wage Category	Yes	No	Unknown
111021	General & Operations Managers	349	12	53	179	6.81	2.02	0.14	\$ 53.43	Low Growth	High Wage	Yes		
112021	Marketing Managers	262	6	40	27	6.70	9.93	1.31	\$ 55.93	Low Growth	High Wage	Yes		
112022	Sales Managers	585	2	105	83	5.59	7.07	0.95	\$ 61.61	Low Growth	High Wage	Yes		
113011	Administrative Service Managers	1997	10	33	52	60.82	38.60	1.50	\$ 51.53	Low Growth	High Wage	Yes		
113021	Computer & Information Systems Managers	152	27	35	26	5.11	6.88	1.36	\$ 59.13	Low Growth	High Wage	Yes		
113031	Financial Managers	284	1	72	70	3.96	4.07	0.97	\$ 59.29	Low Growth	High Wage	Yes		
113071	Transportation, Storage & Distribution Managers	163	0	18	32	9.06	5.09	0.84	\$ 52.77	Low Growth	High Wage			Unknown
119011	Farm, Ranch & Other Agricultural Managers	41	0	0	42	N/A	N/A	-0.22	N/A	Low Growth	N/A		No	
119021	Construction Managers	436	2	16	141	27.38	3.11	2.11	\$ 49.82	High Growth	High Wage	Yes		
119051	Food Service Managers	220	1	24	67	9.21	3.30	1.04	\$ 27.52	Low Growth	High Wage	Yes		
119081	Lodging Managers	23	16	12	23	0.26	1.70	1.10	\$ 33.63	Low Growth	High Wage			Unknown
119111	Medical & Health Services Managers	92	8	26	53	3.85	1.89	2.13	\$ 52.51	High Growth	High Wage	Yes		
119141	Property, Real Estate & Community Association Managers	146	0	20	64	7.30	2.28	0.71	\$ 26.60	Low Growth	High Wage	Yes		
119151	Social & Community Service Managers	74	1	9	18	8.33	4.17	2.23	\$ 38.20	High Growth	High Wage	Yes		
131022	Wholesale & Retail Buyers, Except Farm Products	76	0	10	44	7.60	1.73	0.39	\$ 24.48	Low Growth	High Wage		No	
131023	Purchasing Agents, Except Farm Products & Trade	88	0	8	45	11.00	1.96	0.47	\$ 25.36	Low Growth	High Wage		No	
131031	Claims Adjusters, Examiners & Investigators	96	0	14	47	6.86	2.04	0.53	\$ 25.30	Low Growth	High Wage		No	
131041	Compliance Officers, Exc. Safety, Agri. Constr & Transp.	40	0	4	100	10.00	0.40	0.86	\$ 24.67	Low Growth	High Wage		No	
131051	Cost Estimators	16	1	10	44	1.70	0.39	2.02	\$ 27.34	High Growth	High Wage		No	
131071	Employment, Recruitment, & Placement Specialists	53	0	61	80	0.87	0.66	2.74	\$ 20.74	High Growth	High Wage	Yes		

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										Growth Category	Wage Category	Yes	No	Unknown
131072	Compensation, Benefits & Job Analysis Specialists	15	0	10	18	1.50	0.83	1.37	\$ 26.18	Low Growth	High Wage	Yes		
131199	Business Operations Specialists, All Other	161	35	33	319	5.94	0.61	2.18	\$ 31.28	High Growth	High Wage	Yes		
132011	Accountants & Auditors	1237	9	107	447	11.64	2.79	1.59	\$ 31.09	Low Growth	High Wage	Yes		
132021	Appraisers & Assessors of Real Estate	172	0	5	21	34.40	8.19	0.41	\$ 29.64	Low Growth	High Wage		No	
132051	Financial Analysts	128	0	57	26	2.25	4.92	1.58	\$ 34.03	Low Growth	High Wage	Yes		
132052	Personal Financial Advisors	32	0	36	132	0.89	0.24	2.46	\$ 28.40	High Growth	High Wage	Yes		
132053	Insurance Underwriters	47	0	3	18	15.67	2.61	-0.42	\$ 23.66	Low Growth	High Wage		No	
132072	Loan Officers	162	0	30	46	5.40	3.52	-0.59	\$ 29.49	Low Growth	High Wage	Yes		
151021	Computer Programmers	93	17	42	57	2.62	1.93	-0.46	\$ 34.26	Low Growth	High Wage	Yes		
151031	Computer Software Engineers, Applications	55	17	21	76	3.43	0.95	4.39	\$ 33.73	High Growth	High Wage		No	
151041	Computer Support Specialists	335	124	29	160	15.83	2.87	1.41	\$ 20.72	Low Growth	High Wage	Yes		
151051	Computer Systems Analysts	103	6	20	123	5.45	0.89	2.55	\$ 33.45	High Growth	High Wage	Yes		
151061	Database Administrators	74	1	18	18	4.17	4.17	2.67	\$ 33.39	High Growth	High Wage	Yes		
151071	Network & Computer Systems Administrators	156	142	26	101	11.46	2.95	2.42	\$ 37.75	High Growth	High Wage	Yes		
151081	Network Systems & Data Communications Analysts	35	25	7	164	8.57	0.37	4.28	\$ 36.03	High Growth	High Wage	Yes		
171022	Surveyors	44	0	0	14	N/A	N/A	2.99	\$ 31.33	High Growth	High Wage		No	
173011	Architectural & Civil Drafters	220	7	3	56	75.67	4.05	1.29	\$ 22.76	Low Growth	High Wage	Yes		
173022	Civil Engineering Technicians	12	2	0	12	N/A	N/A	1.84	\$ 24.90	High Growth	High Wage	Yes		
173031	Surveying & Mapping Technicians	30	0	0	41	N/A	N/A	2.47	\$ 17.68	High Growth	Low Wage	Yes		
194021	Biological Technicians	17	3	18	5	1.11	4.00	0.58	\$ 18.94	Low Growth	High Wage	Yes		

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										Growth Category	Wage Category	Yes	No	Unknown
211011	Substance Abuse & Behavioral Disorders Counselors	26	0	4	20	6.50	1.30	2.9	\$ 20.33	High Growth	High Wage		No	
211093	Social & Human Service Assistants	188	1	38	56	4.97	3.38	1.51	\$ 14.67	Low Growth	Low Wage		No	
232011	Paralegal & Legal assistants	146	28	35	141	4.97	1.23	2.51	\$ 23.64	High Growth	High Wage	Yes		
232091	Court Reporters	8	0	1	4	8.00	2.00	3.65	\$ 36.06	High Growth	High Wage		No	
232093	Title Examiners, Abstractors, & Searchers	78	0	1	15	1.00	5.20	0.39	\$ 20.62	Low Growth	High Wage		No	
251194	Vocational Education Teachers, Postsecondary	34	0	22	58	1.55	0.59	1.98	\$ 27.65	High Growth	High Wage		No	
253021	Self-Enrichment Education Teachers	23	0	7	28	4.38	0.82	1.61	\$ 20.49	Low Growth	High Wage		No	
259031	Instructional Coordinators	35	0	8	43	4.38	0.81	2.50	\$ 24.14	High Growth	High Wage		No	
259041	Teacher Assistants	373	6	25	171	15.16	2.22	1.59	\$ 13.63	Low Growth	Low Wage		No	
271024	Graphic Designers	173	4	8	87	22.13	2.03	0.29	\$ 19.60	Low Growth	High Wage	Yes		
271025	Interior Designers	67	1	3	56	22.67	1.21	1.64	\$ 24.15	Low Growth	High Wage	Yes		
272012	Producers & Directors	182	2	27	60	6.81	3.07	1.35	\$ 28.82	Low Growth	High Wage	Yes		
272022	Coaches & Scouts	36	0	2	58	18.00	0.62	0.96	\$ 31.13	Low Growth	High Wage		No	
273031	Public Relations Specialists	78	0	9	60	8.67	1.30	1.35	\$ 27.24	Low Growth	High Wage	Yes		
274011	Audio & Video Equipment Technicians	131	0	1	33	1.13	3.97	1.97	\$ 18.76	High Growth	High Wage			Unknown
274012	Broadcast Technicians	34	2	2	46	18.00	0.78	2.01	\$ 22.16	High Growth	High Wage	Yes		
274021	Photographers	68	0	7	49	3.43	1.39	1.07	\$ 20.42	Low Growth	High Wage			Unknown
274031	Camera Operators, Television, Video & Motion Picture	33	2	3	11	11.67	3.18	1.56	\$ 16.48	Low Growth	Low Wage	Yes		
291111	Registered Nurses	106	155	193	687	1.35	0.38	1.59	\$ 33.89	Low Growth	High Wage	Yes		
291126	Respiratory Therapists	10	9	0	28	N/A	N/A	1.20	\$ 25.34	Low Growth	High Wage	Yes		

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										Growth Category	Wage Category	Yes	No	Unknown
292011	Medical & Clinical Laboratory Technologists	21	8	15	21	1.93	1.38	-0.21	\$ 27.02	Low Growth	High Wage	Yes		
292012	Medical & Clinical Laboratory Technicians	56	2	8	14	7.25	4.14	0.87	\$ 19.16	Low Growth	High Wage	Yes		
292021	Dental Hygienists	15	9	2	60	12.00	0.40	3.72	\$ 27.23	High Growth	High Wage	Yes		
292031	Cardiovascular Technologists & Technicians	21	0	6	20	3.50	1.05	1.30	\$ 17.67	Low Growth	Low Wage	Yes		
292032	Diagnostic Medical Sonographers	19	10	1	15	29.00	1.93	0.92	\$ 28.29	Low Growth	High Wage	Yes		
292034	Radiologic Technologists & Technicians	54	21	113	32	0.66	2.34	0.59	\$ 25.86	Low Growth	High Wage	Yes		
292041	Emergency Medical Technicians & Paramedics	33	15	1	12	48.00	4.00	0.08	\$ 14.69	Low Growth	Low Wage	Yes		
292055	Surgical Technologists	25	12	4	41	9.25	0.90	1.52	\$ 18.25	Low Growth	Low Wage	Yes		
292061	Licensed Practical & Licensed Vocational Nurses	114	217	41	193	8.07	1.72	1.82	\$ 20.04	High Growth	High Wage	Yes		
292071	Medical Records & Health Information Technicians	171	30	39	45	5.15	4.47	1.68	\$ 16.30	Low Growth	Low Wage	Yes		
292081	Opticians, Dispensing	20	1	3	32	7.00	0.66	0.90	\$ 15.94	Low Growth	Low Wage	Yes		
312021	Physical Therapist Assistants	20	2	4	21	5.50	1.05	2.48	\$ 22.71	High Growth	High Wage	Yes		
319091	Dental Assistants	138	12	10	102	15.00	1.47	3.36	\$ 14.89	High Growth	Low Wage	Yes		
319092	Medical Assistants	546	120	48	207	13.88	3.22	3.14	\$ 13.92	High Growth	Low Wage	Yes		
319094	Medical Transcriptionists	26	1	4	8	6.75	3.38	0.69	\$ 16.33	Low Growth	Low Wage	Yes		
332011	Fire Fighters	36	0	0	140	N/A	N/A	1.19	\$ 26.33	Low Growth	High Wage		No	
333012	Correctional Officers & Jailers	169	2	7	144	24.43	1.19	1.53	\$ 23.35	Low Growth	High Wage	Yes		
333021	Detectives & Criminal Investigators	71	10	0	76	N/A	N/A	2.28	N/A	High Growth	High Wage		No	
333051	Police & Sheriff's Patrol Officers	106	3	17	211	6.41	0.52	1.17	\$ 28.56	Low Growth	High Wage	Yes		
339032	Security Guards	1607	0	925	820	1.74	1.96	1.78	\$ 11.08	High Growth	Low Wage		No	
351011	Chefs & Head Cooks	218	2	68	29	3.24	7.59	1.15	\$ 25.42	Low Growth	High Wage	Yes		

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										Growth Category	Wage Category	Yes	No	Unknown
351012	First Line Superv. of Food Preparation & Serving Workers	186	0	72	132	2.58	1.41	1.74	\$ 17.06	Low Growth	Low Wage	Yes		
371011	First Line Superv. of Housekeeping & Janitorial Workers	310	1	51	40	6.10	7.78	1.45	\$ 17.00	Low Growth	Low Wage		No	
371012	First Line Superv. of Landscaping & Grounds keeping Workers	46	0	3	14	15.33	3.29	0.86	\$ 20.00	Low Growth	High Wage		No	
372021	Pest Control Workers	27	23	5	20	10.00	2.50	0.36	\$ 12.92	Low Growth	Low Wage		No	
391021	First Line Superv. of Personal Service Workers	22	41	7	N/A	9.00	N/A	N/A	N/A	N/A	N/A	No		
411011	First Line Superv. of Retail Sale Workers	463	2	153	311	3.04	1.50	0.40	\$ 21.62	Low Growth	High Wage	Yes		
411012	First Line Superv. of Non-Retail Sales Workers	68	0	17	104	4.00	0.65	0.40	\$ 38.53	Low Growth	High Wage		No	
413011	Advertising Sales Agents	347	0	37	55	9.38	6.31	1.77	\$ 24.37	Low Growth	High Wage		No	
413021	Insurance Sales Agents	166	1	20	183	8.35	0.91	0.07	\$ 25.13	Low Growth	High Wage	Yes		
413031	Securities, & Financial Sales Agents	200	1	21	105	9.57	1.91	0.33	\$ 38.84	Low Growth	High Wage		No	
414011	Sales, Reps., Wholesale & Mfg. Tech. & Sci. Products	299	0	17	235	17.59	1.27	1.69	\$ 28.17	Low Growth	High Wage		No	
414012	Sales, Reps., Wholesale & Manufacturing, Other	249	0	52	572	4.79	0.44	0.81	\$ 27.36	Low Growth	High Wage		No	
419021	Real Estate Brokers	102	0	4	44	10.83	2.32	0.98	\$ 40.71	Low Growth	High Wage	Yes		
419022	Real Estate Sales Agents	188	3	8	122	23.88	1.57	0.08	\$ 21.78	Low Growth	High Wage	Yes		
431011	First Line Superv. of Office & Admin. Support Workers	333	4	137	267	2.46	1.26	0.56	\$ 23.67	Low Growth	High Wage	Yes		
433031	Bookkeeping, Accounting & Auditing Clerks	522	18	130	483	4.15	1.12	1.22	\$ 16.09	Low Growth	Low Wage	Yes		
434051	Customer Service Representative	3566	85	790	769	4.62	4.75	1.92	\$ 14.64	High Growth	Low Wage	Yes		
434131	Loan Interviewers & Clerks	97	0	17	38	5.71	2.55	-1.11	\$ 16.84	Low Growth	Low Wage		No	
434161	Human Resources Assistants, Exc. Payroll	209	0	13	31	16.08	6.74	1.72	\$ 17.23	Low Growth	Low Wage		No	

