



# PENN FOSTER CAREER SCHOOL

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# Student Catalog



Academic Year — 2021

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# Welcome to Penn Foster Career School...



Dear Future Penn Foster Career School Graduate,

Congratulations on your decision to pursue a Career Diploma/Certificate from Penn Foster Career School. You have taken an important first step toward success, and I am proud to welcome you to our student body.

This Student Catalog features general information about your Penn Foster experience, from how to contact us to details on achieving your goal of a Career Diploma/Certificate. (*Information about how to get started begins on page 4.*)

The Penn Foster Career School administrative office is located in Scranton, Pennsylvania. If you have any concerns or questions, feel free to contact us via our website [www.pennfoster.edu](http://www.pennfoster.edu) or call us, anytime. We're here to help you make the most of your distance learning experience.

I wish you the best of luck with your studies, and look forward to awarding you your Career Diploma/Certificate!

A handwritten signature in black ink that reads "Frank Britt". The signature is written in a cursive style with a large, stylized "F" and "B".

**Frank Britt**

President

# MISSION STATEMENT AND INSTITUTIONAL GOALS

## MISSION STATEMENT

Penn Foster's mission is to enhance the lives of our students and clients through the acquisition of knowledge, skills, and credentials that will allow them to achieve their goals by advancing in their chosen field, starting a new career, or pursuing lifelong learning.

## PENN FOSTER INSTITUTIONAL GOALS

- Provide educational programs that enable self-motivated, independent learners to acquire core competencies in their chosen technical and professional fields
- Employ contemporary learning strategies based on academic standards of good practice in distance education
- Develop and maintain systems that optimize student opportunities for broadly participative, interactive learning
- Establish and communicate high standards of academic performance for students and the institution
- Assess student learning and institutional effectiveness systematically in order to improve student performance
- Provide an extensive suite of student support services based on student needs and interests
- Conduct fiscally responsible planning that balances the institution's commitment to academic excellence with its concern for profitable financial performance

The mission is supported by an admissions policy that allows students with appropriate prior education to enroll in programs without regard to race, religion, gender, age,\* color, national origin, or physical disability.

The school regularly assesses fulfillment of its mission and achievement of its institutional goals through ongoing studies of student learning, measurement of student satisfaction, and evaluation of career outcomes of graduates.

\* Prospective students must meet the minimum age requirements for enrollment into a Penn Foster Career School program.

# GETTING STARTED IS EASY

You've already taken the most important step toward success — making the decision to enroll. Now you are ready to begin your Penn Foster Career School program.

Getting started takes only a few minutes. First, let's look at what you receive in your online materials. These materials are available at your "My Courses" page on our website:

## **Your Student Catalog**

Special information on the Penn Foster experience.

## **Program Outline**

The information you will learn in your program and the order in which you will learn it.

## **Your Lesson Materials**

All you need to get started

## **A Special Offer for You**

Earn \$50 cash for every student you recommend to us!  
(Up to \$100/year).

## **Online Exam Instructions**

Details on submitting your exams online.

If you have not chosen our convenient, automatic payment method, your coupon book will be mailed separately. Also, if you need to contact us in regard to your program, please go to [www.pennfoster.edu](http://www.pennfoster.edu) or call Penn Foster at [1.888.427.1000](tel:18884271000). Otherwise, it's time to move on — read the next page and you're ready to begin.

# Follow the four simple steps below and you will be on your way!



## **YOUR STUDENT ID CARD**

It's part of the Welcome Letter you receive in the mail. You'll find your student number on your ID card, which you need to have available whenever you contact Penn Foster.



## **REFER TO YOUR PROGRAM OUTLINE**

Your Program Outline lists all of your lessons and the order in which you should study them. Look on your Program Outline to determine which of your lessons is Lesson 1.



## **READ LESSON 1 THOROUGHLY**

You'll find Lesson 1 on your student portal. Make sure to use the self-checks in your lessons to help you prepare for your first exam. If you have any questions about your lessons, call or email your instructors or visit [www.pennfoster.edu](http://www.pennfoster.edu) your resource for answers to any question you might have.



## **TAKE YOUR FIRST EXAM**

When you feel prepared, your first exam will be available for you online. Click on the button next to the lesson. Once you have completed the exam, click on the **“Submit”** button.

## That's all there is to it.

The rest of this book contains useful information on contacting Penn Foster, taking exams, and answers to other questions you might have. You should review the information to gain the most from your Penn Foster experience.

# CONTACTING PENN FOSTER

At Penn Foster, your success is important to us. That's why we've made it easy for you to contact us whenever you have questions or problems.



## On the Web

Visit [www.pennfoster.edu](http://www.pennfoster.edu) for easy access to your student records, exams, assistance, and more. Take advantage of the comprehensive Questions and Answers section, compiled from years of student service excellence. The Penn Foster student website is your one-stop solution to any questions you might have. (See page 7 for details.)

Visit our **Student Community** to connect with classmates from all programs. Learn from one other—share stories, offer advice, and connect with peers in the **Social Forums** to make the most out of your Penn Foster experience!

Looking to discuss coursework or find students to form a study group? Checkout our **Academic Groups** and connect with your instructors and students in your program.

Have questions? The community has multiple **Help Areas** where you can browse for solutions or post questions for quick answers from Student Services reps, instructors, and students.



## Over the Phone

If you have a question that we can't address through the website or email, you can contact our toll-free Student Support Line, [1.888.427.1000](tel:18884271000).

# PENN FOSTER CAREER SCHOOL

## On The Web

The Penn Foster website features information on the school and details on every program we offer, as well as links to other educational resources. From our website, you can view your student record, take exams, email your instructor, and more. Visit our site at [www.pennfoster.edu](http://www.pennfoster.edu).

### Get your education quickly and conveniently through the ease of online learning.

- Ease and convenience at [www.pennfoster.edu](http://www.pennfoster.edu) — with a few clicks of your mouse, you are in control of your education! Surround sound support is only a phone call, live chat, or email away. Self-service options are available 24-hours-a-day! Be sure to visit the enhanced Frequently Asked Questions (FAQs) section for helpful information.
- Access program material, grade and shipment records, and account information, all online. Download study guides to keep as references. Make payments the easy way or quickly access tuition information.
- Support from your instructors, and from Student Services, is available via email at your convenience.
- Exams are taken and submitted online.

