



GARY MANUEL
AVEDA INSTITUTE
SEATTLE

Financial Aid Policy Handbook

2010-2011

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Introduction

The Gary Manuel Aveda Institute offers financial aid in the form of Federal Pell Grants, Federal Direct Stafford Loans and Federal Direct PLUS Loans to students who qualify. The future professional's program and citizenship may affect the awards for which he/she is eligible. The information in this handbook pertains to future professionals who are eligible for federal aid – US citizens and eligible non-citizens – but the information is available to all future professionals including those who are not eligible for Title IV federal funding.

The Gary Manuel Aveda Institute Financial Aid Director distributes the Financial Aid Handbook to all eligible future professionals when they receive their financial aid award letters.

Questions about financial aid may be directed to the Financial Aid Director at (206) 302-1062 or by email at pualani@garymanuel.com.

Applying for Title IV Financial Aid

A future professional is eligible for Title IV financial aid at the Gary Manuel Aveda Institute if he/she:

- is enrolled in the cosmetology or esthetics program
- is a U.S. citizen or eligible non-citizen
- is registered with Selective Service (males 18-25 only)
- has not had eligibility suspended or terminated due to a drug-related conviction
- has a valid social security number
- is not in default on a federal student loan
- maintains satisfactory academic progress while in school (see the Gary Manuel Aveda Institute SAP policy)

Step One

Call the Gary Manuel Aveda Institute admissions leader at 206-302-1049 to schedule a career planning session. During this meeting, indicate that you intend to apply for financial aid on the Gary Manuel Aveda Institute "General Information Form."

Step Two

Submit the following necessary documents:

Independent Students (students who are at least 24 years old, have a child, or are married):

- 1) Your (and your spouse's if applicable) 2009 tax forms
- 2) Independent Student Verification Worksheet 2010-2011

Dependent Students (students who are under 24 years old, have no children, and are not married):

- 1) Your 2009 tax forms
- 2) Your parents' 2009 tax forms
- 3) Dependent Student Verification Worksheet 2010-2011

Create and maintain your own personal financial aid file. In this file, store copies of all forms, information, and communication with the Gary Manuel Aveda Institute and other agencies. If something is lost or misplaced, you will have the information available to resubmit easily.

Step Three

Future professionals and parents should apply for an individual Personal Identification Number (PIN) (<http://www.pin.ed.gov/PINWebApp/pinindex.jsp>) **before** beginning the Free Application for Federal Student Aid (FAFSA) on the Web.

Step Four

Complete the FAFSA by applying online at FAFSA on the Web (<http://www.fafsa.ed.gov/>). This is the fastest and easiest way to apply. Future professionals and parents can sign the application electronically with U.S. Department of Education Personal Identification Numbers (PINs).

The FAFSA is a required document used to determine a future professional's eligibility for federal aid, such as Pell grants and Direct Stafford Subsidized, Unsubsidized, and PLUS loans. All future

professionals must complete the FAFSA unless the parent PLUS loan is the only aid requested. Actual federal tax return figures should be used with the FAFSA. If you must file with estimated tax figures, you are required to make changes later. Return to the FAFSA web site (<http://www.fafsa.ed.gov/>), make changes, and submit those changes. If you submit actual tax forms to the Gary Manuel Aveda Institute Financial Aid Director, she can guide you through the process of making changes on the FAFSA. Complete and file only one FAFSA, although the results may be sent to several schools. Make sure you list Gary Manuel Aveda Institute and its Federal School Code: **041494**.

The future professional should receive an email within 1-3 weeks after submission of the FAFSA telling him/her how to go online and access the Student Aid Report (SAR). If the future professional did not provide a valid email address on the FAFSA, the SAR will arrive in the mail. Check the SAR to make sure there are no errors. If you listed the Gary Manuel Aveda Institute on the FAFSA, we will receive the results electronically. Retain the correct SAR for your records. Should we need a copy, we will request it. If the SAR has not been received within four weeks, call 800-4FEDAID (800-433-3243).

Determining Eligibility

It is the Gary Manuel Aveda Institute Financial Aid Director's duty to determine future professional eligibility for financial aid, package aid, and provide notification of the financial aid award. The financial aid award letter details the programs and the amount of financial aid for which the future professional is eligible.

When the future professional receives his/her SAR, the Gary Manuel Aveda Institute Financial Aid Director will also receive the future professional's Institutional Student Information Record (ISIR). The family's Expected Family Contribution (EFC) is found on this document. The Financial Aid Director uses this document to verify that the future professional's citizenship status, social security number, and other factors that determine eligibility for Title IV funding are legitimate.

Citizenship

If the future professional is not a U.S. citizen or U.S. national, he/she must have the status of:

- U.S. permanent resident who has an I-151, I551, or I-551C Resident Alien Card

OR

- an Arrival-Departure Record (I-94) stamped "Refugee," "Asylum Granted," "Indefinite Parole," Humanitarian Parole," "Cuban-Haitian Entrant," or "Conditional Entrant."

If the future professional only has the following proof of his/her immigration status, he/she is NOT eligible for federal student aid funds:

- Notice of Approval to Apply for Permanent Resident Card (Form I-171 or I-464);
- Temporary Resident Card (Form I-688);
- Employment Authorization Card (Form I-688A or I-688B)
- Family Unity Status (Form I-797); or

- Arrival-Departure Record (I-94) stamped with F-1, F-2, or M-1 Student Visa, B-1 or B-2 Visitor Visa, J-1 or J-2 Exchange Visitors Visa, or G, H, or L series Visas.

Future professional should direct all questions about immigration status and eligibility for federal student aid to the Financial Aid Director.

When the future professional completes the Free Application for Federal Student Aid (FAFSA), the Department of Education (DOE) verifies citizenship/immigration status with the Department of Homeland Security (DHS). If the future professional's status with DHS is acceptable, the Student Aid Report (SAR) will show confirmation of the eligible immigration status. If the status is not acceptable, the future professional must submit a photocopy of immigration documents to the Financial Aid Director and forward them to DHS in order to confirm immigration status.

Deadlines: The Financial Aid Director will create an award package for the future professional when the FAFSA is submitted. However, the Financial Aid Director may not transmit funds until the future professional submits all immigration status documents and they are approved. Additionally, if the financial aid application is selected for verification, the future professional must submit the required verification worksheet and tax forms before funds are transmitted.