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										Growth Category	Wage Category	Yes	No	Unknown
435011	Cargo & Freight Agents	207	0	10	156	1.43	1.33	0.57	\$ 15.40	Low Growth	Low Wage			Unknown
436011	Executive Secretaries & Administrative Assistants	876	12	252	436	3.52	2.04	1.37	\$ 20.67	Low Growth	High Wage	Yes		
436012	Legal Secretaries	220	3	18	129	12.39	1.73	1.55	\$ 20.31	Low Growth	High Wage	Yes		
436013	Medical Secretaries	275	7	28	107	10.07	2.64	1.57	\$ 13.35	Low Growth	Low Wage	Yes		
471011	First Line Superv. of Construction & Extraction Workers	165	1	6	147	27.67	1.13	1.38	\$ 29.22	Low Growth	High Wage	Yes		
472021	Brick masons & Block masons	85	0	1	19	3.55	4.47	1.85	\$ 16.69	High Growth	Low Wage			Unknown
472031	Carpenters	1055	1	27	184	39.11	5.74	1.43	\$ 16.84	Low Growth	Low Wage	Yes		
472044	Tile & Marble Setters	56	0	3	27	18.67	2.07	1.99	\$ 12.59	High Growth	Low Wage	Yes		
472051	Cement Masons & Concrete Finishers	114	0	1	28	114.00	4.07	1.89	\$ 14.81	High Growth	Low Wage		No	
472073	Operating Engineers/Construction Equipment Operators	106	11	9	59	13.00	1.98	1.55	\$ 20.95	Low Growth	High Wage	Yes		
472081	Drywall & Ceiling Tiles Installers	75	0	3	9	11.47	8.33	1.17	\$ 15.31	Low Growth	Low Wage			Unknown
472111	Electricians	782	9	14	141	56.50	5.61	1.49	\$ 19.96	Low Growth	High Wage	Yes		
472141	Painters, Construction & Maintenance	278	0	12	80	23.17	3.48	1.35	\$ 16.62	Low Growth	Low Wage		No	
472151	Pipe layers	33	0	0	8	1.43	N/A	1.46	\$ 19.73	Low Growth	High Wage			Unknown
472152	Plumbers, Pipefitters & Steamfitters	371	3	14	83	26.71	4.51	1.46	\$ 20.52	Low Growth	High Wage	Yes		
472161	Plasters & Stucco Masons	61	0	0	9	4.78	N/A	1.35	\$ 19.77	Low Growth	High Wage			Unknown
472181	Roofers	78	0	3	38	26.00	2.05	2.20	\$ 15.93	High Growth	Low Wage		No	
472211	Sheet Metal Workers	50	0	7	16	7.14	3.13	0.83	\$ 21.04	Low Growth	High Wage		No	
474011	Construction & Building Inspectors	81	2	5	63	16.60	1.32	2.55	\$ 27.94	High Growth	High Wage		No	

Information- Based on 2009-2010 TOL  
Median Methodology

Standard Occupational Code	Occupational Title	Number of Persons in EF with Qualifications	Number of Persons in Training based on 2009/2010	Number of Jobs in EFM 7/1/09-6/30/10	Annual Openings Base on LMI Data 2009-2017	Demand/Supply Rate (Short-Term)	Demand/Supply Rate (Long-Term)	Annual Growth Percentage Change	2009 Average Hourly Wage	Quadrant Category		Approved Local Training Program Yes/No		
										Growth Category	Wage Category	Yes	No	Unknown
491011	First Line Superv. of Mechanics, Installers & Repairers	63	0	26	88	2.42	0.72	0.98	\$ 29.29	Low Growth	High Wage	Yes		
492091	Avionics Technicians	75	6	2	3	40.50	27.00	0.04	\$ 22.37	Low Growth	High Wage	Yes		
492094	Electronic Repairers, Commercial & Industrial Equipment	65	3	8	24	0.69	2.83	1.98	\$ 24.31	High Growth	High Wage			Unknown
492098	Security & Fire Alarm Systems Installers	38	0	3	25	12.67	1.52	2.29	\$ 14.00	High Growth	Low Wage		No	
493011	Aircraft Mechanics & Service Technicians	155	8	19	21	8.58	7.76	-0.10	\$ 21.62	Low Growth	High Wage	Yes		
493023	Automotive Service Technicians & Mechanics	370	47	32	168	13.03	2.48	1.32	\$ 17.86	Low Growth	Low Wage	Yes		
493031	Bus & Truck Mechanics & Diesel Engine Specialists	54	3	12	61	4.75	0.93	1.02	\$ 22.22	Low Growth	High Wage	Yes		
493042	Mobile Heavy Equipment Mechanics, Except Engines	34	0	5	26	0.51	1.31	1.80	\$ 22.95	High Growth	High Wage			Unknown
499021	Heating, AC & Refrigeration Mechanics & Installers	185	67	181	74	1.39	3.41	1.45	\$ 21.42	Low Growth	High Wage	Yes		
499031	Home Appliance Repairers	52	0	4	13	13.00	4.00	-0.34	\$ 18.22	Low Growth	Low Wage	Yes		
499041	Industrial Machinery Mechanics	55	0	18	49	3.06	1.12	2.28	\$ 23.63	High Growth	High Wage		No	
499043	Maintenance Workers, Machinery	95	0	7	15	N/A	6.33	0.80	\$ 16.26	Low Growth	Low Wage		No	
511011	First Line Superv. of Production & Operating Workers	208	1	50	42	4.18	4.98	-0.15	\$ 26.10	Low Growth	High Wage		No	
512011	Aircraft Structures, Surfaces & Systems Assemblers	35	0	8	12	4.38	2.92	1.69	\$ 18.32	Low Growth	Low Wage	Yes		
514121	Welders, Cutters, Solderers & Brazers	249	0	20	43	12.45	5.79	0.63	\$ 17.09	Low Growth	Low Wage	Yes		
519071	Jewelers & Precious Stone & Metal Workers	37	0	2	47	5.17	0.79	1.91	\$ 14.76	High Growth	Low Wage		No	
531031	First Line Superv. of Material-Moving Vehicle Operators	35	0	7	48	5.00	0.73	0.91	\$ 27.48	Low Growth	High Wage		No	
532021	Air Traffic Controllers	40	0	0	28	N/A	N/A	2.15	\$ 57.54	High Growth	High Wage		No	
533021	Bus Drivers, Transit & Intercity	125	0	30	75	4.17	1.67	1.06	\$ 16.93	Low Growth	Low Wage		No	
533022	Bus Drivers, School	130	2	6	39	22.00	3.38	1.14	\$ 10.18	Low Growth	Low Wage		No	

Information- Based on 2009-2010 TOL  
Median Methodology

Standard Occupational Code	Occupational Title	Number of Persons in EF with Qualifications	Number of Persons in Training based on 2009/2010	Number of Jobs in EFM 7/1/09-6/30/10	Annual Openings Base on LMI Data 2009-2017	Demand/Supply Rate (Short-Term)	Demand/Supply Rate (Long-Term)	Annual Growth Percentage Change	2009 Average Hourly Wage	Quadrant Category		Approved Local Training Program Yes/No		
										Growth Category	Wage Category	Yes	No	Unknown
533032	Truck Drivers, Heavy & Tractor-Trailer	732	252	87	259	11.31	3.80	0.88	\$ 17.36	Low Growth	Low Wage	Yes		
535011	Sailors & Marine Oilers	132	0	0	107	N/A	N/A	1.27	\$ 17.28	Low Growth	Low Wage		No	
535021	Captains, Mates, & Pilots of water Vessels	35	0	2	64	17.50	0.55	1.63	\$ 47.30	Low Growth	High Wage		No	
535031	Ship Engineers	6	0	1	62	6.00	0.10	1.24	\$ 36.01	Low Growth	High Wage	Yes		
		29,009	1,779	5,244	13,702	7.00	2.04	1.78		High Growth	Low Wage			





4.

**SFWIB - Economic Development & Industry Sector (EDIS) Committee**

*February 17, 2010*

**Recommendation as to Approval of a New Training Agent and New Programs for an Existing Training Agent**

**RECOMMENDATION**

SFWIB staff recommends the approval of a new training agent, related programs and new training programs for an existing Region 23 (Miami-Dade and Monroe Counties) training agent as set forth below.

**BACKGROUND**

Workforce Florida, Inc. and the Agency for Workforce Innovation (AWI) allow each Workforce Region to independently structure criteria for the selection of training agents. For Region 23, the current procedure permits training institutions to request approval to become training agents for Educational Scholarships/Individual Training Accounts and for current training agents to request the addition of new training programs or facilities.

The process to become an approved Region 23 training agent involves SFWIB staff reviewing an applicant training institution’s programmatic and fiscal capabilities. For existing training agents who are requesting approval of new training program(s), the process requires SFWIB staff to review only the agent’s programmatic capabilities. Upon approval by SFWIB, the recommendations are entered into the State of Florida Eligible Training Provider List (ETPL).

Florida Educational Institute, Inc. submitted a request to become an approved SFWIB training agent. In addition, Professional Training Centers, Inc., an existing training agent, submitted a request to add new programs to its list of approved offerings.

To date, the Commission for Independent Education (CIE) has advised in writing that Florida Educational Institute, Inc. and Professional Training Centers, Inc. are current, satisfying all the requirements of Rule 6E of Florida Administrative Code.

The attached Table sets forth the reviewed requests and SFWIB staff recommendations.

SFWIB staff recommends that the EDIS Committee recommend to the Board the approval of Florida Educational Institute Inc. as a new SFWIB training agent and Professional Training Centers Inc.’s , (an existing training agent) request to add new programs.

*Attachments*

# FLORIDA DEPARTMENT OF EDUCATION



## STATE BOARD OF EDUCATION

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Dr. Eric J. Smith  
Commissioner of Education



November 20, 2009

Mr. Kenneth Kistner  
Policy Coordinator  
South Florida Workforce  
7300 Corporate Center Drive, 5<sup>th</sup> floor  
Miami, Florida 33126

Dear Mr. Kistner:

This letter is in response to your inquiry dated November 19, 2009 regarding Florida Educational Institute, Inc.

Florida Educational Institute, Inc. (License #3231) has been licensed by the Commission for Independent Education since August 2005. Florida Educational Institute, Inc. is current with the requirements of Rule 6E, Florida Administrative Code.

I hope this information is helpful and if this office may be of further assistance, please feel free to contact Mr. Talman, Sisk, Executive Manager by e-mail at [Talman.Sisk@fldoe.org](mailto:Talman.Sisk@fldoe.org) or by calling (850) 245-3214.

Sincerely,

*Samuel L. Ferguson*

SAMUEL L. FERGUSON  
*Executive Director*  
*Commission for Independent Education*

# FLORIDA DEPARTMENT OF EDUCATION



## STATE BOARD OF EDUCATION

---

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Dr. Eric J. Smith  
Commissioner of Education

February 5, 2010

Mr. Kenneth Kistner  
Policy Coordinator  
South Florida Workforce  
7300 Corporate Center Drive, 5<sup>th</sup> Floor  
Miami, Florida 33126

Dear Mr. Kistner:

This letter is in response to your inquiry dated January 26, 2010 regarding Professional Training Centers.

Professional Training Centers – License #1697 has been licensed by the Commission for Independent Education since August of 1994 and is accredited by the Accrediting Council on Independent Colleges and Schools. Professional Training Centers is current with the requirements of Rule 6E, Florida Administrative Code.

I hope this information is helpful and if this office may be of further assistance, please feel free to contact Mr. Talman Sisk, Executive Manager by e-mail at [Talman.Sisk@fldoe.org](mailto:Talman.Sisk@fldoe.org) or by calling (850) 245-3214.

Sincerely

A handwritten signature in cursive script that reads "Samuel L. Ferguson".

**SAMUEL L. FERGUSON**  
*Executive Director*  
*Commission for Independent Education*

## SCHOOL PROGRAMMATIC REVIEW CHECKLIST

**Institution Name:** Florida Educational Institute, Inc **New School** XX **New Program(s)**     

**Date:** 9/2/09 **Updated:** 02/03/2010

	AREAS OF PROGRAMMATIC REVIEW	(Yes/No)	COMMENTS
1.	School's Licensing Information:	YES	Florida Educational Institute, Inc licensed by the State of Florida/DOE/Commission for Independent Education (CIE).
	Accreditation Information, if applicable.	N?A	N/A
2.	School's enrollment information.	YES	The school current enrollment for all programs offered is 99 students (day/evening).
3.	Training Design – Per training program	Yes	<b>Diploma Program:</b> Medical assistant: Diploma Program (CIP 0317050300). Total hours:960 hours ( Theory- 720, Lab- 80 hrs, Externship – 120 hrs))
4.	Curriculum per training area requested. Affiliation Agreements, if applicable.	Yes	Full curriculum was available and reviewed. Lesson plans developed and instructional objectives and strategies were incorporated.
5.	Instructional staffing.	Yes	CIE Instructional and Administrative Personnel Form provided for the instructional staff. All staff meet requirements.
6.	Facility.	Yes	4,000 sq ft facility composed of 3 class, 1 computer lab and two medical labs.
7.	Equipment, training aids, books and other instructional material.	Yes	Inventory provided. All books and other resources are on hand.
8.	Placement information. Licensing or Certification rate, if applicable.	Yes	CIE Performance provided. July 1, 2008-June 30, 2009: No graduates during this report period. July 1, 2007-June 30, 2008 CIE placement rate for all programs: 80.00%
9.	Staff job development/placement information.	yes	Resumes provided for the staff responsible for placement assistance.
10.	Additional staffing capabilities, i.e. counseling, case management, etc	N/A	Student Services staff as well as Instructional staffing. CIE required documents provided. In addition, the Education Director handle issues that arise.
11.	Cost data per training program;	Yes	Total Program cost: \$9,666.00 (includes tuition, books/materials and exam fees).
12.	Financial Aid Information:	N/A	Florida Educational Institute, Inc at this time does not offer Title IV, Pell Grants.

## SCHOOL PROGRAMMATIC REVIEW CHECKLIST

**Institution Name:** Professional Training Center **New School:**   X   **New Program(s)** \_\_\_\_\_

**Date:** 1/26/2010

	PROGRAMMATIC REVIEW AREAS	(Yes/No/ N/A)	COMMENTS
1.	School's Licensing Information.	YES	Professional Training Center is licensed by the FLDPE/Commission for Independent Education by "Means of Accreditation"
	Accreditation Information, if applicable.	Yes	Accredited by the by the Accrediting Council for Independent Colleges and Schools
2.	School's enrollment information.	YES	PTC's enrollment as of 1/12/2010 was 697 students (day and evening).
3.	Training Program/Design – Per training program.	Yes	<b>Diploma Programs</b> Medical Assisting (CIP 0317050300) Toatl Hours: 900 hours (Theory- 456 hrs, Lab – 174 hrs, Externship – 270 hours)  Medical Insurance Coding Specialist (CIP 0317050602) Toatl Hours: 900 hours (Theory- 606 hrs, Lab – 204 hrs, Externship – 90 hours)
4.	Curriculum per training area requested. Affiliation Agreements, if applicable.	Yes	Full curricula were available and reviewed. Lesson plans developed and instructional objectives and strategies were incorporated. Affiliation Agreements in place for required programs.
5.	Instructional staffing.	Yes	Resumes, CIE Instructional and Administrative Personnel Forms were provided for instructional staff.
6.	Facility.	Yes	Professional training Center (PTC) is located on a six acre campus, currently comprising seven buildings with approximately 48,600 square feet of space (offices, classrooms, labs, library and a cafeteria) the school has 36 classrooms, 9 labs (1 Computer Lab, 2 DMS labs, 1 X-Ray Labs, 1 Medical Assistant, 1 Medical Coding, 1 Pharmacy, 1 testing lab and 1 ESL lab. Lab).
7.	Equipment, training aids, books and other instructional material.	Yes	Inventory provided. All equipment maintained and in good working order. Books and materials are on hand.
8.	Placement information. Licensing or Certification rate, if applicable.	Yes	he School provided the following reports: 2009 ACICS Program Data and 2008 ACICS Program Data. In addition, the CIE Data report for then period July 1, 2008 – June 30, 2009 posted on the CIE website was downloaded. The placement rate for all programs reported was 70.275%.
9.	Staff job development/placement information.	Yes	Resumes provided for the staff responsible for placement assistance.
10.	Additional staffing capabilities, i.e. counseling, case management, etc.	YES	Resumes of other staff provided.

	PROGRAMMATIC REVIEW AREAS	(Yes/No/ N/A)	COMMENTS
11.	Cost data per training program.	Yes	PTC's Total Program cost: <u><b>Diploma Programs</b></u> 1. Medical Assisting = <b>\$12,006.00</b> 2. Medical Insurance Coding Specialist = <b>\$15,118.00</b>
12.	Financial Aid Information.	Yes	PTC is a Title IV eligible school. The School participates in the Federal Pell Grant Program, Federal Supplemental Education Opportunity Grant. In addition PTC participates in the following loan programs: Federal Subsidized and Unsubsidized Stafford Loan Programs, and Federal PLUS Loan Program  PTC's default rate was: 2007 (5.9%), 2005 (1.6%)



5.

**SFWIB - Economic Development & Industry Sector (EDIS) Committee**

*February 17, 2010*

**Recommendation as to Approval of an EDIS Subcommittee**

**RECOMMENDATION**

SFWIB staff recommends that the EDIS Committee recommend to the Board the approval of an EDIS subcommittee to review SFWIB training policies.