Penn Foster Career School programs require that students have access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account. Exceptions to these computer requirements are listed with the program description. Please visit [www.pennfoster.edu/admissions](http://www.pennfoster.edu/admissions)



# ACADEMIC POLICIES

## ACCREDITATION & LICENSURE

Penn Foster Career School is accredited for non-degree granting postsecondary diploma programs by the Commission on Secondary Schools of the Middle States Association of Colleges and Schools.

Penn Foster is accredited by the Distance Education Accrediting Commission (DEAC). The DEAC is listed by the U.S. Department of Education as a recognized accrediting agency and is recognized by the Council for Higher Education Accreditation (CHEA).

You can earn Continuing Education Units (CEUs). Penn Foster Career School has been accredited as an Authorized Provider by the International Accreditors for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102. In obtaining this approval, Penn Foster Career School has demonstrated that it complies with the ANSI/IACET Standards which are widely recognized as standards of good practice internationally. As a result of their Authorized Provider membership status, Penn Foster Career School is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standards.

## ADMISSIONS POLICY

Penn Foster Career School enrolls all students without regard to race, religion, gender, age, color, national origin, or physical disability. Prospective students must meet the minimum age requirement for enrollment into a Penn Foster Career School program. Certain career diploma programs and online certificate programs require that students have a High School Diploma before they can enroll. Please visit (<https://www.pennfoster.edu/-/media/files/pdf/age-requirements/20181113.pdf?la=en&hash=E7A4D1CDED88D8075B5A0CA60032AA0CCF5B0D63>) for program specific age and education requirements.

Penn Foster Career School programs require that students have access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account. Exceptions to these computer requirements are listed with the program description and can be viewed here <https://www.pennfoster.edu/-/media/files/pdf/computerspecs/20191202.pdf>

## CANCELLATION POLICY (CAREER DIPLOMAS PROGRAMS ONLY)

You can cancel your enrollment via telephone, email or first class mail to the address or number listed in the "contact us" section of Penn Foster's student portal. If you cancel or withdraw from the Program, you will receive a tuition refund, as follows:

1. If you cancel within six days after midnight of the day you enroll, you will receive a refund of all monies paid to Penn Foster;
2. If you cancel more than six days after enrolling but before submitting a completed Program assignment, you will receive a refund of all monies paid to Penn Foster less the registration fee (the "Non-Refundable Registration Fee");

3. If you cancel after completing at least one Program assignment but less than 50% of the Program assignments, then Penn Foster will retain the Non-Refundable Registration Fee and you will remain responsible for paying Penn Foster for the following:
  - a). 10% of the tuition if you cancel after having completed up to and including 10% of the Program assignments;
  - b). 25% of the tuition if you cancel after having completed more than 10% and up to and including 25% of the Program assignments; and
  - c). 50% of the tuition if you cancel after having completed more than 25% and up to and including 50% of the Program assignments.
4. You are responsible for paying and Penn Foster shall be entitled to receive the entire Program Tuition and the Non-Refundable Registration Fee if you cancel after completing more than 50% of the Program assignments.

All refunds will be issued within 30 days of Penn Foster's receipt of your notice of cancellation. For refund examples go to [www.pennfoster.edu/admissions/refund-policy](http://www.pennfoster.edu/admissions/refund-policy).

### **CANCELLATION POLICY (CAREER CERTIFICATE PROGRAMS ONLY)**

You can cancel your enrollment via telephone, email or first class mail to the address or number listed in the "contact us" section of Penn Foster's student portal. If you cancel or withdraw from the Program, you will receive a tuition refund, as follows:

1. If you cancel within six days after midnight of the day you enroll, you will receive a refund of all monies paid to Penn Foster;
2. If you cancel more than six days after enrolling but before submitting a completed Program assignment, you will receive a refund of all monies paid to Penn Foster less the registration fee (the "Non-Refundable Registration Fee");
3. If you cancel after completing at least one Program assignment but less than 50% of the Program assignments, then Penn Foster will retain the Non-Refundable Registration Fee and you will remain responsible for paying Penn Foster for the following:
  - a). 10% of the tuition if you cancel after having completed up to and including 10% of the Program assignments;
  - b). 25% of the tuition if you cancel after having completed more than 10% and up to and including 25% of the Program assignments; and
  - c). 50% of the tuition if you cancel after having completed more than 25% and up to and including 50% of the Program assignments.
4. You are responsible for paying and Penn Foster shall be entitled to receive the entire Program Tuition and the Non-Refundable Registration Fee if you cancel (a) more than 12 months after your enrollment (timeframe may vary depending on the Program selected), or (b) after completing more than 50% of the Program assignments.

All refunds will be issued within 30 days of Penn Foster's receipt of your notice of cancellation. For refund examples go to [www.pennfoster.edu/admissions/refund-policy](http://www.pennfoster.edu/admissions/refund-policy).

# ACADEMIC INTEGRITY

## STUDENT IDENTITY VERIFICATION

All new students are provided with a unique student number. This student number should not be shared with anyone else. In order to gain entry into the online learning management system and access student materials, students need to enter their student number and a unique password that restricts anyone else from accessing their student record. Sharing student numbers or passwords with any other individual is in violation of the Code of Conduct and can lead to disciplinary action. Students will also need to provide a government-issued photo ID during the proctored exam process to verify their identity.

Students are required to update Penn Foster with any change to their account information, including name, address, email, and phone number.

Penn Foster official communications are sent by electronic communication (email, message center, etc.) or postal mail. Most official forms require electronic communication by email, unless forms or directions state otherwise. Students are responsible for official Penn Foster communications sent to them, and should check their email accounts and message center regularly and respond, when needed to any communications sent from Penn Foster.

## STUDENT CODE OF CONDUCT

Penn Foster students, faculty and staff are held to the highest standards of academic integrity. Penn Foster's Student Code of Conduct protects the rights of students, faculty, staff, and Penn Foster itself. This code ensures that all student and faculty/staff interactions are characterized by mutual respect and civility. All Penn Foster students and those authorized to speak on students' behalf are required to abide by all standards and policies established by the school in their academic work and their personal conduct.

Students should

- Treat fellow students, faculty, and staff with courtesy, respect, and dignity and behave in a manner that reflects the integrity of the school.
- Abide by all published policies, including but not limited to, those that appear in Penn Foster catalogs, study materials, and enrollment agreements.
- Present themselves and their relationship to Penn Foster honestly.
- Behave professionally and follow all policies set by practicum, externship, and field experience sites.
- Comply with directions of Penn Foster officials acting in the performance of their duties.
- Never misrepresent the school or its staff in any online social communities.