The chart below indicates the specific documentation necessary for DHS immigrant status verification:

| Acceptable Immigrant Status Documentation | |
|--|--|
| Citizen Not Born in the United States | |
| Certificate of Citizenship | Must have student's name, certificate number, and the date the certificate was issued |
| Certificate of Naturalization | Must have student's name, certificate number, Alien Registration Number, name of the court (and date) where naturalization occurred |
| Certification of Birth Abroad' Form FS-545, DS-1350, or FS-240 'Report of Birth Abroad' | Must have embossed seal "United States of America" and "State Department" |
| U.S. Passport | A current or expired is ok |
| Non-citizen National | |
| U.S. Passport | Must have "Non-citizen National" stamp |
| Permanent Resident | |
| "Permanent Resident Card" Form I-551 or the "Alien Registration Receipt Card," Form I-151 | Must not be expired at the time of confirmation |

| | |
|--------------------------------------|---|
| Foreign Passport | Must be stamped "Processed for I-551" with expiration date |
| "Arrival Departure Record" Form I-94 | Must be stamped "Processed for I-551" with expiration date or "Temporary form I-551" with appropriate information filled in |
| Other Eligible Non-Citizen | |
| "Arrival Departure Record" Form I-94 | Must be stamped as Refugee, Asylum status, Conditional Entrant (before April 1, 1980), Parolee, or Cuban-Haitian Entrant |

If the future professional is selected to undergo this secondary confirmation and successfully submits the required documents to the DHS and the Gary Manuel Aveda Institute, the institute will complete the "request" portion of the INS Document Verification Request Form, copy front and back sides of all immigration status documents, attach copies to the Form G-845, and submit Form G-845 and attachments to the INS District Office within 10 business days.

Verification

Verification is a procedure colleges use to review reported information from the FAFSA Application. Colleges request the submission of documentation to verify the validity of the information the student and/or parent supplied on the FAFSA. Gary Manuel Aveda Institute policy is to verify all students that the Department of Education selects as well as any student that the Financial Aid Director chooses.

When a student is selected for verification, the Financial Aid Director will notify the student and send him/her a verification worksheet. The student/parent must complete and return this verification worksheet before any financial aid disbursements will be made. In addition, independent students must submit their own tax forms from the previous year. Dependent students must submit both their own tax forms and their parent(s)' tax forms from the previous year.

Once the Financial Aid Director receives all the required documentation, the verification process will begin. The Financial Aid Director will verify the content supplied on the FAFSA against the actual figures from the tax return(s). If necessary, the administrator will make necessary adjustments, which may in turn impact the expected family contribution (EFC) and ultimately the financial aid package. If changes are made which affect the financial aid package, the Financial Aid Director will notify the student with a revised financial aid award letter.

If the Financial Aid Director suspects that an applicant for Title IV may have engaged in fraud or other criminal conduct while completing the FAFSA, Verification worksheets, or other financial aid documents, the Financial Aid Director will refer the future professional to the Office of the Inspector General of the Department of Education. From this referral, an investigation for any credible information indicating that fraud has occurred will ensue.

Additionally, if there is a possibility that any employee, third-party servicer, or other agent of the school has engaged in fraud, misrepresentation, conversion, breach of fiduciary responsibility, or other illegal conduct while administering or receiving funds for Title IV, HEA programs, institute administration will refer the case to the Office of the Inspector General of the Department of Education.

Cost of Attendance

Cosmetology Program

| | |
|--------------------------|-------------|
| Tuition | \$15,500.00 |
| Enrollment Fee/Admin Fee | \$300.00 |
| Kit | \$2,518.50 |
| Room and Board | \$13,221.00 |
| Transportation | \$1,937.00 |
| Personal | \$5,356.00 |
| Total Cost of Attendance | \$38,832.50 |

Esthetics Program

| | |
|--------------------------|-------------|
| Tuition | \$9,000.00 |
| Enrollment Fee/Admin Fee | \$300.00 |
| Kit | \$2,080.50 |
| Room and Board | \$6,102.00 |
| Transportation | \$894.00 |
| Personal | \$2,472.00 |
| Total Cost of Attendance | \$20,848.50 |

*While the Esthetics program is less than one academic year, the cosmetology program spans two academic years. This means that the cost for one academic year in the Esthetics program is the same as listed in the chart above. See the chart below for the cost for one academic year in the Cosmetology program.

Cosmetology Program Cost of Attendance for 1 Academic Year

| | 1st Academic Year | 2nd Academic Year |
|--------------------------|-------------------|-------------------|
| Tuition | \$8,680.00 | \$6,820.00 |
| Enrollment Fee | \$300.00 | \$0.00 |
| Kit | \$2,518.50 | \$0.00 |
| Room and Board | \$7,119.00 | \$6,102.00 |
| Transportation | \$1,043.00 | \$894.00 |
| Personal | \$2,884.00 | \$2,472.00 |
| Total Cost of Attendance | \$22,544.50 | \$16,288.00 |

Creating the Financial Aid Award

When all required documents are verified, the Financial Aid Director creates a financial aid package for the future professional. The Office of Financial Aid determines the future professional’s financial need upon review of his/her financial aid application. Financial need is determined by subtracting the EFC from the Gary Manuel Aveda Institute cost of attendance.

$$\text{Cost of Attendance (COA)} - \text{Expected Family Contribution (EFC)} = \text{Financial Need.}$$

Once the Financial Aid Director has determined the level of financial need, the Financial Aid Director creates a financial aid package. The package is created in this order:

- Pell Grant (if eligible)
- Subsidized Stafford Loan (if eligible)
- Unsubsidized Stafford Loan
- PLUS Loan

Professional Judgment

Section 479A of the Higher Education Amendments of 1992 authorized the Financial Aid Director to exercise Professional Judgment (PJ) on a case-by-case basis. Professional judgment is a **discretionary** action on the part of the financial aid office to address **unusual** circumstances that

affect a student's/parent's ability to pay for educational expenses. Using professional judgment, the aid administrator may adjust the expected family contribution (EFC) and thereby make education more affordable.

The following are examples of conditions/reasons for which a student may request an adjustment to their EFC.

1. Death of a parent or the independent student's spouse.
2. Loss of employment by student/spouse/parent (for at least 3 months).
3. Loss of earnings due to disability.
4. Loss of untaxed income and benefits.
5. One time income (ex. Back year social security payments).