**BACKGROUND**

Following a discussion at the EDIS Committee's December 16, 2009, meeting regarding a proffered Occupational Training Supply/Demand Policy, Training Vendor Performance Chargeback Policy and Standardized Refund Policy, the EDIS Committee Chair recommended the creation of an EDIS subcommittee comprised of EDIS Committee members who are non-training providers to evaluate data pertinent to SFWIB's education and training policies. SFWIB Chair and SFWIB's Legal Counsel were informed of the EDIS Chair's recommendation. The SFWIB Chair voiced no objection to the creation of an EDIS subcommittee and SFWIB's Legal Counsel informed staff that according to SFWIB's By-Laws the creation of such a subcommittee requires a recommendation of the EDIS Committee to both the Chair of the Board for approval of the Chair of the Board and full Board for Board approval. The SFWIB By-Laws require that the establishment of such a subcommittee requires that the subcommittee be established by the Chair of the SFWIB, subject to the approval or ratification of the SFWIB.

In late January 2010, the SFWIB Executive Director received a letter from Board member Mr. Carlos Manrique expressing support for the creation of a task force to review SFWIB's use of training funds, training-related placements, training's return on investment and training vendor refund policies. The SFWIB Executive Director has responded to Mr. Manrique's letter, communicating to Mr. Manrique that the proposed EDIS subcommittee will carry out the purpose of the proposed task force and review all of Mr. Manrique's letter's suggestions. If the both the Chair and the full Board approve the creation of the subcommittee, Mr. Manrique's letter will be furnished to members of the subcommittee.

SFWIB staff recommends that the EDIS Committee recommend to the Chair and full Board the establishment of an EDIS subcommittee charged with reviewing SFWIB education and training policy issues and thereafter making recommendations to the full SFWIB Board.

*Attachments*

## Economic Development & Industry Sector ITA Review Subcommittee

### **Members:**

Ms. Jackie Harder

Mr. Thomas Roth

Mr. Phillip Ludwig

Mr. Bruce Brecheisen

Mr. Ed Margolis (SFWIB Past-Chairperson)





# Miami-Dade County Public Schools

giving our students the world

**Superintendent of Schools**  
Alberto M. Carvalho

Supervisor, School Operations  
Division of Adult & Workforce Education  
**Carlos A. Manrique**

JAN 19 2010 PM 7:28

**Miami-Dade County School Board**

Dr. Solomon C. Stinson, Chair  
Perla Tabares Hantman, Vice-Chair  
Agustin J. Barrera  
Renier Diaz de la Portilla  
Dr. Lawrence S. Feldman  
Dr. Wilbert "Tee" Holloway  
Dr. Martin Karp  
Ana Rivas Logan  
Dr. Marta Pérez

January 19, 2010

Mr. Roderick Beasley, Executive Director  
South Florida Workforce Investment Board  
7300 Corporate Center Drive, Suite 500  
Miami, Florida 33126

Dear Mr. Beasley:

With the significant increase in unemployment and the region's unexpectedly rapid exhaustion of both annual and stimulus training funds, it appears especially timely for South Florida Workforce (SFW)/SFW Investment Board (SFWIB) to review information and assess current policies relating to the sound and effective use of training funds, including performance-related payments and refunds. As I proposed (and was agreed upon) at the Economic Development and Industry Sector Committee meeting of Dec. 16, 2009, the review of data and policy should be led by a task force of the Board's non-training providers to avoid either conflict or the appearance of conflict. Pursuant to that meeting, you suggested that I outline information that should be made available to help inform the task force and Board review.

My suggestion is that the task force review refund information and policy as related to SFW's objectives in the organization's current *Training Master Plan* (TMP), and in the current *Local Workforce Services Plan 2007-09* provided to the state. As expressed in the 2-year plan, the TMP is "a living document" that should be updated and adapted to address system-wide issues and strategic concerns (p. 171). The region's training vision calls for SFW to "review occupations and related training programs for alignment to our priority industries" and "monitor training vendor performance on an annual basis" (p. 51).

**Standards of annual review.** Consistent with the SFW organizational vision, annual analysis of training programs and vendor performance should relate to the TMP's three key objectives (*Local Workforce Services Plan 2007-09*, pp. 50-51):

- **Increase training-related placements** (*Employer-focused skills development*)
- **Increase training's return on investment** (*Fiscal control and accountability*)
- **Improve employer relationships** (*Public image*)



Mr. Roderick Beasley  
January 19, 2010  
Page Two

SFW standards related to the Individual Training Account (ITA) system should also be referenced in the analysis, including those identified in the 2-year plan (*Local Workforce Services Plan 2007-09*, p. 150):

- **State ITA policy** (50% of adult/dislocated worker funds allocated to ITA's);
- **SFW ITA renewal policy** (ITA expenditures shall be renewed only on a term-by-term basis, contingent on student academic standing and progress);
- **Local provider ITA refund policy** (while not specified in the 2-year plan, the refund of ITA payments for training dropouts should be evaluated in light of each agency's stated policy).

As we noted in the letter of January 6, 2009, SFW already tracks basic information about training enrollment, completion, job placement, training-related job placement, and hourly wage rate in its 3-year Training Reconciliation & Placement Summary. The following data should be reviewed by the task force and Board in evaluating practice and the need for new policies.

**Data related to training-related placements.** Using information in the Training Reconciliation & Placement Summary over a three-year period, we found it useful to add the following calculations (i.e., new columns on a spreadsheet) for each training agency:

- of total enrolled, the percentage completing training;
- of total enrolled, the percentage placed in jobs;
- of total enrolled, the percentage placed in training-related jobs;
- for each agency, the percentage of the region's total outcomes (enrolled, placed in jobs, and placed in training-related jobs).

It would also be useful to consider the following new information:

- for each agency's training-related placements, the number and percentage retaining employment at follow-up intervals tracked by SFW;
- for each agency's non-training-related placements, the number and percentage retaining employment at follow-up intervals tracked by SFW.

These data elements can be organized and sorted to assess the effectiveness of specific training programs, and to evaluate the need (if any) for minimum standards:

- grouped by training provider (including all SFW-funded training programs);
- grouped by training program (regional, including all providers);
- grouped by training provider and program (for providers offering more than one training program).



Mr. Roderick Beasley  
January 19, 2010  
Page Three

Note that in prioritizing SFW resources, the training program outcomes might also be usefully grouped by occupational clusters or by the four growth/wage quadrants (as previously recommended by the Economic Development and Industry Sector Committee).

**Data related to training's return on investment ("ROI").** Basic measures of efficiency can be calculated for all SFWIB training programs and training providers over a three-year period. We found it useful to add the following calculations to the baseline data:

- for each agency, the total SFW expenditure including the cost of non-completers (i.e., average cost per participant multiplied by the number enrolled, less any refunds for non-completers);
- the cost per training completion (ratio of completions to total SFW expenditure);
- the cost per job placement (ratio of placements to total SFW expenditure);
- the cost per training-related job placement (ratio of training-related placements to total SFW expenditure);

From this same base information, macro-level measures of ROI can be estimated for each training agency and for each training program using the "average hourly wage rate." This figure can be multiplied by the number of work hours to produce aggregate and net economic benefits to the community. Clearly it would be useful to have the following new information to make these estimates most accurate:

- full-time versus part-time job placements;
- length of employment retention.

Without this detail, one useful estimate of the public return on SFW's public investment is the *potential annual economic benefit* for each agency and for each training program (i.e., wage rate x 48 weeks x 40 hours, assuming the best-case scenario that all placements result in full-time jobs retained for at least a year):

- the net economic benefit per job for the first year of employment (potential annual economic benefit minus average SFW expenditures);
- the cumulative net economic benefit for the first year of employment (net economic benefit multiplied by the number of job placements);



Mr. Roderick Beasley  
January 19, 2010  
Page Four

In calculating the return on public investment, consideration should also be given to the training costs borne by individual participants beyond the ITA award. To the extent that it is feasible to track such information, the data includes:

- loans incurred by SFW clients, including clients who do not complete training or who do not achieve training-related employment;
- grants for training awarded to SFW clients beyond the ITA award, including clients who do not complete training and exhaust grant eligibility.

Costs to individuals, if any, are a factor in evaluating the total value of training.

**Data related to employer relationships.** To enable training to be available for non-ITA training, the region utilizes Customized Training, Employed Worker Training, and On-the-Job Training selected based on cost analysis. (*Local Workforce Services Plan 2007-09*, pp. 152-53) The task force may wish to consider similar data regarding the outcomes and cost-effectiveness of non-ITA training in relation to ITA outcomes and ROI.

**Information related to state and local policies.** To evaluate current policies related to ITA's, it would be useful to consider the following issues:

- Is the percentage of adult and dislocated worker funds allocated to ITA's appropriate and consistent with state policy?
- Does the process for renewing ITA's ensure that payments are made term-by-term, that renewals are based on student progress and academic standing, and that funds are reserved for renewals in the event that SFW ITA funds are exhausted?
- Is there a rubric comparing the refund policies for each training agency (private and public) to determine that these policies are consistent and fair, and to evaluate whether the actual training completion data is consistent with the stated refund policy?

In considering a uniform refund policy, it would also be useful to provide the information underlying SFW's calculation of "average cost per participant":

- total amount billed;
- total amount refunded;
- the percentage of training or number of terms completed in the event of non-completion, in relation to refunds provided.



Mr. Roderick Beasley  
January 19, 2010  
Page Five

Please note that in some of our schools, the exhaustion of SFW training funds in fall 2009 temporarily disrupted the re-enrollment of a number of clients at the beginning of the January 2010 term. These students were properly referred by One Stop Centers and remained in good standing part-way through their authorized training, but the Centers reported that their ITA funds were depleted. The task force and Board may wish to review current policy for reserve training funds to accommodate ITA's that have been committed but not yet expended (i.e., referrals to authorized training that takes place over more than one term).

I would also ask that you provide each task force member with a copy of this letter. My own request as a board member would be to ask that the analysis of training outcomes and policies be completed before the next budget is adopted, and that the data on training outcomes and ROI be reported back to the board on a bi-annual basis.

Sincerely,

Carlos A. Manrique, Supervisor  
School Operations – Division of Adult &  
Workforce Education

CAM/mdn  
L-037

cc: Mr. Robert G. Gornto  
Mr. Nelson J. Perez  
Mr. Peter Tell  
Ms. Carlana Mitchell  
Mr. Sergio Marti  
Mr. Mark D. Needle



February 4, 2010

Mr. Carlos A. Manrique  
Supervisor, School Operations  
Division of Adult & Workforce Education  
Miami-Dade County Public Schools  
1500 Biscayne Boulevard, Suite 343  
Miami, Florida 33132

Dear Mr. Manrique:

Thank you for your January 19, 2010 letter in which you recommend the creation of a task force to review specific information concerning South Florida Workforce Investment Board's (SFWIB) training policies. SFWIB staff has duly noted all of the information you requested and has already begun gathering it. Note, however, that at the December 16, 2009, Economic Development and Industry Sector (EDIS) Committee Meeting, Chairman Andy Perez recommended the creation of an EDIS subcommittee comprised of EDIS Committee members who are non-training providers to examine data pertinent to SFWIB's use of training funds, training-related placements, training's return on investment and training vendor refund policies. An additional task force would be wholly unnecessary as the primary purpose of the task force – to ensure the “sound and effective use of training funds” – will be carried out by the subcommittee.

The subcommittee recommendation has been discussed with Chairman Adrover and will be forwarded to the Board for ratification. The goal is to have the first meeting scheduled in March. A copy of your letter will be furnished to the members of the subcommittee as well as the information you have requested. The information will indubitably influence the development of the subcommittee's training policy ideas.

Please recall that SFWIB staff proffered three training-related policy items at the December 16, 2009, EDIS Committee Meeting. The first, an Occupational Training Supply/Demand Policy, would permit SFWIB staff to place training occupations that are job placement weak on a reviewable watchlist or moratorium thereby guaranteeing that training funds are applied to job placement rich occupations. The second, A Training Vendor Performance Chargeback Policy, would base a chargeback on each training vendor's 70 percent program completion and placement performance rate. If the training vendor fails to meet the 70 percent completion and/or placement rate, that vendor's program would be placed on a moratorium for a 12 month period. Moreover, where the vendor does not meet the 70 percent placement rate standard, a 25 percent chargeback of tuition costs would be applied to those program participants who were not placed into employment. Last, a Standardized Refund Policy would insure consistency in the disbursement of refunds. These proffered policy suggestions, which were either tabled or sent back to staff for further development, directly or indirectly answer much of what has been requested in your letter.

7300 Corporate Center Drive, Suite 500, Miami, FL 33126-1234

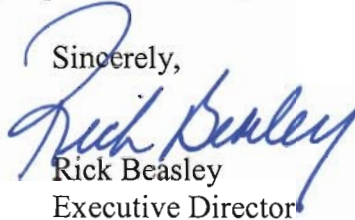
Telephone: (305) 594-7615 TTY/TDD: (305) 470-5529 [www.SouthFloridaWorkforce.com](http://www.SouthFloridaWorkforce.com)

The South Florida Workforce is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Mr. Carlos A. Manrique  
Miami-Dade County Public Schools  
February 4, 2010  
Page 2 of 2

I will keep you abreast of the EDIS subcommittee's education and training policy discussions and recommendations. Your letter represents your support of SFWIB and such letters are always welcome. The ultimate goal of both your letter and the subcommittee is to witness improvement to SFWIB's occupational training and job placement rates.

Sincerely,



Rick Beasley  
Executive Director  
South Florida Workforce Investment Board

Cc: Mr. Luis Gazitua  
Mr. Bernardo Adrover  
Mr. Peter Tell



6.

**SFWIB - Economic Development & Industry Sector (EDIS) Committee**

***February 17, 2010***

**Discussion – Training Vendors’ Refund Policies**

**Discussion Item**

**BACKGROUND**

The current SFWIB refund policy is to apply the refund policy specified in each training vendor’s catalog. SFWIB staff drafted a Standardized Refund Policy applicable to all training vendors, helping to insure consistency in the disbursement of refunds. The proffered Refund Policy was presented at the December 16, 2009, EDIS Committee meeting. Committee members discussed the proffered Policy, and tabled it.

The EDIS Committee requested that SFWIB staff put together a compilation of training vendors’ refund policies and present it to Committee members at the February 17, 2010 meeting. In compliance with that request, attached is the compilation as well as a matrix laying out popular components of training vendors’ refund policies.

