

# CARNEGIE MELLON UNIVERSITY PROGRAMS IN CALIFORNIA

## ENROLLMENT AGREEMENT

**PLEASE CHECK ONE:**

Branch Campus: Carnegie Mellon University - Silicon Valley

Class Location:

NASA Research Park, Building 23

Moffett Field, CA 94035

Phone: (650) 335-2886; Fax (650) 603-7032

<http://www.sv.cmu.edu>

Branch Campus: Carnegie Mellon University – Heinz – Los Angeles (MEIM)

Class Location:

4640 Lankershim Blvd. # 125

North Hollywood, CA 91602

Phone: (818) 980-6346

<https://www.heinz.cmu.edu/programs/entertainment-industry-management-master/>

PLEASE PRINT OR TYPE	<input checked="" type="checkbox"/> New Student	<input type="checkbox"/> Returning Student
Family/Legal Name (as it appears on your passport) _____ (First/Given) (Middle) (Family/Last)		
Date of Birth _____ - _____ - _____ (month/day/year)	Country of Citizenship: _____	
Home Telephone: _____	Cell: _____	
Email: _____	Andrew ID (if applicable): _____	
Permanent Address: _____ _____ _____	Current Address (if different from Permanent Address): _____ _____ _____	

### A. PROGRAM

Name of Program MS in Software Engineering, Standard Program Full Time X Part Time \_\_\_\_\_

Is only a portion of the Program provided in California?: Yes: \_\_\_\_\_ No: X

If only a portion of the Program is provided in California, the portion of the Program that is currently expected to be provided in California is \_\_\_\_\_. (Certain programs are provided only in part in California. See your catalog/graduate program handbook and/or official admission letter for further information about which part of your Program is provided in California.)

Total Number of Units Required to be Completed 97 Approximate No. of Semesters 3

Program Start Date: August 26, 2024 Program Scheduled Completion Date: December 15, 2025

Catalog/Graduate Program Handbook: [https://www.ece.cmu.edu/\\_files/academics/ms-sv-catalog-handbook.pdf](https://www.ece.cmu.edu/_files/academics/ms-sv-catalog-handbook.pdf)

#### **This Enrollment Agreement Covers the Following Current Period of Attendance for the Program:**

**Period of Attendance Start Date:** August 26, 2024 **Period of Attendance End Date:** December 16, 2024

This Enrollment Agreement covers only the above-referenced current period of attendance for the Program. If the number of semesters to complete the Program extends beyond the above-referenced period of attendance end date, and one or more of those semesters for the Program is provided in California, as a condition to further enrollment, you will be required to execute a new Enrollment Agreement with Carnegie Mellon University to cover the then-current period of attendance for the Program.

## B. FEES AND CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE

Application Fee	\$ <u>75</u>	Non-Refundable.
Admission Deposit	\$ <u>0</u>	Non-Refundable (but credited towards tuition/student charges).
<b>Program Tuition*</b>	\$ <u>28,718</u>	Prorated upon withdrawal/leave of absence. See Refund Policy provisions of this Enrollment Agreement.
<b>Required University Fees</b>	\$ <u>488</u>	Non-Refundable after the 10th class day of the relevant semester. See Refund Policy provisions of this Enrollment Agreement.
Books and Supplies (allowance)	\$ <u>1,106</u>	Est. cost for current period of attendance. Used, digital and rented books and other factors may reduce/increase actual cost.
Student Tuition Recovery Fund (STRF)**	\$ <u>0</u>	Non-Refundable (\$0 for every \$1,000 of net insitutional charges rounded to the nearest \$1,000). See information below about the STRF.

### IMPORTANT INFORMATION ABOUT THESE FEES AND CHARGES:

**OTHER FEES MAY APPLY.** For example, requests by students for official university documents (e.g., requests for transcripts, enrollment verifications and academic records) may require payment of the relevant fee(s), and students electing to enroll and participate in tuition payment plans must pay the relevant fees to the payment plan processor. **Information about the above required university fees and other fees can be found on Carnegie Mellon University's website, at <http://www.cmu.edu/sfs/>.** In addition to the above, **HEALTH INSURANCE IS ALSO REQUIRED.** Students are required to show proof of appropriate insurance coverage or purchase student health insurance coverage through Carnegie Mellon University's third party student health insurance program.

**SCHOLARSHIPS/AWARDS.** The fees and charges quoted above do not take into account or consider any scholarships or similar awards that have been or may be awarded to the student. A student must refer to the student's official financial award or admission letter(s) from Carnegie Mellon University to determine whether the student has been awarded any scholarships or similar awards, and the terms and conditions of those scholarships and awards.