Other extenuating circumstances will be considered on a case-by-case basis. If a student/parent would like to apply for professional judgment consideration, it is necessary to write a letter requesting a review of the current financial situation. This letter should explain in detail the current financial situation and why an adjustment to the EFC is warranted. The Financial Aid Director will review all letters of request on a case-by-case basis. If the Financial Aid Director decides that changes to any data elements on the FAFSA are warranted, the Financial Aid Director will make changes to the FAFSA electronically and send it to the Federal Processor. Once the correction is made by the U. S. Department of Education, the Division of Student Financial Assistance will notify you by mail of the change in your expected family contribution and new award amount(s). You will also be notified if there is **no change** to your EFC or financial aid awards.

Any future professional or governmental official who has a complaint concerning the Gary Manuel Aveda Institute's management of Title IV, HEA programs may seek resolution by contacting Kristi Spencer, Institute Director. The institute director will receive the complaint and assist the future professional in resolving the complaint.

The Award Letter

Each future professional will receive a financial aid award letter prior to disbursement indicating the type and amount of Title IV funding in the award package for the award year. The award letter will contain specific information about how and when funds will be disbursed.

Upon receipt of the award letter, the future professional should:

- Read the letter using this handbook as a guide to make sure he/she understands the terms of the awards offered.
- Notify the Financial Aid Director of any outside scholarships
- If the future professional's award package contains Direct Loan Funds in the form of Stafford Subsidized, Stafford Unsubsidized, or PLUS loans, the future professional has the right to cancel all or a portion of the loans. Future professionals who wish to decline a portion of their aid should modify and initial their signed award letter before returning it to the financial aid administrator. All changed award letters must be signed and returned to the financial aid administrator within 14 business days. If the award letter is not returned within 14 business days, there may be a delay in fund disbursements.

Types of Awards

Pell Grants

The federal Pell grant program is available to students with an expected family contribution (EFC) of 5,273 or lower. For future professionals who qualify, the Pell grant is the foundation of financial aid. Other federal and non-federal sources of funding may be added to the award package to meet the future professional's total cost of attendance. Unlike loans, grants do not need to be repaid.

The Department of Education requires that each future professional file the Free Application for Federal Student Aid (FAFSA) and submit any additional documentation required by the federal government or the institute to the institute's financial aid office in order to be eligible for any Title IV funding. Once all of the required documents for financial aid are submitted, the Financial Aid Director determines a future professional's financial aid eligibility.

The policy and procedures for administering the federal Pell grant are as follows:

- 1) The Financial Aid Director determines future professional enrollment status. Enrollment for the cosmetology and esthetics program is always full time. Because the Gary Manuel Aveda Institute is a clock-hour program, the full-time payment schedule is 24 clock hours per week.
- 2) Using Formula 4, the Financial Aid Director determines the future professional's Pell cost of attendance (COA). If the program is longer or shorter than the Gary Manuel Aveda Institute's definition of the academic year (26 weeks and 900 clock hours) the Financial Aid Director prorates the COA down or up to reflect one academic year.
- 3) After calculating the Pell COA, the Financial Aid Director uses the EFC as reported on the future professional's institutional information record (ISIR) to determine the total Pell grant award.
- 4) Pell funds are drawn down and disbursed twice per academic year. See the Definition of Academic Year policy for each program's payment periods. The Definition of Academic Year policy states the specific number of hours and weeks a future professional must complete in order to move to the second payment period in the academic year and receive the second disbursement of Pell grant funds.
- 5) Payments per payment period are determined using the payment schedule set by US Congress.

Federal Direct Loans

The Gary Manuel Aveda Institute offers Federal Direct Loans (Stafford Subsidized and Unsubsidized Loans) in its financial aid packages. To apply for these loans, the future professional must file the FAFSA and submit any additional documentation required by the federal government to the institute's financial aid office. The Financial Aid Director then determines the future professional's eligibility for these loans.

Subsidized loans originated after 7/1/2010 and before 7/01/2011 have a fixed interest rate of 5.6%. The interest will not change throughout the life of the loan. There is no interest charged to a future professional's subsidized loan as long as he/she maintains half-time enrollment at the institute.

The interest rate varies each year on new loans and is adjusted each July 1st.

Unsubsidized loans are available to future professionals who do not qualify for the subsidized loan or have additional financial need after the subsidized loan is added to the financial aid award package. Unsubsidized loans have an interest rate of 6.8%. Unlike the subsidized loan, interest accrues on the unsubsidized loan while the future professional attends school. The 6.8% interest also remains fixed during grace and deferment periods and repayment. Future professionals have the option to pay interest while it accrues or add it to the principal balance of the loan. ***If a dependent future professional's parents are denied a PLUS loan, the future professional is eligible for an additional \$4,000 in Unsubsidized Stafford Loan.

| Federal Direct Loans for Dependent Students | | | |
|---|-------------------------|------------------------------|---|
| The amount future professionals are eligible to borrow each academic year | Maximum Subsidized Loan | Additional Unsubsidized Loan | Total Loan (combined Subsidized and Unsubsidized) |
| 1st Year | \$3,500 | \$2,000 | \$5,500 |
| 2nd Year | \$4,500 | \$2,000 | \$6,500 |

| Federal Direct Loans for Independent Students | | | |
|---|-------------------------|------------------------------|---|
| The amount future professionals are eligible to borrow each academic year | Maximum Subsidized Loan | Additional Unsubsidized Loan | Total Loan (combined Subsidized and Unsubsidized) |
| 1st Year | \$3,500 | \$6,000 | \$9,000 |
| 2nd Year | \$4,500 | \$6,000 | \$10,500 |

If the future professional chooses to accept the Direct Loan, he/she must complete a Master Promissory Note (MPN). The Gary Manuel Aveda Institute uses the electronic MPN, but a future professional may request a paper MPN. The future professional may complete the MPN online at www.ed.gov/directloan. Only one MPN must be signed for both subsidized and unsubsidized loans. Because the institute exercises the multi-year MPN functionality, future professionals may use a single MPN across his/her entire academic career.

Direct Loan funds are drawn down and disbursed twice per academic year. See the Definition of Academic Year policy for each program's payment periods. The Definition of Academic Year policy states the specific number of hours and weeks a future professional must complete in order to move to the second payment period in the academic year and receive the second disbursement of Direct Loan funds. **First-time Direct Loan borrowers must wait for a 30-day probationary period before the first loan disbursement.**

Before the Gary Manuel Aveda Institute may disburse loan funds, the future professional must complete loan entrance counseling. The future professional must complete entrance loan counseling online at:

<https://www.dlssonline.com/borrower/CounselingSessions.do>

This counseling provides loan borrowers with extensive information regarding the loan's terms and conditions. It also provides useful tips and tools to help future professionals develop a budget for managing educational expenses.