*Attachment*



<b>Training Vendor</b>	<b>Refund Policy</b>
The Academy of South Florida	<ol style="list-style-type: none"> <li>1. Should a student cancel or withdrawal for any reason, notification must be received by the school in writing to the President of the School either in person or by certified mail.</li> <li>2. Students who have not visited the school prior to enrollment will have the opportunity to withdraw without penalty within three business days following either the regularly scheduled orientation procedures or following a tour of the school facilities and inspection of the equipment where training and services are provided.</li> <li>3. All refunds will be made (including \$100.00 registration fee) if the applicant is not accepted by the school or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.</li> <li>4. Cancellation after the third (3<sup>rd</sup>) business day, but before the first class, will result in a refund of all monies paid, with the exception of the \$100.00 registration fee.</li> <li>5. Cancellation after attendance has begun, but previous to program completion of 40% will result in a Pro Rata refund computed on the number of hours completed to the total program hours.</li> <li>6. Cancellation after completing 40% or more of the program will result in no refund.</li> <li>7. Termination date: The termination date for refund computation purposes is the date upon which termination/withdrawal/cancellation written notice was received by the school.</li> <li>8. A student may apply previously paid tuition to another program pursuant to these policies within one year from the first scheduled class date of the original program. A student may apply tuition to another program only once.</li> <li>9. Refunds will be made in the same payment method and to the same payee that the tuition payment was originally made. Refunds by credit card will generally be refunded to the same credit card used to pay the tuition. Refunds by check or cash will be refunded by check. All refunds will be made within 30 days of the date that The Academy of South Florida, Inc. determines that the student has withdrawn.</li> <li>10. The test pass guarantee requires that the student pass three practice exams for each test with a score of at least 80%. Provided all foregoing requirements are met, The Academy of South Florida will reimburse a student for up to three retakes for any MCSE exam and one retake for each A+ exam. Other conditions may apply.</li> <li>11. A student not maintaining a cumulative GPA of 1.75 at the end of any academic period, has violated the school's Rules of Conduct, or fails to meet all financial obligations to the school are subject to termination by the Director of Education.</li> </ol>
ATI Career Training Center ATI College of Health	<p>A full refund will be made to any student who cancels the enrollment agreement within 72hours (until midnight of the third day, excluding Saturdays, Sundays and legal holidays) after the enrollment agreement is signed. Applicants who have not visited the school prior to enrollment will have the opportunity to withdraw without penalty within the earlier of three business days following either attendance at the regularly scheduled orientation procedures, or the third day of scheduled classes.</p> <ol style="list-style-type: none"> <li>1. Refund computations will be based on scheduled clock hours of class attendance through the last day of attendance. Suspensions, legal holidays, and scheduled breaks in excess of 5 calendar days will not be counted as part of scheduled class.</li> <li>2. Refunds will be issued within 30 days of the school determining the student has terminated or withdrawn.</li> <li>3. The effective date of termination for purposes of computing refunds is defined as the earlier of the following: <ol style="list-style-type: none"> <li>a. The last day of attendance, if the student is terminated by the school; or</li> <li>b. Upon receipt of written notice of withdrawal from the student</li> </ol> </li> <li>4. If tuition is collected in advance of entrance, and if, after the expiration of 72-hour cancellation privilege, the student does not enter school, not more than \$100.00 shall be retained by the school.</li> </ol>

	<p>5. If the student terminates or withdraws after the expiration of the 72-hour cancellation privilege, the school may retain \$100.00 of the tuition and fees and the minimum refund of the remaining tuition and fees will be:</p> <ol style="list-style-type: none"> <li>a. During the first week or one-tenth of the term, whichever is less, ninety percent of the remaining tuition and fees;</li> <li>b. After the first week or one-tenth of the term, whichever is less, but within the first three weeks or one-fifth of the term, whichever is less, eighty percent of the remaining tuition and fees;</li> <li>c. After the first three weeks or one-fifth of the term, whichever is less, but within the first quarter of the term, seventy-five percent of the remaining tuition and fees;</li> <li>d. During the second quarter of the term, fifty percent of the remaining tuition and fees;</li> <li>e. During the third quarter of the term, ten percent of the remaining tuition and fees; and</li> <li>f. During the last quarter of the term, the student may be considered obligated for the full tuition and fees.</li> </ol> <p>6. All Textbooks, tools, equipment, supplies, uniforms and other miscellaneous items are issued as needed throughout the program and are included in the tuition.</p> <p>7. A 100% refund of all monies paid will be made by the school if the enrollee is not accepted for training.</p> <p>8. In case of prolonged illness or accident, death in the family, or other circumstances that make it impractical to complete the program, the school shall make a settlement which is reasonable and fair to both parties.</p> <p>Information regarding third party agency (e.g. Veteran's administration, WIA, Etc....) refund or return of funds policies is available in the Financial Aid office.</p>									
Advance Science Institute	<p>The pro-rata refund policy and computation is based on the total of payments for the program. The termination date for calculating refunds will be the students last date of attendance. All applicable refunds will be made within 30 days of the last date of attendance. The school's refund policy for cancellations and terminations complies with the following requirements:</p> <p><b>Applicant Rejection:</b> If the school the applicant rejects the applicant is entitled to a full refund of all monies paid.</p> <p><b>Three-Day Cancellation Cooling Off Period:</b> Students are entitled to a full refund if they withdraw within three (3) business days of signing the enrollment contract. This constitutes a cooling off period between the date of signing the contract and the date the contract stars counting for the student.</p> <p><b>Other Student Cancellation Causes:</b></p> <ol style="list-style-type: none"> <li>a. A student requesting cancellation more than three days after signing an enrollment contract and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid minus the school application fee.</li> <li>b. Students who have not visited the school but a parent or responsible party signed the enrollment contract can withdraw with a full refund within three (3) business days, following either attendance at a regular class, regularly scheduled school orientation section or following a tour of the school's facility.</li> </ol> <p><b>Refund To Student Attending For First Time As Defined By The Academic Term In Hours:</b></p> <p>The school will refund unearned tuition to a student attending the institution for the first time that withdraws or otherwise fails to complete the period of enrollment. Should the a student wish to withdraw after starting classes but within the first 60% of his initial enrollment, a tuition refund will be made upon program costs associated with the period of enrollment for which charges have been assessed. In subsequent enrollments, should a student wish to withdraw after resuming classes but within the first 50% of the enrollment period, a tuition refund will be based on the program costs associated with the payment period in which the withdrawal occurs. Unpaid charges resulting from the refund calculations will be billed to the student. Refunds to the Advance Science Institute's students who wish to withdraw after staring classes will be made as follows in an hourly pro rata basis:</p> <table border="1" data-bbox="347 1755 1429 1898"> <thead> <tr> <th>Program Withdrawal Within</th> <th>Refund Percentage</th> <th>Less Administrative Fee</th> </tr> </thead> <tbody> <tr> <td>10%</td> <td>90%</td> <td>\$100.00</td> </tr> <tr> <td>20%</td> <td>80%</td> <td>\$100.00</td> </tr> </tbody> </table>	Program Withdrawal Within	Refund Percentage	Less Administrative Fee	10%	90%	\$100.00	20%	80%	\$100.00
Program Withdrawal Within	Refund Percentage	Less Administrative Fee								
10%	90%	\$100.00								
20%	80%	\$100.00								

30%	70%	\$100.00
40%	60%	\$100.00
50%	50%	\$100.00
60%	40%	\$100.00
Over 60%	0%	\$100.00

\*\*The pro rata basis refund table shown above does not apply to recipients of Title IV funds.

Examples of the application of the refund policy will be explained to the applicant during the admission procedure. Copy of these examples is available upon request to the Director of Admissions.

**Special Cases:**

In the event of accident, death in the family, a case of prolonged illness or other dire circumstance that make not viable to the student the completion of the program, the Advance Science Institute will make a settlement, which is reasonable and fair to the student and the school.

Advance Technical Centers	<p>Student refunds are based on the period of enrollment computed on the basis of program time elapsed, expressed in clock hours. The length of programs is expressed in the number of hours it takes to complete.</p> <p>If an applicant is rejected from the program, ATC will refund all monies paid.</p> <ol style="list-style-type: none"> <li>1. If termination/withdrawal/cancellation from the program occurs prior to the start of class, ATC will refund all money within 30 days of the planned start date.</li> <li>2. If tuition and fees are collected in advance of the start date of classes and the student does not begin classes or withdraws on the first day of class, 100% of the tuition and fees collected will be refunded within 30 days of the planned start date.</li> <li>3. Students who have not visited the school facility prior to enrollment will have the opportunity to withdraw without penalty within three days following either attendance at a regularly scheduled orientation or following a tour of the facilities and inspection of the equipment.</li> </ol> <p>If a student should terminate, cancel or withdraw, after entering the program, the Advanced Technical Centers will retain the amounts due for books and supplies that have been issued by the time of withdrawal. The balance of tuition will be refunded as follows, based on the date of withdrawal:</p> <ol style="list-style-type: none"> <li>1. After the first day of classes and during the first 10% of the period of financial obligation, the institution shall refund at least 90% of the tuition.</li> <li>2. After the first 10% of the period of financial obligation and until the end of the first 25% of the period of obligation, the institution shall refund at least 50% of the tuition.</li> <li>3. After the first 25% of the period of financial obligation and until the end of the first 50% of the period of obligation, the institution shall refund at least 25% of the tuition; and,</li> <li>4. After the first 50% of the period of financial obligation, the institution may retain all of the tuition.</li> </ol> <p>All refunds will be processed within 30 days from the effective date of termination/withdrawal/cancellation. Any financial assistance will be returned to the granting source and not to the student.</p>
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American Advance Technicians Institute	<p>For Students Enrolled in a Program:</p> <p>Should a student be terminated or cancelled for any reason, all refunds will be made according to the following refund procedure:</p> <ol style="list-style-type: none"> <li>1. Cancellation may be made in person, by telephone, and/or writing.</li> <li>2. All monies will be refunded if the applicant is not accepted by the school or if the student cancels within three (3) Business Days after signing the Enrollment Agreement and making initial payment.</li> <li>3. Cancellation after the third (3<sup>rd</sup>) business day but before the first class, will result in a refund of all monies paid, with the exception of the registration fee.</li> <li>4. Cancellation after attendance has begun, but prior to 60% completion of the course, will result in a Pro Rata refund computed on the number of hours completed to the total of hours scheduled to complete in the payment period.</li> <li>5. Cancellation after completing 60% of the program will result in NO refund.</li> <li>6. Termination Date: The termination date for refund computation purposes is the last date of actual attendance by the student or receipt of cancellation notice.</li> <li>7. Refunds will be made within 30 days of the last date of attendance or receipt of Cancellation Notice</li> </ol>
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	<p>8. A student may be dismissed at the discretion of the School Director for insufficient progress, non-payment of costs, or failure to comply with rules.</p> <p>For students enrolled in Certification Preparation courses, 16-Hours and Advanced Automotive Courses for continuing education the following cancellation policy applies:</p> <ol style="list-style-type: none"> <li>1. Registration fee of \$25.00/\$50.00 is nonrefundable.</li> <li>2. Once courses begin, there will be no refunds.</li> <li>3. Courses by mail are non-refundable.</li> </ol>														
<p>Broward Community College</p>	<p>A one hundred percent (100%) refund of tuition and fees shall be processed for courses that are 8 weeks or longer if a student withdraws from class during the published drop/add period. The last day to receive a refund for courses less than 8 weeks in length will be the same as the continuing education course refund procedure described below.</p> <p>Fees categorized as refundable are tuition, out-of-state fees, other fees (student financial aid fee, capital improvement fee, student activity fee, and technology fee) and laboratory fees or special fees associated with a class. Refer to policy and procedure 6x2-6.13 for additional student fee information.</p> <p>It is the responsibility of the student to drop classes on the Web or through a Registration Office within the 100% refund period. Students do not have to contact the Cashier's Office to receive a refund. Through an automated process, refunds will be processed approximately two weeks after the final drop/add date for each session.</p> <p>The refund may be issued in the form of a check or credit card refund depending on how the schedule was paid. A schedule that is paid by cash, check, money order or debit card will be refunded in the form of a check. A schedule that was paid with a credit card will be refunded to the credit card. Those students whose classes were paid with financial aid may receive a check refund pending a review of the student's continued eligibility after the drop of classes by the Office of Student Financial Services. Any outstanding debt owed by the student will be paid prior to the student receiving a class refund.</p> <p><b>Refund for Continuing Education Courses:</b> A 100% refund for continuing education courses shall occur up to the date of the first class for those classes meeting only once. A 100% refund for continuing education courses may occur up to the second class period for those classes meeting more than once.</p> <p><b>Refunds Due to Extenuating Circumstances:</b> When a student is required to withdraw from all courses because of documented circumstances determined by the College to be exceptional and beyond the control of the student, and the student's petition is received by the College after the official drop period but prior to the withdrawal date of the subsequent major term, a 100% refund may be approved. Such circumstances may include, but are not limited to, serious illness, involuntary call to active military duty, and other emergency circumstances or extraordinary situations. The Campus Provost may consider petitions for refunds outside the specified time frames.</p> <p>Students have the responsibility to learn and comply with prerequisites and co-requisites for courses they are enrolled. Refunds may be given when students are not in compliance and do not drop such a course by the College's official drop period.</p> <p><b>NOTE:</b> Universities may consider the number of withdrawals when considering students for admission. Excessive "W" may be viewed negatively by admission officers.</p>														
<p>Carlos Albizu University</p>	<p>When a student officially drops from any course or courses by filing a formal drop or withdrawal notice with the Registrar's Office and completing the process with the Finance Office, a refund of tuition will be made according to the following schedule:</p> <p><b>BUSINESS FAST TRACK COHORT PROGRAMS:</b></p> <table border="0"> <tr> <td><b>DATE OF DROP</b></td> <td><b>REFUND</b></td> </tr> <tr> <td>Prior to the third meeting of the first cohort</td> <td>100%</td> </tr> <tr> <td>Within the third and fifth meeting of the class</td> <td>66%</td> </tr> <tr> <td>After completion of the first class</td> <td>NO REFUND</td> </tr> </table> <p><b>ALL OTHER PROGRAMS:</b></p> <table border="0"> <tr> <td><b>DATE OF DROP</b></td> <td><b>REFUND</b></td> </tr> <tr> <td>During the first two weeks of classes</td> <td>100%</td> </tr> <tr> <td>During and after the third week of classes</td> <td>NO REFUND</td> </tr> </table>	<b>DATE OF DROP</b>	<b>REFUND</b>	Prior to the third meeting of the first cohort	100%	Within the third and fifth meeting of the class	66%	After completion of the first class	NO REFUND	<b>DATE OF DROP</b>	<b>REFUND</b>	During the first two weeks of classes	100%	During and after the third week of classes	NO REFUND
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	<p>The refund policy provides for cancellation of any obligation within three working days from the date a student signs an enrollment contract or financial agreement, pursuant to s.246.041(1)(n)3.e., Florida Statutes. Any applicable refunds shall be made within thirty days of the date that the University determines that the student has withdrawn or cancelled their contract according to CAU's attendance and withdrawal policies on page 10 of this catalog.</p> <p>The University adheres to the Federal guidelines governing refunds to Title IV Programs. For more details, please contact the Financial Aid Office.</p> <p><b>WITHDRAWAL:</b> Tuition and fees shall also be refunded in full under the following circumstances: (i) courses canceled by the University, (ii) involuntary call to active military duty, (iii) documented death of the student, (iv) exceptional circumstances, with approval of the Chancellor or President of the University. Any student dismissed for academic or disciplinary reasons shall not be entitled to a refund.</p>
The CDL School	<p>Should a student be terminated or cancel for any reason, all refunds will be made according to the following refund schedule:</p> <ol style="list-style-type: none"> <li>1. Cancellation must be made in person or by Certified Mail.</li> <li>2. All monies will be refunded if the applicant is not accepted by the school or if the student cancels within three (3) Business Days after signing the enrollment agreement and making initial payment.</li> <li>3. Cancellation after the third (3rd) Business Day, but before the first class, will result in a refund of all monies paid, with the exception of the registration fee. Registration fee is \$150.00; the registration fee is non-refundable.</li> <li>4. Cancellation after attendance has begun, but prior to 50% completion of the course, will result in a Pro Rata refund computed on the number of hours completed to the total of the program.</li> <li>5. Cancellation after completing 50% of the course will result in no refund.</li> <li>6. Termination Date. The termination date for refund computation purposes is the last date of actual attendance by the student by unless earlier written notice is received.</li> <li>7. Refunds will be made within 30 days of termination or receipt of Cancellation notice.</li> <li>8. In the event a student declines to take or fails to appear for his/her scheduled CDL Skills Test, no tuition refund will be given. A student will complete the training program even if they do not pass their CDL skills Examination.</li> <li>9. After 90 days no refunds will be given, only training credit will be issued.</li> </ol>
City College	<p>A student may cancel his/her enrollment by telephone, in person, or in writing:</p> <ol style="list-style-type: none"> <li>1. Official termination date is the following: <ol style="list-style-type: none"> <li>A. The date the student notifies the College of his/her withdrawal or the date of the withdrawal whichever is later; or</li> <li>B. The date when the College becomes aware that the student ceased attendance from all courses for the term.</li> </ol> </li> <li>2. All refunds will be made within thirty (30) days of cancellation or termination.</li> <li>3. All monies, except the application fee, will be fully refunded if the application is not accepted or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.</li> <li>4. For students who withdraw after classes begin for the (mid-) quarter, the following refund policy will apply: <ol style="list-style-type: none"> <li>A. If a student withdraws during the first calendar week of classes and notifies the Director of Education, in writing, of his/her intent to withdraw, a full refund of tuition and fees will be made;</li> <li>B. If a student withdraws before completing 25% of the (mid-)quarter, the College will refund 25% of the tuition and fees charged for the mid-quarter;</li> <li>C. If a student withdraws after completing 25% of the (mid-) quarter, there will be no refund of tuition or fees;</li> <li>D. Tuition and fees shall also be refunded in full, for the current term, under the following circumstances: <ol style="list-style-type: none"> <li>(i) credit hours dropped during the drop/add period;</li> <li>(ii) courses canceled by the College;</li> <li>(iii) involuntary call to active military duty;</li> <li>(iv) documented death of the student;</li> </ol> </li> </ol> </li> </ol>