The Student Code of Conduct, as well as the preceding guidelines, applies to all Penn Foster students. An official of Penn Foster may, at his or her discretion, take disciplinary action that ranges from a warning to academic probation to dismissal from the school for failure to comply with any aspect of the Student Code of Conduct.

## ONLINE BEHAVIOR

### Netiquette

Penn Foster expects students to be courteous and polite in the online environment. Students should use good judgement when communicating online with faculty, staff, and other students through email, chat, social media groups, and other online forums sponsored or supported by Penn Foster.

In course or classroom environments such as webinars and discussion forums, students should demonstrate respect for their instructor and classmates by honoring others' opinions, acknowledging disagreements honestly and thoughtfully, and being prepared to clarify statements others may have misinterpreted or misunderstood.

Students should always sign their names on any online communications and contributions. Students should also respect their own privacy and the privacy of others by not revealing personal or embarrassing information about themselves or others.

Students should avoid discourteous behavior such as using all-caps, trolling, flaming, spamming, and any other forms of inappropriate behavior and communication.

### **Bullying**

Penn Foster defines bullying as an intentional electronic, written, verbal, or physical act or series of acts that

- Occur in a school setting, whether in person or online;
- Is severe, persistent or pervasive;
- Is directed at another student(s) or member(s) of the Penn Foster faculty, staff, or administration; and
- Impacts the institution in any of the following ways:
  - Substantially interferes with a student's education
  - Creates a threatening environment; or
  - Substantially disrupts the orderly operation of the school.

As an online institution, Penn Foster is not limited or prohibited from defining bullying in such a way as to encompass acts that occur outside a school setting if those acts fall under the above definition of bullying.

Penn Foster does not tolerate bullying in any form. Abusive behavior, such as threatening, insulting, and doxing, in any of Penn Foster's digital environments, including Penn Foster's social media sites and groups, email, chat, and phone calls, should be reported to a faculty or staff member for investigation.

Violations of Penn Foster's netiquette and bullying policies will result in disciplinary action.

### **ACADEMIC HONESTY**

Students are expected to complete coursework, exams, and graded projects according to instructions and to contact their instructors for help with coursework.

Students should

- Complete all coursework as directed, including required reading, self-check and discover more exercises, discussion boards, exams, skills, and graded projects, as well as required paperwork for site selection, field experience, externships, and practicums.
- Use materials provided by Penn Foster to complete coursework, and properly acknowledge any outside resources used in the preparation of exams and graded projects.
- Contact a faculty or staff member for help with coursework.
- Never ask for, receive, or give unauthorized help on graded assignments, quizzes, projects, or examinations via any method including email or the internet.

Violations of Penn Foster's Academic Honesty policy include but are not limited to:

- Collaborating with another student or students, either in person or online, to complete an assignment or project and/or submitting the same essay as a classmate or classmates.
- Colluding with another student or students, either in person or online, who are enrolled in or have completed a course, to share an assignment or project and/or to make revisions to the same graded assignment or project to deliberately disguise similarities.
- Providing unauthorized help to another student or students by sharing coursework privately or publicly by uploading it to an online forum.
- Submitting a previously graded exam or project without first receiving

permission from an instructor.

- Submitting documentation that misrepresents qualifications, clearances, and/or authorizations required for site selection, field experience, practicum, or externship.
- Submitting documentation that misrepresents the amount of time spent at a site and/or the skills or tasks performed during field experience, practicum, or externship.

Plagiarism is a violation of academic honesty that includes, but is not limited to:

- Submitting coursework that is not your own, including assignments found at online help or tutoring sites; assignments purchased online, and assignments you have paid someone else to complete for you.
- Misrepresenting someone else's work as your own.
- Failing to cite and document sources properly.
- Using online or other resources to alter someone else's work or to disguise the original source.

The Academic Honesty policy applies to all Penn Foster students. An official of Penn Foster may, at his/her discretion, take disciplinary action that ranges from a warning to academic probation to dismissal from the school for failure to comply with the Academic Honesty policy.

## **PROGRAM MATERIAL AND COPYRIGHT NOTICE**

Penn Foster or its vendors hold all ownership rights in the Program materials. Students are strictly prohibited from copying and/or providing to any third party all or any part of the Program materials that Penn Foster provides to students without Penn Foster's written consent. If a student violates this prohibition, they may be subject to criminal and civil penalties and fines, as well as disciplinary action up to and including expulsion from the Program.

## **DISCIPLINARY ACTION**

Any inappropriate behavior can result in disciplinary action ranging from a failing grade on an exam or for a course, to academic probation, to dismissal from Penn Foster. Faculty and staff members will report inappropriate behavior by students to the Academic Review Board (ARB) for review, at which point the student will be asked to respond in writing to the charge. The ARB will then make a final decision regarding the student's standing with Penn Foster.

## **SATISFACTORY ACADEMIC PROGRESS POLICY**

### **Standards of Progress:**

Learners are given a specific time frame to complete a program. Most programs are 12 to 18 months in length. Learners may progress more quickly through the program, but are contractually required to complete it within the time frame established for that specific program. Time frames may vary for international learners due to shipping times. Learners may request an extension for a fee. Learners are allowed extensions up to twice the established program length for a career program. Learners who do not complete a program within the required time limit must be re-enrolled and evaluated against the current program for internal transfer credit. Learners who do not demonstrate satisfactory progress may be academically cancelled from the program. Re-enrollment in a program is not allowed if the learner was enrolled in the same program and was academically failed. Re-enrollment in another program will require review of previous coursework to determine eligibility.

### **Academic Probation/Cancellation**

Learners who continually score below the passing average on exams may be placed on academic probation for a period of time during which grades will be closely monitored. Continued academic failure may result in the learner's record being submitted to the Academic Review Board. The Academic Review Board members will consider the academic progress of the learner and, with the approval of the Vice President of Education and Academic

Dean, determine if cancellation is required. If cancelled, the learner will be notified in the mail, and the Refund Policy will be applied.

#### **Program structure:**

Learners are admitted to the complete program upon enrollment. The learner progresses through the program in a linear-path, starting with the first course. As lessons are completed, the next course will be available to the learner.

Students using GI Bill benefits who have a lesson average below 65 after completing

25% of their lessons will be placed on academic probation and their performance will be monitored by instructors and academic advisors. Students using GI Bill benefits who have a lesson average below 65 after completing 50% of their lessons will be referred to the Academic Review Board for potential academic dismissal from the program. Students using GI Bill benefits who have a lesson average below 65 after completing 75% of their lessons will be cancelled from the program by the Academic Review Board for failure to benefit academically.