PLUS Loans

Parents of future professionals have the option to borrow the Federal PLUS Loan on behalf of the future professional to help pay for tuition and expenses related to an education at the Gary Manuel Aveda Institute. The future professional must be enrolled at least half time, and the parent must pass a credit check in order to receive this loan. This loan is unsubsidized, so interest accrues while the future professional is in school. The interest rate for Direct PLUS Loans is a fixed rate of 7.9%. Interest is charged on Direct PLUS Loans during all periods, beginning on the date of your loan's first disbursement. To qualify for the PLUS loan, a future professional must file a FAFSA. The PLUS loan master promissory note (MPN) serves as the loan application and includes information for the parent credit check. There is no annual limit, but the PLUS loan amount may not exceed Cost of Attendance (COA) – Estimated Financial Assistance (EFA). The Financial Aid Director may replace the future professional's expected family contribution (EFC) with the PLUS loan.

PLUS loan funds are drawn down and disbursed twice per academic year. See the Definition of Academic Year policy for each program's payment periods. The Definition of Academic Year policy states the specific number of hours and weeks a future professional must complete in order to move to the second payment period in the academic year and receive the second disbursement of PLUS loan funds.

Definition of the Academic Year

The academic year is defined as 26 weeks and 900 clock hours for all programs. The cosmetology program is 50 weeks and 1600 hours. Thus, it spans two academic years with the first year totaling 28 weeks and 900 clock hours and the second year totaling 22 weeks and 700 clock hours. Unlike the cosmetology program, the esthetics program is shorter than the academic year. The esthetics program is 20 weeks and 700 hours.

Payment periods determine when funds are disbursed and the exact amount to be disbursed. There are two financial aid payment periods per academic year. For all programs, the first payment period is the period in which the student successfully completes $\frac{1}{2}$ the clock hours and $\frac{1}{2}$ the instructional time in the program. The second payment period is the period in which the student successfully completes the remainder of the program. Payment periods are different for each of the programs.

The cosmetology program is divided into two academic years and, therefore, has four payment periods. The first payment period is finished after the student has successfully completed 450 clock hours and 14 weeks. The second payment period is finished after the student has successfully completed 450 clock hours and 14 weeks. The third payment period is finished after the student has completed 350 hours and 11 weeks. The fourth and final payment period is finished after the student has completed the last 350 hours and 11 weeks.

Cosmetology Program

| | | | |
|----------------------|------------------|-----------|----------|
| 1 st year | Payment period 1 | 450 hours | 14 weeks |
| | Payment period 2 | 450 hours | 14 weeks |
| 2 nd year | Payment period 3 | 350 hours | 11 weeks |
| | Payment period 4 | 350 hours | 11 weeks |

The esthetics program is less than one academic year and, therefore has two payment periods. The first payment period is finished after the student has successfully completed 350 clock hours and 10 weeks. The second and final payment period is finished after the student has completed the last 350 hours and 10 weeks.

Esthetics Program

| | | | |
|----------------------|------------------|-----------|----------|
| 1 st year | Payment period 1 | 350 hours | 10 weeks |
| | Payment period 2 | 350 hours | 10 weeks |

Disbursements

Before disbursing funds, the Financial Aid Director checks the future professional's general eligibility, program-specific eligibility, and the period for which the future professional is eligible. Funds are only disbursed if the future professional is eligible. When the Financial Aid Director determines that the future professional is eligible, the career services leader draws down funds and credits the future professional's account.

For all first-year, first-time borrowers, the institute may not credit the future professional's account or release Direct Loan funds to the future professional until 30 days after the first day of the future professional's program of study. Once this 30 day period has elapsed, the institute will disburse funds on the first day of the next month. All subsequent disbursements will come after the future professional has completed the required credit hours AND weeks of a payment period. The career services leader will draw the Electronic Funds Transfer (EFT) and disburse funds on the first day of the next month.

Pell Grant funds, which do not require a 30 day probation period, are disbursed the first day of the month after the program's start date.

At the Gary Manuel Aveda Institute, it is the Financial Aid Director's role to determine Title IV funding eligibility and award funds. To keep a clear and separate division of duties, the Financial Aid Director never draws down, disburses federal aid according to the Financial Aid Director's determination of eligibility, or refunds Title IV funds. The career services leader draws down, disburses, refunds Title IV funds and maintains fiscal records in the SMART system.

Overawards

Federal regulations restrict the total amount of money you can receive so that it may not exceed the total cost of attendance. Any time you receive more financial assistance than you are eligible for, an overaward occurs. This includes money from the Pell grant, Stafford Subsidized and Unsubsidized loans, the PLUS loan, scholarships, and any type of financial assistance. In the event of an overaward, you will receive notification from the financial aid office explaining the overaward and how to resolve it. The Financial Aid Director will adjust the amount of any aid over which the financial aid office has control. It is the Gary Manuel Aveda Institute's policy to first adjust PLUS loan aid, second adjust Unsubsidized Stafford Loan aid, and finally adjust Subsidized Stafford Loan aid. There is never an adjustment to a student's Pell Grant in overaward situations. If all loan disbursements have been made, the Gary Manuel Aveda Institute will ignore the overaward because the student is in a legal, binding contract to pay back the borrowed loan funds.

To avoid an overaward:

1. Notify the Financial Aid Director of money you are receiving from any outside source such as a scholarship, alternative loans, etc.
2. Check with the Financial Aid Director before applying for additional aid to see if maximum assistance has already been awarded.
3. The career resource leader informs the Financial Aid Director of any payment that is related to financial aid (i.e. a scholarship check).

Credit Balances

A credit balance occurs when the amount of Title IV funds credited exceeds total allowable charges assessed by the institution. If the credit balance occurs after the first day of classes of the payment period, the Gary Manuel Aveda Institute will pay the credit balance to the future professional or parent no later than 14 calendar days after the balance occurs. If the credit balance occurs on or before the first day of classes of the payment period, the institute will pay the future professional or parent no later than 14 calendar days after the first day of classes.

The Gary Manuel Aveda Institute will not hold credit balances for the future professional or parent.

