

I. Credits, Program Length and Tuition

Credits and Program Length

Aims Community College publishes all information regarding credits and program length in its annual Catalog. This document is available both in print, and online at <http://www.aims.edu/academics/catalog/catalog.htm>. All courses are assigned credits (using the conventions of the “semester” system) in accordance with the Colorado Community College System’s Common Course Numbering System (CCNS). Information regarding the Common Course Numbering System can be found at: <http://www.cccs.edu/ccns/ccnsindex.html>. Specific courses, with credit assignments, can be found in the CCNS Database at: https://erpdnssb.cccs.edu/PRODCCCS/ccns_pub_controller.p_command_processor.

All degrees offered by Aims Community College are approved by the Colorado Commission on Higher Education (CCHE) - <http://highered.colorado.gov/cche.html> - and conform to the Colorado Department of Higher Education’s expectations regarding program length - <http://highered.colorado.gov/dhedefault.html> . The Associate of Arts, Associate of Science and Associate of General Studies degrees at Aims are 60 credits in length. Associate of Applied Science degrees range from 60 to 80 credits. In addition, all Career and Technical Education (CTE) degrees and certificates are approved by the State Board of Community Colleges and Occupational Education (SBCCOE) - <http://www.cccs.edu/SBCCOE/sbccoe.html>.

Tuition

Tuition rates at Aims Community College are approved annually by the Board of Trustees. Tuition rates at Aims fall into three categories:

- ***In-district*** – This tuition rate is the standard rate charged to all students who are permanent residents of the Aims Junior College District.
- ***Out of district*** – This tuition rate is charged to all students who are permanent residents of the State of Colorado, but who do not permanently reside within the Aims Junior College District.
- ***Out of state*** - This tuition rate is charged to students whose permanent residence is outside the State of Colorado.

Additionally, Aims Community College applies differential tuition rates to selected programs, based on the following criteria:

Differential Tuition Programs:

Programs:

✚ Fire Science AAS	Low	
✚ Communication Media:		
▪ Audio Production	Low	
▪ Broadcast Media Production		Low
▪ Communication Multimedia		Low
▪ Digital Imaging & Publishing		Low
▪ Digital Video Production	Low	
▪ Radio Production	Low	
▪ Television & Video Production		Low
✚ Surgical Technology AAS	Low	
✚ Nursing:		
▪ Practical Nursing Certificate		Low
▪ Nursing AAS	Low	
✚ Radiologic Technology		Medium
✚ Aviation:		
▪ General Aviation	High	
▪ Helicopter Pilot		High
▪ Professional Pilot	High	

Definition:

Differential tuition is defined as tuition that is supplementary to the base tuition level set by the Board of Trustees, for high cost programs to supplement services and program costs above and beyond base tuition funding.

Purpose

Differential tuition is intended to 1) offset higher than average instructional costs; or 2) provide supplemental resources necessary to enhance program quality; or 3) reflect the market for programs with high demand.

The differential tuition must have clear justification related to the variance in program cost compared to the funds that would be provided through base tuition, State funding, and property tax allocation.

Justification

In preparation for the 2009-2010 academic budget year, the college completed a program cost analysis in order to quantify the operational costs of each program to determine which programs required excessive funding beyond the base allocation of funding resources (Tuition, State Appropriations, Property Tax) in order to operate the program. The analysis showed that, for the programs listed

above, the cost of operating the programs far exceeded their base allocation of funding resources.

Summary information of the analysis was given to Senior Management members to review for additional comments. In addition, the Chief Financial Officer met with the respective Deans and Department Chairs for each program to review and seek any additional comments or suggestions. The Board approved the changes to the 2009-2010 tuition structure at their June 2009 Board meeting.

Analysis Summary:

2007-08 Full Year Actual Expenditures and FTE per Instructional Org										
ACCT_TITLE	YEAR END SUBTOTAL BY ORG	07-08 Yr.End FTE/Org	Direct Expense per FTE	Calculated Academic Suppl/Org	Calculated Institutional Support / Overhead	Total Expense per FTE	Total Indirect Expense for Org	Effective Total Spending for Org	Revenue Earned	Revenue over/(under) Expenditures
HUMANITIES	255,235.50	123.50	2,066.68	1,639.47	3,574.67	7,280.82	643,946.23	899,181.73	1,089,623.49	190,441.77
World Langs & Ethnic Studies	277,133.52	76.80	3,608.51	1,639.47	3,574.67	8,822.65	400,445.91	677,579.43	664,081.86	(13,497.58)
ENGINEERING / AUTO CAD	281,654.11	28.70	9,813.73	1,639.47	3,574.67	15,027.87	149,645.80	431,299.91	261,114.66	(170,185.25)
CONSTRUCTION MANAGEMENT	76,170.26	17.40	4,377.60	1,639.47	3,574.67	9,591.74	90,726.03	166,896.29	150,649.51	(16,246.78)
ART / DESIGN	124,993.24	81.17	1,539.89	1,639.47	3,574.67	6,754.03	423,231.70	548,224.94	739,558.83	191,333.89
CONSTRUCTION TRADES	127,034.06	7.92	16,039.65	1,639.47	3,574.67	21,253.79	41,295.98	168,330.04	70,714.05	(97,616.00)
BUSINESS	634,652.09	289.40	2,192.99	1,639.47	3,574.67	7,407.13	1,508,971.97	2,143,624.06	2,604,666.12	461,042.06
MUSIC	189,891.96	53.80	3,529.59	1,639.47	3,574.67	8,743.73	280,520.71	470,412.67	507,293.92	36,881.25
COMMUNICATION MEDIA	467,048.26	49.30	9,473.60	1,639.47	3,574.67	14,687.74	257,057.08	724,105.34	434,961.93	(289,143.41)
GRAPHIC TECHNOLOGY	278,206.24	39.00	7,133.49	1,639.47	3,574.67	12,347.63	203,351.44	481,557.68	346,106.10	(135,451.58)
ENGLISH	594,786.46	238.97	2,488.96	1,639.47	3,574.67	7,703.10	1,246,022.92	1,840,809.38	2,074,148.18	233,338.80
SPEECH	183,007.10	52.30	3,499.18	1,639.47	3,574.67	8,713.32	272,699.50	455,706.60	470,379.86	14,673.27
HEALTH SCIENCES	13,374.36	15.30	874.14	1,639.47	3,574.67	6,088.28	79,776.33	93,150.69	134,987.20	41,836.51
NURSE AIDE	183,713.12	53.77	3,416.65	1,639.47	3,574.67	8,630.79	280,364.28	464,077.40	478,395.35	14,317.94
SURGICAL TECHNOLOGY	127,138.51	14.20	8,953.42	1,639.47	3,574.67	14,167.56	74,040.78	201,179.29	137,856.26	(63,323.03)
PRACTICAL NURSING	209,806.42	33.47	6,268.49	1,639.47	3,574.67	11,482.63	174,517.25	384,323.67	221,605.76	(162,717.91)
NURSING	342,700.29	36.33	9,432.98	1,639.47	3,574.67	14,647.12	189,429.69	532,129.98	512,643.76	(19,486.22)
RADIOLOGIC TECHNOLOGY	492,149.64	40.30	12,212.15	1,639.47	3,574.67	17,426.29	210,129.82	702,279.46	399,392.35	(302,887.11)
NUCLEAR MEDICINE	2,255.53	0.67	3,368.46	1,639.47	3,574.67	8,580.60	3,493.47	5,749.00	6,100.50	351.49
COLLEGE PREP READING & ENGLISH	243,540.42	82.40	2,955.59	1,639.47	3,574.67	8,169.73	429,645.10	673,185.52	738,112.59	64,927.08
COLLEGE PREP MATHEMATICS	298,912.19	177.37	1,685.25	1,639.47	3,574.67	6,899.39	924,831.92	1,223,744.11	1,551,540.67	327,796.56
MATHEMATICS	527,571.69	217.50	2,425.62	1,639.47	3,574.67	7,639.76	1,134,075.34	1,661,647.03	1,932,134.57	270,487.54
EDUCATION	55,552.17	34.88	1,592.67	1,639.47	3,574.67	6,806.80	181,869.19	237,421.36	294,644.98	57,223.62
EARLY CHILDHOOD EDUCATION	157,886.20	28.43	5,553.51	1,639.47	3,574.67	10,767.65	148,237.99	306,124.19	259,035.37	(47,088.82)
BEHAVIORAL & SOCIAL SCIENCES	575,607.89	273.83	2,102.06	1,639.47	3,574.67	7,316.20	1,427,787.82	2,003,395.71	2,391,531.52	388,135.81
PHYSICAL EDUCATION	146,403.05	35.03	4,173.36	1,639.47	3,574.67	9,393.50	182,851.31	329,054.36	329,341.66	287.30
NATURAL SCIENCES	787,233.95	240.87	3,268.29	1,639.47	3,574.67	8,482.43	1,255,929.78	2,043,163.73	2,194,334.16	151,170.43
FIRE SCIENCE	496,779.20	63.32	7,845.53	1,639.47	3,574.67	13,059.67	330,159.31	826,938.51	502,637.11	(324,301.40)
EMERGENCY MEDICAL SERVICES	492,038.28	107.04	4,596.77	1,639.47	3,574.67	9,810.91	558,121.49	1,050,153.77	945,882.10	(104,271.67)
AVIATION	1,052,631.88	40.30	26,119.90	1,639.47	3,574.67	31,334.04	210,129.82	1,262,761.70	1,026,679.90	(236,081.80)
PSYCHOLOGY	494,426.02	167.57	2,950.56	1,639.47	3,574.67	8,164.70	873,733.36	1,368,159.38	1,457,830.36	89,670.99
CRIMINAL JUSTICE	205,513.37	74.57	2,755.98	1,639.47	3,574.67	7,970.12	388,818.38	594,331.75	636,999.61	42,667.86
CRIMINAL JUSTICE ACADEMY	83,703.42	38.30	2,185.47	1,639.47	3,574.67	7,399.61	199,701.54	283,404.96	352,346.88	68,941.91
AUTOMOTIVE TECHNOLOGY - Greeley	222,988.39	60.22	3,702.90	1,639.47	3,574.67	8,917.04	313,995.48	536,983.87	589,471.52	52,487.65

II. Student Complaints

HLC Policy IV.B.4 Organizational Records of Student Complaints

Process for Addressing Student Complaints

Aims Community College responds to complaints from students and other stakeholders on an individual basis. Institutional policy and procedures including

Students' Rights and Responsibilities, Student Code of Conduct, Disciplinary Process, Student Grievance Process and Student Mediation, Assistance and Advocacy Program (MAAP) guide the process and are published in several places including the *Aims Community College Student Handbook* and on the college website. Aims responds to complainants in person, by phone, email and letters. Staff members are directed to handle complaints on the spot and try to resolve them immediately. If unresolved, individuals may be referred to the appropriate person or department. A student ombudsman is also available. Students are encouraged to resolve a complaint informally by use of the MAAP process and in most cases this prevents an issue from escalating into a formal complaint. The college seeks to respond to all issues at the lowest level possible in an informal and collaborative manner. Approximately 350 informal complaints have been resolved through the MAAP process in the past three years.