## STUDENT GRIEVANCES

### **STUDENT GRIEVANCE POLICY**

Most student complaints can be handled at first point of contact with the school. Student complaints are addressed using the policies and provisions of the enrollment agreement, student catalog, and academic requirements of the school. Students who have a complaint should contact their instructor regarding academic issues or a student service supervisor regarding servicing issues. The instructor or student service supervisor will provide a verbal or written response depending on the student's preferred choice of communication. If the student believes that the complaint has not been properly handled at that point, the student should use the following procedure to register a grievance.

### **STEPS IN GRIEVANCE PROCEDURE:**

1. The student should contact the Academic Team Lead for academic issues or Manager, Student Services either by phone or in writing expressing his/ her concern within 30 days of receiving a response to the original complaint. The Academic Team Lead or Manager, Student Services will respond either by phone or in writing within two weeks of receiving the complaint.
2. If the student feels that the issue is still unresolved, he/she has 30 days to express continued concerns either by phone or in writing to the Program

Director or Director, Student Services. A response will be sent to the student within 2 weeks.

3. If the student still believes the grievance is unresolved, he/she may complete the school's grievance form within 30 days from receiving the response from the Vice President of Education and Academic Head of Academic Services. This form can be obtained by contacting Student Service Center. The form can be emailed, faxed, or mailed to the student.
4. All grievance forms will be returned to the Head of Academic Services, who will turn them over to the Dispute Resolution Committee. The Dispute Resolution Committee will meet and render a decision within two weeks of receipt of the grievance form. The decision of the Committee will be final and will be sent to the student in writing.
5. All grievance forms and final decision notifications will be filed in the office of the Vice President of Education and Academic Dean.
6. If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the [Pennsylvania State Board of Private Licensed Schools](#), Harrisburg PA, PA Department of Education, 333 Market

Street, 12th floor, Harrisburg, PA 17126; phone: 717-783-6788.

The student may also contact the DEAC at 1101 17th Street NW, Suite 808 Washington, D.C. 20036 and at [www.deac.org](http://www.deac.org).

7. If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student also may choose to file a complaint in their state of residence.

Residents of the following states can access information to file a grievance/complaint as listed below:

Georgia

**[Georgia Nonpublic Postsecondary Education Commission](#)** 2082 East Exchange Place Suite 220 TUCKER, GA 30084, (770) 414-3300

Veteran complaint queries can be addressed to our VA Support Team at [vafax@pennfoster.edu](mailto:vafax@pennfoster.edu).

## COMPLAINTS AGAINST FACULTY

If a student has a complaint regarding treatment by a member of the faculty or suspects a conflict of interest, the student should report this complaint to the Program Director of the Department in which the student is enrolled. If the student has consulted with the appropriate supervisor and still believes that the matter has not been dealt with satisfactorily or equitably, the student should contact the Vice President of Education and Academic Dean . If the complaint is still not resolved, the student must submit a formal written signed complaint to the school's Academic Review Board for further consideration.

## GRADE APPEAL

Students who wish to dispute a grade or an answer to a question should contact their instructor. Only an instructor has the authority to change a grade. If the student is not happy with the grade appeal results, he/she should follow the "Student Grievance" procedure listed in this catalog.

## EXTENSIONS

Depending on the program, students are given a certain amount of time to complete all the lesson assignments. Students may request a six-month paid extension. Students who do not complete the program within the required time may need to re-enroll in the program that is current at that time. Previous work would be evaluated against the current curriculum to determine which courses or lessons could be transferred into the new enrollment.

## STUDENT ORIENTATION

All new students enrolled at Penn Foster Career School must complete an orientation at the beginning of their program. This orientation introduces students to the particular field of study and orients them to the process of distance learning and how it is conducted with Penn Foster Career School.

## ONLINE LIBRARY

Students at Penn Foster Career School will have access to an online library for use during their studies with the school. Students can use this library to do the required research in the courses they complete or can use it for general reference and links to valuable resources. The library contains helpful research assistance, articles, databases, books, web links, and email access to a librarian. Students can access the library from their home page.

## LIBRARIAN

A library services manager is available to answer questions on general research-related topics via email and assist students in research activities during their studies with Penn Foster Career School.

## FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

The Family Educational Rights and Privacy Act (FERPA) provides you with certain privacy rights with respect to student records if (A) you are over the age of 18 or enrolled in a post-secondary program, and (B) you are a parent or legal guardian of a student who is under the age of 18 and not enrolled in a post-

secondary program. These rights include:

1. The right to inspect and review your or the minor student's education records within 45 days after Penn Foster receives a written request from you for such access.
2. The right to request an amendment to your or the minor student's education records if you believe something is inaccurate, misleading, or otherwise in violation of your or the minor student's privacy rights; this does not give you any rights to have your or the minor student's grades changed or similar changes made to the record of your or the minor student's academic performance. You need to provide us with a written request for the change and an explanation for why you think it should be made. If we agree, we will make the correction; if we disagree, we will communicate further with you as to the issue.
3. The right to provide written consent before we disclose personally identifiable information (PII) from your or the minor student's education records, except (a) with respect to Directory Information (discussed more below), and (b) in certain defined situations where FERPA authorizes disclosure without consent, including disclosures to school officials and regulatory bodies with legitimate educational interests.
4. The right to file a complaint with the Family Compliance Office of the U.S. Department of Education, located at 400 Maryland Avenue, SW, Washington, DC 20202, if you believe Penn Foster has violated your or the minor student's FERPA rights.

For Penn Foster students, Directory Information includes:

- Student name
- Dates of attendance
- Penn Foster program
- Enrollment status (graduate, attending, pending, withdrawn)
- Honors and Awards

Unless you notify Penn Foster in writing that you do NOT want your Directory Information disclosed to anyone without your consent,

Penn Foster may disclose these categories of information without your consent. Please send any such "opt out" notice to Penn Foster Student Services at 925 Oak Street, Scranton, PA 18515 or fax it to (570) 961-4888. Your decision to "opt out" will remain in effect unless and until you elect to "opt in." In addition, whether or not you have decided to "opt out," Penn Foster will not disclose any of your Directory Information to any third party during the first two weeks following your enrollment.

If you have any questions about your FERPA rights, you can learn more at the government's helpful website at <https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>.

## ACCOMMODATING STUDENTS WITH DISABILITIES

Penn Foster Career School believes in opportunity for everyone. Therefore, the school strives to meet the needs of all students by providing instructional support and student services which will enable them to reach their maximum potential. The school does not discriminate on the basis of race, color, gender, religion, national origin, age, or physical disability.