Institutional Refund Policy

For applicants who cancel enrollment or Future Professionals who withdraw from enrollment a fair and equitable settlement will apply. Applicants not accepted by the school shall be refunded all monies paid to the school. If a Future Professional (or in the case of Future Professional under legal age, his/her parent or guardian) cancels the enrollment in writing within five business days of signing the enrollment agreement, all monies collected by the school will be refunded even if the Future Professional has begun classes. If a Future Professional cancels the enrollment more than five business days after signing the contract but prior to starting classes, a refund of all monies paid to the school less the Enrollment Fee in the amount of \$250.00 for each program will be made. Cancellation date will be determined by postmark or by date notification delivered in person. For Future Professionals who enroll and begin classes but withdraw prior to course completion, the following schedule of tuition earned by the school applies:

| Percent of Scheduled Time Enrolled to Total Course | Total Tuition School Shall Receive/Retain |
|--|---|
| .01% to 04.9% | 20% |
| 5% to 09.9% | 30% |
| 10% to 14.9% | 40% |
| 15% to 24.9% | 45% |
| 25% to 49.9% | 70% |
| 50% and over | 100% |

The "formal cancellation date" will be determined by the date the school is given notification of intention to withdraw either by the student or parent or guardian if the student is a dependant minor, the date of expulsion by the school, or for unofficial withdrawals 14 days after the last day of attendance which is monitored monthly, or in the case of a leave of absence, the earlier of the date that the student informs the school that he or she will not be returning, or the documented date of return.

Any monies due the applicant or Future Professional shall be refunded within 45 days of formal cancellation date as defined above. In the case of disabling illness or injury, death in the Future Professional's immediate family or other documented mitigating circumstances, a reasonable and fair refund settlement will be made. If permanently closed or no longer offering instruction after a Future Professional has enrolled, the school will provide a pro rata refund of tuition to the Future Professional. If the course is canceled subsequent to a Future Professional's enrollment, the school will either provide a full refund of all monies paid or completion of the course at a later time. The school does not participate in any teach-out plans with other institutions.

This refund policy applies to tuition and fees charged in the enrollment agreement. Other miscellaneous charges the Future Professional may have incurred at the institution (EG: extra kit materials, books, products, unreturned school property, etc.) will be calculated separately at the time of withdrawal.

Return of Title IV Funds Policy

Federal financial aid is awarded to students contingent upon the student attending classes and successfully completing the entire payment period. If the student fails to complete the payment period successfully, the student may be responsible for repaying part or all of the federal financial aid. The Financial Aid Office is required by federal regulations to recalculate federal financial aid eligibility for students who withdraw, drop out, are dismissed, or take a leave of absence prior to completing 60% of a payment period.

Earned Title IV Funds are federal Title IV funds used to cover education costs according to the length of time the student was enrolled before withdrawing. The amount of funds earned is directly proportional to the time enrolled, through 60% of the payment period. After 60%, the student is considered to have earned 100% of federal aid. Unearned Title IV Funds are the amount of grant and loan assistance awarded under Title IV that has not been earned by the student and must be returned to the programs.

If a student leaves the institution prior to completing 60% of a payment period, the financial aid office recalculates eligibility for Title IV funds. Recalculation is based on the percentage of earned aid using the following Federal Return of Title IV funds formula:

Percentage of payment period completed = the number of clock hours the student was scheduled to complete in the period as of the day the student withdrew divided by the total clock hours in the payment period. This percentage is also the percentage of earned aid.

If a student earned less aid than was disbursed, Gary Manuel Aveda Institute would be required to return a portion of the funds and the student would be required to return a portion of the funds. Keep in mind that when Title IV funds are returned, the student borrower may owe a debit balance to the institution.

If a student earned more aid than was disbursed to him/her, Gary Manuel Aveda Institute would owe the student a post-withdrawal disbursement which must be paid within 180 days of the student's withdrawal.

Gary Manuel Aveda Institute must return the amount of Title IV funds for which it is responsible no later than 45 days after the date of the determination of the date of the student's withdrawal.

Refunds are allocated in the following order:

- Unsubsidized Direct Stafford Loans (other than PLUS loans)
- Subsidized Direct Stafford Loans
- Direct PLUS Loans
- Federal Pell Grants for which a Return of funds is required

Future Professional Rights and Responsibilities

Rights

- Privacy. All information submitted with your financial aid application will be treated as confidential.
- An explanation of the financial aid process. If you do not understand how your financial aid award was determined, please contact the Financial Aid Office.
- Appeal. Please contact the Financial Aid Office if you believe that your application for financial aid was not fairly evaluated.
- Know the effect of withdrawal/ceased attendance of class from the institute and the impact it will have on your financial aid.
- Know where to go for advice regarding other financial alternatives.

Responsibilities

- Submit honest and accurate information on all forms.
- Promptly respond to requests and inquiries from the financial aid office.
- Use financial assistance solely for expenses related to education at Gary Manuel Aveda Institute.
- Report any financial assistance received from sources outside of the Gary Manuel Aveda Institute promptly upon notification of the award. The future professional is responsible for reporting changes in his/her finances. The future professional must notify the Financial Aid Office of the receipt of scholarships, loans or grants from any source outside of Gary Manuel Aveda Institute so that the Financial Aid Director may adjust the financial aid award. The Financial Aid Office is required by law to consider all sources of aid when awarding federal student aid funds.
- Maintain Satisfactory Academic Progress (SAP) as defined in the Gary Manuel Aveda Institute policy.
- Report any changes in name, local and/or permanent address, and marital status to the Financial Aid and Career Services offices promptly.
- If selected for Verification, the future professional (and his/her spouse/parents, if applicable) will be required to submit additional materials to document information submitted on the financial aid application.
- The future professional is responsible for repaying his/her loans. Acceptance of any loan carries a serious legal and financial obligation. Failure to meet this obligation will adversely affect the future professional's credit rating and prohibit him/her from receiving federal financial aid in the future. Student borrowers are required to attend an Entrance Interview before receiving any loan funds. Borrowers are also required to attend an Exit Interview

before leaving school. During the Exit Interview we will explain the various repayment options and types of deferments available.

- Report changes in your student status. If there is an address change, drop below full-time status, or withdrawal from school the future professional must notify the Financial Aid Office as soon as possible.
- The future professional must keep copies of all documents and records submitted to the Gary Manuel Aveda Institute financial aid office.

Satisfactory Academic Progress

ATTENDANCE PROGRESS

Full Time: **Maximum Time Frame:** The maximum time a Future Professional has to complete is 111% percent of the program length

Attendance: All Future Professionals must maintain at least a 90% cumulative attendance average in order to be considered making satisfactory progress and to complete the program within the maximum time frame.