\* If the student is enrolled in the Program on a part-time basis as indicated in Part A. Program section, the tuition quoted above is based on the student's expected enrollment in the typical part-time schedule for the Program. The student should refer to the student's online account at Carnegie Mellon University if the student does not enroll in the typical part-time schedule for the Program.

\*\* The quoted STRF does not take into account or consider any tuition scholarships or similar awards that have been or may be awarded to the student (see **SCHOLARSHIPS/AWARDS** above) or whether the student's tuition is being paid by a third party and the student has no obligation to repay that third party (see **ABOUT THE STUDENT TUITION RECOVERY FUND** below). If the student has been awarded tuition scholarships or similar awards and/or the student's tuition is being paid by a third party and the student has no obligation to repay that third party, the student's STRF may be less. The student should refer to the student's online account at Carnegie Mellon University for the actual amount of STRF due.

**ABOUT THE STUDENT TUITION RECOVERY FUND:** The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program. It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd, Suite 225, Sacramento, CA 95834, (916) 574-8900 or (888) 370-7589. To be eligible for STRF, you must be a California resident or enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF. A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.

**BE SURE TO READ ALL PAGES OF THIS ENROLLMENT AGREEMENT. IT IS PART OF YOUR CONTRACT WITH CARNEGIE MELLON UNIVERSITY.**

**Revision Date: April 22 2024**

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**B. FEES AND CHARGES (CONT.)**

**ESTIMATED TOTAL FEES/CHARGES FOR THE ENTIRE PROGRAM** \$ 92,527 \*

**\*YOU ARE RESPONSIBLE FOR THIS AMOUNT. IF YOU OBTAIN A STUDENT LOAN, YOU ARE RESPONSIBLE FOR REPAYING THE LOAN AMOUNT PLUS ANY INTEREST, LESS THE AMOUNT OF ANY REFUND.** However, the student is not responsible or obligated for all or portion of this amount to the extent (and only to the extent) that Carnegie Mellon University has expressly agreed, in a writing signed by an authorized representative of Carnegie Mellon University, with a third-party resource that the third-party resource, rather than the student, is responsible or obligated to Carnegie Mellon University for this amount. See Section 6, Student Obligation/Third Party Financing, of Part D. Other Agreements/Understandings of this Enrollment Agreement.

ESTIMATED TOTAL FEES/CHARGES ARE SUBJECT TO THE FOLLOWING: (1) FOLLOWING THE CURRENT PERIOD OF ATTENDANCE, TUITION AND REQUIRED UNIVERSITY FEES ARE SUBJECT TO CHANGE, AND STUDENTS ARE REQUIRED TO PAY THE THEN-CURRENT RATES FOR PROGRAM TUITION AND REQUIRED UNIVERSITY FEES EACH SEMESTER. TUITION TYPICALLY INCREASES EACH ACADEMIC YEAR BY NOT MORE THAN 5%. THE AMOUNT QUOTED ASSUMES TUITION WILL INCREASE BY 5% EACH ACADEMIC YEAR. ACTUAL TUITION EACH ACADEMIC YEAR MAY BE LESS IF TUITION DOES NOT INCREASE BY THAT PERCENTAGE; AND (2) IF ONLY A PORTION OF THE PROGRAM IS PROVIDED IN CALIFORNIA (SEE PART A. PROGRAM, ABOVE), THE AMOUNT QUOTED COVERS ONLY THE ESTIMATED TOTAL FEES/CHARGES FOR THE PORTION OF THE PROGRAM PROVIDED IN CALIFORNIA; AND (3) THE AMOUNT QUOTED DOES NOT INCLUDE ANY SCHOLARSHIPS OR SIMILAR AWARDS THAT HAVE BEEN OR MAY BE AWARDED TO THE STUDENT PURSUANT TO THE STUDENT’S OFFICIAL FINANCIAL AWARD OR ADMISSION LETTER(S) FROM CARNEGIE MELLON UNIVERSITY; AND (4) THE AMOUNT OF STRF ACTUALLY DUE FROM THE STUDENT MAY BE LESS THAN THE AMOUNT OF STRF INCLUDED IN THE ABOVE QUOTE.

**TOTAL FEES/CHARGES FOR CURRENT PERIOD OF ATTENDANCE** \$ 30,387 \*\*

\*\* This amount is comprised of the application fee, if any, tuition, fees (student activities, technology and transportation), books and supplies (allowance), and any STRF, for the current period of attendance.