Penn Foster Career School complies with Section 504 of the Rehabilitation Act of 1973 and the implementing regulations 34 CFR part 104 (barring discrimination on the basis of disability), and the Americans with Disabilities Act (ADA) of 1990 and the implementing regulations in 29 CFR part 1630 (1991). The school will offer a reasonable accommodation for any qualified student with documented disabilities provided the accommodation does not pose an undue hardship on the school or does not force the school to fundamentally alter the educational course, compromise its academic standards, or place the disabled individual in a better than equal position with nondisabled students. Students must complete the Accommodation Request form which is available on the student portal and submit it along with documented evidence of disability to ADA [request@pennfoster.edu](mailto:request@pennfoster.edu)

to be eligible for any accommodations. All completed requests for accommodations will be reviewed by the ADA Review Committee within five (5) business days. Students will receive written communication outlining the decision of the committee.

## **MILITARY BENEFITS**

Penn Foster participates in the VA program for the U.S. Military. Tuition benefits are available under this program to qualified service personnel. Students are encouraged to contact their Education Service Officers for details on this reimbursement policy. The Penn Foster Veterans Representative is also available to assist with administrative processing of the benefits requests.

## **CAREER ASSISTANCE**

Penn Foster offers many resources to current students and alumni to help with career planning and job search efforts. Career Cruising, a self-service employment tool is available to students and alumni and provides various resources on employability, including school/job exploration, employment recommendations, career portfolio development, resume-building, nationwide job search engine, tips and advice on improving job search success, and interview tips. Students and alumni can access Career Cruising through the student portal. Penn Foster's Career Coaches work with students and alumni to assist with career exploration, resume review and revision, social media presence, and mock interviews. The Learning Resource Center, which is located in the library, includes guides for career planning, instructions for writing a winning resume, tips and advice to succeed at a job interview and how to follow-up after the interview, and information on negotiating and understanding compensation levels and offers. Penn Foster also maintains a job board site where students and graduates are encouraged to search through jobs that are posted directly by employers.

Job placement is not guaranteed to graduates, upon program completion.

## **CAREER SERVICES**

Upon completing your career training, Penn Foster Career School also offers access to Alumni Career Services which are designed to help you find employment in your chosen field.

### *Career Services include:*

- Resume Preparation
- Job Searches
- Help with Submitting Resumes
- Cover Letter Design
- Interview preparation, & much more.

## **SCHOOL CALENDAR**

Penn Foster Career School operates 12 months of the year. The school is closed for 8 holidays during the year. The holidays usually include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day. The other days may vary. The school's phones will have a "closed" message on these holidays.

The Student Service Center and the instructors are available Monday through Friday from 9:00 a.m. to 6:00 p.m. E.T.

## **TRANSFER CREDIT POLICY**

Penn Foster Career School does not evaluate or award credit for experiential learning or prior work completed at another institution for a majority of the career programs offered.



# FREQUENTLY ASKED QUESTIONS

## Q. Where can I find my student number?

A. The number is on your Student ID Card which you received with your Welcome Letter.

## Q. How do I submit exams?

A. Exams are submitted via the website [www.pennfoster.edu](http://www.pennfoster.edu). You can complete your exams and receive feedback at this site.

## Q. What if I change my address?

A. The easiest way to change your address is to log on to [www.pennfoster.edu](http://www.pennfoster.edu). Click "Update My Profile". Make the necessary changes & submit.

## Q. How do I make payments?

A. If mailing in your payment, please submit payment along with the appropriate coupon from your payment book to:

**Penn Foster Career School  
925 Oak Street  
Scranton, PA 18515-0001**

Please be sure to include your student number on all payment materials. Allow one week for your account to be updated.

## Q. How long will it take me to complete my program and receive my Career Diploma?

A. Completion times vary, depending on the program in which you are enrolled. Many Penn Foster programs can be completed in a year or less.\* (If it seems you will need to take longer than the time allotted to complete your program, you may contact Penn Foster and request an extension.) Your Enrollment Agreement specified the completion time for your program.

**\* Students enrolled in the Telecommunications Program are allowed three years to complete their program.**

## Q. Are there any additional fees?

A. The following fees are charged, if applicable: additional six-month extension fee of \$95.00; administrative fee of \$60.00; change of program fee of \$50.00. Registration fees vary by program. Your Enrollment Agreement lists the fee.

## Q. What is your cancellation policy?

A. The cancellation policy is provided in detail on page 7 and on the Enrollment Agreement you signed. A copy of your Enrollment Agreement will be returned to you after your application is approved.

## Q. Can I earn credit for previous coursework completed?

A. In most programs, Penn Foster does not evaluate life-work experience or

previous work taken at another school for transfer credit into a vocational program.

Penn Foster will evaluate previous training and consider granting credit for students using the GI Bill®. If transfer credit is applied, the program will be shortened, and the balance will be reduced accordingly.

## Q. Is Penn Foster Career School accredited?

A. Yes. Penn Foster Career School is accredited for non-degree granting postsecondary diploma programs by the Commission on Secondary Schools of the Middle States Association of Colleges and Schools. Penn Foster Career School is also accredited by the Distance Education Accrediting Commission (DEAC), which is recognized by the U.S. Department of Education (USDE) and the Council for Higher Education Accreditation (CHEA). Penn Foster Career School is licensed by the Pennsylvania State Board of Private Licensed Schools. Penn Foster Career School is authorized by Georgia Nonpublic Postsecondary Education Commission to operate in Georgia.

You can earn Continuing Education Units (CEUs). Penn Foster Career School has been accredited as an Authorized Provider by the International Accreditors for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102. In obtaining this approval, Penn Foster Career School has demonstrated that it complies with the ANSI/IACET Standards which are widely recognized as standards of good practice internationally. As a result of their Authorized Provider membership status, Penn Foster Career School is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standards. Penn Foster Career School is authorized by the Georgia Nonpublic Postsecondary Education Commission to operate in Georgia.

## Q. Will work completed at Penn Foster Career School transfer to another school?

A. Work completed in Penn Foster Career School programs may not transfer to other learning institutions. Students planning to continue their education with another school after earning a diploma from Penn Foster Career School should check with that school regarding transfer policies.

Earned credits and hours are units of measure and are not necessarily an indicator of transferability to another institution. The receiving institution, rather than the providing institution, determines whether to accept earned credits and hours for transfer.