ACADEMIC PROGRESS EVALUATIONS

The following factors will be measured to determine academic progress:

Theory work (test grades, homework, etc)

Practical work

Theory and Practical work will be graded according to the following scale:

| | |
|-------------|----------------|
| 97 – 100% | Honor Roll |
| 89 - 96% | Excellent |
| 83 – 88% | Good |
| 80 – 82% | Satisfactory |
| 79 or below | Unsatisfactory |

Future Professional must maintain a minimum cumulative 80% grade average (in theory and practical/clinic work) in order to be considered making satisfactory progress.

DETERMINATION OF PROGRESS STATUS

Satisfactory: Future Professionals with a minimum 80% GPA and 90% attendance.

Note: Attendance is evaluated on a cumulative basis. At each evaluation point the scheduled hours of attendance will be determined against the actual hours in attendance to determine whether a Future Professional is meeting the minimum course requirements that will allow them to graduate within the maximum time from established by this policy.

Satisfactory Academic Progress (SAP) will be reviewed at the following time periods to determine eligibility of disbursements for Future Professionals receiving Financial Aid (Title IV Funds).

Esthetics: 30 Days after the class start date;
351 Actual Hours and 10 weeks.

Cosmetology: 30 Days after the class start date;
451 Actual Hours and 14 weeks;
901 Actual Hours and 14 weeks;
1251 Actual Hours and 11 weeks.

For Future Professionals that are failing to meet Satisfactory Academic Progress – the following actions will be taken:

1. Future Professional will be put on a “**Financial Aid Warning**” Period – Future Professional will be counseled by their Learning Leader that they could be in danger of receiving future Financial Aid Disbursements and will be given direction on what needs to be done to bring their GPA and/or Attendance up to meet Satisfactory Academic Progress by the next schedule disbursement. *The Future Professional is still eligible to receive Title IV disbursements during this disbursement period.*

2. If Future Professional is not in SAP at the next scheduled SAP review the Future Professional will be put on “**Financial Aid Probation**” and will not be eligible to receive future Title IV Disbursements. The Future Professional may file (1) a Written Appeal **and** must also provide (2) a Character Reference to the Institute Director within 10 days of receiving notice of their status.

(1) The Written Appeal must meet the following criteria to be accepted:

- TYPED, Double-spaced, Maximum 1 page, Signed and Dated;
- Explain circumstance; reasons for not being in Satisfactory Academic Progress;
- How you will get back into Satisfactory Academic Progress (what habits are you willing to change) and how you can assure that the new habits will be consistent to stay in SAP.

(2) The Character Reference must meet the following criteria to be accepted:

- TYPED, Double-spaced, Maximum 1 page, Signed and Dated;
- Reference must be from a Professional Relationship (ex: Current or Previous Employer, Pastor, Counselor, etc).

The Financial Aid Advisory Board (Owner and/or Institute Director, Learning Leader & Career Services Lead) will make the final decision on whether they will allow future Financial Aid disbursements during this Probationary Period. The decision will be based on following:

- Cumulative Performance overall;
- Classroom & Clinic Floor;
- Phase evaluations and;
- Percentage of program completed.

The Financial Aid Advisory Board will notify Future Professional of their decision with a written statement within 10 days of receiving the Written Appeal and Character Reference. If disbursements are allowed during this payment period, the Future Professional will be informed that if they don't meet SAP before the end of this Probationary Period, they will no longer be eligible to receive Title IV disbursements.

At each Financial Aid Disbursement Review, the Financial Aid Director will inform the Institute Director and Cosmetology/Esthetics Lead with a typed list of all the Students that are in a Financial Aid Warning or Probation.

The Cosmetology/Esthetics Team Leads will then direct each appropriate Learning Leader on the Future Professionals in "Financial Aid Warning" that must receive a verbal coaching session. Within this session the Learning Leader will coach the Future Professional on their current SAP status and what they need to do to get back into SAP before the next scheduled disbursement period. Both the Learning Leader and Future Professional will sign and date the Financial Aid Warning Period and Probation form.

The Cosmetology/Esthetics Team Lead will also direct the Learning Leader to meet with Future Professionals currently in Financial Aid Probation that must receive another coaching session. This session will explain that the Future Professional will not be eligible for current or future Title IV disbursements. The Future Professional will also be notified that they may file a written appeal – as noted in the Future Professional Handbook under the Institute's SAP Policy. Both Learning Leader and Future Professional must Sign and Date the Financial Aid Warning Period and Probation form.

The Learning Leader will turn in the completed Financial Aid Warning Period and Probation form to the Financial Aid Director immediately after the Coaching Session has been completed. The original will go into the appropriate Future Professional Financial Aid File. A copy will be kept in the Financial Aid Warning Period and Probation Binder to be reviewed at each Disbursement Period.

LEAVE OF ABSENCE

A Leave of Absence (LOA) is a temporary interruption in a student's program of study. LOA refers to the specific time period during an ongoing program when a student is not in academic attendance. The school may allow more than one LOA at its discretion. Future Professionals must request a Leave of Absence in writing stating the reason for the leave for approval by the school owner or Career Services Leader. If approved, the official Leave will extend the contract period by the same number of days designated in the leave document or actually used by the student. No re-entry fee will be charged if the student returns to class on or before the first class day scheduled after the termination of the Leave of Absence. The Leave of Absence and any additional approved leaves of absence may not exceed a total of 1600 calendar hours in any twelve-month period or be less than 80 hours. The contract will be revised upon return from the LOA to extend the ending date by the applicable number of days.

All approved leaves will be scheduled to begin on the first class day after the student's last physical day of attendance prior to beginning the Leave.

If enrollment is temporarily interrupted for a Leave of Absence, the Future Professional will return to school in the same progress status as prior to the leave of absence. Hours elapsed during a leave of absence will not be included in the Future Professional's cumulative attendance percentage calculation.

REINSTATEMENT OF AID

If applicable, Title IV financial aid* will be re-instated to qualified Future Professionals who have prevailed upon appeal or who have re-established satisfactory progress by meeting the minimum cumulative attendance and academic requirements.

COURSE INCOMPLETES/REPETITIONS/NON-CREDIT REMEDIAL COURSES

Course Incompletes, repetitions, and noncredit and remedial courses do not apply to this institution. Therefore, these items have no effect upon the school's satisfactory progress standards.

Withdrawals

Official Withdrawal

Future Professionals who withdraw from enrollment prior to course completion must satisfy all debts owed to the school or make satisfactory arrangements for debts to the school as approved by the Institute Leader.

