



# PENN FOSTER CAREER SCHOOL

---

# Student Catalog



Academic Year — 2026  
January 1 - December 31

# TABLE OF CONTENTS

|                                                 |    |
|-------------------------------------------------|----|
| A Message from the Chief Executive Officer..... | 2  |
| Mission Statement and Institutional Goals.....  | 3  |
| Getting Started is Easy.....                    | 4  |
| Contacting Penn Foster .....                    | 6  |
| Academic Policies.....                          | 8  |
| Frequently Asked Questions .....                | 29 |
| Study Tips and Taking Your Exams.....           | 30 |
| Submitting Your Exams .....                     | 31 |
| Exam Results .....                              | 31 |
| Graduation.....                                 | 33 |
| On the Road to Success .....                    | 34 |
| Programs.....                                   | 37 |
| Ownership and Administration.....               | 43 |

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

# 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 <https://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!

Best Wishes!

A handwritten signature in black ink, appearing to read 'Kermit Cook', written in a cursive style.

**Kermit Cook**

Chief Executive Officer

# 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

## **Online Exam Instructions**

Details on submitting your exams online.

If you need to contact us in regard to your program, please go to <https://www.pennfoster.edu> or call Penn Foster at **1.888.427.1000**. 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 Learner Center. 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 <https://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 <https://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 <https://www.pennfoster.edu>.

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

- Ease and convenience at <https://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.



# 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).

Distance Education Accrediting Commission  
1101 17th Street NW, Suite 808  
Washington, D.C. 20036  
202.234.5100 | <https://www.deac.org/>

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 licensed by the State Board of Private Licensed Schools, Pennsylvania Department of Education.

## 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. While Penn Foster Career School welcomes students from all nationalities, applicants should review their citizenship or visa status to determine lawful eligibility to participate in Penn Foster Career School programs, including their ability to participate in externship programs that require work authorization. Penn Foster Career School is not responsible for students' inability to comply with applicable immigration law or status.

### Admission Criteria

Certain career diploma programs and online certificate programs require students to have a High School Diploma before they can enroll (see below).

| Program Name                                      | Age | Education Requirement |
|---------------------------------------------------|-----|-----------------------|
| Accounting Essentials Certificate                 | 16  | High School Diploma   |
| Anatomy and Physiology Certificate                | 16  | High School Diploma   |
| Appliance Repair Career Diploma                   | 16  | High School Diploma   |
| Business Management Essentials Certificate        | 14  | High School Diploma   |
| Child Care Professional Career Diploma            | 17  | High School Diploma   |
| Child Psychology Certificate                      | 16  | High School Diploma   |
| Computer Graphic Artist                           | 14  | High School Diploma   |
| E-Business Management Certificate                 | 16  | High School Diploma   |
| Electronic Medical Records Certificate            | 16  | High School Diploma   |
| Human Resources Management Essentials Certificate |     |                       |
| Interior Design Career Diploma                    | 14  | High School Diploma   |
| Legal Secretary                                   | 16  | High School Diploma   |
| Microsoft Office Certificate                      | 14  | 8th grade             |
| Pharmacy Technician                               | 16  | High School Diploma   |
| Physical Therapy Aide                             | 16  | High School Diploma   |
| Property Management Certificate                   | 16  | High School Diploma   |

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](#).

### CANCELLATION POLICY (CAREER DIPLOMAS PROGRAMS ONLY)

Students may cancel their enrollment via telephone, email, or first-class mail to the physical address listed in the student catalog. For cancellation requests, students can call 888-427-1500 or email the LSA team at [learnersuccess@pennfoster.edu](mailto:learnersuccess@pennfoster.edu).

If you cancel within 5 days after midnight of the day you enroll, you will receive a refund of all monies paid to Penn Foster Career School.

| If Student Cancels after 5 days and                                                               | Amount Student Owes                                       |
|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| If the student has not submitted any lessons                                                      | Non-Refundable Fees + Registration Fees                   |
| If the student has submitted at least one lesson, up to and including 10% of the lessons          | Non-Refundable Fees + Registration Fees + 10% of Tuition  |
| If the student has submitted more than 10% of the lessons, up to and including 25% of the lessons | Non-Refundable Fees + Registration Fees + 25% of Tuition  |
| If the student has submitted more than 25% of the lessons, up to and including 50% of the lessons | Non-Refundable Fees + Registration Fees + 50% of Tuition  |
| If the student has submitted more than 50% of the lessons                                         | Non-Refundable Fees + Registration Fees + 100% of Tuition |

## CANCELLATION POLICY (CAREER CERTIFICATE PROGRAMS ONLY)

Students may cancel their enrollment via telephone, email, or first-class mail to the physical address listed in the student catalog. For cancellation requests, students can call 888-427-1500 or email the LSA team at [learnersuccess@pennfoster.edu](mailto:learnersuccess@pennfoster.edu).

If you cancel within 5 days after midnight of the day you enroll, you will receive a refund of all monies paid to Penn Foster Career School.

| If Student Cancels after 5 days and                                                               | Amount Student Owes                                       |
|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| If the student has not submitted any lessons                                                      | Non-Refundable Fees + Registration Fees                   |
| If the student has submitted at least one lesson, up to and including 10% of the lessons          | Non-Refundable Fees + Registration Fees + 10% of Tuition  |
| If the student has submitted more than 10% of the lessons, up to and including 25% of the lessons | Non-Refundable Fees + Registration Fees + 25% of Tuition  |
| If the student has submitted more than 25% of the lessons, up to and including 50% of the lessons | Non-Refundable Fees + Registration Fees + 50% of Tuition  |
| If the student has submitted more than 50% of the lessons                                         | Non-Refundable Fees + Registration Fees + 100% of Tuition |

## SAMPLE REFUND CALCULATIONS

Refund policies and amounts may vary by program, state, and/or payment plan chosen at time of enrollment. The full tuition protection agreement and any differences will be reflected on your specific enrollment agreement. Below is a sample refund for a student enrolled in Penn Foster Career School.

| Tuition:                                  |                 |
|-------------------------------------------|-----------------|
| Tuition                                   | \$721.00        |
| Lessons                                   | 44              |
| Lessons Taken                             | 7               |
| Lesson Percentage                         | 15.90%          |
| Cancel Terms Percentage                   | 25%             |
| <b>Total Due</b>                          | <b>\$180.25</b> |
| Fees:                                     |                 |
| Registration                              | \$108.00        |
| Shipping (If applicable)                  | \$0.00          |
| Administrative (If applicable)            | \$0.00          |
| <b>Total</b>                              | <b>\$108.00</b> |
| Total:                                    |                 |
| Amount Paid by Student                    | \$454.00        |
| <b>Refund Due to Student if Cancelled</b> | <b>\$165.75</b> |

# PENN FOSTER ACADEMIC INTEGRITY POLICY

## 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 study materials, students are required to enter their student number and a unique password that restricts others from accessing their student record. Sharing student numbers or passwords with any other individual is in violation of the honor code and can lead to disciplinary action. Students may also be required to provide a government issued photo ID during the proctored exam process to verify their identity.

## STUDENT CODE OF CONDUCT

Penn Foster has adopted a Student Code of Conduct to protect the rights of students, faculty, staff, and Penn Foster itself. This code ensures that student and faculty/staff interactions are characterized by mutual respect and civility. All Penn Foster students are required to abide by all standards and policies established by the school in their academic work and their personal conduct.

Students should

1. Treat fellow students, faculty, and staff with courtesy, respect, and dignity and behave in a manner that reflects the integrity of the school.
2. Comply with directions of Penn Foster officials acting in the performance of their duties.
3. Accept responsibility for the consequences of their actions.
4. Abide by all published policies including, but not limited to, those that appear in Penn Foster catalogs, study materials, and enrollment agreements.
5. Never misrepresent the school or its staff in any online social communities.

6. Observe all rules on submitting work and taking examinations and will never turn in work that is not their own nor present another person's ideas as their own.
7. Never ask for, receive, or give unauthorized help on graded assignments, quizzes, projects or examinations via any method including email or the internet.

Penn Foster Career School is licensed by the Pennsylvania State Board of Private Licensed Schools. As such, Penn Foster Career School must comply with the requirements of [Article XX-G – Sexual Violence Education at Institutions of Higher Education](#) of the Pennsylvania Public School Code. This law requires Private Licensed Schools, such as Penn Foster Career School, to define Consent (to sexual activity) as part of the school's code of conduct.

Definition of Consent to Sexual Activity – A knowing and voluntary agreement to engage in specific sexual activity at the time of the activity communicated through clear actions and/or words that are mutually understood. For consent to be valid, it must be active, present, and ongoing. Consent is not present when it results from coercion, intimidation, force, or threat of harm. Consent is not present when an individual is incapacitated due to alcohol, drugs, or sleep, or otherwise without the capacity to provide consent due to intellectual disability or other disability or condition. Consent can be withdrawn at any time, and consent to one form of sexual activity is not necessarily consent to other forms of sexual activity.

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/her discretion, take disciplinary action up to and including dismissal from the school for failure to comply with any aspect of the Student Code of Conduct.

## ACADEMIC DISHONESTY

Cheating can be defined as any inappropriate collaborative activity in which the work submitted to the school does not represent the work of the enrolled student. This would include submission of someone else's work, submission of answers obtained through inappropriate measures, or providing answers to another student. If cheating is suspected, the student will be notified and required to respond in writing to the charges made. The response will go before the Academic Review Board for a decision on the student's enrollment. Disciplinary action can be applied up to and including termination of the student's enrollment. Any inappropriate behavior on the part of a student or proctor in the final exam process will result in an invalid exam, which must be repeated as a make-up test.