TOTAL FEES/CHARGES FOR CURRENT PERIOD OF ATTENEDANCE ARE SUBJECT TO THE FOLLOWING (1) THE AMOUNT QUOTED DOES NOT INCLUDE ANY SCHOLARSHIPS OR SIMILAR AWARDS THAT HAVE BEEN OR MAY BE AWARDED TO THE STUDENT PURSUANT TO THE STUDENT’S OFFICIAL FINANCIAL AWARD OR ADMISSION LETTER(S) FROM CARNEGIE MELLON UNIVERSITY; AND (2) THE AMOUNT OF STRF ACTUALLY DUE FROM THE STUDENT MAY BE LESS THAN THE AMOUNT OF STRF INCLUDED IN THE ABOVE QUOTE.

**FEES/CHARGES DUE UPON ENROLLMENT** \$ 75 \*\*\*

\*\*\*This amount is comprised of the application fee, if any (if not previously paid by the student), and any admission deposit.

**Billing and Payment of Tuition and Fees.** Billing of tuition and fees (and, when applicable, STRF) for the relevant semester generally occurs at least thirty (30) days prior to the start of each semester. Payments are to be remitted on or before the due date indicated on the statement (this date is typically August 15 for the Fall semester, January 15 for the Spring semester and May 15 for the Summer semester). You should always refer to your student online account at Carnegie Mellon University for the most up-to-date student account balance information. Further information about billing and payment can be found at <http://www.cmu.edu/sfs/billing>

**Late Payment.** Any portion of your tuition and fees (and, when applicable, STRF) and other amounts owed by you to Carnegie Mellon University (collectively, your “student financial obligation”) which is past due accrues interest at the highest rate permitted by applicable law, or one and one-half percent (1.5%) per calendar month, whichever is lower. Interest is assessed monthly on the unpaid portion of your student financial obligation that is past due commencing as of the last day of the month in which such portion was originally due until paid in full. Your student financial obligation includes any assessed interest. As a result, any assessed interest that remains unpaid as of the last day of the month following the month in which it was originally assessed becomes a part of your student financial obligation that is past due (and, therefore, will be assessed interest at the rate specified above commencing on the last day of that month until paid in full). Further information about failing to timely pay your student financial obligation can be found on Carnegie Mellon University’s website, at <http://www.cmu.edu/sfs/billing/sfo.html>

I ACKNOWLEDGE AND AGREE THAT THE TERMS AND CONDITIONS OF THIS ENROLLMENT AGREEMENT ARE NOT SUBJECT TO AMENDMENT OR MODIFICATION BY ORAL AGREEMENT. I FURTHER ACKNOWLEDGE AND AGREE THAT NO ORAL STATEMENTS HAVE BEEN MADE TO ME THAT ARE CONTRARY TO WHAT IS CONTAINED IN THIS ENROLLMENT AGREEMENT. MY SIGNATURE BELOW CERTIFIES THAT I HAVE READ, UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS CONTAINED IN THIS ENROLLMENT AGREEMENT. THIS ENROLLMENT AGREEMENT IS LEGALLY BINDING WHEN SIGNED BY ME AND ACCEPTED BY CARNEGIE MELLON UNIVERSITY.

**I understand that this is a legally binding contract. My signature below certifies that I have read, understood, and agreed to my rights and responsibilities, and that the institution’s cancellation and refund policies have been clearly explained to me.**

_____ Signature of Student	_____ Date
_____ Signature of Student’s Parent or Guardian (if Student is under age 18)	_____ Date
_____ Signature and Title of Carnegie Mellon University Official Accepting Enrollment	_____ Date