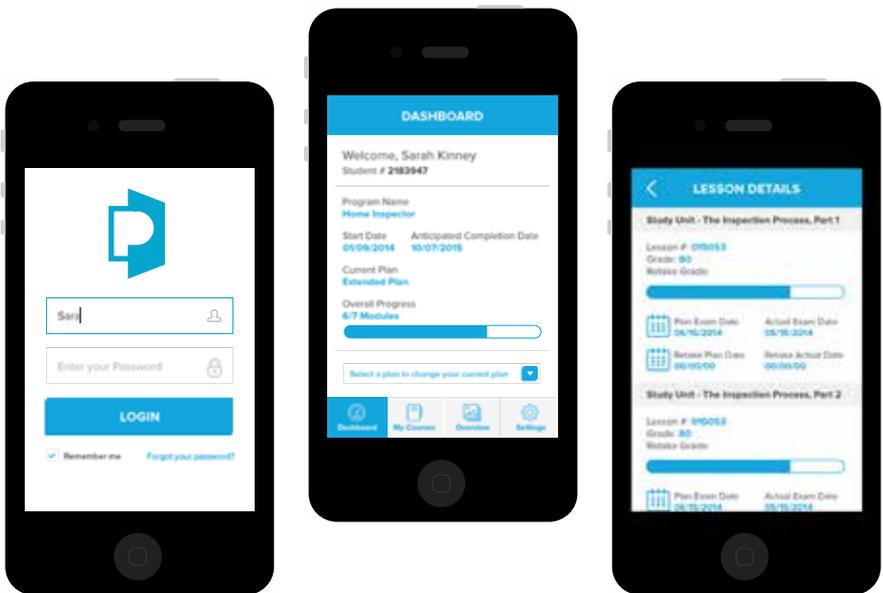
# STUDY TIPS AND TAKING YOUR EXAMS

When you complete a lesson, you must also complete and submit an exam using the Penn Foster online exam system. A lesson can be the content of one study unit or a reading assignment in a study guide. Most exams consist of multiple-choice questions. Lessons also feature helpful self-checks you can use to determine how well you understand the new concepts you have learned. Future lessons become available online when you submit exams, so avoid delays in your studies by submitting exams promptly.

## TAKE ADVANTAGE OF THE STUDY PLANNER

The Penn Foster Study Planner will help you stay organized and on track with your studies. Use it to create a customized study plan so you can finish your program when you want to, sync your study times to your calendars, track your progress, and set alerts for when your next exam is due. Use the Study Planner to set a study plan that works with your schedule and stick to it to reach your graduation goal!

**You can find your Study Planner on your Student Portal, or you can download the app from the *iOS*, *Google Play*, or *Amazon Appstore*.**



## SUGGESTIONS FOR MORE EFFECTIVE STUDYING

- Set up a special place in your home to do your studying and keep all your materials there, within easy reach.
- Schedule your study time. Make sure it doesn't conflict with other important activities.
- Frequent, brief study sessions are more effective than long, "cramming" marathons.
- Make sure to do all the self-check quizzes in the lesson.

## TIPS ON COMPLETING YOUR EXAMS

When it comes time to take your exam, make sure you follow the directions carefully. If you don't understand what you are supposed to do, don't hesitate to call Penn Foster and ask for help.

## SUBMITTING YOUR EXAMS

You must submit all exams online using the Penn Foster exam system that you access from your student portal.

To access an exam, click on **Take an Exam** next to the appropriate lesson title. If the exam involves an essay or a writing assignment, you'll be asked to attach a file of the assignment to submit it to the school.

Read each question carefully before you choose your answer. If you're unsure of an answer, you can mark the question for review by clicking a button at the bottom of the question. Before you submit the exam, you'll be able to see a summary of all of your answers and make changes if you so desire.

## EXAM RESULTS

Students must access the Penn Foster student portal to get evaluations as well as receive feedback. The evaluations will tell students which answers (if any) were incorrect. If students have a question or problem with the exam evaluation, they should contact the school immediately.

### Multiple choice Exam Retake Policies

Exams Taken between May 21, 2013 and December 14, 2016	Students may retake the exam whether their score was passing or failing on the first attempt. The retake must be submitted within 30 days of the initial submission, or the first attempt will become the final grade. Students earn the higher of the two grades.
Exams taken between December 15, 2016 and October 18, 2017	Students earning a passing score on the first attempt are not eligible for a retake. If the first attempt score is failing (below 65%), students have the option to retake the exam.* (See below). The highest score a student can earn on a retake exam is 65%. If a student scores below 65% on the retake exam, the student will earn the higher of the two scores.* (See below).
Exams taken starting October 19, 2017	Students are given two chances to pass each exam. An exam may be retaken as soon as the first attempt has been graded; there is no waiting period. Regardless of whether the first attempt resulted in a passing or failing grade, students are given one opportunity to retake the exam and earn the higher of the two scores. This policy is effective for all open exams on a student's record as of October 19, 2017.

Students are presented with a new exam for the retake and must submit the ENTIRE retake online. The retake must be submitted within 30 days of the initial submission, or the first attempt will become the final grade.

For all other exams (subjective, non-multiple choice exams), retakes are required for a failed first attempt, and not offered if the exam was passed. The highest score a student can earn on a retake exam is 65%. The retake grade becomes the final grade. Each program may contain one or more practical exercises, projects, or externships that must be successfully completed in order to meet the requirements for graduation. Some of these may be graded on a pass/fail basis.

Previous exam policies will cease as of October 19, 2017, and the above policies will apply to all exams submitted on and after this date.

## EXPECTATION

All Penn Foster students are expected to conduct themselves with the highest academic and ethical standards. Failure to do so will result in disciplinary action. Students who do not achieve passing grades may be subject to academic probation or dismissal. Re-enrollment in a program is not allowed if the student was enrolled in the same program and was academically failed. Re-enrollment in another program will require review of previous coursework to determine eligibility.

## THE PENN FOSTER CAREER SCHOOL GRADING SYSTEM:

Exams and projects will be graded on the following scale:

Lesson Grade (Percentage)	Letter Equivalent	Rating
92-100	A	Excellent
81-91	B	Good
75-80	C	Average
70-74	D	Passing
Below 70	F	Failing

### (Effective to April 30, 2012)

An overall course grade of 70%, or above, in each subject is required to graduate.

Lesson Grade (Percentage)	Letter Equivalent	Rating
90-100	A	Excellent
80-89	B	Good
70-79	C	Average
65-69	D	Passing
Below 65	F	Failing

### (Effective May 1, 2012)

An overall course grade of 65%, or above, in each subject is required to graduate.

