

1) Descriptions of the programs offered, program objectives, lengths of program and institutional calendars with program start and end dates;

Program Overview

The Pathways to Success (PTS) workforce development program's main objective is to provide career pathways and industry insights that align with labor market trends to members of the immigrant community to help them secure employment with livable wages. Pathways to Success comprises of the Healthcare Bridge, Supply Chain Management and Logistics Bridge, Biology 120: Medical Terminology, and Technology. Each program area focuses on a specific industry.

Healthcare Bridge

The main objective of the Healthcare Bridge is to increase participants' reading comprehension, writing, and mathematics skills through contextualized instruction. Participants will be introduced to various aspects of the health care field and will gain valuable industry knowledge. The Healthcare Bridge also aims to prepare participants to take the entrance exam and/or placement assessments required by different health care training programs for Certified Nursing Assistant (CNA), Patient Care Technician (PCT), Certified Medical Assistant (CMA), or other pathways in the health services field.

The reading and writing module of the Healthcare Bridge includes the following content:

- Introduce the writing process, which includes well-organized and developed paragraphs
- Review grammar, basic sentence structure, mechanics, punctuation, and improve vocabulary
- Read works that include various rhetorical structures and themes in order to improve reading comprehension

The mathematics module of the Healthcare Bridge includes the following content:

- Review of basic mathematics skills, which includes the fundamental numeral operations of addition, subtraction, multiplication and division of whole numbers, fractions, and decimals; percent, ratios, proportions, and systems of measurement
- Performing fundamental operations on real numbers; exponents, solving linear equations and inequalities; functions; graphing linear equations; slope, x- and y-intercepts, slope intercept form; polynomials; factoring polynomials
- Determining area, perimeter of various polygons and its characteristics; types of lines and angles, nets, surface area, and volume of polyhedrons; measures of central tendency and interpreting data through graphs

The Healthcare Bridge is a total of 15 weeks long. It comprises of two modules – 6 weeks for reading and writing and 9 weeks for mathematics. Classes are held four days a week on Mondays, Tuesdays, Wednesdays and Thursdays from 9:30 AM to 12:00 PM or 6:15 PM to 8:45 PM. Each class session is 2.5 hours long, which totals to be 150 hours of instructional time.

*Day time classes, 9:30AM to 12:00PM is only offered if there is a student wait list of 10 or more students at least a month before the scheduled start date.

The 2018 Healthcare Bridge daytime schedule is below:

Start Date	End Date	Module
January 8, 2018	February 15, 2018	Math
February 19, 2018	April 19, 2018	Reading and Writing
April 23, 2018	May 31, 2018	Math
June 4, 2018	August 2, 2018	Reading and Writing
August 6, 2018	September 13, 2018	Math
September 17, 2018	November 15, 2018	Reading and Writing

The 2018 Healthcare Bridge evening schedule is below:

Start Date	End Date	Module
January 8, 2018	February 15, 2018	Reading and Writing
February 19, 2018	April 19, 2018	Math
April 23, 2018	May 31, 2018	Reading and Writing
June 4, 2018	August 2, 2018	Math
August 6, 2018	September 13, 2018	Reading and Writing
September 17, 2018	November 15, 2018	Math

There is no tuition or fees charged nor are there any expenses to participants for the Healthcare Bridge. This program is provided free of charge for participants who meet the Healthcare Bridge admission requirements. Admission requirements include:

- High school diploma or GED
- TABE reading score between 6.0 and 10.0
- TABE mathematics score between 5.0 and 10.0
- Attend mandatory orientation
- Complete suitability assessment

Supply Chain Management and Logistics (SCL) Bridge

The main objective of the Supply Chain Management and Logistics Bridge is to increase participants' reading comprehension, writing, and mathematics skills through contextualized instruction. Participants will be introduced to various aspects of the supply chain and logistics field and will gain valuable industry knowledge. The SCL Bridge also aims to prepare participants to take the placement reading to write and math assessments required by Olive Harvey College.