Students have the right to appeal the fair treatment of their academic achievements, understanding that faculty members have complete and sole responsibility for determining and issuing academic credit and grades. Students may also appeal non-academic issues such as institutional procedures, operations or the conduct of a college employee. For both academic and non-academic complaints, students are directed to resolve the issue by using the following line of appeal:

- a. First, discuss the concern with the person who is believed to have caused or contributed to the matter on which the complaint is based.
- b. Second, discuss the concern with the chair or head of the department involved (or his or her designee).
- c. Third, discuss the concern with the dean of the division involved (or his or her designee).
- d. If the matter remains unresolved, the student is directed to file a formal complaint with the Office of the Dean for Student Services.

Formal complaints must be made in writing within twenty calendar days of the incident and signed by the student filing the complaint. Recognizing that student complaints may be submitted to other departments, a Student Complaint Log Procedure and data collection form are accessible on the college intranet and provide direction for staff to identify and log formal complaints. The Office of the Dean for Student Services reviews all formal complaints and gathers additional information in order to determine the appropriate course of action. In some instances, a formal hearing may be convened. Resolution of a formal complaint is communicated to the student in writing. If a formal complaint is dismissed, it may be appealed to the President.

The Office of the Dean for Student Services examines informal complaints submitted through the MAAP process and maintains a database of formal complaints. As complaints are received, a review is conducted to determine if there is a pattern that needs to be addressed on a larger scale (e.g. concerns regarding a specific course, person, program, office, etc.). In the past three years, nine formal complaints have been received. Five of the nine complaints relate to students in the nursing program and involve grievances about a final grade or decision for dismissal from the program. Due to this pattern, the Dean for Student Services, Dean for Allied Health and Human Services, and Associate Dean/Director of Nursing Education Programs have met to discuss how to improve communication and processes for students in this program. These meetings have resulted in changes to the nursing program student handbook that address concerns raised by the student complaints and more fully explain program expectations for academic progression, standards for written work, and guidelines for professional conduct. Additionally, the development of a nursing student and nursing faculty liaison committee is under consideration to provide a forum to exchange ideas and communicate about program policy, procedures and mutual concerns.

The remaining four formal complaints received in the past three years pertain to four distinctly different issues. A summary of all nine complaints, steps taken to resolve each complaint, and the final decision for each case is provided in the attached Record of Formal Student Complaints. No complaints in the past three years have escalated to the formal hearing stage.

Aims Community College deems the process for addressing student complaints to be effective due to a proactive approach by staff to immediately resolve a complaint and the positive impact of the Student Mediation, Assistance and Advocacy Program (MAAP). Together, these tactics successfully resolve most student complaints.

A log of Student Complaints can be found in the *Appendix* to this document.

III. Transfer Policies

In response to Commission Policy 3.11- Transfer of Credit, Aims Community College utilizes 2 transfer policies that operate congruently. The first policy, developed by Aims Community College, states:

“Undergraduate credit hours awarded within the prior ten years from any regionally accredited higher education institution may be transferred in to an Aims Community College Degree or Certificate program if they apply to the completion of the student’s graduation requirements. Credits older than ten years will also receive careful consideration for transfer. The College reserves the right to examine all credits to determine

equivalency of content. In the event that course work is found not to be equivalent, the course may not be accepted as transfer credit. Obsolete course content is not considered equivalent. To be eligible for transfer, courses must have been completed with a "C" grade or better at an accredited college or university, or other approved institution. Transfer courses must be applicable to the student's program of choice. The acceptance of this credit is documented on the student's permanent record as earned credit only, without any indication of grade or quality points. Course work from institutions using the quarter credit system is transferred in using the formula of 1 quarter hour equals 2/3 semester hour or 1 semester hour equals 1 1/2 quarter hours.

Fifteen semester hours of course work applicable to the degree or fifty percent of course work applicable to the certificate program and completed prior to graduation must be Aims Community College courses.

Students must submit a Transfer Credit Evaluation Request form to Admissions & Records indicating the specific certificate or degree program the credits are to be evaluated toward. The request for review and the official transcript to be reviewed must be received in the Admissions & Records Office no later than the end of mid-term week of the semester prior to the anticipated semester of graduation. Official transcripts must be mailed from the previous college directly to Aims; FAX transcripts are not accepted as official. The Registrar will determine the number and nature of transfer credits applicable toward a degree or certificate. Students who have completed courses that may demonstrate their proficiency in math, English, and/or reading may also indicate on the Transfer Credit Evaluation Request their desire to have transcripts forwarded to the Assessment Center to meet the assessment requirement.

Official transcripts and other documentation of previous course work (course descriptions and course syllabi, when needed) must be forwarded to Admissions & Records directly from the institution maintaining the original record. Official transcripts covering a student's previous secondary and college education, submitted to the college as part of the admissions or transfer evaluation procedures, become part of the official file and cannot be returned to the student. The college does not issue or certify copies of transcripts from other institutions. Transfer credit evaluation will be completed within thirty (30) calendar days after all documents are received in the Admissions & Records Office. If the evaluation is not completed within this time frame or if the student is not satisfied with the transcript evaluation, the student may appeal the matter through the Registrar's Office. The decisions regarding course

transferability and/or placement made in the initial transcript evaluation will be binding if the student fails to file a written letter of appeal to the Registrar within fifteen (15) calendar days. It is the responsibility of the student to have international transcripts translated into English by a recognized translation service prior to submitting them.”

This policy, or excerpts of it, can be found at the following locations:

- Page 48 of the Aims Community College 2009-2010 catalog, under the heading “Transferring Credit to Aims.”
- On the internet-accessible copy of the Aims 2009-2010 Catalog, found at <http://www.aims.edu/academics/catalog/catalog.htm>. The policy is found by selecting the “general information” link and jumping to page 26 of the document, or by selecting “view the entire catalog” and jumping to page 46.
- Abbreviated information regarding the college transfer policy can also be found at <http://www.aims.edu/student/admissions/transfer/creditTo.htm>. This link is found 3 clicks in from the main college website.