## ACADEMIC REVIEW BOARD (ARB) PROCESS

The Academic Review Board (ARB) is tasked with reviewing student academic records and conduct to determine appropriate action in cases where the student has displayed poor academic performance and/or when a student has violated policies regarding Academic Integrity or Student Code of Conduct policies. The ARB has the full range of disciplinary decision authority up to and including cancellation/dismissal. This is a standing committee, meeting as needed.

1. The ARB Request is submitted by a faculty member and forwarded to the ARB Chair. Other appropriate documentation/ verification of intervention measures, etc., should also be attached for review.
2. Each member reviews the student's record and indicates his/her decision recommending cancellation or retention.
3. A majority of the board members must agree to cancel the student.
4. If the ARB opts for cancellation, the ARB Chair will email an ARB cancellation letter, with appeal options included, to the student.

5. A warning letter will be emailed to the student in certain situations.
6. Decisions regarding financial liability are made by the Director, the Regulatory member, and Student Services Escalation Specialist. Financial resolution is generally a flat cancel; these decisions are made on a case-by-case basis.
7. The student has a period of 10 days from cancellation in which he or she can appeal the decision.
8. The student can appeal against the ARB's final decision on the student appeal through the grievance process outlined in the appropriate student handbook.

## PLAGIARISM

Plagiarism is another form of unethical behavior. Plagiarism is dishonestly using another person's ideas or finished work as your own without giving credit for the source. It includes copying or paraphrasing something and using it as if you had done the work yourself. Any act of plagiarism will not be tolerated from students at Penn Foster. Students who submit plagiarized work will be disciplined. Possible measures may include expulsion. The best way to avoid plagiarism is to do your own work.

## PLAGIARISM POLICY

Plagiarism refers to deliberately using someone else's work or ideas and presenting them as one's own without proper attribution or citation. This may be intentional or accidental. If a student is found to have plagiarized a written assignment, the following guidelines apply:

1. Instructors and graders use Grammarly to assess for plagiarism.
2. Grading follows the assignment rubric and awards or deducts points accordingly. Deductions for APA formatting should not exceed the percentage specified by the formatting section of the rubric if one exists.
3. As subject matter experts, it is imperative that instructors and graders focus on grading the totality of the written assignment. While using Grammarly

is required, it does not replace the instructor's or grader's knowledge and discernment skills. The goal is to increase a student's understanding and comprehension of the materials and not to merely highlight instances of plagiarism in written assignments.

4. If plagiarism is less than 20%, the paper should be graded based on the rubric, and the student provided with feedback to make improvements. However, if plagiarism results from the "copy and paste" type process where an entire section is copied, the guidelines in section five below should be used.

5. If plagiarism of 20% or above is found, the paper should be graded with a 1% along with an academic warning. It should also include information on resources in each school's Learning Resource Center (LRC), such as Penn Foster Writer's Block or Ashworth Writing Lab.

6. Different programs may have individual guidelines regarding the allowable level of plagiarism and allowable attempts. Check with your program for specifics.

## **POLICY ON THE USE OF ARTIFICIAL INTELLIGENCE IN ASSIGNMENTS**

### **Purpose**

This policy outlines expectations for the responsible and ethical use of Artificial Intelligence (AI) tools, such as ChatGPT, in academic coursework. It supports academic integrity while recognizing that AI can serve as a valuable learning aid when used appropriately.

### **Policy Statement**

Students may use AI tools in the completion of coursework unless otherwise specified by the assignment or instructor. However, all use of AI must be clearly cited in the submitted work. This means acknowledging any content, ideas, or assistance provided by AI tools in a manner consistent with academic citation practices. Failure to disclose and cite the use of AI-generated content—whether in

part or whole—may be considered a violation of the institution's academic integrity policy. Assignments are intended to evaluate each student's individual understanding, critical thinking, and communication skills. Overreliance on AI tools can undermine learning outcomes and diminish the educational value of the assignment. Thoughtful and ethical use of AI is supported in this policy.

### **Guidelines for Acceptable Use**

Acceptable uses of AI tools include, but are not limited to:

- Generating ideas or brainstorming
- Structuring responses or developing outlines
- Clarifying complex topics
- Summarizing or paraphrasing material
- Practicing citation formats

If AI is used to complete any substantive portion of an assignment, such as drafting, rewording, or summarizing content, the use must be clearly cited. Refer to the Artificial Intelligence Learning Resource Center for citation examples and guidance.

### **Caution on AI Accuracy**

AI tools may provide inaccurate, outdated, or misleading information ("hallucinations"). They must not be used as the sole or primary source for academic work. Students are responsible for verifying the accuracy of all information submitted.

### **Need Help? Visit the Artificial Intelligence Learning Resource Center**

Students are encouraged to use AI as a supportive tool, not a substitute for their own learning. For examples of acceptable AI use and proper citation formats, please visit the [Artificial Intelligence Learning Resource Center](#).

### **ONLINE BEHAVIOR**

Penn Foster expects students to behave properly and use good judgment when communicating online with the school. Illegal or improper use of the Web within the school's environment will not be permitted and may result in disciplinary action.

## PROGRAM MATERIAL 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 several forms of disciplinary action. This would include anything from awarding a "1" grade on an exam to termination. Faculty members will report inappropriate behavior by students; this will be forwarded to the Academic Review Board for action and a final decision.

# STUDENT GRIEVANCES

## PENN FOSTER CAREER SCHOOL

Most student complaints can be handled at the 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 Learner Success Supervisor regarding service issues. The instructor or Learner Success Supervisor will provide a verbal or written response depending on the student's preferred method 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, Learner Success either by phone or in writing, expressing their concern within 30 days of receiving a response to the original complaint. The Academic Team Lead or Learner Success Supervisor 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, they have 30 days to express continued concerns either by phone or in writing to the Academic Program Director or Learner Success Supervisor. A response will be sent to the student within two weeks.
3. If the student still believes the grievance is unresolved, they may complete the school's grievance form within 30 days from receiving the response from the Chief Learning Officer and Academic Program Director or Learner Success Supervisor. This form can be obtained by contacting the Learner Success Advocate Team [\(888\) 427-1500](tel:888-427-1500). The form can be emailed, faxed, or mailed to the student.
4. Academic grievance forms will be returned to the Chief Learning Officer or Academic Program Director, who will turn them over to the Academic Review Board. The Academic Review Board will meet and render a decision within two weeks of receipt of the grievance form. The decision of the Academic Review Board will be final and will be sent to the student in writing. Service grievance forms will be returned to the Learner Success Escalation Team for decision within two weeks of receipt of

the grievance form. The decision of the Learner Success Escalation Team 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 internal document housing location for keeping.

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. Penn Foster Career School is licensed by the Pennsylvania State Board of Private Licensed Schools.

**Address:** 07 South Drive, Floor 3E, Harrisburg, PA 17120

**Phone:** [717-783-6788](tel:717-783-6788)

**Website:** <https://www.pa.gov/agencies/education/programs-and-services/instruction/postsecondary-and-adult-education/private-licensed-schools>

The student may also contact the Distance Education Accrediting Commission (DEAC):

**Address:** 1101 17th Street NW, Suite 808 Washington, D.C. 20036

**Phone:** [202-234-5100](tel:202-234-5100)

**Website:** <https://www.deac.org/>.

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

## 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

Questions on general research related topics via email and assist students in research activities during their studies with Penn Foster Career School.

## PRIVACY

**Effective Date:** 9/23/2024

**Last Updated:** 9/23/2024

Privacy is important to everyone. At PF Carrus Careers, LLC d/b/a Penn Foster Group (“Penn Foster”), we care about your privacy as well and want you to feel comfortable and secure in your use of our websites (including all related Penn Foster webpages, websites or other online services such as any mobile app we may offer, the (“Sites”) and any dealings you have with us offline. The purpose of this Privacy Policy is to describe for you the types of information we collect from you and how we store and use that information. **By viewing and using the Sites, you are, to the extent permitted by applicable law, accepting this Privacy Policy with respect to information collected by the Sites.**

If you are under the age of 18, you have certain additional rights with respect to the removal of Content which you may provide to the Sites. These rights are set forth in Section 16 below.

**Please Note: This Privacy Policy may be modified at any time so you should visit this page periodically to check for updates. The current version of this Privacy Policy can always be found under the Privacy Policy button on the Sites. You can tell if there have been changes to the Privacy Policy by checking the “Last Updated” date at the top of this page.**

The key items the privacy policy addresses include:

- Categories of Personal Information We Collect
- Personal Information in Publicly Accessible Areas
- How We Collect Personal Information Directly From You
- How We Collect and Use Information About Your Use of the Sites
- How We Collect and Use Personal Financial Information
- How We Use Personal Information and Learner Records

- When We Disclose Personal Information to Third Parties Who May Offer Products or Services that May be of Value to You.
- When We Disclose Personal Information to Partners in Education
- When We Disclose Personal Information to Employers or Sponsors
- When We Disclose Personal Information to Contractors and Service Providers
- When We Disclose Personal Information to Licensing, Certifying and Accrediting Organizations
- Disclosures of Personal Information in Litigation, Investigations or Enforcement Actions or for Security Reasons
- Disclosures in Conjunction with a Change in Control or Similar Event.
- Your Access Rights
- Children’s Privacy
- Information Security and Storage
- Rights to Opt Out of Online Communications
- Additional State Disclosures

**1. Categories of Personal Information We Collect.** Depending on the Sites you use and your interactions with us, we collect the following categories of Personal Information about you:

- Identifiers, such as name, number of children in household, age of children, housing type, transportation, hobbies, and employment), contact details (e.g., phone number, email address, postal address);
- Demographics, such as age, date of birth, gender, marital status, and primary language;
- Education Information such as course assignment work, exams, academic records, confidential enrollment information, prior education, and learners’ personal, program-related communications with Penn Foster;

- Internet or other electronic network activity information, such as browser versions, internet domain, your computer's operating system pages most visited, duration and time of visit, the links you followed to enter and leave our site, your IP address as well as standard fields from our web log reporting software;
- Geolocation information;
- Inferences, such as those reflecting your preferences, characteristics, abilities, or aptitudes;
- Sensitive Personal Information, as defined under applicable local law, such as certain demographic information, including your ethnicity, account login credentials and passwords, social security number, financial account information, medical or health insurance information, and credit card or debit card information.