The reading and writing module of the SCL Bridge includes the following content:

- Introduce the writing process, which includes well-organized and developed paragraphs
- Review grammar, basic sentence structure, mechanics, punctuation, and improve vocabulary
- Read works that include various rhetorical structures and themes in order to improve reading comprehension

The mathematics module of the SCL Bridge includes the following content:

- Review of basic mathematics skills, which includes the fundamental numeral operations of addition, subtraction, multiplication and division of whole numbers, fractions, and decimals; percent, ratios, proportions, and systems of measurement
- Performing fundamental operations on real numbers; exponents, solving linear equations and inequalities; functions; graphing linear equations; slope, x- and y-intercepts, slope intercept form; polynomials; factoring polynomials
- Determining area, perimeter of various polygons and its characteristics; types of lines and angles, volume of prisms; measures of central tendency and interpreting data through graphs

The SCL Bridge is a total of 14 weeks long. It comprises of two modules – 7 weeks for reading and writing and 7 weeks for mathematics. Classes are held four days a week on Mondays, Tuesdays, Wednesdays and Thursdays from 9:30 AM to 12:00 PM or 6:15 PM to 8:45 PM. Each class session is 2.5 hours long, which totals to be 140 hours of instructional time.

*Day time classes, 9:30AM to 12:00PM is only offered if there is a student wait list of 10 or more students at least a month before the scheduled start date.

The 2018 SCL Bridge daytime schedule is below:

Start Date	End Date	Module
January 29, 2018	March 15, 2018	Reading and Writing

March 19, 2018	May 3, 2018	Math
May 7, 2018	Jun 21, 2018	Reading and Writing
June 25, 2018	August 9, 2018	Math
August 13, 2018	September 27, 2018	Reading and Writing
October 1, 2018	November 15, 2018	Math

The 2018 SCL Bridge evening schedule is below:

Start Date	End Date	Module
January 29, 2018	March 15, 2018	Math
March 19, 2018	May 3, 2018	Reading and Writing
May 7, 2018	Jun 21, 2018	Math
June 25, 2018	August 9, 2018	Reading and Writing
August 13, 2018	September 27, 2018	Math
October 1, 2018	November 15, 2018	Reading and Writing

There is no tuition or fees charged nor are there any expenses to participants for the SCL Bridge. This program is provided free of charge for participants who meet the SCL Bridge admission requirements. Admission requirements include:

- High school diploma or GED
- TABE reading score between 6.0 and 10.0
- TABE mathematics score between 5.0 and 10.0
- Attend mandatory orientation
- Complete suitability assessment

Biology 120: Medical Terminology

The main objective of the Biology 120: Medical Terminology course is to introduce and increase basic medical vocabulary to individuals interested in or are currently in the allied health field and others with minimal background in anatomy and physiology. This course includes study of the human body systems.

Content covered in this course includes the following:

- Basic word structure
- Terms pertaining to the body as a whole
- Suffixes
- Prefixes

- Digestive system
- Urinary system
- Female reproductive system
- Male reproductive system
- Nervous system
- Cardiovascular system
- Blood system
- Respiratory system
- Lymphatic and immune system
- Endocrine system
- Musculoskeletal system

The Biology 120: Medical Terminology course is a total of 11 weeks long. Classes are held once a week on Fridays from 4:00 PM to 7:00 PM. Each class session is 3 hours long, which totals to be 33 hours of instructional time. The 2018 Biology 120: Medical Terminology schedule is below:

Start Date	End Date
April 6, 2018	June 15, 2018
June 22, 2018	August 31, 2018
September 7, 2018	November 16, 2018

There is no tuition or fees charged to participants for the Biology 120: Medical Terminology course. This program is provided free of charge for participants.

According to a Memorandum of Understanding between Erie Neighborhood House and Humboldt Park Vocational Education Center of Wilbur Wright City College (HPVEC), participants may earn 3 credit hours for the course by meeting the following requirements:

- Attend at least 70% of the classes
- Pass all quizzes with 70% or higher
- Complete all class worksheets
- Pass final exam by 70% or higher

Credits are valid if students enroll at City Colleges within 2 years of completing the course. (See attached MOU.)