In addition, in accordance to Colorado state law, Aims Community College recognizes State Guaranteed Transfer Courses (otherwise known as gtPATHWAYS). The full Statewide Transfer Policy can be found at <http://highered.colorado.gov/Publications/Policies/Current/i-partl.pdf>. Information regarding gtPATHWAYS courses can be found at the following locations:

- General information regarding gtPATHWAYS can be found at <http://highered.colorado.gov/Academics/Transfers/gtPathways/>.
- Specific information regarding what classes can be included in gtPATHWAYS can be found at <http://highered.colorado.gov/Academics/Transfers/gtPathways/curriculum.html>
- Within the Aims Community College 2009-2010 Catalog on page 60, under the heading “General Education State Guaranteed Transfer Courses.”
- On the internet-accessible copy of the 2009-2010 Aims Catalog, found at <http://www.aims.edu/academics/catalog/catalog.htm>. The policy is found by selecting the “Degree & Certificate Information” link and jumping to page 3 of the document, or by selecting “view the entire catalog” and jumping to page 58.
- There is a link to the aforementioned gtPathways general information at <http://www.aims.edu/student/admissions/transfer/index.htm>. This link is found 2 clicks in from the main college website.
- All course descriptions within the 2009-2010 Aims Catalog that are classified as gtPathways courses are labeled as being state guaranteed transfer courses at the end of the individual course descriptions. Course descriptions can be found in the Aims 2009-2010 catalog on pages 133-

194, or on the internet-accessible copy of the catalog at <http://www.aims.edu/academics/catalog/catalog.htm>. Course descriptions can be found in the internet catalog document by selecting the “course descriptions” link, or by selecting “View the entire catalog” and jumping to page 130.

IV. Verification of Student Identity

Aims Community College provides distance education offerings as specified by federal definition (referenced in HLC Policy Book, 06-2009, section 3.12). Specifically, Aims provides asynchronous delivery of courses over the Internet. In conjunction with online courses, students and faculty interact through synchronous chat and computer mediated audio sessions with students in addition to traditional email.

Aims Community College follows a systematic approach for establishing student identity that begins with the student’s application through our Enterprise Resource Planning (ERP) system. The College uses the SunGard Banner system to integrate its student services, finance, portal, and financial aid operations. The Banner ERP allows for an integrated process beginning with the assignment to all students of a unique username and password when they are admitted to the College. This username and password is intimately associated with the biographic and demographic information supplied in conjunction with their application. As Aims is a tax district supported institution, the student’s application must be verified in order to properly assign the proper tuition rate.

The student’s unique identity is maintained throughout their enrollment, for access to the College’s portal, for email addresses, and most recently as the primary means of communications with students. In accordance with the assignment of usernames and passwords, students must enter security questions that allow them to verify their identity in the event that they forget or must reset their password. The verification of security question answers in a challenge – response exchange is required before passwords are reset by our help desk.

The student’s credentials are integrated with our Learning Management System (LMS) so that they login to the College portal and then access the LMS for direct connection to their course(s). Once the student enters the course shell, the management of the course by the instructor follows best practices established by the Instructional Technology Advisory Committee (ITAC). These practices include mandatory training for faculty, a peer review of syllabi, and other supportive steps to ensure adherence to appropriate administration and operations of the online environment. The training and supervision of online faculty is coordinated by the College’s Director of Online Learning in order to ensure a uniformity of online educational delivery.

As a part of their training, full and part-time online instructors are taught techniques to use in verifying that the student submitting assignments, taking exams, and receiving the final grade is the same student who originally enrolled. Among the best practices taught are the following:

- Using the anti-plagiarism Turn It In software
- Requiring students to create a Homepage in their online course that includes biographical information
- Ensuring that students provide writing samples at the beginning of the course to provide a baseline for later comparison
- Requiring authentic product based assignments and multiple drafts of these assignments
- Providing multiple instances where students must participate in group work, using synchronous and asynchronous chat and discussion tools
- Requiring participation in synchronous web conference sessions using WIMBA (an audio/video/text chat and document sharing tool)
- Mandatory participation in telephone conferences
- For some courses, especially math courses, proctored exams are required to ensure time constraints, individual work, and identification expectations are met

Aims is actively monitoring the advancement of technology and other solutions that would provide improved verification of student identity for online courses. This assessment is conducted through the joint efforts of the IT and Online Learning departments. Thus far the most commonly available solutions do not appear to provide sufficient increases in verification to warrant the additional costs incurred. Most current solutions are based upon interruptions to the online learner, requesting answers to questions that presumably only the actual student would know. In our opinion, this does not adequately differentiate a situation where the student is paired with another individual who does or assists with the coursework.

The use of biometric or other hardware-mediated solutions are similarly compromised by the ease in which the actual student could provide proof of identity while another individual does the coursework. A brief review of the literature regarding instances of identity fraud or deception depicts circumstances where someone has used administrative access or “borrowed” identity credentials to submit materials or change grades. Most of the instances cited could have been detected by faculty being attentive to the style of writing and biographical references of the student’s writing or in noting that grades are different than originally entered

We believe a superior solution will be realized when an active video capture of the student time-stamped with the work that is submitted can be provided. Ultimately this might be combined with face-recognition software that could be

calibrated with images from governmental supplied identity documents furnished at the time of application. The ability to achieve this degree of verification will be largely dependent on the integration of cameras within a student's computer and the availability of low cost software to capture and combine the video capture with the work done on the computer. It is unlikely that this will be feasible in the near term given the economic status of many of our students.

Aims will be on the watch for alternative solutions or means of verification that are reasonable from an operational and financial viewpoint, examining and testing available methods as they are identified.