In addition, Penn Foster generates, collects and stores, through its learning management systems, additional information and materials personal to or provided by learners enrolled in Penn Foster programs, such as inferences drawn from any of the information identified above (collectively, "Learner Records"). Please note that Penn Foster uses automatic logic to ensure that prospective learners meet any prerequisite enrollment requirements such as age and/or minimum educational attainment to make admissions decisions depending on the program that the prospective learner would like to enroll in.

**Information from Third Parties:** We may also collect Personal Information about you from third parties, as well as our affiliate sister companies<sup>1</sup> to perform certain functions such as collections activities or to customize our marketing efforts.

The information we collect depends upon how you interact with us. Note

that we may be required by law to collect certain information about you or as a consequence of any contractual relationship we have with you. Failure to provide this information may prevent or delay the fulfillment of these obligations

**2. Personal Information in Publicly Accessible Areas.** Some interactive portions of our Sites are open and visible to the larger public and/or people and entities engaged in providing or supporting Penn Foster programs. If you include personally identifying information in materials you contribute to the Sites, via postings, chat rooms, or otherwise, that Personal Information will be available to members of the larger public. We therefore strongly encourage you not to include personally identifying information in your interactions in public forums made available through the Sites, such as in postings or in chat rooms, or in your Username.

**3. How We Collect Personal Information Directly From You.** We collect Personal Information that you voluntarily provide to us. For example, when you register as a User on the Sites in order to participate in the Sites activities, we ask you for Personal Information such as your name, email address, and telephone number. We may also collect this information if you contact us requesting information, participate in or provide feedback on the Sites or Site activities, or forward information from the Sites to internet addresses outside of the Sites. In addition, if you are a learner, we collect and store your Learner Records consistent with our business practices, certifying and licensing institutions, and applicable United States and state laws and regulations.

**4. How We Collect and Use Information About Your Use of the Sites.** We and our third party business partners use common tracking tools such as cookies, clear GIFs (also referred to as web beacons or pixel

tags), device identifiers or IP addresses to collect information about your use of the Sites. These tools, described in more detail below, are associated with standard internet protocols and are commonly implemented on web sites. The information collected through these tools is primarily used for aggregate, statistical reporting and stored in log files. Log files are simply transaction records that web servers maintain and record information, such as: service provider IP addresses, browser versions, referring websites, search terms used, average number of pages requested, average duration of visit, and/or total visitor traffic.

- Cookies are small files web sites place on your hard drive that allow sites to identify you. For example, if you allow a site to remember your login name or password, the site places a cookie on your computer. Cookies cannot read any other information on your hard drive. If you do not wish to receive cookies or want to be notified of when they are placed, your browser may permit you to do so.
- GIFs can tell us whether you have visited a Web page or received or opened a message we send to you.
- An IP address is a number that's automatically assigned to your computer by your Internet service provider whenever you're on the Internet. In addition to logging your IP Address, our server may also record the referring page that linked you to us (e.g., another web site or a search engine); the pages you visit and how long you stay on the Sites; and other Web usage activity and data. In some cases, your IP address stays the same from browser session to browser session; but if you use a consumer internet access provider, your IP address probably varies from session to session.

The information we collect about your use of the Sites may be used to measure the Sites' traffic, help us to evaluate and improve the Sites, provide data points for marketing and business analysis, and better serve our Users. It is in our legitimate interests to evaluate and improve the Sites so that we may better serve our Users. Our third party business partners, such as analytics and advertising partners, may also use these technologies to collect information about your online activities over time and across different services.

**5. How We Collect and Use Information from Other Sources.** We may also collect Personal Information about you from other sources, such as third parties and our corporate affiliates, to perform certain functions such as collections activities or to customize our marketing efforts.

We may use third parties to show you Penn Foster ads when you visit different sites on the internet. These third parties use cookies to collect information and show ads based on your prior visits to the Penn Foster website. You can opt out of the use of cookies by these third parties by visiting the [Network Advertising Initiative opt-out page](#) or the [Digital Advertising Alliance opt-out page](#). You can opt out of the use of cookies generally by having your browser disable cookies or warn you before accepting a cookie. However, opting out of these third parties' use of cookies or the use of cookies generally may impact your user experience. For more information on cookies, including how you can delete or reject cookies, please refer to your web browser help file.

**6. How We Collect and Use Personal Financial Information.** We collect Personal Financial Information you provide only when you are applying for or enrolling in a Penn Foster academic program, purchasing products or services

from Penn Foster, or involved in other financial transactions with Penn Foster, and we use this information only in connection with your application, enrollment, purchases and other financial transactions. We collect this information so we can comply with our contractual obligations to you or interact with you in furtherance of initiating a contractual arrangement (e.g., if you are applying to enroll) and so that we can comply with our legal obligations. Personal Financial Information is retained by Penn Foster as required by law and its internal business practices. If you are not currently enrolled in a Penn Foster program and have no outstanding, pending, or contractual financial obligation to Penn Foster, you may ask that we delete your financial information and we will do so subject to legal, regulatory, and licensing obligations.

**7. How We Use Personal Information and Learner Records.** We use your Personal Information for our business purposes in multiple ways:

- Deliver products and perform services you purchase. This is so we can comply with our contractual obligations to you or engage in pre-contractual measures (e.g., if you apply to enroll in one of our programs).
- Respond to your requests for information. It is in our legitimate interests to respond to your requests for information.
- Contact you regarding products and services in which we believe you may be interested. It is in our legitimate interest to provide relevant and interesting advertising messages. Where necessary, we will obtain your consent before sending such marketing messages.
- Notify you about community events and activities. It is in our legitimate

interests to notify you about events and activities that may be of interest to you.

- Ask you questions about your interests and your experience on the Sites. It is in our legitimate interests to learn more about your experience with the Sites.
- To perform proactive outreach to encourage and engage you in your studies
- To offer savings opportunities and/or promotional items only available to Penn Foster learners

By supplying your contact information when requesting information or signing up in one of our courses, you authorize Penn Foster and its agents (outsource calls centers and academic partners) to contact you (using the information you provide to us) about Penn Foster or its agents' products and services, including product releases and updates, seminars, events, surveys, trainings, and special offers. You can opt out of future communications from Penn Foster by sending an email to [PFdatarequest@pennfoster.edu](mailto:PFdatarequest@pennfoster.edu) or call us at [1-800-214-5231](tel:1-800-214-5231).

Additionally, if you are a Penn Foster learner, we may also use your Personal Information including Learners Records to:

- Support and monitor your progress through the program in which you are enrolled. We do this so we can comply with our contractual obligations to you.
- Offer you various learner support services. It is in our legitimate interests to offer support to our learners.
- Ask you questions regarding your satisfaction with the program. It is in our legitimate interests to learn more about your experience with the program.
- Maintain your academic records. We do this so we can comply with our contractual obligations to you.
- Complying with our obligations. We process your Personal Information

to, for example, carry out fraud prevention checks or comply with other legal, accreditation or regulatory requirements, where required by law or where in our legitimate interests to do so.

- Maintain close communications with you in order to provide you with a rich, fulfilling and personalized academic experience. It is in our legitimate interests to communicate with our learners and provide a personalized learning experience.

We do not use or disclose sensitive Personal Information for purposes other than permitted under applicable local law. Penn Foster may disclose the following categories of personal information without your consent:

- Student Name
- Program Name
- Birthdate
- Dates of Attendance
- Enrollment Status (enrolled, graduated, cancelled)
- Honors and Awards

If you do not want Penn Foster to disclose these categories of personal information, you can opt out by sending an email to [PFdatarequest@pennfoster.edu](mailto:PFdatarequest@pennfoster.edu) or call us at [1-800-214-5231](tel:1-800-214-5231).

We may aggregate and/or deidentify your Personal Information and use it for any purpose, including product and service development and improvement activities. To the extent we deidentify any data originally based on Personal Information, we will maintain and use such data only in deidentified form and will not attempt to reidentify the data.

**8. When We Disclose Personal Information to Third Parties Who May Offer Products or Services that May be of Value to You.** We may provide your Personal Information (exclusive

of Learner Records) to affiliates and unaffiliated third parties, who offer products or services we believe may be of value to you. Within the preceding 12 months, this may include identifiers, such as your email address. Such third parties are only allowed to use your Personal Information to contact you regarding those products or services and you are able to “opt out” from receiving such contacts at any time through the “opt out” procedures of those third parties. (See also Section 21 (“Rights to Opt Out of Online Communications”) below). For clarity, if you’ve provided consent to receive text messages from us, we do not share that consent with unaffiliated third parties for their own telemarketing use unless you have consented to that disclosure.