“An investment in knowledge pays the best interest.”

- Benjamin Franklin

# GRADUATION

When you have successfully completed your program and your account is paid in full, you will achieve your goal — a Career Diploma/Certificate. To be awarded your Diploma/Certificate and earn associated continuing education units (CEUs), you must have:

- **Passed all program requirements.**
- **Achieved an overall program average of 65% (70% prior to May 1, 2012), or above.**
- **Met all your financial obligations.\***  
*\* All payments must be clear before Diploma/Certificate will be issued*

## TRANSCRIPTS

Along with your Career Diploma/Certificate, you will receive one free copy of your official transcript. If you desire additional copies, they are available at a cost of \$13.00 for an electronic copy or \$15.00 for a paper copy. Utilize the transcript ordering service on your student portal or the Contact Us Page to submit your request. If you want the transcript sent to someone else (i.e., an employer or school), please have the address handy when you call. (You must be current in your payments to receive this service.) If you request your official transcript prior to graduation, it will only be released if certain financial criteria is met.



# On the road to success...

You have started on a journey toward a better future — a future that brings more money, security, and greater career satisfaction. All of us at Penn Foster Career School will do everything we can to make that journey a rewarding one. But there may be times when you find it hard going...maybe your job or family is demanding more of your time, or completing your program seems too far out of reach. If you start to feel that way, just remember these important facts:

- A good way to stay motivated is to remember why you enrolled. You have a dream of building a better life for yourself, and you have already shown you have the dedication. Don't let anything stop you from achieving your goals.
- Anytime you have a problem with something in your lessons or a question about your Penn Foster experience, contact the school. Every student is important to us — and we want to see you achieve success. You can always turn to your instructor or our helpful Student Services staff for help.
- Set up your Study Planner, and stick to your study schedule as much as you can — but it's okay to give yourself a day off now and then, too. Holidays, special occasions, or just a day to “recharge your batteries...” but don't take too many, because you want to keep moving toward graduation.
- Most of all, take pride in what you are accomplishing. So many people never try to make their dreams come true — just by enrolling, you have shown you are someone who sets goals and works to achieve them. You have much to be proud of.

**GOOD LUCK** from all of us at  
Penn Foster Career School!

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the Fund STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if you are not a California resident, or are not enrolled in a residency program.”

“It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 N. Market Blvd, Suite 225, Sacramento, CA 95834, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a

location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.

3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.

4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.

5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.

6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.

7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans. To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written

application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application

for recovery within the original four (4) year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.

## PROGRAMS

### CAREER DIPLOMAS

Please visit <https://www.pennfoster.edu/-/media/files/pdf/age-requirements/20181113.pdf?la=en&hash=E7A4D1CDED88D8075B5A0CA60032AA0CCF5B0D63> to view entrance requirements for career diploma and certificate programs.

#### ABC® Certified Wedding Planner

For the program goal and outcomes and the most up-to-date program pricing, please visit [ABC® Certified Wedding Planner page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

#### Administrative Assistant

For the program goal and outcomes and the most up-to-date program pricing, please visit [Administrative Assistant page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows® 10 or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete this program with Penn Foster.

#### Appliance Repair

For the program goal and outcomes and the most up-to-date program pricing, please visit <http://www.pennfoster.edu/programs-and-degrees/construction-and-maintenance/appliance-repair-career-diploma>. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

#### Auto Repair Technician

For the program goal and outcomes and the most up-to-date program pricing, please visit [Auto Repair Technician page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

#### Bookkeeping

For the program goal and outcomes and the most up-to-date program pricing, please visit [Bookkeeping page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later, Microsoft® 365, and an email account to complete this program with Penn Foster.

#### Carpenter

For the program goal and outcomes and the most up-to-date program pricing, please visit [Carpenter page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

#### Caterer

For the program goal and outcomes and the most up-to-date program pricing, please visit [Caterer page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## Child Care Professional

For the program goal and outcomes and the most up-to-date program pricing, please visit [Child Care Professional page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows XP® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program with Penn Foster.

## Computer Graphic Artist

For the program goal and outcomes and the most up-to-date program pricing, please visit [Computer Graphic Artist page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete your program with Penn Foster.

## Dental Assistant

For the program goal and outcomes and the most up-to-date program pricing, please visit [Dental Assistant page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## Desktop Publishing and Design

For the program goal and outcomes and the most up-to-date program pricing, please visit [Desktop Publishing and Design page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## Diesel Mechanics/Heavy Truck Maintenance

For the program goal and outcomes and the most up-to-date program pricing, please visit [Diesel Mechanics/Heavy Truck Maintenance page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac®

computer running macOS® or later, and an email account to complete your program with Penn Foster.

## Dog Obedience Trainer/Instructor

For the program goal and outcomes and the most up-to-date program pricing, please visit [Dog Obedience Trainer/Instructor page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## Drafting with AutoCAD®

For the program goal and outcomes and the most up-to-date program pricing, please visit [Drafting with AutoCAD® page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later, Microsoft® 365, and an email account to complete this program with Penn Foster.

## Dressmaking and Design

For the program goal and outcomes and the most up-to-date program pricing, please visit [Dressmaking and Design page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## Electronics Technician

For the program goal and outcomes and the most up-to-date program pricing, please visit [Electronics Technician page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## Floral Design

For the program goal and outcomes and the most up-to-date program pricing, please visit [Floral Design page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running

macOS® or later, and an email account to complete your program with Penn Foster.

### **Furniture and Cabinet Maker**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Furniture and Cabinet Maker page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Guest Service Agent**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Guest Service Agent page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete this program with Penn Foster. Please refer to your student catalog for all school policies (<http://www.pennfoster.edu/career-school/catalog>)

### **Gunsmith**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Gunsmith page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Home Health Aide**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Home Health Aide page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program with Penn Foster. Please refer to your student catalog for all school policies. (<http://www.pennfoster.edu/career-school/catalog>)

### **Home Remodeling and Repair**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Home Remodeling and Repair page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Hotel/Restaurant Management**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Hotel/Restaurant Management page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **HVACR Technician**

For the program goal and outcomes and the most up-to-date program pricing, please visit [HVACR Technician page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Interior Decorator**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Interior Decorator page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **IT Support Specialist**

For the program goal and outcomes and the most up-to-date program pricing, please visit [IT Support Specialist page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## **Jewelry Design and Repair**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Jewelry Design and Repair page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## **Landscaping Technology**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Landscaping Technology page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## **Legal Secretary**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Legal Secretary page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows® 10 or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete this program with Penn Foster.