V. Title IV Program and Related Responsibilities

1. General Program Responsibilities.

Aims Community College has not been subject to any of the following:

- U.S Department of Education Title IV program or other reviews related to the institution's responsibilities in regard to maintaining its Title IV programs
- Inspection or audit by the Office or the Inspector General
- U.S. Department of Education suspension, termination, fines, letter of credit or heightened monitoring actions

2. Financial Responsibility Requirements.

Aims Community College is authorized to operate as a postsecondary institution in Colorado under the provisions of Title 23, Article 71, specifically Part 1, known as the 'Junior College Organization Act.' Aims' has complied with annual A-133 audit requirements and has not been subject to limitation, suspension, or termination; nor have there been findings in excess of 5% of the Federal Student Aid program funds received by the school. Any compliance issues identified through the annual audits have been satisfactorily resolved. Copies of annual financial statements and single audit results are available upon request.

3. Student Loan Default Rates.

AIMS	FY 2007	FY 2006	FY 2005
DEFAULT RATE	11.5	13.1	12.3
# IN DEFAULT	94	117	85
# IN REPAYMENT	813	887	690

Each year, Aims' official cohort default rate is compared against cohort default rates for the public 2 – 3 year sector, all colleges in Colorado and all Colorado community colleges. This collection of data is used to identify if the cohort default rate for Aims' student borrowers is in-line with the sector as a whole, as well as, with the other Colorado community

colleges. In addition, schools who have demonstrated a significant decrease in the number of borrowers who have defaulted have been contacted to inquire about practices implemented. A complete copy of this analysis is available upon request. In addition, analysis of the students who defaulted on their federal loans within each cohort year is done to assist in identifying trends and areas of concern.

The loan indebtedness and a student's ability to repay their loans are of great concern to us. As a result the Financial Aid Office has implemented or continued the following practices to allow for greater interaction on behalf of the staff with the student borrower:

- Beginning in the 2007-2008 year, additional Unsubsidized Loans were no longer automatically awarded to eligible borrowers. Being Aims is a lower-cost institution, we felt we would be better serving the student borrower by updating our awarding policy to only award the 'base' loan eligibility to a student. However, information about the additional Unsubsidized Loan and how to apply for it was made readily available to students.
 - In the 2007-2008 year, there was a 38% decrease in the dollar amount of Unsubsidized Loan funds that were paid on behalf of our student borrowers.
 - In addition, there was a 42% decrease in the number of borrowers from the Unsubsidized Loan program.
- Beginning in the 2007-2008 year, the Financial Aid Office began requiring annual entrance counseling for federal loan borrowers. Prior to this, student loan borrowers were only required to complete the minimum federal requirement for entrance counseling – once in a lifetime.
- We continue to require the federal student loan borrowers to annually submit a signed and dated copy of the Borrower's Rights & Responsibilities information from the online entrance counseling. We have had many instances where we are being told the parent or spouse has completed the online counseling on the borrower's behalf. While this is not acceptable, there is little we can do to stop it from occurring. By requiring the student to annually submit a signed and dated copy of the Borrower's Rights and Responsibilities, it is allowing the financial aid staff the opportunity to meet and go over the information with the student should it be turned in in-person. Otherwise, it is an attempt to get that information in front of the borrower.
- The Aims Financial Aid Office still utilizes the paper Master Promissory Note (MPN) for the Direct Loan Program. While we will accept an E-MPN

should a borrower sign their note electronically with the Direct Loan Servicing Center, by continuing to use the paper MPN the borrower is required to meet with a financial aid staff member to go over the terms of the loan and how the serial note works. We feel this is especially important given the large population of students who have multiple remediation needs.

4. Campus Crime Information and Related Disclosure of Consumer Information.

Aims Community College publishes campus crime information on the Aims website and on the U.S. Department of Education website. The Annual report provided to the U.S. Department of Education is completed every fall and includes statistics from local law enforcement agencies where Aims campuses are located. Hard copies of this information are also distributed throughout the campuses and available by October 1st of each year. This information is available for public view by contacting Campus Security. Information is compiled on the following crimes: Homicide, Sexual Offenses, Robbery, Burglary, Motor Vehicle Theft, Arson, and Hate Crimes. Information is also available for arrests or referrals on alcohol violations, drug violations, and weapon violations. In addition, a Daily Crime Log of any criminal activity on campus is maintained and available for public view.

Aims Community College disseminates required consumer information through the following channels:

- Aims Community College Right To Know webpage (<http://www.aims.edu/about/know/index.php>)
 - Campus Crime Statistics, Graduation & Transfer Rates
- Aims Community College Financial Aid website (<http://www.aims.edu/student/finaid/index.php>)
 - Financial aid programs
- Aims Community College annual catalog (<http://www.aims.edu/academics/catalog/genInfo.pdf>)
 - Financial aid information - Page 30 of General Information Section
 - FERPA information – Page 54 of General Information Section
- Aims Community College class schedules
 - FERPA information – Page 77 of Fall '09 Class Schedule

5. Satisfactory Academic Progress and Attendance Policies.

Aims Community College does have a financial aid satisfactory academic progress guideline. A copy of the current guideline is available upon request. Information regarding this guideline and its requirements is made available to students through the following channels:

- Aims Community College Financial Aid webpage (<http://www.aims.edu/student/finaid/eligibility.htm>)
- Aims Community College Financial Aid online Frequently Asked Questions (<http://www.aims.edu/about/faq>)
- Paper copies of the Financial Aid Satisfactory Academic Progress FAQ is also available at the Financial Aid Office on the Greeley campus and in the Service Areas of all other campuses
- Aims Community College annual catalog – Page 30 (<http://www.aims.edu/academics/catalog/genInfo.pdf>)
- Financial Aid Terms & Conditions which must be accepted before payment of federal and state aid (http://www.aims.edu/student/finaid/forms/0910_termsConditions.pdf)

Aims Community College does have an attendance procedure. A copy of the current procedure is available upon request. Information regarding this procedure is made available to students through the following means:

- Aims Community College annual catalog (<http://www.aims.edu/academics/catalog/catalog.htm>)
- Aims Community College class schedules - Page 77 of Fall '09 Class Schedule
- Financial Aid Terms & Conditions (http://www.aims.edu/student/finaid/forms/0910_termsConditions.pdf)
- Aims Community College Financial Aid online Frequently Asked Questions (<http://www.aims.edu/about/faq>)

6. Contractual Relationships.

Aims Community College currently has a contractual agreement with Front Range Helicopters, an entity that is not accredited by a federally recognized accrediting agency. This contractual agreement is for the flight training portions of the Helicopter Pilot degree and certificate programs. The AAS – Helicopter Pilot program is eligible for federal student aid. Whereas, 16 credits of the 61 credit hour program, or 27% of the program, is taught by instructors employed through Front Range Helicopters; Aims did receive written notice from the Colorado Community College System (CCCS) stating their awareness and approval of this program and its teaching structure. A copy of the current agreement and agreement addendum and notice from CCCS are available upon request.

VI. Institutional Disclosures and Advertising and Recruitment Materials

Aims Community College discloses its accreditation status regarding the Higher Learning Commission and other accrediting agencies in its printed Catalog (also

available online – <http://www.aims.edu/academics/catalog/catalog.htm>), as well as on its Website - <http://www.aims.edu/about/accreditation.htm>.

In addition to maintaining general institutional accreditation through the Higher Learning Commission, Aims Community College holds the following program-specific accreditations/endorsements:

- **Auto Program** - NATEF certified also an AYES school (Automotive Youth Education System) nationally at both the Greeley and Fort Lupton Campuses
- **Aviation Program** - Federal Aviation Administration
- **Emergency Medical Services** - Colorado Department of Public Health and Environment Emergency Medical Services Division (This is not an actual accreditation - however they regulate EMS programs)
- **Fire Science Technology** - International Fire Service Accreditation Congress (IFSAC)
- **Paramedic Program** - Commission on Accreditation of Allied Health Education Programs (CAAHEP).
- **Police Academy** - Colorado Peace Officers Standards and Training Board through the Colorado Attorney General's Office
- **Surgical Technology** - Accreditation Review Committee on Education in Surgical Technology (ARC-ST) through the Commission on Accreditation of Allied Health Education programs (CAAHEP)

The College publishes information regarding its programs, locations and policies in its annual printed Catalog (the Catalog is also available online in PDF format at – <http://www.aims.edu/academics/catalog/catalog.htm>), as well as on its Website, at www.aims.edu.

Semester-specific information regarding locations, programs and courses is published three times per year in the “Schedule of Classes.” In addition to information regarding programs and courses available, this document contains information for students and prospective students regarding accreditation status, tuition and fees, and other services available.

Additional program- and location-specific materials are published on a regular basis for a variety of programs, and will be available for review during the Quality Checkup Visit.

VII. Relationship with Other Accrediting Agencies and with State Regulatory Boards

The following table summarizes the college's relationships with other accrediting agencies and regulatory boards:

What program was affected?	Date of Action	Current Accreditation Status	Explain what action was threatened/taken and why it was threatened/taken	Describe the educational institution's response to action
The Associate Degree Nursing Program is preparing candidacy status documents for the National League for Nursing Accrediting Commission (NLNAC). Expect to receive candidacy status prior to December 31, 2009	Ongoing	Approved by the State Board of Nursing of Colorado	State law requires all Nursing programs approved prior to January 1, 2006 to be accredited or receive candidacy status by a national nursing accreditation body approved by the US Department of Education no later than January 1, 2010.	Program is in process of applying for candidacy status per requirements pursuant to CRS 12-38-108.
Nurse Aide Program Site Visit by the SBON to the Ft. Lupton Campus on 11/10/08	1/21/09	SBON granted "Full Approval" for the Ft. Lupton Nurse Aide Program. Prior to this date, the program was operating under "Interim Approval" status.	State law requires all nurse aide education programs be subject to onsite survey every two years, pursuant to CRS 12-38-108.	College complied with requirement for survey and made corrections as requested.
Nurse Aide Program Site Visit by the SBON to the Greeley campus on 6/20/08	10/22/08	SBON granted "Continued Full Approval" for the Greeley Nurse Aide Program.	State law requires all nurse aide education programs be subject to onsite survey every two years, pursuant to CRS 12-38-108.	College complied with requirement for survey and made corrections as requested.
Nurse Aide Program Site Visit by the SBON to the Loveland Campus on 11/6/07	4/23/08	SBON granted "Continued Full Approval" for the Greeley Nurse Aide Program.	State law requires all nurse aide education programs be subject to onsite survey every two years, pursuant to CRS 12-38-108.	College complied with requirement for survey and made corrections as requested.
Med Prep Nurse Aide Program Site Visit for the Greeley campus on 12/12/08	1/21/09	SBON "reactivated Full Approval" for the Greeley Campus Med Prep Nurse Aide Program.	State law requires all nurse aide education programs be subject to onsite survey every two years, pursuant to CRS 12-38-108.	College complied with requirement for survey and made corrections as requested.

What program was affected?	Date of Action	Current Accreditation Status	Explain what action was threatened/taken and why it was threatened/taken	Describe the educational institution's response to action
EMS-Paramedic	11/21/08	Accredited	Received notification from CAAHEP that our program is in compliance and received initial accreditation for a 3-year term. The site visit was completed Spring 2008. On 9/30/09, CAAHEP notified the College that due to CAAHEP policy changes to provide 5-year initial accreditations, CAAHEP has extended the accreditation expiration date to 11/30/13.	N/A
Surgical Technology	11/9/08	Accredited	CAAHEP awarded 10-year accreditation for program after completing initial 3-year cycle.	College continuing to comply with CAAHEP requirements via annual reporting.
Police (Peace Officers) Academy	7/16/09	Program awarded continued approval by Colorado Peace Officers Standards and Training Board		
Fire Science	5/2006	Program accredited by International Fire Service Accreditation Congress (IFSAC).	Next accreditation visit scheduled in 2011.	
All Aviation programs (General Aviation Pilot, Helicopter Pilot, Professional Pilot, Air Traffic Controller)	ongoing	Programs certified by Federal Aviation Administration (FAA) and Transportation Security Administration (TSA)	Last visit was unscheduled FAA inspection in May 2009. No deficiencies noted.	Program remains constantly prepared for unscheduled visits by FAA and TSA, as is normal procedure.