### **9. When We Disclose Personal Information to Partners in Education.**

Penn Foster often collaborates with school districts, individual schools, colleges and universities, vocational schools, organizations like the Job Corps, and other private educational or education-related programs (each an “Educational Partner”) to provide a broad range of educational programs responsive to different types of learners’ requirements. We may disclose Personal Information, including Personally Identifying Information, Learner Records and Personal Financial Information of learners enrolled in these collaborative or partnership education programs to the associated Educational Partner. Within the preceding 12 months, this may include identifiers, educational records, and certain financial information.

Penn Foster Group may disclose student records to Tennessee state authorities as it relates to attendance or student education records for compulsory age students.

**10. When We Disclose Personal Information to Employers or Sponsors.** We may share program progress, completion status and scores with employers or potential employers with whom a learner has applied or expressed interest; sponsor paying all or part of the learner fees; third party resolution agencies; third-party organizations through whom a learner has signed up with Penn Foster. We may share financial status (fee balance) with a sponsor who is paying all or part of learner fees.

**11. When We Disclose Personal Information to Contractors and Service Providers.** We may use vendors (including contractors, business partners, investors and their representatives, and service providers) to help us with certain aspects of our operations and this may require disclosure of your Personal Information to them. Within the preceding 12 months, this may include identifiers, demographics, education information, internet activity, geolocation information, inferences, and sensitive Personal Information as that term is defined under applicable law. For example, we use third party financial institutions to help us process payments and we may use third party agencies to help us with debt collection. We may also use vendors to help us to operate the Sites, deliver products and provide learner services. Such vendors may collect and analyze your communications with us on a real-time basis.

**12. When We Disclose Personal Information to Licensing, Certifying and Accrediting Organizations.** Penn Foster schools are nationally and regionally accredited and are also licensed by certain states. From time to time Penn Foster will seek additional certifications, accreditations and similar confirmations of quality and eligibility from third party institutions as part of the schools' mission. Penn Foster may disclose Personal Information to each of these accrediting, certifying and licensing bodies as reasonably required to maintain, renew or establish Penn Foster's accreditation, licenses, certifications and

other institutional qualifications. Within the preceding 12 months, this may include identifiers, demographics, and education information. All such bodies are committed to maintaining the confidentiality of student Personal Information.

**13. Disclosures of Personal Information in Litigation, Investigations or Enforcement Actions or for Security Reasons.** We may disclose your Personal Information when compelled or requested to do so by government or law enforcement authorities or when otherwise required or permitted by law, such as to respond to court orders and subpoenas or regulatory agency requests. We also may disclose Personal Information when we have reason to believe that someone is causing or threatening to cause injury to, or interfering or threatening to interfere with, the rights or property interests of Penn Foster or its affiliates (or their respective employees, agents, consultants, contractors or representatives), Penn Foster learners or alumni, other Site Users, Penn Foster business partners (including Education Partners and service providers), accrediting/licensing/certifying bodies, or other persons or entities that could be harmed by such activities.

**14. Disclosures in Conjunction with a Change in Control or Similar Event.** If Penn Foster undergoes or contemplates undergoing a business transition, such as a merger or acquisition by another company, or a sale of all or a substantial portion of its assets, your Personal Information may be among the assets transferred or subject to new ownership. Changes in the terms governing the collection, storage or use of any third party successor in interest or transferee of your Personal Information will be communicated to you by Penn Foster or such third party via email, the

applicable website, or a comparable means notification.

**15. Your Access Rights.** You may review and correct the Personally Identifying Information that is retained by Penn Foster in your account after you login. You may review and correct the Personal Financial Information that is retained by Penn Foster in your account by contacting Penn Foster at [stuserv@pennfoster.edu](mailto:stuserv@pennfoster.edu). If you are a learner, you may also review your Learner Records through your Learner Center account or by contacting Penn Foster at [stuserv@pennfoster.edu](mailto:stuserv@pennfoster.edu). For information relating to rights you may have under applicable state law, see the Additional State Disclosures Section below.

**16. Children's Privacy.** The Sites do not knowingly collect information from (a) children under the age of 13 and does not offer products, services or activities targeted at children under the age of 13, or (b) individuals older than 13 but under the age of legal majority in their state of residence whose registration or participation on the Sites has not been authorized by their parent or legal guardian. If you have reason to believe that a child has provided personal information to us, please contact us and we will attempt to remove that information from our databases.

**17. Special Rule for Site Users under 18.** If you are under the age of 18, you may at any time request Penn Foster to remove from the Sites any Content (as defined in the Site Terms of Use) you provide to or post on the Sites by sending your request to [stuserv@pennfoster.edu](mailto:stuserv@pennfoster.edu). However, please understand that Penn Foster's removal of such Content may not be complete or comprehensive. Removal of Content may be limited to making Content no longer visible to the public or other Site Users. In addition, Penn Foster reserves the right not to remove Content you have provided if Penn Foster is required to maintain the

Content pursuant to federal or state legal requirements, if the Content has been independently provided to the Site by a third party, if the Content is anonymized, or if you have been compensated for providing the Content to the Sites. Any Personal Information and Learner Records retained by Penn Foster will continue to be governed by the terms of this Privacy Policy.

**18. Third Party "Linked-To" Web Sites.**

The Sites may contain links to third party web sites which are neither operated nor controlled by Penn Foster. This Privacy Policy does not address the information practices of those third-party web sites, and we encourage you to read the legal notices posted on such websites, including their Terms of Use and Privacy Policies. To be clear, Penn Foster has no responsibility or liability for your experience with, and the data collection and use practices of, such third-party websites. All inquiries concerning the terms and policies of third-party websites should be addressed to the third party hosting the respective website.

**19. Information Security and Storage.**

The protection of your Personal Information is very important to us. To that end, we take reasonable steps to protect the Personal Information you share with us from unauthorized access or disclosure. However, you should know that no security measures are impenetrable and no company, including Penn Foster, can fully eliminate security risks to its telecommunications and computer systems. In addition, due to the inherent nature of the Internet as an open global communications vehicle, we cannot guarantee that information, during transmission through the Internet, will not be destroyed, hacked, hijacked, misdirected, stolen, modified or otherwise interfered with or misused.

**Accordingly, your transmission of information to or through the Sites is at your own risk.**

**20. Retention Period.** We retain your Personally Identifying Information, Personal Financial Information, and Learner Records for as long as we have a relationship with you. When deciding how long to keep this information after our relationship with you has ended, we take into account our legal obligations. We also retain records to investigate or defend against potential legal claims. If there is any information that we are unable to delete entirely from our systems for technical reasons, we will put in place appropriate measures to prevent any further processing or use of the data.

**21. Rights to “Opt Out” of Online**

**Communications.** If you are receiving emails, texts or similar online communications from Penn Foster, it is because you consented or we understood from your participation on our Sites that you were interested in receiving ongoing information from us. If at any point you no longer wish to receive such communications, you may at any time “unsubscribe” from these communications by following the ‘opt out’ directions to be found at or near the end of the communication. Learners can also “opt out” from certain communications on the Learner Center by editing their personal account preferences. If you have any questions about the opt-out process, you can contact us at [stuserv@pennfoster.edu](mailto:stuserv@pennfoster.edu). Please note that if we have already shared your personal contact information with one of our business partners, unsubscribing from our communications list will not prevent these third parties from continuing to email or text you. You will have to send an opt-out request to those third parties directly. Opportunities to “opt out” from receiving emails and texts are usually found on these companies’ websites or at the end of their emails or texts.

**22. Additional State Disclosures.** This section provides information required under various state privacy laws about how we

handle certain personal information we have collected, used, and disclosed.

Collect. As we describe in more detail in the section above titled Categories of Personal Information We Collect, we collect personal information online and offline directly from consumers, automatically when consumers use the PENN FOSTER website or contact PENN FOSTER by phone, and from third parties (such as from our sister companies) and have collected the following categories of personal information in the past 12 months:

- Identifiers, such as your name, email address, or IP address.
- Information that identifies, relates to, describes, or is capable of being associated with you, including your address or phone number (and other data elements listed at Cal. Civ. Code 1798.80(e))
- Commercial information (e.g., records of products or services purchased, obtained, or considered).
- Protected classification characteristics under California or federal law, such as age.
- Internet or other similar network activity, such as information on your use of the PENN FOSTER website.
- Geolocation data.
- Audio, electronic, visual, thermal, olfactory, or similar information.
- Professional or employment-related information.
- Sensitive information, as defined under applicable law, such as your Social
- Social security number, demographic information, account login credential and passwords, and credit card or debit card information.

Use. The section above entitled Use of Information discloses how the categories of personal information we collect are used.

Disclose. As we describe in more detail in the above Disclosure sections, we may disclose the following categories of your personal information for business purposes with funding services, payment processing services, background check services, placement/externship services, and employment/hiring partners, advertisers and affiliate sister companies, or other business partners: (1) identifiers, (2) information that identifies, relates to, describes, or is capable of being associated with you, including your address or phone number (and other data elements listed at Cal. Civ. Code 1798.80(e)), and (3) professional and employment-related information. We may also disclose the following categories of personal information for business purposes with advertisers: (1) identifiers and (2) Internet or other similar network activity. We do not use or disclose sensitive Personal Information for purposes other than permitted under applicable local law.