Technology Program

The Technology program is divided into the following classes: basic, intermediate, advanced, hardware/software, office assistant and A+. A description of each course is provided below:

Basic learning competencies: Basic function of Windows operating system, typing, components of computer functions, how to use the Internet, attaching and downloading files, importance of social media

Intermediate learning competencies: Microsoft Word, Excel, PowerPoint, Publisher and Access

Advanced learning competencies: Graphics, Photoshop, Multimedia and HTML

Hardware/Software learning competencies: How to install and uninstall operation system and applications, differences between applications and operation systems, how to upgrade computers

Office Assistant learning competencies: Microsoft Office Specialist in Word, Excel, Access, PowerPoint, Publisher, Outlook and customer service skills

A+ learning competencies: Software applications and troubleshooting.

Course Name	Start Date	End Date
Basic Computer	July 10, 2017	September 25, 2017
Intermediate	September 25, 2017	October 23, 2017
Advanced	October 23, 2017	February 5, 2018
Hardware/Software	February 5, 2018	August 18, 2018
Office Assistant	July 10, 2017	November 20, 2017
Office Assistant	January 8, 2018	June 11, 2018

2) Schedule of tuition, fees and all other charges and expenses necessary for completion of the course of study, and cancellation and refund policies.

Healthcare bridge, Supply Chain Management and Logistics Bridge, and Biology 120: Medical Terminology classes do not charge a fee, tuition or expenses.

The Technology Program charges a fee per course subject as follows below:

Entire course fee

- Basic: \$35
- Intermediate: \$100
- Advanced: \$100
- Hardware/Software: \$200
- Office Assistant: \$100
- A+: \$150

Students are encouraged to provide \$20 deposit payment prior to the start of class and the remainder of the fees are collected for the duration of class on a monthly basis until the end of class. As an enrolled student of Erie Neighborhood House's Pathways to Success Technology Program, you may withdraw from the program and be provided with a refund due to special and unforeseen circumstances.

For the purpose of determining a refund, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- Communication with the instructor that he/she will need to withdraw from class
- Sudden illness accompanied by a doctor's note that indicates the inability to attend class as a result of the illness
- Illness of an immediate family member that requires the student's care accompanied by a self-attestation

The student may receive a pro rata refund if he/she completed 70 percent or less of the scheduled days in the current period of attendance in your program through the last day of attendance. Notification of program withdrawal will need to be provided to the instructor and approved by the Director of Workforce. Refunds will be paid within 30 days via check and must be picked up and signed off in person at Erie Neighborhood House: 1347 W. Erie, Chicago, IL 60642.

The amount owed equals the daily charge for the current period of attendance (total institutional charge, minus non-refundable fees, divided by the number of days in the period of attendance), multiplied by the number of days scheduled to attend, prior to withdrawal.

3) Student success data as required pursuant to Section 37 of the Act and this Part and any data to satisfy Board reporting requirements; (See section 1095.240 below for list of required disclosure information

The disclosure shall consist of a statement containing the following information for the most recent 12-month reporting period of July 1 through June 30 (Section 37 of the Act):

A. For each program of study, report:

Healthcare Bridge

- 1) The number of students who were admitted in the program as of July 1 of that reporting period: **29**
- 2) The number of additional students who were admitted in the program during the next 12 months and classified in one of the following categories:
 - a) New starts: **60**
 - b) Re-enrollment: **0**
 - c) Transfers into the program from other programs at the school: **0**
- 3) The total number of students admitted in the program during the 12-month reporting period (the number of students reported under subsection (a) (1) plus the total number of students reported under subsection (a)(2)) **29**
- 4) The number of students enrolled in the program during the 12-month reporting period who:
 - a) Transferred out of the program and into another program at the school: **13**
 - b) Completed or graduated from a program: **19**
 - c) Withdrew from the school: **10**
 - d) Are still enrolled: **7**
- 5) The number of students enrolled in the program that was:
 - a) Placed in their field of study: **8**
 - b) Placed in a related field; **8**
 - c) Placed out of the field; **0**
 - d) Not available for placement due to personal reasons: **2**
 - e) Not employed. **2**

Supply Chain Management and Logistics Bridge

- 1) The number of students who were admitted in the program as of July 1 of that reporting period: **6**
- 2) The number of additional students who were admitted in the program during the next 12 months and classified in one of the following categories:
 - a) New starts: **6**