What program was affected?	Date of Action	Current Accreditation Status	Explain what action was threatened/taken and why it was threatened/taken	Describe the educational institution's response to action
Automotive Collision Technology Repair Program	02/08/2006	Fully Accredited in Good Standing with The National Automotive Technicians Education	Aims Automotive Collision Program Granted 5 Year Accreditation from the National Automotive Technicians Education Foundation	Program is in continuous monthly contact with NATEF to keep current on any new certification and accreditation issues, updates, and requirement changes. Additionally, professional standards are reviewed and implemented in an ongoing basis.
Automotive Service Technology Repair Program	06/18/2007	Fully Accredited in Good Standing with The National Automotive Technicians Education	Aims Automotive Collision Program Granted 5 Year Accreditation from the National Automotive Technicians Education Foundation	Program is in continuous monthly contact with NATEF to keep current on any new certification and accreditation issues, updates, and requirement changes. Additionally, professional standards are reviewed and implemented in an ongoing basis.

VIII. Public Notification of Evaluation Visit and Third Party Comment

In advance of the accreditation team arriving at Aims Community College, the institution submitted a press release to all daily and weekly newspapers and radio stations in the College's service area. Aims also purchased a legal ad in the Greeley Tribune. Information, including links to the online third-party comment form, has also been posted on the institution's website.

Some of the publications include:

Publication	Date
Greeley Tribune Article	August 15, 2009
Loveland Reporter-Herald Article	August 16, 2009
Aims Community College Website	September 16, 2009
Aims Community College Newsletter	September 21, 2009
Legal notice	September 26, 2009

The text of the notice published in the *Greeley Tribune* serves of an example of the notice given to the public:

Saturday, August 15, 2009 THE TRIBUNE

IN BRIEF

Aims to receive evaluation visit

GREELEY

Aims Community College will undergo a comprehensive evaluation visit Nov. 11-13 by a team representing The Higher Learning Commission of the North Central Association of Colleges and Schools.

Aims has been accredited by the commission since 1977. Its accreditation is at the associate degree level includes degree sites at various other locations within the state.

For the past 18 months, Aims has been engaged in a process of self-study, addressing the commission's requirements and criteria for accreditation. The evaluation team will visit the college to gather evidence that the self-study is thorough and accurate. The team will recommend to the commission a continuing status for the college; following a review process, the commission will take the final action.

The public is invited to submit comments regarding the college to: Public Comment, on Aims Community College; The Higher Learning Commission; 30 N. LaSalle St., Suite 2400; Chicago, IL 60602.

Written, signed comments must be received by Oct.10. The commission cannot guarantee that comments received after the due date will be considered. Comments should include the name, address and telephone number of the person providing the comments. Comments will not be treated as confidential.

Copies of all notifications will be available for review during the Quality Checkup Visit.

**Aims Community College
Record of Formal Student Complaints
2006 - 2009**

Case #	Date of Formal Complaint	Nature of the Complaint	Steps Taken to Resolve Complaint	Final Decision	External Actions Initiated by the Student to Resolve the Complaint
H7895	5/18/09	Student challenged a failing final grade in NUR 230. This was the student's second failing grade in nursing which resulted in dismissal from the nursing program.	<ol style="list-style-type: none"> 1. Student met with MAAP rep for assistance. 2. Student met with course instructor(s). 3. Student met with Assoc Dean/Dir Nursing Education Programs. 4. Student met with Dean Allied Health/Human Services. 5. Student met with Dean for Student Services (DSS) and filed formal complaint. 6. DSS conducted investigation as to how final grade was determined and if grading followed course syllabus and program guidelines. 	<p>5/26/09 Student notified by Dean for Student Services that the matter presented was not grievable because it did not violate or inequitably apply written Aims' policies or procedures. Grievance was dismissed.</p> <p>7/30/09 Student appealed the decision to the college President. The President upheld the decision to dismiss the grievance.</p> <p>9/14/09 House Counsel contacted by student's attorney. Response pending.</p>	<p>8/25/09 student emailed complaint to Colorado Department of Higher Ed. (CDHE)</p> <p>CDHE responded to student (cc/d to Aims) that they have no jurisdiction over institutional curricular and grading policies or procedures. Student was directed to reconcile complaint at the institutional level.</p> <p>9/14/09 Student retained an attorney for representation.</p>
H5405	5/14/09	Student challenged a failing final grade in NUR 106. This was the student's second failing grade in nursing which resulted in dismissal from the nursing program.	<ol style="list-style-type: none"> 1. Student met with MAAP rep for assistance. 2. Student met with course instructor(s). 3. Student met with Assoc Dean/Dir Nursing Education Programs. 4. Student met with Dean Allied Health/Human Services. 5. Dean for Student Services met with House Counsel regarding notice received from law firm representing student. 6. Student and parent met with Dean for Student Services (DSS) and filed 	<p>5/11/09 Student notified by House Counsel that grade could not be overturned.</p> <p>5/21/09 Student notified by Dean for Student Services that the matter presented was not grievable because it did not violate or inequitably apply written Aims' policies or procedures. Grievance was dismissed.</p> <p>6/1/09 Student appealed the decision to the college President. President concluded that student could be allowed to request special consideration for the student's first failure in the nursing program due to undiagnosed test anxiety. Student was reinstated.</p>	<p>Student retained an attorney for representation.</p>