Certain laws also require us to provide you with information about certain disclosures of personal information to third parties, where the disclosure involves monetary or other consideration. Some laws treat these disclosures as “sales” of information, even if no money changes hands. Some of the disclosures we have made in the last 12 months may constitute “sales” or “sharing” for cross-contextual behavioral advertising under local law and involve the disclosure of the following types of personal information to partners, advertisers, and our affiliate sister companies: (1) identifiers; (2) information that identifies, relates to, describes, or is capable of being associated with you, including your address or phone number (and other data elements listed at Cal. Civ. Code 1798.80(e)), (3) professional and employment-related information; and (4) Internet or other similar network activity. We disclose this information to contact you regarding products and services in which we believe you may be interested, including through personalized marketing and advertising.

Under applicable local law, you may have certain additional rights regarding the Personal Information we hold about you. Depending on where you live, and subject to certain exceptions, you may have the right to make the following requests, at no charge:

- **Copy:** You may request, up to twice every 12 months, a copy of the specific pieces of Personal Information that we have collected, used or disclosed about you in the prior 12 months and to have this delivered, free of charge, either (a) by mail or (b) electronically in a portable and, to the extent technically feasible, readily useable format that allows you to transmit this information to another entity without hindrance.
- **Correct:** You may request the correction of your Personal Information that we have collected about you if it is inaccurate or incomplete.
- **Deletion:** You may request the deletion of your Personal Information that we have collected about you.
- **Know:** You may request that we provide certain information about how we have handled your Personal Information, including the categories and sources of Personal Information we collect, the purposes for which we collect and disclose that information, and the categories of third parties to whom we disclose that information for a business purpose as well as the associated categories of disclosed Personal Information.

To exercise any of these rights, please submit your request at [PFdatarequest@pennfoster.edu](mailto:PFdatarequest@pennfoster.edu) or call us at [1-800-214-5231](tel:1-800-214-5231). We may need to verify your identity before completing your rights request by, for example, requesting additional information from you. You may designate an agent to make a request on your behalf. That agent must have access to your account in order for us to verify the request. The agent must also provide proof that you gave the agent signed permission to submit the request on your behalf.

You may also have a right to appeal a decision we make relating to requests to exercise your rights under applicable local law. To appeal a decision, please contact us by emailing [PFdatarequest@pennfoster.edu](mailto:PFdatarequest@pennfoster.edu). You may also have the right to opt out of the use of your Personal Information for targeted advertising, as that term is defined under applicable law. You may exercise your right to opt out of the use of your personal information by clicking here and following the instructions.

Where applicable, you may exercise your right to opt out of "sales" by clicking this [Do Not Sell or Share My Personal Information link](#) and following the instructions. We do not knowingly "sell" or "share" personal information from consumers under 16 years old.

**Non-Discrimination.** We will not discriminate against you, including by denying or providing a different level or quality of goods or services should you choose to exercise your options under applicable state law.

Please contact us at the contact information below, if you have any questions regarding this Section.

**23. Construction of Privacy Policy.** This Privacy Policy supersedes any other representations, agreements, statements or understandings with respect to the terms pursuant to which Penn Foster collects, stores and uses information relating to you

which is collected by the Sites. This Privacy Policy may not be modified, extended, limited, waived or terminated except with the written consent of Penn Foster. If any portion of this Privacy Policy is deemed void or unenforceable, then that provision shall be deemed severable from the Privacy Policy and the remaining terms shall remain in full force and effect. The word "including" shall be construed to mean "including but not limited to."

**24. Modification to Privacy Policy.** As noted above, Penn Foster reserves the right to modify this Privacy Policy at any time and will notify Users by posting the modified version of its Privacy Policy on this webpage. Under certain circumstances, we may also elect to notify registered Users of changes or updates to this Privacy Policy by additional means, such as posting a notice on the front page of the Sites or by sending you an e-mail but you should not rely on receiving such additional notice.

## SECURITY

PENN FOSTER website(s) have security measures in place to protect against the loss, misuse, and alteration of the information under our control. We utilize industry standard SSL encryption when accepting your credit card information during the online sign-up process.

**QUESTIONS or CONCERNS?** Penn Foster is the controller responsible for the Personal Information it processes about you. If you have any questions or concerns about this Privacy Policy or its application, or for general questions about the Sites, please contact Penn Foster at [stuserv@pennfoster.edu](mailto:stuserv@pennfoster.edu).

## NON-DISCRIMINATION STATEMENT

Penn Foster Career School does not discriminate in admissions, access to, operation of, treatment or employment in its programs and activities on the

basis of race, color, national origin, religion, creed, ethnicity, disability, age, marital status, sex, gender, sexual orientation, gender identity, veteran status, or any other legally protected status.

## 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.

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 Learner Center and submit it along with documented evidence of disability to [ADArequest@pennfoster.edu](mailto:ADArequest@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

*Effective October 31, 2022, Penn Foster is no longer accepting new enrollments from veterans or their dependents who wish to use their GI Bill® or VR&E benefits as payment for their educational program(s). This change also impacts students who planned to re-enter after a withdrawal from school or those who are considering changing their program of study.*

Penn Foster participates in the VA program

for the U.S. Military for students who enrolled on or before October 31, 2022. Tuition benefits are available under this program to qualified service personnel. A Student Services Representative is also available to assist with the administrative processing of the benefits requests.

## MILITARY GRANT

Penn Foster recognizes those who serve in the military. We have special offers for active duty military, veterans, and their dependents for many Penn Foster programs. Please call 1-800-275-4400 to speak with an Admissions Specialist for more details.

Eligibility Requirements:

- Discharge papers (DD214 – Honorable Discharge)
- VA Certificate of eligibility
- VA Statement of Benefits
- Current military orders

Military Grant Terms and Eligibility:

- All active duty military members, veterans, and their dependents are eligible for a post-enrollment Institutional Grant of 30% of the total enrollment.
- The grant will be applied post-enrollment for students who are able to provide the above documentation at the time of enrollment and will be applied to the account balance.
- Students who do not have the documentation at the time of enrollment or who enroll online will have 60 days to supply the eligibility documents for their grant to be applied.

## VETERANS AND ELIGIBLE DEPENDENTS

Satisfactory Academic Progress Policy Standards of Progress:

Learners are expected to successfully complete each lesson in order within a module before moving on to the next. Learners are given a certain number of months, depending on the individual program, to complete their coursework. Learners may progress at their own individual progress to move quickly

throughout their programs but are contractually required to complete it within the timeframe outlined in their enrollment agreement. Learners may request up to two paid extension of six months each. If not completed within that time, students wishing to continue will be reenrolled as a new student, and any coursework that is transferable will be carried over to the new account, and the lesson count and price will be reduced accordingly.

Students must have an overall lesson average of 65% or higher to graduate and receive their diploma and transcripts. Learners who do not demonstrate satisfactory academic progress may be placed on academic advisement, probation, or potentially cancelled from their program.

Academic advisement is defined as three consecutive modules of study within a learner's program in which a student's overall lesson average is below 65%. At such time, the Academic Review Board will be made aware of the student's account, and the account will be placed on academic advisement. Every attempt will be made to outreach to the student in an effort to provide academic support or tutoring. If the student, moving forward, has two additional, consecutive modules below 65%, the Academic Review Board will, with the approval of the Director of Academic Policy, place the student on academic probation. A student can be removed from academic probation by having an overall lesson average of 65% or higher on two consecutive additional modules of study within their program. If, however, the student fails any two additional modules of study, the student will at that time be academically cancelled. The learner will be notified in the mail, and the Refund Policy will be applied.

**Transaction Act of 2018.** Students electing to use VA benefits under Chapter 33 and Chapter 31 and enrolled by October 31, 2022 must provide a Certificate of Eligibility, a Statement of Benefits, or VA Form 28-1905 along with any other pertinent documents, before having their completed coursework certified for VA reimbursement.

## **CAREER ASSISTANCE**

Penn Foster offers resources to current students and alumni to help with career planning and job search efforts. 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.

Penn Foster Business Hours (including Student Service Center and instructor availability) are Monday through Friday from 9:00 a.m. to 6:00 p.m. E.T.

Call [1-888-427-1000](tel:1-888-427-1000) for instructor and student service inquiries and [1-800-275-4410](tel:1-800-275-4410) for admission inquiries, and for current student service inquiries.

Penn Foster does not have a traditional academic calendar because programs are self-paced and students can enroll at any time.

## 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 <https://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 <https://www.pennfoster.edu>. Click "Update My Profile". Make the necessary changes & submit.

## Q. How do I make payments?

A. Payments can be mailed to:

**Penn Foster Career School  
200 Hickory Street  
Scranton, PA 18505**

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. (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.

## Q. Are there any additional fees?

A. The following fees are charged, if applicable: additional six-month extension fee of \$125.00 (subject to change); 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 8 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.