## **Locksmith & Home Security Technician**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Locksmith & Home Security Technician page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, a digital camera and video recording device (or high resolution camera phone), and an email account to complete your program with Penn Foster.

## **Medical Administrative Assistant**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Medical Administrative Assistant page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or

later, Microsoft® 365, and an email account to complete this program with Penn Foster.

## **Medical Billing and Coding**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Medical Billing and Coding page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows® 10 or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete this program with Penn Foster.

## **Medical Transcriptionist**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Medical Transcriptionist page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete your program with Penn Foster.

## **Motorcycle Repair Technician**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Motorcycle Repair Technician page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## **Occupational Therapy Aide**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Occupational Therapy Aide page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## **Optician**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Optician page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running

Windows® 10 or later, or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete this program with Penn Foster.

### Paralegal

For the program goal and outcomes and the most up-to-date program pricing, please visit [Paralegal page](#) on the website. Students will need access to high-speed internet, access to a Microsoft® Windows® based computer running Windows 10® or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete this program with Penn Foster.

### Pharmacy Technician

For the program goal and outcomes and the most up-to-date program pricing, please visit [Pharmacy Technician page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### Physical Therapy Aide

For the program goal and outcomes and the most up-to-date program pricing, please visit [Physical Therapy Aide page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### Plumber

For the program goal and outcomes and the most up-to-date program pricing, please visit [Plumber page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### Private Investigator

For the program goal and outcomes and the most up-to-date program pricing, please visit [Private Investigator page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows

10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### Residential Electrician

For the program goal and outcomes and the most up-to-date program pricing, please visit [Residential Electrician page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### Retail Supervisor

For the program goal and outcomes and the most up-to-date program pricing, please visit [Retail Supervisor page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program with Penn Foster. Please refer to your student catalog for all school policies. (<http://www.pennfoster.edu/career-school/catalog>)

### Security Guard

For the program goal and outcomes and the most up-to-date program pricing, please visit [Security Guard page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program with Penn Foster. Please refer to your student catalog for all school policies. (<http://www.pennfoster.edu/career-school/catalog>)

### Small Business Management

For the program goal and outcomes and the most up-to-date program pricing, please visit [Small Business Management page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## Small Engine Repair

For the program goal and outcomes and the most up-to-date program pricing, please visit [Small Engine Repair page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## Travel and Tourism Specialist

For the program goal and outcomes and the most up-to-date program pricing, please visit [Travel and Tourism Specialist page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows® 10 or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete this program with Penn Foster.

## Veterinary Assistant

For the program goal and outcomes and the most up-to-date program pricing, please visit [Veterinary Assistant page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, access to a word processing program to complete written assignments, and an email account to complete your program with Penn Foster.

## Virtual Assistant

For the program goal and outcomes and the most up-to-date program pricing, please visit [Virtual Assistant page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete this program with Penn Foster. Please refer to your student catalog for all school policies.

## Web Page Designer

For the program goal and outcomes and the most up-to-date program pricing, please visit

[Web Page Designer page](#) on the website.

Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## Wildlife/Forestry Conservation

For the program goal and outcomes and the most up-to-date program pricing, please visit [Wildlife/Forestry Conservation page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## CERTIFICATES

### Accounting Essentials

For the program goal and outcomes and the most up-to-date program pricing, please visit [Accounting Essentials page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### Anatomy and Physiology

For the program goal and outcomes and the most up-to-date program pricing, please visit [Anatomy and Physiology page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### AutoCAD® Essentials

For the program goal and outcomes and the most up-to-date program pricing, please visit [AutoCAD® Essentials page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® base computer running Windows 10® or later, Microsoft® 365, and an email account to complete this program with Penn Foster.

### Automotive HVAC Essentials

For the program goal and outcomes and the most up-to-date program pricing, please visit [Automotive HVAC Essentials page](#) on the

website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Automotive Transmissions Essentials**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Automotive Transmissions Essentials page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Business Management Essentials**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Business Management Essentials page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Career Readiness Bootcamp**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Career Readiness Bootcamp page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program with Penn Foster. Please refer to your student catalog for all school policies.

### **Child Development Training**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Child Development Training page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Child Psychology**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Child Psychology page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Computer Programming Languages**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Computer Programming Languages page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10 or later, or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete this program with Penn Foster.

### **E-Business Management**

For the program goal and outcomes and the most up-to-date program pricing, please visit [E-Business Management page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Electronic Medical Records**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Electronic Medical Records page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Comprehensive English: Reading and Writing Skills**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Comprehensive English: Reading and Writing Skills page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based

computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Fitness and Nutrition**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Fitness and Nutrition page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Forensic Computer Examiner**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Forensic Computer Examiner page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Gourmet Cooking**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Gourmet Cooking page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Health Information Management**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Health Information Management page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows® 10 or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete this program with Penn Foster.

### **Human Resources Management Essentials**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Human Resources Management Essentials page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Lexis/Nexis: Legal Research**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Lexis/Nexis: Legal Research page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Medical Terminology**

For the program goal and outcomes and the most up-to-date program pricing, please visit [Medical Terminology page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

### **Microsoft Office® 2019**

For the program goal and outcomes and the most up to date program pricing, please visit [Microsoft Office® 2019 page](#) on the website. Students will need access to high speed Internet, a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete this program with Penn Foster.

## National Electrical Code®

For the program goal and outcomes and the most up-to-date program pricing, please visit [National Electrical Code® page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## Personal Caregiver Skills

For the program goal and outcomes and the most up-to-date program pricing, please visit [Personal Caregiver Skills page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## Pet Grooming

For the program goal and outcomes and the most up-to-date program pricing, please visit [Pet Grooming page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete your program with Penn Foster.

## Property Management

For the program goal and outcomes and the most up-to-date program pricing, please visit [Property Management page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later, Microsoft® 365, and an email account to complete this program with Penn Foster.

## Starting Your Own Business

For the program goal and outcomes and the most up-to-date program pricing, please visit [Starting Your Own Business page](#) on the website. Students will need access to high-speed internet, a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program with Penn Foster. Please refer to your student catalog for all school policies.

# OWNERSHIP, GOVERNANCE, AND ADMINISTRATION

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**Thomas Blesso**

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\* Penn Foster, Inc. is wholly owned by Penn Foster Education Group, Inc.

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