## C. STUDENT'S RIGHT TO CANCEL (WITHDRAWAL/LEAVES OF ABSENCE) AND REFUND POLICY

### STUDENT'S RIGHT TO CANCEL (WITHDRAWAL/LEAVES OF ABSENCE)

1. You have the right to cancel this Enrollment Agreement by either taking a leave of absence from the Program (leaving Carnegie Mellon University temporarily with the firm and stated intention of returning) or by withdrawing from the Program (leaving Carnegie Mellon University with no intention of returning). If you withdraw or take a leave of absence from Carnegie Mellon University, you may be eligible for a tuition adjustment or a refund of certain fees (excluding any Application Fee, Enrollment Deposit, and any applicable STRF).
2. To cancel this Enrollment Agreement and take a leave of absence or withdraw, you must complete Carnegie Mellon University's Leave of Absence or Withdrawal form, as applicable, and return it to Carnegie Mellon University's Registrar's Office, at 5000 Forbes Ave., Warner Hall A12, Pittsburgh, PA 15213, or by e-mail at [cmuregistrar@andrew.cmu.edu](mailto:cmuregistrar@andrew.cmu.edu). The Leave of Absence and Withdrawal forms, and additional information regarding leaves of absence and withdrawal, can be found on Carnegie Mellon University's website, at <http://www.cmu.edu/hub/registrar/leaves-and-withdrawals/>
3. If you notify Carnegie Mellon University of your intent to withdraw or take a leave of absence, your official date of withdrawal or leave of absence is the earliest of:
  - The date you began your withdrawal or leave of absence process at Carnegie Mellon University;
  - The date you notified your home department at Carnegie Mellon University;
  - The date you notified the associate dean of your College at Carnegie Mellon University; or
  - The date you notified the Carnegie Mellon University dean of students.If you do not notify Carnegie Mellon University of your intent to withdraw or take a leave of absence, your official date of withdrawal or leave of absence is:
  - The midpoint of the relevant semester in which you withdraw or take a leave of absence;
  - The last date you attended an academically-related activity such as an exam, tutorial or study group, or the last day you turned in a class assignment.

### REFUND POLICY

1. **Refunds in General.** Students who withdraw from the Program or take a leave of absence after having paid the current semester's tuition and fees or receiving financial aid are subject to the following refund and repayment policies. No other charges are refundable. STRF, if any, is non-refundable.
2. **Exit Counseling.** All borrowers of Federal student loans must complete a Federally-mandated exit counseling session when graduating or dropping to less than half-time enrollment status, including by withdrawing or taking a leave of absence. Exit counseling prepares students for repayment. Students must complete an exit counseling session in its entirety, with complete and correct information; otherwise, the student's degree, diploma and official transcripts may be withheld. Information about exit counseling sessions can be found on Carnegie Mellon University's website, at <https://www.cmu.edu/sfs/financial-aid/exit-counseling.html>
3. **Withdrawals/Leaves On or Before 10<sup>th</sup> Class Day.** Students who withdraw or take a leave of absence on or before the 10th class day of the relevant semester may receive a refund of 100% of tuition and fees (excluding any Application Fee or Enrollment Deposit). STRF, if any, is non-refundable.
4. **Withdrawals/Leaves after 10<sup>th</sup> Class Day.** Students who withdraw or take a leave of absence after the 10<sup>th</sup> class day of the relevant semester but before completing 60% of the semester will be assessed tuition based on the number of days completed within the semester. This includes calendar days, class and non-class days, from the first day of classes to the last day of final exams. Breaks which last five days or longer, including the preceding and subsequent weekends, are not counted. Thanksgiving and Spring Break are not counted. There is no tuition adjustment after 60% of the semester is completed. There is no refund of fees after the 10<sup>th</sup> class day of the relevant semester.
5. **Tuition Adjustment Appeals.** Students may appeal to have tuition adjustments for their leave of absence or withdrawal if they feel that they have extenuating circumstances. These appeals will be reviewed in the context of Carnegie Mellon University's tuition adjustment policy, as stated above. These appeals must be made in writing to Carnegie Mellon University's Registrar using Carnegie Mellon University's Tuition Appeal Adjustment form. Information about Carnegie Mellon University's tuition adjustment policy, and tuition adjustment appeals, can be found on Carnegie Mellon University's website, at <http://www.cmu.edu/sfs/tuition/adjustment/index.html>
6. **Repayment to Lenders/Third Parties.** If any portion of refundable tuition and/or fees was paid from the proceeds of a loan or third party, the refund may be sent to the lender, third party or, if appropriate, to the Federal or state agency that guaranteed or reinsured the loan, as required by law and/or Carnegie Mellon University policy. Any amount of the refund in excess of the unpaid balance of the loan shall be first used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received, and any remaining amount shall be paid to the student.
7. **Responsibility for Loan.** If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student has received Federal student financial aid funds, the student is entitled to a refund of moneys not paid from Federal student financial aid program funds. If the student is eligible for a loan guaranteed by the Federal or state government and the student defaults on the loan, both of the following may occur: 1) The Federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan. 2) The student may not be eligible for any other Federal student financial aid at another institution or other government assistance until the loan is repaid.