## 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.

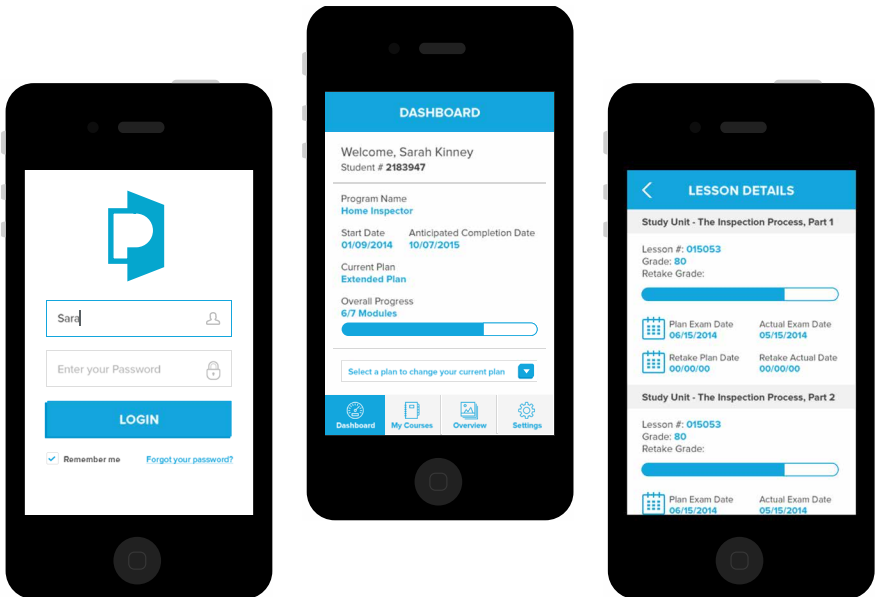
## TAKE ADVANTAGE OF THE STUDY PLANNER

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!

## 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.

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



## 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 Learner Center.

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 Learner Center 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.

### RAPID PROGRESSION POLICY

Penn Foster monitors student progress through a Weekly Rapid Progression Report. We recommend completing no more than 15 exams in a 7-day period (calendar week is Sunday through Saturday). Completing 25 or more will result in appearing on the Weekly Rapid Progression report. If a student appears three consecutive times on the report, their coursework will be reviewed by the Academic Director of their Program. The outcome of the review may result in intervention by the Director of Academic Policy, with possible referral to the Academic Review Board (ARB).\*

### 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

\*This policy does not supersede any program completion requirements.

### 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                    |                   |         |
| 81-91                     | B                 | Good    |
| 75-80                     |                   |         |
| 70-74                     | D                 | Passing |
| Below 70                  |                   |         |

**(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. For students who enroll on or after February 23, 2024, to earn a Career diploma or certificate from Penn Foster Career School, all courses must receive a passing final grade.



“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.***
- ***For students who enroll on or after February 23, 2024, to earn a Career diploma or certificate from Penn Foster Career School, all courses must receive a passing final grade.***
- ***Met all your financial obligations.\****

*\* All payments must be clear before Diploma/Certificate will be issued*

## TRANSCRIPTS

Copies of your official Penn Foster Career School transcript are available in your Learner Center. Navigate to the “Forms & Resources” menu, and click the “Official Transcript Request” button to access the Parchment Ordering Service, where you can order digital and/or paper copies of your transcript. Transcripts may be sent directly to you or to someone else (e.g. an employer or another school). You will need to have available the email or physical address where the transcript will be sent to complete the order. It is a \$15.00 fee for all transcript orders.



# 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!

## FINANCIAL AID

Penn Foster Career School offers interest-free monthly payment plans. However, the school does not participate in federal financial aid.

## TUITION AND FEES

All students pay a one-time registration fee along with associated tuition fees for each program, as stated on the enrollment agreement. The tuition fees include all instruction and student services. Penn Foster Career School offers affordable access to quality distance education programs and encourages students to visit the program-

specific webpages to see all available tuition payment options.

Extension Fee .... \$ 125 (subject to change)  
Transcript (Print or Electronic) ..... \$ 15

## NON-REFUNDABLE REGISTRATION FEE

A non-refundable registration fee is collected upon enrollment, and it encompasses certain activities related to a student's enrollment and onboarding, such as student eligibility/ acceptance review, student record profile set-up, Learner Center access and access to course content, and official transcript evaluation, if applicable.

| Programs                                            | Tuition Charges | Shipping Fees | Registration Fees | Total   |
|-----------------------------------------------------|-----------------|---------------|-------------------|---------|
| Appliance Repair Career Diploma                     | \$991           |               | \$148             | \$1,139 |
| Caterer Career Diploma                              | \$860           |               | \$129             | \$989   |
| Child Care Professional Career Diploma              | \$1,049         |               | \$150             | \$1,199 |
| Computer Graphic Artist Career Diploma              | \$989           |               | \$100             | \$1,089 |
| Construction Trades Career Diploma                  | \$991           |               | \$148             | \$1,139 |
| Drafting with AutoCAD Career Diploma                | \$947           |               | \$142             | \$1,089 |
| Dressmaking and Design Career Diploma               | \$860           |               | \$129             | \$989   |
| Electronics Technician Career Diploma               | \$991           |               | \$148             | \$1,139 |
| Floral Design Career Diploma                        | \$947           |               | \$142             | \$1,089 |
| Guest Service Agent Career Diploma                  | \$860           |               | \$129             | \$989   |
| Hotel/Restaurant Management Career Diploma          | \$860           |               | \$129             | \$989   |
| Interior Decorator Career Diploma                   | \$1,099         |               | \$150             | \$1,249 |
| Jewelry Design and Repair Career Diploma            | \$910           |               | \$129             | \$1,039 |
| Landscaping Technology Career Diploma               | \$910           |               | \$129             | \$1,039 |
| Legal Secretary Career Diploma                      | \$860           |               | \$129             | \$989   |
| Locksmith & Home Security Technician Career Diploma | \$991           |               | \$148             | \$1,139 |
| Motorcycle Repair Technician Career Diploma         | \$733           |               | \$106             | \$839   |
| Pharmacy Technician Career Diploma                  | \$1,099         |               | \$150             | \$1,249 |
| Plumber Career Diploma                              | \$991           |               | \$148             | \$1,139 |
| Private Investigator Career Diploma                 | \$1,049         |               | \$150             | \$1,199 |
| Retail Supervisor Career Diploma                    | \$860           |               | \$129             | \$989   |
| Small Business Management Career Diploma            | \$860           |               | \$129             | \$989   |
| Small Engine Repair Career Diploma                  | \$991           |               | \$148             | \$1,139 |
| Virtual Assistant Career Diploma                    | \$860           |               | \$129             | \$989   |
| Accounting Essentials Certificate                   | \$989           |               | \$100             | \$1,089 |
| Anatomy and Physiology Certificate                  | \$291           | \$65          | \$43              | \$399   |
| AutoCAD Certificate                                 | \$989           |               | \$100             | \$1,089 |
| Physical Therapy Aide                               | \$906           |               | \$133             | \$939   |

| Programs                                                         | Tuition Charges | ShippingFee | Registration Fees | Total   |
|------------------------------------------------------------------|-----------------|-------------|-------------------|---------|
| Business Management Essentials Certificate                       | \$989           |             | \$100             | \$1,089 |
| Child Psychology Certificate                                     | \$608           |             | \$91              | \$699   |
| E-Business Management Certificate                                | \$824           | \$65        | \$100             | \$989   |
| Electronic Medical Records Certificate                           | \$354           |             | \$45              | \$399   |
| Comprehensive English: Skills in Reading and Writing Certificate | \$354           |             | \$45              | \$399   |
| Fitness and Nutrition Certificate                                | \$695           |             | \$104             | \$799   |
| Gourmet Cooking Certificate                                      | \$860           |             | \$129             | \$989   |
| LexisNexis: Legal Research Certificate                           | \$347           |             | \$52              | \$399   |
| Medical Terminology Certificate                                  | \$416           |             | \$53              | \$469   |
| Microsoft Office Certificate                                     | \$619           |             | \$80              | \$699   |
| National Electrical Code Certificate                             | \$291           | \$65        | \$43              | \$399   |
| Pet Grooming Certificate                                         | \$708           |             | \$91              | \$799   |
| Property Management Certificate                                  | \$504           |             | \$75              | \$579   |
| Starting Your Own Business Certificate                           | \$408           |             | \$61              | \$469   |
| Supervisory Skills for the Industrial Workplace Certificate      | \$408           |             | \$61              | \$469   |
| Career Readiness Bootcamp                                        | \$209           |             | \$0               | \$209   |
| Human Resources Management Essentials                            | \$991           |             | \$148             | \$1,139 |

## PROGRAM COSTS

All costs below are as of the date of Catalog publication, for students who elect to pay in full. See [website](#) program pages for current program costs, including current payment plan options.

## STATE OF CALIFORNIA STUDENT TUITION RECOVERY FUND

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 [Penn Foster's admissions requirements page](#) for full admissions requirements and information.

### Appliance Repair

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

### 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.

## Construction Trades

For the program goal and outcomes and the most up-to-date program pricing, please visit [Construction Trades 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.

## 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.

## 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.

## 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.

## 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.

## 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.

## 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.

## 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.

## 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.

## 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.

## 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.

## 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®

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

## 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 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.

## 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, Microsoft Office 2019 or Microsoft 365, 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.

## 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.

## 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®

For the program goal and outcomes and the most up-to-date program pricing, please visit [Microsoft Office® 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 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.

## 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 AND ADMINISTRATION

## OWNERSHIP

**Career Step, LLC\***

## ADMINISTRATION

**Kermit Cook**

Chief Executive Officer

**Frank Jalufka**

Chief Financial Officer

**Thais Lyro**

Chief Product Officer

**Molly Friedland**

Chief Commercial Officer

**Su Li Rivera**

Chief Marketing Officer

**Jordan Thompson**

Chief Legal Officer

**Terri Runyon Walker**

Chief People Officer

**John Dobbertin**

Chief Operating Officer

\* Career Step, LLC is a wholly owned subsidiary of PF TopCo LP.