Case #	Date of Formal Complaint	Nature of the Complaint	Steps Taken to Resolve Complaint	Final Decision	External Actions Initiated by the Student to Resolve the Complaint
			<p>formal complaint.</p> <p>7. DSS conducted investigation as to how final grade was determined and if grading followed course syllabus and program guidelines.</p> <p>8. Student and parent met with college President.</p>		
M3141	5/ 11/09	5/11/09 Student filed formal complaint with the college President indicating that she was given inaccurate information about an orientation for the Medical Assistant Program.	Director of Student Success Center contacted the student to explain enrollment process and provide information for next program orientation.	DNA	None
K6733	5/ 8/09	Student challenged a failing final grade in NUR 230.	<ol style="list-style-type: none"> 1. Student met with MAAP rep for assistance. 2. Student met with course instructor(s). 3. Student met with Assoc Dean/Dir Nursing Education Programs. 4. Student met with Dean Allied Health/Human Services. 5. Student met with Dean for Student Services (DSS) and filed formal complaint. 6. DSS conducted an investigation as to how final grade was determined and if grading followed course syllabus and program guidelines. 	<p>5/18/09 Student notified by Dean for Student Services that the matter presented was not grievable because it did not violate or inequitably apply written Aims' policies or procedures. Grievance was dismissed. Student eligible for readmission to the nursing program.</p> <p>5/27/09 Student appealed decision to the college President. The President upheld the decision to dismiss the grievance. Student eligible for readmission to the nursing program.</p> <p>8/4/09 President responded to student's request for clarification about readmission to the nursing program.</p>	None
D9670	12/19/08	Student challenged a failing final grade in NUR 211.	<ol style="list-style-type: none"> 1. Student met with MAAP rep for assistance. 2. Student met with course instructor(s). 	Dean for Student Services determined that the grading process for NUR 211 was not clearly explained in the course syllabus. DSS met with Assoc Dean/Dir Nursing Education Programs and Dean Allied Health/Human Services to determine equitable	None

Case #	Date of Formal Complaint	Nature of the Complaint	Steps Taken to Resolve Complaint	Final Decision	External Actions Initiated by the Student to Resolve the Complaint
			<ol style="list-style-type: none"> 3. Student met with Assoc Dean/Dir Nursing Education Programs. 4. Student met with Dean Allied Health/Human Services. 5. Student met with Dean for Student Services (DSS) and filed a formal complaint. 6. DSS conducted an investigation as to how final grade was determined and if grading followed course syllabus and program guidelines. 	resolution for complainant and other students enrolled in NUR 211. Upon reconsideration, student was assigned a passing grade for NUR 211.	
S1497	11/19/08	Student challenged a failing final grade in HPR 108. This was the student's second failing grade in nursing which resulted in dismissal from the nursing program.	<ol style="list-style-type: none"> 1. Student met with MAAP rep for assistance. 2. Student met with course instructor(s). 3. Student met with Assoc Dean/Dir Nursing Education Programs. 4. Student met with Dean Allied Health/Human Services. 5. Student met with Dean for Student Services (DSS) and filed formal complaint. 6. DSS conducted an investigation as to how final grade was determined and if grading followed course syllabus and program guidelines. 	<p>12/3/08 Student was notified by Dean for Student Services that the matter presented was not grievable because it did not violate or inequitably apply written Aims' policies or procedures. Grievance was dismissed.</p> <p>Student presented an oral appeal to the college President. The President upheld the decision to dismiss the grievance.</p>	None
S4712	9/ 25/08	Student challenged a failing grade for the practical exams portion of RTE 101 which prevented the student from admission into the Radiologic Technology program. Student requested admission to the	<ol style="list-style-type: none"> 1. Student met with MAAP rep for assistance. 2. Student met with course instructor(s). <p>Dean for Student Services received a letter from student's lawyer regarding an alleged</p>	House Counsel conducted an investigation and responded to the student's attorney. The allegation of a violation of RTE 101 grading policies was not supported by evidence from the course syllabus and faculty written notes during the student's practical exams. The allegation that the policies were inequitably applied to the student's situation was not supported. Request for admission into the Radiologic	Student retained an attorney for representation.

Case #	Date of Formal Complaint	Nature of the Complaint	Steps Taken to Resolve Complaint	Final Decision	External Actions Initiated by the Student to Resolve the Complaint
		Radiologic Technology Program.	grievance the student filed with the RTE 101 instructors. No formal grievance was received from the student. Matter was turned over to House Counsel.	Technology program was denied.	
L6783	10/ 5/07	Student work study complaint about a college employee/co-worker.	<ol style="list-style-type: none"> 1. Student met with MAAP rep for assistance. 2. Student met with employee's supervisor. 3. Student met with Dean for Student Services (DSS) and filed formal complaint. 4. DSS conducted investigation into the employee's behavior and referred concerns to the employee's supervisor for follow-up. Advised student of options to remedy the work situation. 	Student was relocated to another work unit.	None
F0088	11/10/06	Student complaint regarding a Real Estate appraisal course (CED 273) not being offered through Corporate Education. Student requested a tuition refund for a Real Estate course (CED 272) previously taken through Corporate Education.	<ol style="list-style-type: none"> 1. Dean of Corporate Education investigated the matter and responded in writing to the student on 12/15/06. 2. 12/18/06 student filed complaint with the Board of Trustees. 3. The Board deliberated the request and examined documentation pertinent to the case at their 1/10/07 meeting. 	1/12/07 College President responded in writing to the student on behalf of the Board. Student successfully completed the CED 272 course therefore the request for a refund was denied. CED 273 could not be offered until approved by ARRELLO and the Appraisal Foundation.	None