- b) Re-enrollment: **0**
- c) Transfers into the program from other programs at the school: **0**
- 3) The total number of students admitted in the program during the 12-month reporting period (the number of students reported under subsection (a) (1) plus the total number of students reported under subsection (a)(2)) **6**
- 4) The number of students enrolled in the program during the 12-month reporting period who:
 - a) Transferred out of the program and into another program at the school: **0**
 - b) Completed or graduated from a program: **0**
 - c) Withdrew from the school: **0**
 - d) Are still enrolled: **0**
- 5) The number of students enrolled in the program that was:
 - a) Placed in their field of study: **0**
 - b) Placed in a related field: **0**
 - c) Placed out of the field: **0**
 - d) Not available for placement due to personal reasons: **0**
 - e) Not employed: **0**

Biology 120: Medical Terminology (Erie does not track Biology 120 information outside of enrollment and completion)

- 1) The number of students who were admitted in the program as of July 1 of that reporting period: **0**
- 2) The number of additional students who were admitted in the program during the next 12 months and classified in one of the following categories:
 - a) New starts: **12**
 - b) Re-enrollment: **0**
 - c) Transfers into the program from other programs at the school: **0**
- 3) The total number of students admitted in the program during the 12-month reporting period (the number of students reported under subsection (a) (1) plus the total number of students reported under subsection (a)(2)) **12**
- 4) The number of students enrolled in the program during the 12-month reporting period who:
 - a) Transferred out of the program and into another program at the school: **0**
 - b) Completed or graduated from a program: **3**
 - c) Withdrew from the school: **0**
 - d) Are still enrolled:
- 5) The number of students enrolled in the program that was:
 - a) Placed in their field of study: **0**
 - b) Placed in a related field: **0**
 - c) Placed out of the field: **0**
 - d) Not available for placement due to personal reasons: **0**
 - e) Not employed: **0**

Technology Program

- 1) The number of students who were admitted in the program as of July 1 of that reporting period: **164**
- 2) The number of additional students who were admitted in the program during the next 12 months and classified in one of the following categories:
 - a) New starts: **22**
 - b) Re-enrollment: **142**
 - c) Transfers into the program from other programs at the school: **0**
- 3) The total number of students admitted in the program during the 12-month reporting period (the number of students reported under subsection (a) (1) plus the total number of students reported under subsection (a)(2)) **164**
- 4) The number of students enrolled in the program during the 12-month reporting period who:
 - a) Transferred out of the program and into another program at the school: **0**
 - b) Completed or graduated from a program: **96**
 - c) Withdrew from the school: **10**
 - d) Are still enrolled: **164**
- 5) The number of students enrolled in the program that was:
 - a) Placed in their field of study: **2**
 - b) Placed in a related field; **2**
 - c) Placed out of the field; **0**
 - d) Not available for placement due to personal reasons: **112**
 - e) Not employed. **52**

B. The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period, as well as the number who passed. (Section 37 of the Act):

Healthcare Bridge: **3**

Supply Chain Management and Logistics Bridge: **0**

Biology 120: Medical Terminology: **0 Erie does not track this information for Biology 120**

Technology Program: **0**

- C. The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence. (Section 37 of the Act):

Healthcare Bridge: **8**

Supply Chain Management and Logistics Bridge: **0**

Biology 120: Medical Terminology: **0** Erie does not track this information for Biology 120

Technology Program: **4**

- D. The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence. (Section 37 of the Act)

Healthcare Bridge: **\$12.00**

Supply Chain Management and Logistics Bridge: **0**

Biology 120: Medical Terminology: **0** Erie does not track this information for Biology 120

Technology Program: **\$11.00**

4) A statement of the institution's accreditation status with a U.S. Department of Education recognized accrediting body. If no such accreditation exists, the institution must prominently state this in its advertising and published materials

Erie Neighborhood House does not have accreditation status with the U.S Department of Education.

5) Statements regarding the transferability of a certificate to other institutions of higher education and the importance of consulting with institutions to which the student may seek to transfer;

The Pathways to Success Program does not guarantee the transferability of a certificate or credits to another school, college, or university. Coursework are not likely to transfer; any decision on the comparability, appropriateness and applicability of credit and whether credit should be accepted is the decision of the receiving institution. It is the participant's responsibility to contact and consult with institutions to which they seek to transfer for information regarding transfer requirements.

The Biology 120 course is a separate program from the healthcare bridge in which Humboldt Park Vocational Educational Center Wright College accepts student progress reports and attendance sheets from Erie House to then administer the Biology 120 final exam onsite for college course credit approval.