A final settlement and withdrawal calculation will be mailed to the Future Professional within 45 days of withdrawal. If withdrawal requirements are met, a certified final transcript will be sent to the Future Professional within 45 days. If withdrawal requirements are not met, no transcript will be released.

Any Future Professional who withdraws from his or her contracted course or fails to complete his or her training will have a notice placed in his or her file as to progress at the point of withdrawal. A Future Professional failing to meet minimum satisfactory requirements at the point of withdrawal will not be accepted for re-enrollment.

If a Future Professional has paid extra-instruction monies prior to the completion of the program and withdraws, those funds will be refunded to the Future Professional according to the refund policy.

Unofficial Withdrawal

An unofficial withdrawal is when a Future Professional has not notified the school in writing of their intent to withdraw. If a Future Professional is absent 14 consecutive calendar days without notifying the school and has not been granted a "Leave of Absence", the student will be considered withdrawn.

Admissions and Enrollment

The school does not discriminate in its employment, admission, instruction, or graduation policies on the basis of sex, race, age, color, ethnic origin, religion, or financial status. The school does not recruit Future Professionals already attending or admitted to another school offering similar programs of study, nor does it accept transfer Future Professionals from another institution. The school requires that each student enrolling in the Cosmetology, Esthetics, or Instructor program have:

- Graduated from high school and/or equivalent
- Is at least 17 years of age
- Instructor applicants must also hold a current license as a practitioner in the field they wish to teach

All applicants must:

- Provide proof of secondary education
- Provide proof of age

Consumer Information

Crime Rates

Major Crimes in Seattle January – June 2006, 2007, and 2008

| Major Crime | 2006 Tot. Jan-June | 2007 Tot. Jan-June | 2008 Tot Jan- June | % Change in 2008 from 2007 | % Change in 2008 from 2006 |
|-----------------------------|--------------------|--------------------|--------------------|----------------------------|----------------------------|
| Homicide | 15 | 15 | 15 | 0% | 0% |
| Rape | 71 | 46 | 65 | 41% | -8% |
| Robbery | 744 | 738 | 707 | -4% | -5% |
| Agg. Assault | 1,195 | 945 | 795 | -16% | -33% |
| Total Violent Crime | 2,025 | 1,744 | 1,582 | -9% | -22% |
| Burglary | 3,503 | 3,034 | 3,041 | 0% | -13% |
| Larceny | 11,120 | 11,203 | 10,789 | -4% | -3% |
| Vehicle Theft | 3,741 | 3,366 | 1,800 | -47% | -52% |
| Total Property Crime | 18,364 | 17,603 | 15,630 | -11% | -15% |
| Total Index Crimes | 20,389 | 19,347 | 17,212 | -11% | -16% |

Major Crimes in Seattle's East Precinct June 2008

| | PCT EAST | SECTOR C | BEAT C1 | BEAT C2 | BEAT C3 | SECTOR E | BEAT E1 | BEAT E2 | BEAT E3 | SECTOR G | BEAT G1 | BEAT G2 | BEAT G3 |
|---|-------------|-------------|------------|------------|------------|-------------|------------|------------|------------|-------------|------------|------------|------------|
| 1. Criminal Homicide | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| a. Murder and Non-negligent Homicide | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| b. Manslaughter by Negligence | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2. Forcible Rape Total | 1 | 0 | 0 | 0 | 0 | -1 | -1 | 0 | 0 | 2 | 1 | 1 | 0 |
| a. Rape by Force | 1 | 0 | 0 | 0 | 0 | -1 | -1 | 0 | 0 | 2 | 1 | 1 | 0 |
| b. Attempted Forcible Rape | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3. Robbery Total | 15 | 3 | 1 | 2 | 0 | 4 | 3 | 1 | 0 | 8 | 3 | 4 | 1 |
| a. Firearm | 4 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 3 | 1 | 1 | 1 |
| b. Knife or Other Cutting Instrument | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 |
| c. Other Dangerous Weapon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| d. Strong Arm (Hands, Feet, Etc.) | 9 | 3 | 1 | 2 | 0 | 2 | 1 | 1 | 0 | 4 | 1 | 3 | 0 |
| 4. Assault Total | 119 | 25 | 5 | 8 | 12 | 51 | 20 | 13 | 18 | 43 | 15 | 12 | 16 |
| a. Firearm | 13 | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 10 | 1 | 1 | 8 |
| b. Knife or Other Cutting Instrument | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| c. Other Dangerous Weapon | 16 | 5 | 0 | 3 | 2 | 5 | 1 | 4 | 0 | 6 | 3 | 2 | 1 |
| d. Strong Arm (Hands, Feet, Etc.) | 6 | 2 | 0 | 1 | 1 | 2 | 0 | 1 | 1 | 2 | 1 | 0 | 1 |
| e. Other Assaults - Simple | 83 | 15 | 5 | 4 | 6 | 44 | 19 | 8 | 17 | 24 | 10 | 8 | 6 |
| 5. Burglary Total | 92 | 40 | 16 | 3 | 21 | 15 | 8 | 4 | 3 | 37 | 8 | 10 | 19 |
| a. Forcible Entry | 41 | 15 | 5 | 1 | 9 | 8 | 4 | 2 | 2 | 18 | 3 | 7 | 8 |
| b. Unlawful Entry | 43 | 21 | 11 | 2 | 8 | 6 | 4 | 2 | 0 | 16 | 5 | 3 | 8 |
| c. Attempted Forcible Entry | 8 | 4 | 0 | 0 | 4 | 1 | 0 | 0 | 1 | 3 | 0 | 0 | 3 |
| 6. Larceny - Theft Total (Except Motor Vehicle Theft) | 252 | 80 | 26 | 29 | 25 | 80 | 18 | 37 | 25 | 92 | 22 | 46 | 24 |
| 7. Motor Vehicle Theft Total | 52 | 22 | 11 | 7 | 4 | 11 | 6 | 3 | 2 | 19 | 11 | 5 | 3 |
| GRAND TOTAL | 531 | 170 | 59 | 49 | 62 | 160 | 54 | 58 | 48 | 201 | 60 | 78 | 63 |

* Note: Simple Assaults are not included in Major Crimes

Student Graduation Rates

| 2009 Graduation Rates | | |
|------------------------------|--------------------------------|------------------------------|
| Total Graduation Rate | Cosmetology Graduation Rate | Esthetics Graduation Rate |
| 81% | 78% | 87% |

Fiscal Reports and Financial Statements

The Gary Manuel Aveda Institute bookkeeper and Career Services department complete monthly financial bookkeeping by the second week of each month. The monthly review follows the following procedure:

1. The Gary Manuel Aveda Institute reviews a report on “Earned vs. Unearned Hours” in the SMART System.
2. Bookkeeping monitors
 - Students who are currently up-to-date on payments
 - Students who are late on making payments
 - Total hours actually attended by each student
 - Total hours actually attended for the entire student body

Before drawing down funds from the federal government, the Financial Aid Director works with the bookkeeping report and reviews each Title IV recipient’s academic progress, weeks attended, and hours attended as recorded in the SMART time clock system. The Financial Aid Director then creates a report of all students eligible for financial aid disbursements and submits this report to the Career Services Leader.