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**D. OTHER AGREEMENTS/UNDERSTANDINGS**

1. **CATALOG/GRADUATE PROGRAM HANDBOOK:** The Program’s published catalog or graduate program handbook which serves as the catalog for the Program contains a description of certain policies, procedures and other information about the Program, and Carnegie Mellon University and/or the Program’s department, school and/or college (“College”). Carnegie Mellon University and/or the College reserve the right to change any provision of the catalog/graduate program handbook at any time. The Program’s current published catalog/graduate handbook is available online, and can be found at the website address indicated in Part A. Program, above. Students are expected to read and be familiar with the information contained in the Program’s then published catalog/graduate program handbook.
2. **COMPLIANCE WITH POLICIES, PROCEDURES AND STANDARDS:** Carnegie Mellon University’s policies, procedures and standards are published on Carnegie Mellon University’s website, located at [www.cmu.edu](http://www.cmu.edu). The policies, procedures and standards of the Program’s College can be found in the Program’s catalog/graduate program handbook, on the College’s website and/or on Carnegie Mellon University’s website, at [www.cmu.edu](http://www.cmu.edu). Students are expected to know and must comply with and adhere to all applicable Carnegie Mellon University and/or the Program’s College policies, procedures and standards (including academic and disciplinary standards). Students must also comply with any requirements specified in the student’s official admission letter for the Program.
3. **DIPLOMA AWARD:** Degrees are conferred by the relevant academic department for the Program. A student will receive a diploma only when the student has successfully completed all of the Program’s degree requirements and has been certified for graduation, and has satisfied all financial obligations to Carnegie Mellon University. Diplomas are distributed to graduates following the stated date of graduation.
4. **LOCATION OF PROGRAM:** All instruction for the Program occurs at the address checked on page 1 of this Enrollment Agreement. If, however, only a portion of the Program is provided in California as indicated in Part A. Program section, the instruction for the portion of the Program provided in California occurs at the address checked on page 1 of this Enrollment Agreement, but the remainder of the Program is provided in other Carnegie Mellon University teaching locations outside of California (typically, at Carnegie Mellon University’s main campus in Pittsburgh, Pennsylvania), all as indicated in the course catalog/graduate handbook and/or the student’s official admission letter about the Program.
5. **INTERNATIONAL STUDENTS:** International students participating in a Program that is provided in California in part and in other Carnegie Mellon University teaching locations outside of California (e.g., at Carnegie Mellon University’s main campus in Pittsburgh, Pennsylvania) are reminded to timely update their visa documents with Carnegie Mellon University’s Office of International Education when transferring between California and the other location(s) as part of the Program. Contact Carnegie Mellon University’s Office of International Education directly at 412-268-5231 or visit <http://www.cmu.edu/oie/foreign-students/index.html> for more details.
6. **STUDENT OBLIGATION/THIRD PARTY FINANCING:** As a student at Carnegie Mellon University, the student is responsible and obligated to Carnegie Mellon University for the timely payment of Carnegie Mellon University tuition, fees and other charges incurred by the student on the student’s behalf while at Carnegie Mellon University (collectively, the “student financial obligation”), regardless of the student’s expected reliance on third-party resources such as financial aid, family gifts, employer reimbursement, government assistance or other similar resources. However, the student is not responsible or obligated for such tuition, fees and/or other charges to the extent (and only to the extent) that Carnegie Mellon University has expressly agreed, in a writing signed by an authorized representative of Carnegie Mellon University, with the relevant third-party resource that the third-party resource, rather than the student, is responsible or obligated to Carnegie Mellon University (and, in such case, the portion for which the student is not responsible or obligated will not be treated as the student’s financial obligation).
7. **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION:** The transferability of units you earn at Carnegie Mellon University is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the degree you earn in the **MS in Software Engineering, Standard** program is also at the complete discretion of the institution to which you may seek to transfer. If the units or degree that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Carnegie Mellon University to determine if your credits, or degree will transfer.
8. **CAREER SERVICES:** Placement assistance is provided. However, it is understood that Carnegie Mellon University does not and cannot promise or guarantee either employment or level of income or wage rate to any student or graduate.
9. **QUESTIONS:** Any questions a student may have regarding this Enrollment Agreement that have not been satisfactorily answered by Carnegie Mellon University may be directed to the Bureau for Private Postsecondary Education at 1747 North Market Blvd, Suite 225, Sacramento, CA 95834, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.
10. **COMPLAINTS:** A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau’s internet website, at [www.bppe.ca.gov](http://www.bppe.ca.gov)

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Prior to signing this Enrollment Agreement, you must be given a catalog or brochure and a School Performance Fact Sheet for the Program, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement.

I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet.

Initial