# FACULTY

## Healthcare

### **Diana Murphy**

B.S., Healthcare Management, Bellevue University; M.S. in Management, Bellevue University; CCA, CPC, CPMA, CPC-I, Advanced ICD-10-CMS and ICD-10-PCS Training Certifications

### **Kellie Snodgrass**

AB.S., Business Administration, Murray State Jr. College; M.A., Public Administration in Public Health, Platt College

### **Kristin Cannon**

B.S. Animal Science, Virginia Tech; ABO

### **Latoya Hill**

A.A. Liberal Arts, Wallace Community College; B.A. Social Science, M.A. Teaching & Learning with Technology, University of Arizona; PTCB - CPT

### **Lillian Galindo-Bryson**

A.A. Marketing; A.A. Human Resources; B.S.B.A. Organizational Structure; B.S.B.A. Industrial Management, University of Puerto Rico; Certified Professional Coder from AAPC

### **Nazia Sadat**

B.S. Science Nutrition and Minor in Biology, M.S. Science Nutrition and Wellness M.S. Public Health, Benedictine University; M.S. Science in Education, Kaplan University; Ph.D. Philosophy Health Sciences, Trident University

### **Pamela Ward**

B.S., Health Studies, Siena Heights University; Certification of Medical Assisting, Ross Medical Education Center

### **Rachel Hawkins**

A.S., Pharmacy Technology, Forsyth Technical Community College; B.A., Fine Arts, University of Connecticut; PTCB Certified

### **Theresa Sinkevich**

A.S., Healthcare Management, Penn Foster College; Electronic Medical Records Certified, Penn Foster; Career Diploma, Medical Assistant, Fortis Institute; Certified Registered Medical Assistant (AMT)

### **Vanessa Rodriguez**

Diploma, Medical Technician Assistant, Florida Technical College; Diploma, Phlebotomy, American Vocational Academy; CMA; CPT.

### **Jennifer Haysmer**

MA, Career and Technical Education, Ball State University  
BS, Health Services, Baker College  
AS, Pharmacy Tech, Baker College  
National Pharmacy Technician Certification (PTCB)  
Certified Pharmacy Technician (CPhT)

### **Jesie Davenport**

BS, Pharmacy Health Care Studies University of Sciences  
Certified Pharmacy Technician (CPhT)

### **Kim Blyther**

Optician  
Diploma, Optician, Penn Foster Career School  
AS, Medical Assistant, South University  
BS, HealthCare Management, South University

### **Melissa Fazio**

Instructor  
Adjunct Instructor, Allied Health  
B.A., Health Services Administration Marywood University

### **Shanna Lizardi**

Instructor  
B.S., Clinical Psychology, Marywood University  
A.A., Administrative Health Care, University of Phoenix  
Certified Medical Assistant

**Susan Meehan**

Instructor  
A.S. Business Management  
Penn State University

**Becky Byrns**

Team Lead - Certificate - Medical Transcription,  
Chattanooga State Technical College  
B.S. Business Management, University of  
Tennessee; Masters of Kinesiology, University  
of Texas

**Jaime Nguyen**

Senior Director  
B.A., Biology, University of Toledo  
M.S., Medicinal Chemistry, University of Toledo  
M.D., Medical Degree, Medical School for  
International Health (MSIH) in Collaboration with  
Columbia University Medical Center  
MPH, Master of Public Health, University of  
Pittsburgh

**Michelle Myers**

Adjunct Instructor  
A.S. Nursing, Eastern Oklahoma State College

**Lisa Jones, Ed.S, MHA, BSHCS CPhT**

Instructor  
A.A Technology in Pharmacy Technology,  
Augusta Technical Institute; B.S. Health Care  
Services, M.S. Health Administration, University  
of Phoenix

**Anthony Weiss**

Instructor  
B.S. William Paterson University; Philadelphia  
College of Pharmacy; PTCB

**Heather Blunt**

Instructor  
A.A.S Medical Assisting, Anthem College

**Madison Wyatt**

Dental Assistant Adjunct Instructor  
Certificate in EFDA, Sinclair Community College;  
Certificate in Phlebotomy, Miami Valley CTC

**Sharon Jones**

Sterile Processing Instructor  
Certification: Certified Surgical Tech

## Business and Legal Studies

**David Kostiak**

Instructor  
M.S., Criminal Justice, Columbia College  
B.S., Criminal Justice, Penn State University

**Eric Ashman**

Instructor  
B.S., Secondary Math Education,  
Penn State University  
M.B.A., University of Scranton

**Ken Doolittle**

Instructor  
M.B.A. - Finance & Investments, Marywood  
University  
B.S. Finance Duquesne University

**Dr. Peter Francis**

B.S. Business Operations, DeVry Institute of  
Technology; Master of Business Administration,  
University of Phoenix; Ph.D. Organization &  
Management, Capella University

**Barbara Mazurik**

Paralegal & Legal Secretary Instructor  
B.S., Accounting, Marywood University  
Paralegal Certificate, Penn State University  
M.S.E.L., Environmental Law, Vermont Law  
School  
M.B.A., Business, Western Governor's University

**Eunice Campbell**

Travel Instructor  
B.S. in Business Administration, Winston Salem  
State University  
MBA, Colorado State University; Certified Travel  
Agent Consultant

## Trades

**Andrew Engelbert**

A.S. Nursing, Bryant & Stratton College; Bachelor  
of Business Administration, American Military  
University; Master of Business Administration,  
Trident University

**Bob Shafer**

Instructor  
B.S.M.E., Pennsylvania State University

**Joseph Michael Zapinski**

A.S., CAD Design and Drafting, Anthem College;  
M.B.A., Project Management, Colorado Technical  
University

**Jon DeEsch**

Instructor  
M.S., Education - Curriculum & Instruction,  
University of Scranton  
B.S., Political Science, University of Scranton  
OCA Certification for Vocational Instruction,  
Carpentry Certification, Home Inspection  
Certification

**Dr. Peter Francis**

B.S. Business Operations, DeVry Institute of  
Technology; Master of Business Administration,  
University of Phoenix; Ph.D. Organization &  
Management, Capella University

**Trades Manager**

Team Lead  
BS, Occupational Education  
MS, Education, University of Texas San Antonio

**Titus Jones**

Construction Instructor  
A.S. Social Studies - Electrical Engineering,  
University of Toledo  
Commercial Real-Estate & HVAC, Columbus  
State Community College  
B.S. Business Administration, Wilberforce  
University

**Art, Design and Technology****Ann Marie Mahoney**

Instructor  
B.S., Computer Science, University of Scranton  
M.S., Information Systems, Marywood University

**Barbara DiLorenzo**

B.F.A. Illustration, Rhode Island School of Design

**Fred Claus**

AAS, Business Retail, Niagara County Community  
College  
BS, Technology Management

**Hayley Mindes**

Instructor  
B.F.A.  
Hartford Art School

**John Lona**

Instructor  
B.F.A. - Painting, Drawing, Industrial Design,  
Filmmaking , Binghamton University  
A.A.S. - Commercial Art, Illustration, Photography,  
Video Production, SUNY-Sullivan

**Jonathon Boyson**

Instructor  
B.S., Computer Science, Bloomsburg University

**Lakisha Robinson**

B.A. Child, Family, Consumer Science; M.S. Child,  
Family, Consumer Science, CSU-Fresno

**Sandra Monahan**

Instructor  
Master Bridal ConsultantTM, Penn Foster  
Life-Cycle Celebrant®

**Jacqueline Elfe**

Adjunct Instructor  
B.A., Business Administration, Monroe College  
New York School of Flower Design Certified

**Ruth DeSantis**

Academic Manager  
B.A Communication Arts, Marywood University  
M.S. Instructional Media, Wilkes University

**Alexandra Fussell**

Instructor  
Masters, Art History Suny Buffalo I Buffalo, New  
York , BA, History & Religion, Tulane University,  
New Orleans, Louisiana

**Nazia Sadat**

Instructor  
Doctor of Philosophy in Health Sciences, Trident  
University, Master of Science in Education  
Kaplan University, Master of Science in Nutrition  
and Wellness, Benedictine University, Lisle, IL  
Bachelor of Science in Nutrition and Minor in  
Biology, Benedictine University, Lisle, IL

## Early Childhood Education

### **Sarah Owens**

B.S., Early Childhood Education,  
Marywood University  
B.S., Special Education, Marywood University

### **Christine Torres**

Adjunct Instructor  
B.S. Early Childhood and Elementary  
Education,  
M.S. Early Childhood Intervention,  
Marywood University

## General Studies

### **James Hadsell**

Instructor  
M.S., Medical Education Leadership, New  
England University Medical College  
M.S. Biotechnology, Marywood University  
B.S. Neuroscience, Psychology Minor, Kings  
College

### **Larissa Grissom**

Instructor  
M.S. Psychology University of Phoenix  
B.A. Psychology, Oklahoma State University

### **Amber Miller**

English Instructor  
B.A. English, M.A. English Language & Literature,  
Tennessee State University  
Doctorate Leadership & Professional Practice,  
Trevecca Nazarene University  
M.S. Psychology, Capella University

### **Dr. Peter Francis**

Director  
B.S. Business Operations, DeVry Institute of  
Technology  
Master of Business Administration, University of  
Phoenix  
Ph.D. Organization & Management, Capella  
University

### **Aisha Williams**

Instructor  
B.A., Communication and Media Studies,  
Howard University  
M.A., English Language  
and Literature, Creative Writing, City University  
of New York City College  
Ed.D., Instructional  
Leadership, St. John's University

### **Erica Getts**

B.S.E., Library Science, Kutztown University of  
Pennsylvania  
M.L.S., Library and Information Science,  
University of Maryland