Bookkeeping monitors when funds are drawn down and deposited into the Gary Manuel Aveda Institute bank account and keeps monthly reports of the intake and pay out of each type of federal funding. The Financial Aid Director submits the information on these reports to remain in compliance with the specific requirements of each program.

Fiscal Records maintained by the Gary Manuel Aveda Institute and stored in the Financial Aid Director’s office are:

1. Records of all FSA program transactions
2. Bank statements for all accounts containing FSA funds
3. Records of student accounts, including each student’s institutional charges, cash payments, FSA payments, cash disbursements, refunds, returns, and overpayments required for each enrollment period
4. General ledger and related subsidiary ledgers that identify each FSA program transaction. These transactions are separate from the institute’s other financial transactions.

Institutional System Security Policy

The Gary Manuel Aveda Institute Financial Aid Director maintains access to all FSA systems (NSLDS*, COD, SMART, FAME, CPS, SAIG, etc.) and secures all FSA Documents, along with User ID's and passwords to access FSA systems in a secure locked office at all times.

The Financial Aid Director does not share access to these systems under any circumstance. All administrative staff, if granted permission by the Financial Aid Director/PDPA, is to apply for their own User ID and password with the appropriate party to gain access to the appropriate FSA system. Violation of this System Security Policy, could lead to a formal write-up and/or termination of employment.

*NSLDS (National Student Loan Data System)

For all NSLDS system users that share their user ID, this is a serious system security violation and this type of violation and this type of repeated System Security Violation can cause a permanent user revocation on the NSLDS System.

Institutional Eligibility

Officials responsible for submitting a timely and complete Eligibility and Certification Approval Report to the Department are:
Financial Aid Director pualani@garymanuel.com

The procedure for collecting information and reporting it in the Electronic Certification Process to obtain initial certification and complete certification renewal is as follows:

The Gary Manuel Aveda Institute uses its OPEID to enter the E-App site, and completes the E-App. After printing Section L of the E-App (the signature page), the institute's CEOs, Manuel Benevich and Gary Howse, sign it. The institute then sends the completed signature page and all required supporting documents, such as accreditation and state licensure documents, to ED at:

U.S. Department of Education, FSA
Integrated Partner Management
830 First Street, NE
Washington, DC 20202-5402

To obtain Gary Manuel Aveda Institute Title IV certification, Cassandra Thomas, prior Financial Aid Director, Monica Perez, prior human resources director (in attendance for Manuel Benevich, CEO) and Michelle Haug, prior career services leader, attended Title IV, HEA training at the Department of Education.

The Gary Manuel Aveda Institute will abide by the period of participation assigned by the Secretary and submit an application for renewal of certification that is materially complete at least 90 days prior to the expiration of its current period of participation. The institute agrees to abide by a month to month extension of the existing certification following the expiration of the institute’s period of participation until the end of the month in which the Secretary issues a decision on the application for recertification.

In the event that the Gary Manuel Aveda Institute is instituted a provisional certification, the Financial Aid Director will be responsible for coordinating the provisions outlined by the Department of Education.

For review by auditors and Department officials, the Gary Manuel Aveda Institute keeps a copy of its E-App, supporting documentation, and date the E-App was submitted in file labeled “Institutional Eligibility” in the financial aid director’s office. The signed Program Participation Agreement Form (PPA) is also located in this file.

If there are any changes as specifically outlined in 600.21(a)(1-9), the financial aid director reports them to ECAR, notifies the Department of Education Secretary, and notifies Department of Education representative, Julie Arthur within 10 business days. The Financial Aid Director is responsible for coordinating with the Secretary any reported changes that may affect the institute’s eligibility and the effective date of the response to changes.

Staff Contacts

GARY MANUEL AVEDA INSTITUTE PERSONNEL

| Role | Traditionally Known As | Description | Who |
|------------------------|--|--|----------------|
| Institute Leader | School Director/Director of Operations | Orchestrates the daily operations of the Institute | Kristi Spencer |
| Financial Aid Director | Financial Aid Director | Oversees financial aid and administers Title IV funding. Advises future professionals about federal Pell Grant, Stafford Loan, PLUS loan, and other state grant opportunities. | |
| Admissions Director | Recruiter/Admissions Director | Attracts Future Professionals and Guests to the GMAI through college fairs, high school days, advertising, etc. | Pablo Payne |
| Admissions Lead | Admissions Representative | Oversees communications with potential future professionals, sets admissions appointments, and organizes pre-admissions records. | J’Keren Sears |
| Career Services Lead | Student Services Director | Oversees Career Service Department, systems, policies and procedures. Helps you with Career Counseling, hours, grades, and other services. | Lindsey Dixon |
| Director of Education | N/A | Oversees Cosmetology Clinic Floor learning process, programs, and all Learning Leaders | Lindsey Phelps |
| Cosmetology Lead | Lead Instructor of Cosmetology and Instructor Training | Oversees Cosmetology learning process, program, and Cosmetology Learning Leaders | Kim Langlo |
| Esthetics Lead | Lead Instructor of Esthetics | Oversees Esthetics learning process, program, and Esthetics Learning Leaders | |

| | | | |
|--------------------|----------------------------|---|--|
| Learning Lead | Educator/Instructor | Leads the learning process for Future Professionals in either Cosmetology or Esthetics through experience and ongoing training Help you with hours, grades, placement, and other services | Christopher Archiopoli Marcia Burgess Lee Bockland Amy Bozer Lisa Bradbury Kenlynn Decamp Melissa Dodd Heather Eber Lauren Fitzpatrick Monica Greeno Tunithia Kees Denise Lawless Gustav Mendoza Gia Pearson Tamara Pearson Monica Pickett-Pittman Robert Rowland Theresa Shelton Rashelle Vogus-Randall |
| Guest Service Team | Reception/Customer Service | Provides quality care to all guests over the phone, when they visit and through ongoing communication. | |