6) Evidence of articulation arrangements with institutional counterparts, when these arrangements exist;

Erie Neighborhood House has a Memorandum of Understanding with Humboldt Park Vocational Education Center of Wilbur Wright City College (HPVEC). HPVEC agrees to provide incoming students with Biology 120 course credits if Erie Neighborhood House provides the following:

- Provide 10 weeks of medical terminology training
- Share student progress reports
- Attendance sheets

HPVEC agrees to the following:

- Administer the Biology 120 (Medical Terminology) final exam to participants in each PTS cohort. Participants that receive a passing grade on the exam will be granted *Credit by Portfolio* for the Biology 120 requirement of the HPVEC MA program.
- Assist with participant orientation, academic advising, financial-aid advising, and registration offered every Fall and Spring Semester

7) Other material facts concerning the institution and the program or course of instruction as are likely to affect the decision of the student to enroll, together with any other information specified by the Board and defined in this Part.

Factors likely to affect the decision of the participant to enroll in the Pathways to Success Program include:

1. Class meeting time:

Healthcare Bridge and Supply Chain Management and Logistics Bridge

- Mondays, Tuesdays, Wednesdays, Thursdays
- 6:15 PM to 8:45 PM
- 15 weeks long
- 150 total hours

Biology 120: Medical Terminology

- Fridays
- 4:00 PM to 7:00 PM
- 11 weeks long
- 33 total hours

Technology Program

- Mondays, Tuesdays, Wednesdays, Thursdays, Fridays, and Saturdays
- 9:30 AM to 12:30 PM
- Between 14-22 weeks long

2. Admission requirements for Healthcare Bridge and Supply Chain Management and Logistics Bridge:

- High school diploma or GED
- TABE Reading score between 6.0 and 10.0
- TABE Mathematics score between 5.0 and 10.0
- Attend mandatory orientation
- Complete suitability assessment

3. Attendance requirements for all programs:

- Participants are expected to attend all classes
- Participants are expected to arrive for class on time

- Participants must inform their instructor of absence or tardiness via phone or email at least two (2) hours prior to the start of class
- Every three (3) unexcused tardy equals one (1) unexcused absence.
- If a participant has three (3) unexcused absences, he/she will be terminated from the current cohort. However, he/she will be able to register and enroll for future cohorts.

4. Admission requirements for Technology Program:

- Complete intake paperwork
- Pay \$20 registration fee

Grievance Policy

Every person who receives services from Erie Neighborhood House is entitled to file a grievance if they have a complaint about the services they received. Please remember there will be no retaliation against you for submitting a complaint. **We encourage you to attempt to resolve and converse about the problem directly with the instructor as a first step in the process.** If you cannot do that or are unsatisfied with that outcome, then you may begin the grievance procedure.

Grievance Forms are available from reception. Part I of the form needs to be filled out by you and given to the Education and Training Coordinator.

There are two possible levels of review available for each grievance:

LEVEL 1

The first person to review the grievance is the Education and Training Coordinator. This person has three working days to meet with you to discuss the situation. At the conclusion of your meeting, the Education and Training Coordinator will complete Part II of the form and tell you what they think should happen. You will be asked to sign Part III of the form and state whether you agree or disagree with the proposed resolution.

- If you agree, the process ends and the resolution is implemented.
- If you disagree, you move to Level 2 of the grievance review process.

LEVEL 2

The second person to review the grievance is the Department Director. This person will contact you directly and follow Erie Neighborhood House's organizational policy for grievances:

1. The Director will attempt to resolve the complaint to reach a satisfactory outcome.
2. If efforts fail to bring a satisfactory resolution, the individual can approach the Senior Director of Programs and Quality Assurance.
3. If the problem is not resolved, the participant should then proceed to the Executive Director. The problem must be presented in writing and he/she will review the and consider the problem. The Executive Director has full authority to make any adjustment deemed appropriate to resolve the problem.

EDUCATIONAL COMPLAINTS:

For all complaints related to the Healthcare Bridge, Supply Chain Logistics Bridge or Technology program educational components, please visit:

www.ibhe.org

IBHE online complaint system (www.complaints.ibhe.org).