	<p>(v) exceptional circumstances, with approval of the President of the College.</p> <p>5. There is no refund or adjustment in tuition charges for a reduction in credit hours after the last date to enter classes for a (mid-) quarter as specified in the College catalog.</p> <p>6. Percentage of completion is computed from the published (mid-)quarter start date to the withdrawal date. Time in which the student is in attendance, rather than credit earned, is the criteria utilized to determine the amount of the refund.</p> <p>7. Any amounts determined to be owed the College as a result of these calculations are due and payable in full on the effective date of the withdrawal.</p>
College of Business & Technology	<ol style="list-style-type: none"> <li>1. Cancellation after the third (3<sup>rd</sup>) business day of signing the Enrollment Agreement and before the second week of class will result in a refund of all monies paid with the exception of the registration fee.</li> <li>2. Cancellation of the application by the student must be made by certified mail or in person and in writing.</li> <li>3. If the college does not accept the enrollment, all monies paid by the student to the college shall be refunded with the exception of the registration fee, and the student and the college shall be released from further obligation.</li> <li>4. If withdrawal occurs in the first semester, before completing 60% of the semester, will result in a prorated tuition refund computed based on the number of weeks completed to the total weeks of scheduled instruction.</li> <li>5. If withdrawal occurs in the first semester, after completing 60% of the semester will result in no refund.</li> <li>6. If withdrawal occurs in the second semester and remaining semesters, before completing 50% of the semester, will result in a prorated refund computed based on the number of weeks completed to the total weeks of schedule instruction for that semester.</li> <li>7. If withdrawal occurs in the second semester and remaining semesters, after completing 50% of the semester will result in no refund.</li> <li>8. The date for refund computation purposes is the Drop Date if the withdrawal is official and the Last Date of Attendance if the withdrawal is unofficial.</li> <li>9. Refunds will be made within 30 days of termination or receipt of cancellation notice.</li> </ol> <p>Dismissal: A student can be dismissed at the discretion of the Director, for insufficient progress, non-payment of financial obligations, or failure to comply with rules.</p>
Compu-Med Vocational Careers	<p>The student (or parent / guardian if the student is a minor) must notify the Compu-Med Vocational Careers, Corp. in writing (as school policy) if he/she decides to cancel or terminate his/her attendance. The refund policy and computation is based on semester price. The termination date used for calculating refunds will be the student's actual last date of attendance. All refunds will then be made within 30 days after the date of determination of the cancellation or termination date.</p> <p>Three- Day Cancellation: All monies paid by an applicant are refunded if requested within three (3) business days after signing an Enrollment Agreement, by written notice, postmarked no later than the third business day.</p> <p><b>OTHER CANCELLATION:</b></p> <ol style="list-style-type: none"> <li>1. A student / applicant must visit the school prior to enrolment.</li> <li>2. A student / applicant may cancel his/her enrolment within the period specified in this policy. For refund computation purposes, the termination date will be considered the last date of actual attendance by the student.</li> <li>3. <b>CANCELLATION BEFORE COMMENCEMENT OF CLASSES:</b> An applicant subsequently requesting cancellation after the 3-day period but before commencement of classes shall be entitled to a refund of all monies paid minus a registration fee of \$100.00.</li> <li>4. The school charges an administrative fee of 5% or \$100.00 of tuition and fees whichever is less. This fee is excluded from the refund calculation.</li> <li>5. <b>CANCELLATION AFTER COMMENCEMENT OF CLASSES:</b> <u>Institutional Refund Policy:</u> <ol style="list-style-type: none"> <li>a) A student who terminated his/her attendance after entering school and started his/her training, but within the first week, shall be charged 10% of the tuition for the semester plus \$100.00 registration fee.</li> <li>b) A student who terminates his/her attendance after one week but within the first 20% of the semester shall be charged 20% of tuition for the semester plus \$100.00.</li> <li>c) A student who terminates his/her attendance after completing over 20% but within 30% shall be charged 30% of the tuition for the semester plus \$100.00.</li> <li>d) A student who terminated his/her attendance after completing over 30% but within 40% shall be charged 40% of the tuition for the semester plus \$100.00.</li> </ol> </li> </ol>

	<p>e) A student who terminates his/her attendance after completing over 40% but within 50% shall be charged 50% of the tuition for the semester plus \$100.00.</p> <p>f) A student who terminates his/her attendance after completing over 50% but within 60% shall be charge 60% of the tuition for the semester plus \$100.00.</p> <p>g) A student who terminates attendance after completing 60% shall be charged 100% of the semester and is not entitled to any refund.</p> <p>h) In case of a student's prolonged illness or accident, death in the family, or other dire circumstances, which make it impossible to complete the program, the school shall make a settlement, which is fair and reasonable to both parties.</p> <p>6. Rejection – An applicant rejected by the school is entitled to a refund of all monies paid, must be refunded within 30 days.</p> <p>7. Students who have not visited the facility prior to enrollment will have the opportunity to withdraw either attendance at a regularly scheduled orientation or following a tour of the school's facilities or inspection of the equipment. (The first three (3) days of attendance are free of charge).</p>												
Dade Medical College	<p>Termination or cancellation for any reason will result in refunds being made accordingly to the following refund schedule:</p> <ol style="list-style-type: none"> <li>1. Cancellation must be made in person or by certified mail to the Campus Director or an assigned staff member of the college.</li> <li>2. Refunds shall be computed based on the college's Date of Determination and will be made within 30 days of the date of determination. (see Withdrawal and Date of Determination)</li> <li>3. All monies will be refunded if the applicant is not accepted by the school or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.</li> <li>4. Cancellation after the third (3<sup>rd</sup>) business day, but prior to the third day of scheduled class, will result in a refund of all monies paid with the exception of the registration fee.</li> <li>5. Withdrawal after the fifth day of scheduled class but prior to 40% completion of the programs will result in a pro-rated refund which shall be computed based on the number of credit hours attempted versus the total program credit hours.</li> <li>6. Cancellation after completing 40% of the program will result in no refund.</li> </ol>												
Everest Institute	<p>The Institution will perform a pro-rata refund calculation for first-time students who terminate their training after the Add/Drop Period but before completing more than 60% of the period of enrollment. Under a pro-rata refund calculation, the Institution is entitled to retain only the percentage of charges (tuition, fees, room, board, etc.) proportional to the period of enrollment completed by the student. The period of enrollment completed by the student is calculated by dividing the total number of weeks in the period of enrollment into the number of weeks completed in that period (as of the withdrawal date). The percentage of weeks attended is rounded up to the nearest 10 percent and multiplied by the institution charges for the period of enrollment. A reasonable administrative fee not to exceed \$100 or 5% of the total institutional charges, whichever is less, will be excluded from total charges used to calculate the pro-rata refund.</p> <p>The Institution may retain the entire contract price for the period of enrollment--including tuition, fees, and other charges- if the student terminates the training after completing more than 60 percent of the period of enrollment. Students who terminate their training during the Add/Drop period will receive a 100% refund.</p> <p><i>Modular Students Please Note:</i> Since students enrolled in modular programs are charged tuition by academic year, the charges earned and amount due under the institutional refund policy are based on the charges for the portion of the academic year completed rather than on the portion of the quarter completed.</p> <p><b>INSTITUTIONAL REFUND POLICY FOR CONTINUING STUDENTS IN QUARTER-BASED PROGRAMS:</b> The refund policy is used to determine how much of the tuition and fees the institution has earned after a student withdraws. The institution will make refund determinations for all tuition and fees in accordance with the following schedule:</p> <table border="1" data-bbox="326 1560 906 1875"> <thead> <tr> <th><u>For Withdrawal During</u></th> <th><u>Refunded to the Student</u></th> <th><u>Amount Retained by the Institution</u></th> </tr> </thead> <tbody> <tr> <td>Institutional Drop/Add Period</td> <td>100%</td> <td></td> </tr> <tr> <td>After Institutional Drop/Add Period up To and including 25% Of the Quarter</td> <td>25%</td> <td>75%</td> </tr> <tr> <td>After 25% of the Quarter</td> <td>0</td> <td>100%</td> </tr> </tbody> </table>	<u>For Withdrawal During</u>	<u>Refunded to the Student</u>	<u>Amount Retained by the Institution</u>	Institutional Drop/Add Period	100%		After Institutional Drop/Add Period up To and including 25% Of the Quarter	25%	75%	After 25% of the Quarter	0	100%
<u>For Withdrawal During</u>	<u>Refunded to the Student</u>	<u>Amount Retained by the Institution</u>											
Institutional Drop/Add Period	100%												
After Institutional Drop/Add Period up To and including 25% Of the Quarter	25%	75%											
After 25% of the Quarter	0	100%											

Fast Train	<p>Should an applicant/student cancel or be terminated for any reason, all refunds will be made according to the following policy and schedule. It is the student's responsibility to notify the Registrar's office in writing anytime a change is requested. The timing of the request will determine if a financial and academic penalty is incurred. Students wishing to cancel enrollment shall submit a <i>Withdrawal From Program</i> form to the Registrar at the address below prior to leaving. An exit interview is required to complete the process. FastTrain Registrar, 10100 SW 107 Avenue, Miami, FL 33176.</p> <p>All monies less the Application Fee will be refunded if the applicant is not accepted by the School or if the applicant cancels within three (3) business days after signing the Enrollment Agreement and making initial payment. Cancellation after the third (3) business day, but before the first class, will result in a full refund of all monies paid, with the exception of the Application Fee and Registration Fee. All monies less the Application Fee and Registration Fee will be refunded to students who do not commence with training.</p> <p>FIRST-TIME / FIRST-TERM STUDENTS. Students who terminate their enrollment at FastTrain within the first two weeks of their initial term will receive a 100% refund of tuition charges. The student will be responsible for the Application Fee, Registration Fee and Training Materials Fee for the term. Any remaining credit balance will be refunded. First-time students who terminate enrollment subsequent to their first two weeks of enrollment will be charged according to the Institution's refund policy as stated below.</p> <p>DROP/ADD PERIOD. The Drop/Add period is up to 10% of the quarter [payment period]. A grade of "EDR" Early Drop, "LDR" Late Drop, or "WF" Withdrawal Failure will be assigned to any courses in the active quarter at the time of withdrawal. Cancellation during the Drop/Add period will result in 100% refund of tuition charges. The Application Fee, Registration Fee, and Training Materials Fee on issued materials are nonrefundable. Any remaining credit balance will be refunded. Cancellation after the Drop/Add period will result in no refund.</p> <p>The termination date for refund computation purposes is the stamped date of the <i>Withdrawal From Program Form</i>, or when a student withdraws without written notice to FastTrain's Registrar, termination of enrollment shall take effect the date the school determines the last date of attendance and determines that the student has withdrawn. A student is considered to have withdrawn by means of Administrative Dismissal after failure to complete the coursework assignments for the active module. If a student fails to return from an approved Leave of Absence, the date of determination for the calculation shall be the last date of attendance prior to the leave of absence and all refunds due will be made within 30 days of the date the student failed to return from the leave of absence.</p> <p>Refunds will be made within 30 days of the termination date. After refund calculations are made, students will be invoiced for any unpaid balance on the student's account, and the student will be responsible to remit payment to FastTrain for this unpaid balance. All unpaid balances are subject to State and Federal allowable interest charges, late fees, and collection fees.</p>
Florida International University – Legal Studies	<p>The one-time payment of \$25 for the application fee is non-refundable. A full tuition refund may be granted for a course or seminar after a written request has been submitted and only if requested on or before the first day of class. A 75% tuition refund may be granted for a course or seminar after a written request has been submitted and only if requested by the second day of class.</p> <p>Credit for seminars will only be awarded if the student notifies the office, in writing, no later than the following working day. It is highly recommended that students do not pre-register for seminars but instead pay the day of the seminar at the door.</p>
Florida International University – IT Programs	<ol style="list-style-type: none"> <li>1. Cancellation notice must be received in writing from the customer.</li> <li>2. No credit or refunds will be issued for missed classes.</li> <li>3. The application/Registration fees is non-refundable.</li> <li>4. Once the program has begun, there will be no refund made for any portion of the program that the participant declines, or for any unused services following withdrawal from the program.</li> <li>5. The FIU IT Academy reserves the right to cancel a program at any time or make changes, modifications or substitutions to the program in case of changes at the host site location or in the interest of the program and its participants. In this case we will refund the entire amount less application/Registration fees.</li> <li>6. Following are the guidelines used if participant withdraw from the program: <ol style="list-style-type: none"> <li>a) 1 week prior the program: the participant will be charged 50% of the program fee.</li> </ol> </li> </ol>



	<p>b) 2-4 weeks prior the program: the participant will be charged 25% of the program fee.</p> <p>c) 5 weeks of more prior the program: full refund less the registration/application fee.</p>
Florida Keys Community College	<p>Refunds of 100% will be made until the close of business on the last day of late registration as listed in the catalog (the date coincides with the last day to drop courses).</p> <p>Students whose registration is canceled by official college action will be entitled to full refund of tuition and laboratory fees.</p> <p>To receive a refund for college credit course that do not follow the academic calendar, students must withdraw prior to the second class meeting. In the case of college credit courses that have four (4) or fewer meetings, the student must withdraw prior to the first class meeting in order to be eligible for a full refund.</p> <p>Students withdrawing from non-credit courses consisting of 3 or fewer class meetings must withdraw before the first class meeting to receive a 100% refund. If a non-credit course consists of more than 3 class meetings, the student must withdraw before the second class meeting to receive a full refund.</p> <p>Students who register beyond the last day to change courses will not be eligible for a refund.</p> <p>An official Add/Drop/Withdrawal form must be completed by students requesting a refund.</p>
Florida National College	<p>Should a student be terminated or cancel for any reason, all refunds will be made according to the following refund schedule:</p> <ol style="list-style-type: none"> <li>1. Cancellation after the third (3rd) business day, but before the first day of class, will result in a refund of all monies paid with the exception of the registration fee.</li> <li>2. Cancellation of the application by the student must be made by certified mail or in person and in writing.</li> </ol> <p>The college will refund:</p> <ol style="list-style-type: none"> <li>3. 100% of tuition charges if the student withdraws on or before the first week of class (Add-Drop period).</li> <li>4. There is no refund due if the student withdraws on or after the Add-Drop period.</li> <li>5. If the college does not accept the enrollment, all monies paid by the student to the college shall be refunded and the student and college shall be released from further obligation.</li> <li>6. If a student is withdrawn from a class due to a class cancellation, the student is entitled to a full refund.</li> <li>7. The date for refund computation purposes is the Mid-Point of the semester.</li> <li>8. Refunds will be made within 30 days of termination or receipt of cancellation notice.</li> </ol> <p>Any refund due to the Federal Pell Grant, Federal Perkins Loan, or FSEOG programs will be made within 30 days of the date the school determines the student is no longer in attendance. Any other refunds including the Federal Family Education/Direct Loan Programs will be made within 30 days of the date the school determines the students is no longer in attendance.</p> <p>In the event a student fails to return from a Leave of Absence, all refunds due will be made within 30 days of the date the student failed to return from the leave of absence.</p>
Florida Education Institute	<p>Institutional Refund Policy: For students receiving Title IV funds, once the School determines the amount of Title IV aid that the School may retain, then the School will calculate the Institutional Refund Policy to determine if there is an outstanding balance owed to the School or the student. Students not receiving Title IV funds will have</p>

