

Fact Sheet for Current ACC Students

Updated February 24, 2012

Based on its investigation of reporting practices, and the finding of misreporting of employment outcomes and some instances of intentional falsification of information by officials at the American Commercial College (ACC) campuses in Texas, the Texas Workforce Commission (TWC) has taken the following actions.

(1) *Revocation of the Certificates of Approval for the ACC schools in Lubbock and Abilene.* These schools must cease enrollment of new students and either refund tuition costs for current enrollees or assist them with completion of their training programs. These schools' certificates will be revoked on December 31, 2012. ACC has filed an appeal of this revocation.

(2) *Removal of conditions on the Certificates of Approval for the ACC Schools in Odessa, Wichita Falls and San Angelo.* Conditions previously placed on the Certificates of Approval for the ACC schools in Odessa, Wichita Falls, and San Angelo have been removed, after TWC's review of a third party verification of FY 2010 and FY 2011 CPE reporting did not find a pattern of over-reporting of employment at those campuses.

1. Will my school/program be affected by TWC's actions relating to the ACC campuses in Texas?

All of the campuses of the ACC-owned career schools in Texas have been affected by TWC's actions. See a full list of the schools affected and the actions that have been taken:

School Name	School Address	Actions Taken
American Commercial College	402 Butternut Street Abilene, Texas 79602	Issued Revocation of Certificate of Approval*
American Commercial College	2007 34th Street Lubbock, Texas 79411	Issued Revocation of Certificate of Approval*
American Commercial College	5119 Twin Towers Boulevard Odessa, Texas 79762	Removal of Conditions on the Certificate of Approval
American Commercial College	3177 Executive Drive San Angelo, Texas 76904	Removal of Conditions on the Certificate of Approval
American Commercial College	4317 Barnett Road Wichita Falls, Texas 76310	Removal of Conditions on the Certificate of Approval

*Effective December 31, 2012

2. Will I be able to finish my course of study?

Most likely. There are no limitations on students' courses of study at the ACC Odessa, Wichita Falls, and San Angelo schools.

At the ACC Lubbock and Abilene schools for which a Notice of Revocation of Certificates of Approval has been issued, currently enrolled students may continue their current courses of study at this time. Once ACC's appeal is concluded and if the revocation is upheld, students will be provided the options of a full refund or the completion of training if completion is possible by December 31, 2012.

3. Why does TWC plan to revoke my school's certification?

TWC monitors Texas career schools' and colleges' employment outcomes in order to ensure that students are receiving quality training that will prepare them to find work in their chosen field of study. One of the key indicators of quality for prospective students and TWC is the ability of program graduates to obtain employment in the field of training. A career school or college operating in Texas is required to place at least 60 percent of its graduates in jobs related to their field of study.

A recent investigation revealed that ACC misreported its employment numbers for programs at the Abilene and Lubbock campuses of ACC. Additionally, at those two campuses, TWC has evidence that critical information has been falsified by school personnel, including eligibility for admission to school programs (GEDs and high school diplomas), attendance records, and grades.

4. Why were conditions placed on my school's certificate?

TWC monitors Texas career schools' and colleges' employment outcomes in order to ensure that students are receiving quality training that will prepare them to find work in their chosen field of study. One of the key indicators of quality for prospective students and TWC is the ability of program graduates to obtain employment in the field of training. A career school or college operating in Texas is required to place at least 60 percent of its graduates in jobs related to their field of study.

Based on review of a sample of students reported by ACC as employed, TWC was concerned that the employment outcomes reported for FY 2010 may not be accurate. Until TWC could verify whether the employment data reported was accurate or not, no new students were to be enrolled at the Odessa, San Angelo and Wichita Falls campuses of ACC.

After review of a third party verification of FY 2010 CPE reporting, TWC did not find a pattern of over-reporting of employment rates at the Odessa and San Angelo campuses of ACC. In addition, TWC did not find a pattern of over-reporting for the Wichita Falls campus through the third party verification of FY 2011 CPE reporting. Therefore, the enrollment suspensions on those campuses has been lifted.

5. Can I get a refund if I have already enrolled and begun my course of study?

Students currently enrolled at the Abilene and Lubbock ACC campuses, for which a Notice of Revocation of the Certificate of Approval has been issued, will be provided with the options of a refund or completion of the training after ACC's appeal is concluded and if the revocation is upheld.

Students currently enrolled in programs at the Odessa, San Angelo, and Wichita Falls schools who decide to withdraw from their current course of study prior to completing 75 percent of that course, are entitled to a refund per the school's refund policy that is published in your school catalog.

6. Will the agency's actions affect my financial aid?

Students' current package of financial aid for their current course of study will not be affected. The best person to address questions about your financial aid is your financial aid officer.

7. Is a diploma valid after a school loses approval from the state?

Yes, a certificate or diploma will still represent the completion of your program of study and the coursework and training you received in school. You should make sure to obtain your certificate or degree and your complete transcript for your personal records. You may use those records to show future employers proof of the program of study you completed and what courses you completed and your grades.

8. Where do I file a complaint?

Any student with a complaint about a career school is encouraged to use their school's grievance processes or file a complaint with TWC. Advice on filing a complaint and complaint forms are located at the *Having Problems with your School?* page of TWC's website: www.twc.state.tx.us/svcs/propschools/problem-school.html. For more information, contact the TWC Career Schools and Colleges Department by phone at 1-866-256-6333 or by email at career.schools@twc.state.tx.us.

9. Where can I find information about career schools regulated by TWC and what they offer?

Prospective career school students can access a list of schools with current Certificates of Approval on the TWC Directory of Licensed Career Schools and Colleges at <http://csc.twc.state.tx.us> or by calling 1-866-256-6333 or 512-936-3100 in the Austin area. The directory includes information on the cost, length, enrollment, completion, and employment rates reported by all licensed schools. Schools with valid exemptions from the requirement for licensure are not listed on the directory, but the exemption status of a school may be determined by contacting TWC. More information on shopping wisely for a career school can be found at the *Considering Attending a Career School?* web page: <http://www.twc.state.tx.us/svcs/propschools/considering-students.html>.

10. Who can I talk to with additional questions?

TWC has established a hotline to handle questions you may have about ACC. The hotline number is 1-866-256-6333.