# ADVISORY COUNCIL

## VETERINARY TECHNICIAN

### **Keyana Beamon, LVT**

A.S. Veterinary Technician, Penn Foster College

### **Danielle Decormier, LVT, VTS (Oncology), CFE**

A.A.S. Veterinary Technology, Wayne County Community College  
B.A.A. Organizational Leadership, Central Michigan University

### **Kim Dudder, CVT**

A.S. Veterinary Technician, Penn Foster College  
Regional Technician Director, VCA Mid Atlantic Region

### **Julie Legred, CVT**

Certified Veterinary Technician (CVT) AAS – University of Minnesota

### **Joy Markford, DVM, CCRP, CVA**

DVM, University of Georgia  
B.S. Biology, Kennesaw State University  
B.A. Psychology, Pennsylvania State University

### **Dr. Dennis McCurnin**

Doctor of Veterinary Medicine (DVM) DVM – Iowa State University  
MS – Iowa State University

### **Adrienne A. Kruger, BS, RVT, LVT**

BBA, Business Administration and Management, Baker College  
AAS, Veterinary Technology, Cuyahoga College

### **Erin Butler, RVT, CVPM, BBA, FFCP**

MS Management and Leadership, Western Governors University  
BBA Veterinary Services Administration, SUNY Canton

### **Kate Peterson, LVT, FFCP**

BS Veterinary Technology, Penn Foster College  
AS Veterinary Technology, Madison Area Technical College

### **Holly Protain, DVM**

DVM, Oregon State University College of Veterinary Medicine  
BS, Biological Science and Cellular Biology, minor in Chemistry, University of Northern Colorado  
BS Biological Science, Montana State University

### **Julie Legred, CVT**

AAS ANimal Health Technology, University of Minnesota – Waseca

### **Victoria Elam, CVR, CVT-LAM**

Veterinary Animal Health Technician, US Army - Walter Reed Army Institute of Research

### **Rachel Beck, CVT, PMP**

Cornell Strategic Healthcare Leadership Certification  
PROSCI Change Management Certification  
Quality Management System Lead Auditor Certification  
Portland State University Project Management Certification

### **Anneliese Jenkins**

MS Business Administration, Boston University  
Metropolitan College  
BS Mechanical and Aerospace Engineering, Cornell University

### **Kati Krouse**

Veterinary Technology / Wildlife Management, Purdue University

### **Sylvia Tagert**

BS Education, West Chester University  
Remove and add:  
Adrienne A. Kruger, BS, RVT, LVT  
BBA, Business Administration and Management, Baker College  
AAS, Veterinary Technology, Cuyahoga College

## HEALTHCARE

### **Denelle White, BS, CST**

BS, Nutrition and Food Science, Middle Tennessee State University  
AAS, Surgical Technology, Guilford Technical Community College

### **Georgina Howard, RN, MS**

MS, Community Health Nursing, Boston University  
BSN, Nursing, Boston College of Nursing

### **Linda Alchami, OT, MS**

MS, Occupational Therapy, Northeastern State University  
BS, Cellular Biology, Northeastern State University

**Matthew Condo, PT, DPT, EdD**

EdD, Education, University of Saint Augustine  
DPT, Physical Therapy, University of Saint Augustine  
BS, Physical Therapy, The Ohio State University

**Tahitia Davis-Thomas, CCMA**

AAS, Medical Assisting, Virginia College  
Certificate, Dental Assisting, University of Alabama of Birmingham, School of Dentistry

**Kristy Malacos, MS, CPhT**

M.S. Kent State University  
B.S. Miami University

**Pam Piotrowski, RPh, MBA**

B.S. University of Maryland at Baltimore, School of Pharmacy  
MBA University of Phoenix

**Michael Romesburg**

B.A. Elon University

**Whitney Schlotman**

M.A. College of Mount Saint Joseph  
B.A. University of Cincinnati

**Susan Sincavage, PharmD, MBA, CDE, CPT**

MBA Lebanon Valley College  
PharmD, Wilkes University

**William Sutterfield, MD**

MD, Medicine, University of Oklahoma College of Medicine – Tulsa  
BS, Chemistry and Zoology, Oklahoma University

**Cynthia Lilly, B.S., RMA, CMLA**

B.S. Allied Health  
Associate of Science, Allied Health  
University of Alaska Anchorage; Palm Beach State College; Ross Technical Institute

**Lidia Mendez, CCMA**

CTE – Health Science Teacher, Houston ISD  
Capella University

**DarLisa (Dar-Lisa) White, BSHA, CMA-AAMA, ADSP**

Medical Assistant Associate Professor, Allied Health, University of Phoenix

**Chrishawnda Zielinski, CPT**

Certified Phlebotomy Technician  
Cincinnati State Technical and Community College

**Rebecca Testa, MLT (ASCP), CMLA (AMT)**

Associate in applied science  
Youngstown State University

**Shanda McDaniel, CCMA**

Record Retrieval Specialist, BCBS

**Victoria Michelle Myers, LPN, AS**

Licensed Practical Nurse  
Kiamichi Technology Center  
Associate of Science, Nursing

**Shanna M. Lizardi, MA, BS, NCMA, CPT, CET**

Master's degree in psychology  
Tiffin University  
B.S. in Psychology  
Marywood University  
Associate Degree in Healthcare  
University of Phoenix

**Joseph Rooker**

Registered Central Service Technician  
Certified Endoscope Reprocessor  
Certified Healthcare Leader  
Certified Instrument Specialist

**Hayley Woodard**

Commercial/Managed Care Billing Manager (PFS) Northeast Georgia Medical Center  
Penn Foster, Bachelor of Healthcare Management  
Healthcare Management

**Rebecca Stahr**

Provider Documentation Specialist/Education and Quality Assurance Specialist – Mayo Clinic Documentation Services, Rochester, MN  
Iowa State University, Bachelor of Business Administration, Accounting  
Healthcare Management

**Jeanie Unger**

Healthcare Documentation Specialist - Mayo  
Clinic - Rochester, MN  
Rochester College, Bachelor of Healthcare  
Management  
Healthcare Management

**BUSINESS STUDIES****Eric Ashman**

MBA Univ of Scranton  
B.Ed. Mathematics, Penn State Univ.

**Dr. Peter Francis**

Ph.D. Capella University  
MBA University of Phoenix  
BS Business Operations, DeVry Univ.

**James Monroe**

BS Accounting, Indiana University

**Elliott Van Campen Kushner**

Current student

**Reginal Lyerly**

Current student

**Nicole Hankins**

Current student

**LEGAL STUDIES/CRIMINAL JUSTICE****Dr. Peter Francis**

Ph.D. Capella University  
MBA University of Phoenix  
BS Business Operations, DeVry Univ.

**David Kostiak**

Master Criminal Justice Columbia College  
BS Criminal Justice Penn State

**Erin Strain**

AS GenEd Ashworth College

**K.J Kuchta**

MBA in Business administration  
BA in Science Criminal Justice

**Sam Jennings**

Ph.D. in Instructional Design and Technology  
Former Police, Former DHS employee  
Professor at Radford University

**Brian Heath**

Master of Social Sciences (MSS) Criminal Justice  
Administration, Public Administration  
Bachelor of Arts (BA), Criminal Justice

**EARLY CHILDHOOD****Alan Guttman**

M.A., Early Childhood, New York University  
B.A., English, New York University

**Sarah Owens**

BS ECE & Special Educ. Marywood University

**Christine Torres**

MS Early Childhood Intervention Marywood  
University  
BS Early Childhood and Elementary Education  
Marywood University

**Nur Khalil**

Current student

**Alexandria Brown**

Current student

**TECHNOLOGY****Alex Baker**

B.S. Computer Science Ohio University

**Jim Casteel**

B.S. Data Analytics, Western Governors  
University

**Yuquan Holloway**

Bachelor of Civil Engineering, Georgia Institute  
of Technology  
MBA, Georgia State University

**Brandon Nolta**

M.F.A., English, Boise State University  
B.S., Mathematics, University of Idaho

**Stephen Schor**

MIS / Economics with Computer Science minor  
Florida State University

**Ann Marie Mahoney**

B.S., Computer Science, University of Scranton  
M.S., Information Systems, Marywood  
University

**Fred Claus**

AAS, Business Retail, Niagara County  
Community College BS, Technology  
Management

**Jonathon Boyson**

B.S., Computer Science, Bloomsburg University

**LaTasha Brown**

Colorado Technical University Denver, CO  
Doctorate in Computer Science, Enterprise  
Information Systems  
Master of Management in Information  
Technology Management

**Ruth DeSantis**

B.A. Marywood University Scranton, M.S.,  
Instructional Media, Wilkes University, Wilkes  
Barre

**Shawn Gordon**

MBA. Senior Manager Customer Experience  
Key Accounts and Partner Management/  
Business Software, Inc GA

**David Hankla**

Director of IT Services at Business Software,  
Inc. Peachtree Corners, GA

**Stephen Schor**

MIS / Economics with Computer Science  
minor  
Florida State University

**TRADES**

**David Carrillo**

AAS Electrical Trades St. Phillips College

**Jon DeEsch**

MS Educ University of Scranton

**Robert Shafer**

BS Political Science Penn State University

**Steve Strapple**

Master of Education University of Texas  
BS Occupational Educ Wayland Baptist  
University  
AS Educ & Training Wayland Baptist  
University



200 Hickory Street, Scranton, PA 18505 <https://www.pennfoster.edu>