	<p>refunds calculated using the Institutional Refund Policy only. When calculating the Institutional Refund Policy, the period of financial obligation is the length of the entire program. Under the Institutional Refund Policy, the School must refund:</p> <ol style="list-style-type: none"> <li>a. 100% of tuition charges if the student withdraws on the first day of class.</li> <li>b. At least 90% of tuition charges if the student withdraws within 10% of the period of financial obligation.</li> <li>c. At least 50% of tuition if the student withdraws between the first 10% and 25% of the period of financial obligation.</li> <li>d. At least 25% of tuition if the student withdraws between the end of the first 25% and the end of the first 50% of the period of financial obligation.</li> <li>e. There is no refund due if the student withdraws after 50% of the period of financial obligation.</li> </ol> <p>Cancellation/Withdrawal/Rejection Calculations and Policies: Students wishing to cancel or withdraw must notify the School in writing prior to doing so. All tuition paid will be refunded to students who enroll and do not attend class. The registration and application fees are not applicable toward tuition. The registration fee will not be refunded unless the student cancels within three business days after signing this agreement. However, if cancellation occurs after three business days from the signing of this agreement and student cancels prior to the scheduled start of class, all fees paid in excess of \$100 will be refunded to the student. All registration fees will be refunded if the student is not accepted into his/her particular program. All monies paid by a student will be refunded if cancellation occurs within three business days after signing this agreement and making initial payment. When due by the School, all refunds will be made within thirty (45) days from the date of determination (the last day of attendance if written notification has been provided to the School by the student, or from the date the School terminates the student or determines withdrawal by the student) of the student's withdrawal and without requiring student's request. All fees for books and supplies are considered earned at the beginning of the program. Any funds paid for supplies, books, or equipment which can be and are returned to the institution, will be refunded to the students who withdraw prior to the first day of class upon return of said items in resalable condition. The school reserves the right to determine if such items are returnable. All balances owed the institution due to the return of Title IV funds or Institutional Refund calculation will be billed to the student. Any student who withdraws, is terminated, or graduates from any program is required to have an exit interview with the School.</p>
Hialeah Technology Center	<p>Our outlined refund policy is designed according to Fair Consumer Practices. Should a student be terminated or canceled for any reason, all refunds will be made according to the school's refund policy for all terminations or cancellations of students as follows:</p> <ol style="list-style-type: none"> <li>1. All cancellation must be in writing and presented in person or by certified mail</li> <li>2. All monies will be refunded if the school does not accept the applicant or if the student cancels <u>within three (3) business days</u> after signing the enrollment agreement and making initial payment, providing textbooks and lab equipment are returned</li> <li>3. Cancellation <u>after the third (3) business day</u> and prior to the first day of class, all monies paid will be refunded, <u>with the exception of the registration fee</u></li> <li>4. Cancellation after attendance has begun, but prior to 50% of completion of program will result in a pro rata refund computed proportional with the ratio between the number of hours completed and the total number of program hours</li> <li>5. Cancellation <u>after completion of 50%</u> of the program will result in <u>NO refund</u></li> <li>6. Termination date. The termination date for the refund computation purposes is the last date of actual attendance by the student unless earlier written notice is received.</li> <li>7. All refunds will be made within 30 (thirty) days after termination or receipt of cancellation notice</li> </ol>
Keiser Career College	<p>Students will be obligated for all charges (tuition/fees/books/supplies) for the period of financial obligation they are currently attending plus any prior account balance. An administrative fee of \$100 will be charged when a student withdraws prior to the end of the semester (the period of financial obligation). The period of financial obligation is the time the student is enrolled (a semester). Students who have withdrawn and wish to re-enter will be charged a \$150 reentry fee. Students in the allied health programs are required to wear proper uniforms as directed by the college. These uniforms are available at an estimated cost of \$25.</p> <p>Cancellation/Withdrawal Calculation: If tuition and fees are collected in advance of the start date of a program and the institution cancels the class, 100% of the tuition, and fees collected will be refunded except for the application fee not to exceed \$50. If tuition and fees are collected in advance of the start date and the student does not begin classes or withdraws on the first day of classes, all monies paid by the student in excess of \$100 will be refunded. Students who have not visited the institution prior to enrollment will have the opportunity to withdraw without penalty within three business days</p>

	<p>following either attendance at a regularly scheduled orientation or following a tour of the facilities and inspection of the equipment. The institution shall keep a pro-rated portion of the tuition for students who withdraw within the first 20% of the semester (period of financial obligation) in which they are attending. Any funds paid for supplies, books, or equipment which can be and are returned to the institution, will be refunded to students who withdraw prior to the start of the semester (period of financial obligation) upon return of said items which can be resold.</p> <p>All registration fees will be refunded if student is not accepted into his/her particular program. Students are asked to notify the institution in writing of cancellation. If the student does not notify the school through written documentation, the date of determination is identified by the last known date of attendance. This is determined at a weekly retention meeting. At this time the student's status is changed from active to inactive. All monies paid by an applicant will be refunded if cancellation occurs within three business days after signing these terms of enrollment and making initial payment. If cancellation occurs after three business days from the signing of the terms of enrollment, all application and registration fees in excess of \$100 will be refunded to the student. Refunds will be made within thirty days from the date of determination of the student's withdrawal. All balances owed the institution due to the return of Title IV funds or withdrawal calculation or a balance due at the time of graduation will be billed to the student.</p>
Key Power Driving School	<p>Should a student be terminated or cancelled for any reason, all refunds will be made according to the following refund outline:</p> <ol style="list-style-type: none"> <li>1. Cancellation must be made in writing either in person or by certified mail to the attention of Student Services.</li> <li>2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the Enrollment Agreement and making the initial payment.</li> <li>3. Cancellation after the third (3rd) business day, but before the first day of class will result in a refund of all monies paid with the exception of the \$150.00 Registration Fee.</li> <li>4. Cancellation after attendance has begun, but prior to 50% completion of the program, will result in a Pro-rated refund computed on the number of clock hours attended to the total scheduled program clock hours plus the \$150.00 Registration Fee.</li> <li>5. Cancellation after completing 50% of the program clock hours will result in no refund.</li> <li>6. Termination Date: The termination date for refund computation purposes is the last day of actual attendance by the student unless earlier written notice is received.</li> <li>7. All refunds will be made within 30 days of termination date or receipt of written cancellation notice.</li> <li>8. Student training must be completed within one (1) year from the date of the Enrollment Agreement. All students' rights are protected for the full period of the one (1) year completion time allowed. Full tuition payment entitles you to attend school in the time allowed and during any authorized program extension. Other student rights, (including the right to cancel your enrollment), "<b>cease</b>" upon expiration of the completion time allowed for your program.</li> </ol>
Management Resources	<p>Should a student cancel or be terminated for any reason, all refunds will be made according to the following refund policy:</p> <ol style="list-style-type: none"> <li>1. Cancellation Requests - Must be made in person to the Registrar or by mail directed to the Registrar.</li> <li>2. Refunds for Classes Canceled by the Institution – If tuition and fees are collected in advance of the start date of a program and the class is canceled, 100% of the tuition and fees collected will be refunded. The refund will be made within 30 days of the planned start date.</li> <li>3. Refunds for Students Who Withdraw On or Before the Second Day of Class – In the case tuition and fees are collected in advance of the start date of classes and the student does not begin classes or withdraws on the second day of classes, a full refund will be made within 30 days of the class start date with the exception of the \$100 registration fee. The \$100 registration fee is non refundable.</li> <li>4. Refunds for Students Enrolled Prior to Visiting the Institution - Students that have not visited the school facility prior to enrollment have the opportunity to withdraw without penalty within three days following either attendance at a regular scheduled orientation or following a tour of the facilities and inspection of the equipment.</li> </ol>

	<p>5. Refunds for Students Enrolled in a Professional Development, Continuing Education, or Limited Contract Instruction – Tuition fees and instructional charges are not refundable after the fifth day of class for Professional Development, continuing education or limited contract programs (programs of 100 hours or less).</p> <p>6. Refunds for Withdrawals After Class Commences for Programs of 12 Months or Less – The refund policy for student who incur a financial obligation for a period of 12 months or less is as follows: (i) After the first day of classes and during the first 10% of the period of financial obligation, MRI will refund the student 90% of the tuition; (ii) After the first 10% of the period of financial obligation and until the end of the first 25% of the period of obligation; MRI will refund the student 50% of the tuition; After the first 25% of the period of financial obligation and until the end of the first 50% of the period of obligation, MRI will refund the student 25% of the tuition; and, After the first 50% of the period of financial obligation the student will not receive a refund.</p> <p>7. Refund Policy for Programs Obligating Students for Periods Beyond Twelve (12) months - Students with a financial obligation for a period of time beyond twelve (12) months may be released of payment obligation beyond the twelve (12) months if the student withdraws during the first 12 months. The calculation of the refund for the unused portion of the twelve months will be based on the calculation listed in item six (6) above. If the student withdraws during any subsequent period following the first 12 months, the student’s refund for the unused portion of the tuition applicable to the period of withdrawal will be based on the calculation listed in item six (6) above.</p> <p>8 . Refunds to Students Not Accepted by the School - All fees will be refunded if the school does not accept the applicant.</p> <p>9. Student Dismissal - A student can be dismissed, at the discretion of the Director, for insufficient progress, nonpayment of costs, or failure to comply with rules.</p> <p>10. Withdrawal Date - 1. For Non Title IV students (cash, payment plan, workforce vouchers, etc.) the withdrawal date will be 15 class days after the student’s last day of attendance or training related activity, unless earlier notification is received by the student, either in writing or in person. 2. For Title IV Financial Aid students the withdrawal date will be 15 class days after the student’s last day of attendance or training related activity.</p> <p>11. Refunds will be made within 45 days - (1) of the last day of attendance if written notification of withdrawal has been provided to the institution by the student either in person or in writing, or (2) from the date the institution terminates the student or determines withdrawal by the student.</p>
Metropolitan Technical Institute	<p>Should student be terminated or cancel, all refunds will be made according to the following refund schedule:</p> <ol style="list-style-type: none"> <li>1. Cancellation must be made in person or by Certified Mail.</li> <li>2. All monies will be refunded if the applicant is not accepted by the school or if the Student cancels within three (3) Business Days after signing the enrollment agreement and making initial payment.</li> <li>3. Cancellation after the third (3<sup>rd</sup>) Business Day, but before the first class, will result in a refund of all monies paid, with the exception of the registration fee.</li> <li>4. Cancellation after attendance has begun, but prior to 50% completion of the program, will result in a Pro-Rata refund computed on the number of hours completed to the total program hours.</li> <li>5. Cancellation after completing 50% of the program will result in no refund.</li> <li>6. Termination Date. The termination date for refund computation purposes is the last date of actual attendance by the Student unless earlier written notice is received.</li> <li>7. Refunds will be made within 30 days of termination or receipt of Cancellation Notice.</li> <li>8. A Student can be dismissed at the discretion of the Director, for insufficient progress, non-payment of costs, or failure to comply with the rules.</li> </ol>

Miami Dade College

Refunds of registration fees are made only if the student drops or withdraws from a course(s) and the drop is confirmed within the stated refund deadlines. For more information on deadlines, students should refer to the sections on “Refund Deadlines” below. Students withdrawn from a course due to cancellation of that class are entitled to a full refund of registration fees. Students who are withdrawn from a course or courses for disciplinary reasons are not entitled to a refund. All students who maintain bank accounts can also pay course fees by means of e-check (electronic check). The e-check payment method is rapid and secure and can be accessed via the MDC Web page, [www.mdc.edu](http://www.mdc.edu). Miami Dade will accept a maximum of \$21,000 of foreign fund checks, for any one student, for any year, July 1 to June 30. Any bank fees charged for processing foreign fund checks will be paid by the student. A student who remits a United States bank check where the funds originated in a country other than the United States will be required to show his or her valid passport before receiving any excess funds.

1. Refund Deadlines – College Credit and Vocational Courses

Refund deadlines for each term are published in the Academic Calendar. The dates vary, so students should be sure to check the deadlines. The Academic Calendar is found on pages 3 and 4 of this catalog, and copies are available from the Registrar’s Office or on our Web site at [www.mdc.edu](http://www.mdc.edu). Weekday classes refer to classes meeting Monday through Friday. The number of days a student has to receive a 100 percent refund when withdrawing from courses is based on the length of the term, not individual course days. This is an estimated refund schedule for weekday classes, for a 100 percent refund of applicable matriculation, tuition and special class (lab) fees:

For a Term with This Many Weeks	Student has This Many Class Days to Make an Official Withdrawal to Receive a 100% Refund
1-3	1
4-5	2
6-10	3
11-14	4
15-16	5
17-20	6
21-23	7
24-26	8
27-29	9
30-32	10

A procedure exists for handling specified exceptions to the refund policy. See the “Petitions Procedure” in the *Students’ Rights and Responsibilities Handbook*.

2. Refund Deadlines – Continuing Education Courses

For one-day courses and workshops, the student must have paid in full and must make an official withdrawal at least one day prior to the day of class. For courses meeting for two or more days, the student must have paid in full and must make an official withdrawal at least one day prior to the second class meeting. A procedure exists for handling specified exceptions to the refund policy. Students should see the Continuing Education chairperson on

	<p>their campus.</p>
<p>Miami-Dade County Public Schools</p>	<p>1. In the event a student elects to withdraw, under normal circumstances, the following refund policies apply:</p> <ul style="list-style-type: none"> <li>a. Before start of class - full refund of course and non-resident student fee, no refund of any special fees paid.</li> <li>b. Within 14 calendar days after start of class - 50 percent refund of course and non-resident fee, no refund of any special fees paid.</li> <li>c. After 14 calendar days of the start of class - no refund of any special fees paid.</li> <li>d. Due to the unique nature of the curriculum and class schedules for the Aviation Maintenance Technician Program at George T. Baker Aviation School, the refund policy is as follows: For all classes beginning within a given trimester: <ul style="list-style-type: none"> <li>(1) Before start of a trimester – full refund of course and non-resident student fee, no refund of any special fees paid.</li> <li>(2) Within 14 calendar days after the start of a trimester – 50 percent refund of course and non-resident student fee, no refund of any special fees paid.</li> <li>(3) After 14 calendar days after the start of a trimester – no refund of any special fees paid.</li> </ul> </li> </ul> <p>There are administrative withdrawal codes in the Vocational, Adult, and Community Education Information System which afford school administrators the option to refund all, none, or any of the fees. These codes can be found in the VACS Reference Manual.</p> <p>2. These procedures are followed in issuing refunds:</p> <ul style="list-style-type: none"> <li>a. Request for refunds are made through a refund application form or letter requesting a refund and is then signed by the principal or designee.</li> <li>b. Refunds may be paid by check or credited back to the credit card used for initial payment.</li> <li>c. Copies of the refund application forms, <i>Application for Refund by Check/Credit Card</i>, FM-2057, <a href="http://forms.dade.k12.fl.us/webpdf/2057.pdf">http://forms.dade.k12.fl.us/webpdf/2057.pdf</a>, whether approved or denied, are retained at the school site.</li> </ul>
<p>New Horizons Computer Learning Centers</p>	<p>Should a student be terminated or canceled for any reason, all refunds will be made according to the following refund schedule:</p> <ul style="list-style-type: none"> <li>1. Cancellation must be made in person or by Certified Mail.</li> <li>2. All monies will be refunded if the applicant is not accepted by the school or if the student cancels within three (3) business days after signing the Enrollment Agreement and making initial payment.</li> <li>3. Cancellation after the third (3rd) business day from signing the Enrollment Agreement and making initial payment, but before the first class, will result in a refund of all monies paid, with the exception of the Registration Fee.</li> <li>4. Cancellation after attendance has begun, but prior to 40% completion of the program, will result in a Pro-rata refund computed on the number of hours completed of the total program hours. All books &amp; materials received by the student are non-refundable after the student has opened them. All registration fees are non-refundable.</li> <li>5. Cancellation after completing 40% of the program will result in no refund.</li> <li>6. Refunds will be made within 30 days following termination or receipt of receipt Cancellation Notice.</li> <li>7. A student can be dismissed, at the discretion of the Director, for insufficient progress, nonpayment of costs, or failure to comply with rules.</li> </ul>
<p>New Professions Technical Institute</p>	<p>Applicants who have not visited the school prior to enrollment will have the opportunity to withdraw without penalty within three business days following either the regularly scheduled orientation procedures or following a tour of the school facilities and inspection of equipment where training and services are provided.</p> <p>If a student decides to withdraw completely and officially from the Institute, he/she is expected to notify the Registrar’s Office prior to or upon the date of withdrawal from classes. Failure to follow this procedure may cause the student to fail courses unnecessarily. Tuition will be refunded in accordance with the Institute’s Refund Policy.</p> <p>The institution could cancel the Enrollment Agreement prior to the student’s completion on the program based on</p>

	<p>the following:</p> <ol style="list-style-type: none"> <li>1) Failure to keep the minimum academic standards, according to the procedure explained in the Institute's Catalog.</li> <li>2) Failure to make payments in two consecutive monthly installments.</li> <li>3) Failure to comply with conduct rules as stated in the Institute's Catalog.</li> </ol> <p>Should a student be terminated or cancels for any reason, all refunds will be made according to the following refund policy:</p> <p>If school does not accept the applicant or if the applicant cancels before the end of the Add/Drop day, the student will be refunded all tuition and fees.</p> <p>Thereafter and through sixty percent (60%) of the period of enrollment and financial obligation, tuition charges retained will be calculated on a pro rata basis for the enrollment period completed.</p> <p>After sixty percent (60%) of the period of financial obligation is completed, the institution will retain the full tuition.</p> <p>Termination Date: The termination date for refund computation purposes is the last day of actual attendance by the student unless earlier written notice is received.</p> <p>Refund will be made within forty five (45) days following determination of termination or receipt of Cancellation Notice. The Institution will determine the date of withdrawal within fourteen days from the last date of attendance. The refund shall be paid to the student, unless payment to a lender or other entity is required by the terms of a financial aid program in which the Institute participates. All refunds will be made without requiring a request from the student.</p>
<p>Per Scholas Institute for Technology</p>	<p>Should a student's enrollment be terminated or cancelled for any reason, all refunds will be made according to the following prorated refund policy:</p> <p>Formula to Determine Entitled Refund:</p> <ol style="list-style-type: none"> <li>a) Refer to rule number 6 regarding Withdrawal/Termination Date.</li> </ol> <ol style="list-style-type: none"> <li>1. Cancellation can be made in person, by Certified Mail or by termination.</li> <li>2. The student shall be entitled to a full refund of all monies paid if cancellation is initiated within three business days of signing the enrollment agreement and making initial payment.</li> <li>3. Cancellation after three business days of signing the Enrollment Agreement but prior to the beginning of classes shall result in a refund of all monies paid with the exception of the registration fee and the cost of books and materials issued if in used condition.</li> <li>4. Cancellation after classes have begun will result in a prorated refund based upon the length of time the student remains enrolled, up to a maximum of 40 percent of a program less the Registration Fee and the cost of books and materials.</li> <li>5. Cancellation after enrollment of 40% of the program will result in no refund.</li> <li>6. Withdrawal/Termination Date: In calculating the refund due to a student, the last date of actual attendance by the student is counted as a full day and is used in the calculation.</li> <li>7. Refunds will be made within 30 days of termination of a students' enrollment or receipt of cancellation notice has been received.</li> <li>8. A student's enrollment can be terminated at the discretion of the Director of Miami Programs for insufficient academic progress, non-payment of academic costs, attendance issues, or general failure to comply with rules. Upon dismissal from the program, students are deemed ineligible for re-entry.</li> </ol>
<p>Professional Training Ctrs</p>	<p>Professional Training Centers has designed the following cancellation and refund policy according to the fair consumer practices. Refunds will be made according to Professional Training Centers' cancellation and refund policy for those students who cancel and/or are terminated for any reason. All refunds will be made according to Professional Training Centers' refund distribution policy which follows:</p>

	<p>All cancellation requests must be submitted in writing and delivered in person or mailed by certified mail.</p> <p>A full refund will be made for those applicants not accepted by the school, or who cancel within three business days (excluding Saturdays, Sundays and legal holidays) after signing the enrollment agreement.</p> <p>Tuition Reimbursement:</p> <ol style="list-style-type: none"> <li>1. Cancellation after class start or withdrawals after attendance has begun and during the first week of the term, will result in a 90% refund. The termination date for refund calculation purpose is the last day of actual attendance by the student, as it appears in the school attendance records.</li> <li>2. Withdrawals during the second week of the term will result in a 75% tuition refund.</li> <li>3. Withdrawals during the third week of the term will result in a 50% tuition refund.</li> <li>4. Withdrawals during and after the fourth week of the term will result in no tuition refund.</li> </ol> <p>Professional Training Centers will make all refunds within 45 days after the end of the term in which drop occurred.</p> <p>Refunds of title IV funds will be made according to Federal Regulation 34 CFR §668.22(a)(1), (E)(4) as described in The Federal Student Financial Aid Handbook or at <a href="http://www.ifap.ed.gov">www.ifap.ed.gov</a>.</p> <p>Professional Training Centers will maintain student records permanently; however entry records for those students who cancel, were terminated, dismissed or denied will remain on file for at least one year.</p>
SABER	<p>Our outlined refund policy is designed according to Fair Consumer Practices. Should student be terminated or cancelled for any reason, all refunds will be made according to following refund schedule.</p> <p>Refund will be made within 30 days following determination of termination or receipt of Cancellation Notice</p> <ol style="list-style-type: none"> <li>1. Refunds for classes Canceled by SABER The School reserves the right to cancel any Programs and/or courses. If tuition fees are collected in advance of the start date of a program and SABER cancels the class, 100% of the tuition and fees collected must be refunded. The refund shall be made within 45 days of the planned start date.</li> <li>2. Refunds for Students Who Withdraw On or Before the First Day of Class If tuition and fees are collected in advance of the start date of classes and the student does not begin classes or withdraws on the first day of classes, no more than \$150 application and registration fees may be retained by the institution. Appropriate refunds for a student who does not begin classes shall be made within 45 days of the class start date.</li> <li>3. Refunds for Students Enrolled Prior to Visiting SABER Students who have not visited the school facility prior to enrollment will have the opportunity to withdraw without penalty within three days following either attendance at a regularly scheduled orientation or following a tour of the facilities and inspection of the equipment.</li> <li>4. Refunds for Withdrawal After Class Commences: <ol style="list-style-type: none"> <li>1. Cancellation must be made in person or Certified mail. A student who does not cancel in person or certified mail will be automatically terminated 30 days from last day of attendance.</li> <li>2. All monies will be refunded if the applicant is not accepted by the school or if the student cancels within 3 business days after signing the Enrollment agreement and making initial payment.</li> <li>3. Cancellation after the 3<sup>rd</sup> business day, but before the first class, will result in a refund of all monies paid, with the exception of the published non-refundable fees.</li> <li>4. Cancellation after attendance has begun, but prior to 40% completion of the program will result in a Pro-Rata refund computed on the number of hours scheduled to the total program hours.</li> <li>5. Cancellation after completing 40% of the program will result in no refund.</li> <li>6. Termination Date: The termination date for refund computation purposes is the last date of actual attendance by the student unless earlier written notice is received.</li> </ol> </li> </ol> <p>This refund policy applies to TERI, Sallie Mae, and school loans for those who qualify. Although TERI loans may be repaid after the program has been completed, students are obligated, as with any other loans, to repay in full the loan that they received.</p>
South Florida	For all non Title IV recipients and for Title IV recipients after application of the Return of Title IV Policy, the following State of Florida Refund Policy will apply:



<p>Institute of Technology</p>	<ol style="list-style-type: none"> <li>1. Cancellation must be made in person or by certified mail.</li> <li>2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.</li> <li>3. Cancellation after the (3<sup>rd</sup>) business day, but before the first class, will result in a refund of all monies paid with the exception of the Registration Fee.</li> <li>4. Cancellation after attendance has begun but prior to 50% of the program will result in a pro-rated refund computed on the number of hours completed to the total program hours.</li> <li>5. Cancellation after completing 50% of the program will result in no refund.</li> <li>6. Termination date: The termination date for refund computation purposes is the last date of actual attendance by the student unless earlier notice is received.</li> <li>7. Refund will be made within 30 days of termination or receipt of the cancellation notice.</li> </ol> <p>School's Cancellation of a Class or Program Policy:</p> <p>The school reserves the right to cancel or postpone a class or program for any reason, including insufficient student enrollment. However, every effort will be made to cancel the class or program in advance of the scheduled beginning date. If the School elects to cancel the class or program, the student is entitled to a 100% refund of fees paid.</p>																		
<p>St. Thomas University</p>	<p>Withdrawal &amp; Refund Policy for undergraduates (UG), graduates (GR), And law school (LS) students –</p> <p>The following deposits are non-refundable:</p> <ol style="list-style-type: none"> <li>1. Law School Seat Deposits</li> <li>2. Undergraduate Deposits</li> <li>3. Application Fee</li> </ol> <p>Add/Drop Classes and Refund Policy</p> <p>When you complete an add/drop form and your credit hours increase from your original registration credit hours (during the posted add/drop period), payment is due immediately for any additional charges that are incurred. When you authorize a decrease in credit hours or reduction in full-time enrollment (12 hours for UG &amp; LS, 6 hours for GR and during the posted add/drop period), your tuition assessment will be adjusted as per the "withdrawal from university institutional refund policy". In addition, your Financial Aid award(s) will be adjusted, if necessary. A fee of \$10 will be charged per course added/dropped.</p> <p>Official Withdrawal from University Institutional Refund Policy</p> <p>Tuition refunds are based on total tuition charges and not on amount paid. If you have been awarded financial aid, the financial aid programs from which the funds were disbursed will be refunded in accordance with the formula required by Federal Law. Tuition deposits are non-refundable. The term begins on the first day of the semester session, not the student's first class day.</p> <p>Total Withdrawal from the University</p> <p>Registration for students who register and decide not to return for the semester, or those who register but do not attend classes, will not be automatically withdrawn. Students are required to withdraw officially by personally submitting a completed official withdrawal (add/drop) form to the B.A.S.I.C.</p> <p>The effective date of withdrawal is the date that the applicable department for the student receives the form. The percentage of credit (undergraduate, graduate, and law school student) will be determined by this date at the following rates (with the exception of special programs):</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><u>TUITION</u></th> <th style="text-align: center;"><u>% DEDUCTED FROM ACCOUNT</u></th> <th style="text-align: right;"><u>YOU OWE</u></th> </tr> </thead> <tbody> <tr> <td colspan="3">Each Fall, Spring &amp; others:</td> </tr> <tr> <td>Up to the 8<sup>th</sup> day of term.....</td> <td style="text-align: center;">100%.....</td> <td style="text-align: right;">0%</td> </tr> <tr> <td>9<sup>th</sup> day of term.....</td> <td style="text-align: center;">90%.....</td> <td style="text-align: right;">10%</td> </tr> <tr> <td>10<sup>th</sup> day of term.....</td> <td style="text-align: center;">50%.....</td> <td style="text-align: right;">50%</td> </tr> <tr> <td>No refunds will be made after the 10<sup>th</sup> day of term.....</td> <td style="text-align: center;">0%.....</td> <td style="text-align: right;">100%</td> </tr> </tbody> </table> <p style="text-align: center;"><i>Note: Students registered for the Fall term and "A6/A7" sessions, last day to withdraw with full refund is the 8<sup>th</sup> day for the Fall term. If registered for "A6" and "A7", the last day to withdraw with full refund is the 8<sup>th</sup> day of the "A6" term. (Undergraduates only)</i></p> <p style="text-align: center;"><i>Note: Students registered for the Spring term and "A1/A2", last day to withdraw with full refund is the</i></p>	<u>TUITION</u>	<u>% DEDUCTED FROM ACCOUNT</u>	<u>YOU OWE</u>	Each Fall, Spring & others:			Up to the 8 <sup>th</sup> day of term.....	100%.....	0%	9 <sup>th</sup> day of term.....	90%.....	10%	10 <sup>th</sup> day of term.....	50%.....	50%	No refunds will be made after the 10 <sup>th</sup> day of term.....	0%.....	100%
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No refunds will be made after the 10 <sup>th</sup> day of term.....	0%.....	100%																	

8<sup>th</sup> day for the Spring term. If registered for "A1" and "A2", last day to withdraw with full refund is the 8<sup>th</sup> day of the "A1" term. (Undergraduates only)

Summer Term:

8 <sup>th</sup> day of the term	100%	0%
No refunds/credits after 8 <sup>th</sup> day of the term	0%	100%

"A" Sessions – Undergraduate Students Only

Students enrolled in "A" Sessions are allowed to withdraw with a full refund during the first seven (7) days of the first session. For example, if registered for "A6" and "A7", you may withdraw during the first seven (7) days of the "A6" session and be eligible for 100% refund. If registered full-time for the regular Fall Session and "A7", you may withdraw from either session during the first seven (7) days of the Regular Fall Session and be eligible for 100% refund.

Withdrawal from University – State of Florida Financial Aid Funds Refund Policy

If students receive State Financial Aid funds and are not enrolled or registered at least half-time at the end of the University's established add/drop period, the State requires a full refund of monies from the scholarships, and grants funds.

Student Dismissal Refund Policy

When a student is dismissed for academic or disciplinary reasons at ANY time, that student is not entitled to any claim or refund. The University will apply the Federal refund policy to determine refunds of Title IV funds, if applicable.

Unofficial Withdrawal from University Policy

Students who register but do not attend classes, or who stop attending for any reason and DO NOT withdraw officially from any course during the specified withdrawal period, are held liable for 100% tuition and fees. The University will apply the Federal refund policy to determine refunds of Title IV funds, if any.

*Note: Students who have received funds or refunds, will be sent directly to collections, and will be responsible for the tuition balance and 33.3% collection fees.*

Administrative Withdrawal

Students whose financial aid is denied or who have been unable to comply with previously made payment arrangements and fail to pay their account balance, are administratively dropped from their classes (see posted drop dates). These students will receive a grade of "AD" at the end of the term. The financial obligation for the classes remains an obligation of the student.

If a student pays account balance within the semester and receives academic approval for reinstatement, they will be assessed a \$300 administrative fee. If courses are not reinstated, the University will apply the Federal refund policy to determine refunds of Title IV funds, if applicable.

Refund of Credit Balances

Do you want your refunds directly deposited into your bank account? You may apply for refund direct deposit by completing a direct deposit application, available online at [www.stu.edu](http://www.stu.edu), Financial Affairs, Student Forms, Direct Deposit Authorization. Please allow up to ten (10) business days for processing. In addition, the bank routing # must be the same as that printed on the check/deposit slip to ensure timely and accurate credit to your bank account. Failure to provide accurate information will delay the refund. If a credit occurs prior to this processing time, a check will be issued and mailed to your address on file. Students who wish to cancel their direct deposit or make changes to the account on file with St. Thomas University must submit a Direct Deposit Change Form, available online at [www.stu.edu](http://www.stu.edu), Financial Affairs, Student Forms, Direct Deposit Change Form.

No direct deposit? Then your refund check is mailed from the Student Accounts Business Office. If there is any change in address, it is the students' responsibility to update their Accounts Receivables Address. Refund checks will be processed (per the Department of Education Federal Regulations) after credit occurs on student's account. Refunds are processed each Friday except during holiday weeks, i.e. Easter, Thanksgiving, and Christmas. During high volume refund periods, this schedule will change. Contact B.A.S.I.C. regarding your scheduled refund date during this time.

Please be advised that according to Federal Law, St. Thomas has up to 14 days to refund any overpayments on

	<p>student accounts.</p> <p>No Exceptions are made to issue refunds prior to the scheduled date.</p> <p>Credit Card Refund Information: When a student overpays or a credit occurs due to a payment by credit card, the student will be issued a refund to the credit card unless prior arrangements have been made for students to receive funds via check.</p> <p><i>Note: If student pays balance of tuition by credit card and wishes to have funds refunded by check, written authorization must be provided to the Business Office. If the student is not the cardholder, written authorization must also be provided stating that the cardholder is aware that the student will be refunded by check.</i></p> <p>Non-Refund of Credit Balances: If a student has a credit balance and wishes for this amount to remain on the student account, a Credit Balance Hold Authorization Form must be submitted. This form is available online at <a href="http://www.stu.edu">www.stu.edu</a>, Financial Affairs, Student Forms, Credit Hold Authorization Form. This form must be submitted for each semester the student intends to have credit held. If not the credit balance will be refunded.</p> <p>Students with credit balances that are enrolled in a payment plan for the current semester and have registered for a future term that are not eligible for aid or who have chosen not to receive aid, will not be refunded the credit balance.</p>
Sullivan and Cogliano Training Centers	<p>FLORIDA REFUND POLICY: (as per Rule 6E-1.0032(6)(i) )</p> <p>Should a student terminate or cancel for any reason, all refunds will be made according to the following refund schedule:</p> <ol style="list-style-type: none"> <li>1. If you wish to terminate this agreement, you can inform the school of your termination, which will become effective on the notification date.</li> <li>2. All monies will be refunded if the school does not accept the applicant or if the student cancels within five (5) business days after signing the Enrollment Agreement, provided that you have not commenced the program.</li> <li>3. Cancellation after the fifth (5th) business day, but before attending class, will result in a refund of all monies paid, with the exception of the Administrative Fee, which will not exceed \$50.00</li> </ol> <p><u>4. Refund Formula for Enrollment</u></p> <ol style="list-style-type: none"> <li>a) Cancellation after attendance has begun, but prior to 50% of the Program, will result in a pro rata refund computed on the number of hours completed to the total Program hours.</li> <li>b) Cancellation after completing 50% of the Program will result in no refund.</li> <li>c) Home Study Students (AAL)– Once the training is removed from the S&amp;C location, the pro rata refund described in 4 (a) and 4 (b) above is applied excluding the cost of the online training, books and materials valued at \$3,500. Furthermore, if the student does not reside in Florida, the pro rata formula will be as required in their state of residence.</li> </ol> <ol style="list-style-type: none"> <li>5. For purposes of computing the student’s refund, the school will use the last date of actual attendance.</li> <li>6. Refunds will be made within 30 days following determination of termination or receipt of Cancellation Notice and no later than 60 days from the student’s last date of attendance.</li> </ol>
South Florida Career Institute	<p>Should a student’s enrollment be terminated or cancelled for any reason, all refunds will be made according to the following refund schedule:</p> <ol style="list-style-type: none"> <li>1. Cancellation can be made by electronic mail, in person, certified mail or termination.</li> <li>2. All monies, including fees paid, will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the Student Enrollment Agreement and making initial payment.</li> <li>3. Cancellation after the 3<sup>rd</sup> business day, but before the first class, will result in a refund of all monies including fees paid, with the exception of the registration fee.</li> <li>4. Cancellation after attendance has begun, but prior to 50% completion of the program, will result in a pro rata refund computed on the number of hours completed to the total program hours.</li> </ol>

	<ol style="list-style-type: none"> <li>5. Cancellation after completing 50% of the program will result in no refund.</li> <li>6. Termination Date: The Termination date for refund computation purposes is the last date of actual attendance by the student unless earlier written notice is received</li> <li>7. <i>Refunds, when due, will be made without requiring a request from the student.</i> Refunds, when due, shall be made within 30 days (1) of the last day of attendance if written notification of withdrawal has been provided to the institution by the student, or (2) from the date the institution terminates the student or determines withdrawal by the student.</li> <li>8. Retention of tuition and fees collected in advance for a student who does not commence class or withdraws on the first day of classes, shall not exceed \$100.</li> <li>9. <i>Refunds for Classes Canceled by the Institution:</i> If tuition and fees are collected in advance of the start date of a Program and the institution cancels the class, 100% of the tuition and fees collected will be refunded. The refund shall be made within 30 days of the planned start date.</li> <li>10. <i>Refunds for Students Enrolled Prior to Visiting the Institution:</i> Students who have not visited the school facility prior to enrollment will have the opportunity to withdraw without penalty within three days following either attendance at a to regularly scheduled orientation or following a tour of the facilities and inspection of the equipment.</li> <li>11. <i>Refunds for Withdrawal after Class Commences:</i> <ol style="list-style-type: none"> <li>a. The refund policy for students who incur a financial obligation for a period of 12 months or less shall be as follows:           <ol style="list-style-type: none"> <li>i. During the first 10% of the period of financial obligation, the institution shall refund at least 90% of the tuition;</li> <li>ii. After the first 10% of the period of financial obligation and until the end of the first 25% of the period of obligation, the institution shall refund at least 50% of the tuition;</li> <li>iii. After the first 25% of the period of financial obligation and until the end of the first 50% of the period of obligation, the institution shall refund at least 25% of the tuition; and,</li> <li>iv. After the first 50% of the period of financial obligation, the institution may retain all of the tuition.</li> </ol> </li> </ol> </li> <li>12. <i>Refund Policy for Programs Obligating Students for Periods beyond Twelve (12) Months:</i> <ol style="list-style-type: none"> <li>i. If a student is enrolled in a program longer than 12 months that financially obligate the student for any period of time beyond 12 months shall release the student of the obligation to pay beyond the 12 months if the student withdraws during the first 12 months. The calculation of the refund for the unused portion of the first 12 months shall be based on the refund policy stated on section 11(a) through (d). If the student withdraws during any subsequent period following the first 12 months, the student's refund for the unused portion of the tuition applicable to the period of withdrawal shall be based on section 11(a) through (d).</li> </ol> </li> <li>13. <i>Refunds for Students Enrolled in Professional Development, Continuing Education or Limited Contract Instruction:</i> Refund Policy Sections 1 through 11(a) – (d), and section 14 will apply.</li> <li>14. A student's enrollment can be terminated at the discretion of the governing board of the school for insufficient Academic progress, non-payment of academic costs or failure to comply with rules.</li> </ol>
TAM Training	<p>Should student be terminated or cancel for any reason, all refunds will be made according to the following refund schedule:</p> <ol style="list-style-type: none"> <li>1. Cancellation can be made in person or by Certified Mail.</li> <li>2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) Business days after signing the enrollment agreement and making initial payment.</li> <li>3. Cancellation after the third (3rd) Business day, but before the first class, will result in a refund of all monies paid, with the exception of the Registration fee.</li> <li>4. Cancellation after attendance has begun, but prior to 40% completion of the program, will result in a Pro Rata refund computed on the number of hours completed to the total program hours.</li> <li>5. Cancellation after completing 40% of the program will result in no refund.</li> <li>6. Termination Date: The termination date for refund computation purposes is the last date of actual attendance by the student unless written notice is received.</li> </ol>

	<p>7. Refunds will be made within 30 days of termination or receipt of Cancellation Notice.</p> <p>8. Cancellation of classes or programs by Tam Training before or after attendance has begun will result in 100 percent refunds. ( see point 11)</p> <p>9. Books, materials and fees will not be refunded, thus will not be included in the refund calculation. They are therefore not subject to the conditions of the Cancellation &amp; Refund Policy.</p> <p>10. Books and materials provided by TAM Training must be returned to the Admissions Office in order to receive tuition reimbursements.</p> <p>11. TAM Training may cancel or reschedule a class at its discretion, and if it does, will use reasonable efforts to notify you at least one week in advance. You will not be charged for TAM Training cancellation or rescheduling.</p>														
<p>Technical Career Institute</p>	<p>TUITION REFUND POLICY: A student wishing to officially withdraw should inform Technical Career Institute in writing at least five calendar days, but no more than thirty calendar days, in advance of withdrawal. A student who returns to Technical Career Institute after withdrawing must sign a new Enrollment Agreement and will be subject to the then-current price of tuition. A student's last date of attendance as documented by Technical Career Institute will be used to calculate any money the student owes and to calculate any refund the student is due. Student refunds are based on the formula below.</p> <table border="1" data-bbox="329 772 1323 961"> <thead> <tr> <th><u>Proportion of Total Semester or Term Taught</u></th> <th><u>Tuition Due for the Semester or Term</u></th> </tr> </thead> <tbody> <tr> <td>10% or Less</td> <td>10%</td> </tr> <tr> <td>10.01% up to and including 20%</td> <td>20%</td> </tr> <tr> <td>20.01% up to and including 30%</td> <td>30%</td> </tr> <tr> <td>30.01% up to and including 40%</td> <td>40%</td> </tr> <tr> <td>40.01% up to and including 50%</td> <td>50%</td> </tr> <tr> <td>More than 50%</td> <td>100% / No Tuition Refund</td> </tr> </tbody> </table>	<u>Proportion of Total Semester or Term Taught</u>	<u>Tuition Due for the Semester or Term</u>	10% or Less	10%	10.01% up to and including 20%	20%	20.01% up to and including 30%	30%	30.01% up to and including 40%	40%	40.01% up to and including 50%	50%	More than 50%	100% / No Tuition Refund
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More than 50%	100% / No Tuition Refund														
<p>Total International Career Center</p>	<p>The school uses a pro-rata refund policy to make refunds to students. Should a student be terminated or canceled for any reason, all refunds will be made according to the following refund schedule:</p> <ol style="list-style-type: none"> <li>1. Cancellation must be made in person or by Certified Mail.</li> <li>2. For applicants whom the school rejects - 100% refund of all fees paid.</li> <li>3. All monies will be refunded if the applicant is not accepted by the school or if the student cancels within three (3) business days (until midnight of the third (3) day excluding Saturdays, Sundays and legal holidays) after signing the enrollment agreement and making initial payment.</li> <li>4. Cancellation after the third (3) business day, but before the first class, will result in a refund of all monies paid, with the exception of the registration fee.</li> <li>5. Cancellation after attendance has begun, but prior to 50% completion of the course, will result in a pro rata refund computed on the number of days completed to the total course days.</li> <li>6. Cancellation after completing 50% of the course, the student is obligated for the full tuition and fees.</li> <li>7. For refund computation purposes, the last date of actual attendance by the student will be used as the termination date.</li> <li>8. Refunds will be made within 30 days of the date of determination and the student is no longer attending classes. Date of determination will be within 14 days from the last date of attendance. For students with eight (8) consecutive unexcused absences, or the date the student provides official notice to the school then the student is considered as a withdrawal.</li> <li>9. A student can be dismissed, at the discretion of the School Director, for insufficient progress, nonpayment of costs, or failure to comply with rules.</li> </ol>														

University of Miami	<p>Due to the intense format of InterSession/Spring Break courses, there are special drop and refund dates.</p> <table border="1" data-bbox="332 226 1424 724"> <thead> <tr> <th data-bbox="332 226 1104 352"><b>If the InterSession/Spring Break Change of Course Form is submitted to InterSession office*...</b></th> <th data-bbox="1104 226 1424 352"><b>then...</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="332 352 1104 478">Before first day of class</td> <td data-bbox="1104 352 1424 478">Student is entitled to 100% refund</td> </tr> <tr> <td data-bbox="332 478 1104 604">On the first day of class</td> <td data-bbox="1104 478 1424 604">Student is entitled to 80% refund</td> </tr> <tr> <td data-bbox="332 604 1104 724">After the first day of class</td> <td data-bbox="1104 604 1424 724">No refunds or academic drops are given</td> </tr> </tbody> </table>	<b>If the InterSession/Spring Break Change of Course Form is submitted to InterSession office*...</b>	<b>then...</b>	Before first day of class	Student is entitled to 100% refund	On the first day of class	Student is entitled to 80% refund	After the first day of class	No refunds or academic drops are given
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On the first day of class	Student is entitled to 80% refund								
After the first day of class	No refunds or academic drops are given								
Vintex Training Institute	<p>Should an applicant / student cancel or is terminated for any reason, all refunds will be made according to the following policy and schedule. 1. All monies will be refunded if the applicant is not accepted by the V.T.I. or if the student cancels within three (3) business days after signing the Enrollment Agreement and making initial payment. An applicant not requesting cancellation by his/her specified starting date will be considered a student. 2. Cancellation must be made in person, certified mail, or by phone. 3. Termination date for refund computation purposes is the last date of actual attendance by the student, unless earlier written notice is received. 4. Refunds will be made within 30 days of termination or receipt of Cancellation Notice. 5. Should a student be terminated or request cancellation of this Enrollment Agreement after: a] The third (3rd) business day, but before the first class, will result in a refund of all monies paid, with the exception of the Registration Fee not to exceed \$ <u>150.00</u>, b] entering the program of training but prior to 50% completion of the Program, the tuition charges made by the Institution to the student shall not exceed 50% of the Tuition Cost plus the Registration Fee. The refund will be computed on a pro rata basis on the number of hours completed to the total Program hours, c] completing 50% of the Program, student is not entitled to any refund as a matter of right and is obligated for the Total Program Cost.</p>								



7.

**SFWIB - Economic Development & Industry Sector (EDIS) Committee**

*February 17, 2010*

**Discussion – Training Vendors’ Performance**

**Discussion Item**

**BACKGROUND**

SFWIB staff proposed a Training Vendor Performance Chargeback Policy at the EDIS Committee’s last meeting, December 16, 2009. The EDIS Committee tabled the proposal and requested that SFWIB staff present at EDIS’ next scheduled meeting a document showing the performance breakdown of all SFWIB-approved training vendors in terms of program(s) offered and job placement.



8.

**SFWIB - Economic Development & Industry Sector (EDIS) Committee**

*February 17, 2010*

**Information – Florida Back to Work Program**

**Information Item**

**BACKGROUND**

The SFWIB Executive Committee at its February 3, 2010, meeting approved staff acceptance and allocation of Florida Back to Work funds upon notification of award from the State. The Executive Committee will recommend its approval to the Board at the February 18, 2010, SFWIB meeting.

In partnership with the Agency for Workforce Innovation (AWI), the Florida Department of Children and Families, and Workforce Florida, Inc., SFWIB is administering the Florida Back to Work Program, a new program designed to boost Florida's economy. The Back to Work Program can provide up to \$200 million in federal funding for jobs for Floridians who receive, or are eligible to receive, Temporary Assistance for Needy Families (TANF), and can create nearly 25,000 jobs based on a \$12 per hour salary. Between February 1, 2010 and September 30, 2010, the Program will provide up to a 95 percent reimbursement to Florida's businesses to cover the costs of employee wages and benefits. Participating employers will provide the in-kind cost of the employee supervision and training and a cash contribution to cover the remaining 5 percent cost. Public, private for-profit businesses and not-for-profit entities can participate. All available jobs listed under the Florida Back to Work Program will be posted on Employ Florida Marketplace ([employflorida.com](http://employflorida.com)).

SFWIB has recently submitted a proposal to the AWI requesting \$57,504,244.86 in Florida Back to Work funds to cover 2,765 jobs for an average of 31 weeks to pay an average hourly wage cost of \$12.93. Note that the majority of those jobs are in the private sector.

*Attachment*





9.

**SFWIB - Economic Development & Industry Sector (EDIS) Committee**

*February 17, 2010*

**Information – Region 23 Preliminary 2010-2011 TOL**

**Information Item**

**BACKGROUND**

SFWIB recently received from the Agency for Workforce Innovation (AWI) Region 23's Preliminary 2010-2011 Targeted Occupations List (TOL). A review of the list indicates that 27 occupations are recommended for deletion, including occupations that were added to the 2009-2010 TOL. Moreover, 23 new occupations are being recommended for inclusion on the 2010-2011 TOL. The deadline for Region 23's submission of requests for additions to the TOL is 5 p.m., March 1, 2010.

SFWIB staff has notified local economic development agencies, chambers of commerce and SFWIB-approved training vendors of this information, which included the date of the upcoming Workforce Estimating Conference, Region 23's criteria for inclusion on the TOL and a Demand Survey form. A list of the occupations being deleted to and added to the TOL was also included. Staff has been assigned to evaluate and process the Demand Survey form requests as they come in.



**10.**

**SFWIB - Economic Development & Industry Sector (EDIS) Committee**

***February 17, 2010***

**Information – Workforce Estimating Conference**

**Discussion Item**

**BACKGROUND**

The EDIS Committee will host the next Workforce Estimating Conference (WEC) on February 25, 2010 from 9 a.m. to noon. SFWIB has sent notice of this date and time to local economic development agencies, chambers of commerce and SFWIB-approved training providers.

The WEC reviews the Region's Targeted Occupations List (TOL) to assess if occupations meet the needs of Region 23, including occupations that are identified as high-skill/high-wage. The WEC also probes other occupations that are important to the Region's economy. The Conference provides the Region the opportunity to request addition of occupations to the TOL that are vital to the health of the local economy and as the largest Region in the State, ultimately, the State's economy. Conversely, the WEC allows the Region to request the deletion of occupations from the list that are no longer beneficial to the local economy.