

**eMerge**

CAREER EDUCATION

**May 2023**

**COURSE CATALOG**

**Volume Two**

**MACDONALD TRAINING CENTER DBA  
EMERGE CAREER EDUCATION**

**eMERGE CAREER EDUCATION**

**COURSE CATALOG**

**MAY 2023**

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# EMERGE CAREER EDUCATION

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## MISSION AND PURPOSE

The mission of MacDonald Training Center DBA eMerge Career Education is to provide post-secondary vocational education for people with disabilities to advance on the career path THEY choose.

### EDUCATIONAL PROGRAMS AND CURRICULA eMerge Career Education

eMerge Career Education (eMerge or ECE) is a registered business wholly owned by MacDonald Training Center, Inc. dedicated to providing post-secondary options for high school graduates with disabilities. The program offers certificate-based workforce training programs aligned with growth areas of the Florida economy.

eMerge programs provide services, supports, and experiential learning opportunities, with the aim of enhancing skills that will prepare students to succeed in workplace and post-secondary education settings.

Microsoft Office Specialist (MOS) Program

IC3 Digital Literacy Program

eMerge Career Education/Moffitt Cancer Center (ECE/MCC) Environmental Services Program

## **PROGRAM OVERVIEW**

### **eMERGE CAREER EDUCATION**

#### **MICROSOFT OFFICE SPECIALIST (MOS)**

The Microsoft Office Specialist (MOS) program is comprised of four courses, each dedicated to one component of the MOS Suite: Word, Outlook, PowerPoint, and Excel. The MOS program extends over a 12-month period of 49 weeks and 490 clock hours of instruction.

**Student Cost:** \$2,925.00 (class instruction, book(s), testing fees/certification exam, skill development training in four (4) courses in the MOS Suite)

**Pre-Requisite:** Standard high school diploma or GED, passing scores on math and reading assessments

**Credential:** Microsoft Office Specialist Certificate of Completion (Passing score on certification exam is 70%.)

#### **1) Microsoft Office Specialist (MOS) – Word**

**Course Number:** MOS-001

**Description:** Through instruction and hands-on experience with Microsoft Word, this course will cover the correct application of the principle features of Word by creating and editing documents for a variety of purposes and situations. Document examples include professional-looking reports, multi-column newsletters, résumés, and business correspondence.

**Course Length:** 180 hours/18 weeks

#### **2) Microsoft Office Specialist- Excel**

**Course Number:** MOS-002

**Description:** Through instruction and hands-on experience with Excel, this course will cover the principle features of the products. Candidates will create and edit a workbook with multiple sheets, and use a graphic element to represent data visually. Workbook examples include professional-looking budgets, financial statements, team performance charts, sales invoices, and data-entry logs.

**Course Length:** 130 hours/13 weeks

## **PROGRAM OVERVIEW**

### **eMERGE CAREER EDUCATION**

#### **3) Microsoft Office Specialist-PowerPoint**

**Course Number: MOS-003**

**Description:** With instruction and hands-on experience with Microsoft PowerPoint, students create, edit, and enhance presentations and slideshows. Presentation examples include professional-grade sales presentations, employee training, instructional materials, and kiosk slideshows.

**Course Length:** 50 hours/5 weeks

#### **4) Microsoft Office Specialist- Outlook**

**Course Number: MOS-004**

**Description:** Through instruction and hands-on experience with Microsoft Outlook, this course will include how to enhance professional correspondence, create calendars, and schedule appointments. Application examples include coordinating building resources, sending messages for marketing campaigns, planning staff meetings, and assigning meeting action items.

**Course Length:** 130 hours/13 weeks



## **PROGRAM OVERVIEW**

### **eMERGE CAREER EDUCATION**

#### **IC3 DIGITAL LITERACY**

The IC3 Digital Literacy program is currently being used by post-secondary institutions around the world as a replacement for computer courses required to attain an Associate's Degree.

The IC3 Digital Literacy program is comprised of three (3) courses, each dedicated to one component of the IC3 Suite: Key Applications, Living Online, and Computing Fundamentals. The IC3 program extends over a 12-month period of 49 weeks and 441 clock hours.

IC3 Digital Literacy examines the student's knowledge in the most critical elements of technology today. It is designed to prepare people to succeed in any environment that requires the use of computers, devices, or the Internet.

**Student Cost: \$2,909.00 (includes class instruction, book(s), testing fees/certification exam, skill development training in three (3) courses in the IC3 Digital Literacy program)**

**Prerequisites: standard high school diploma or GED, passing scores on the math and reading assessments**

**Credential: IC3 Digital Literacy Certificate of Completion (Passing score on certification exam is 700 or higher.)**

#### **1) IC3 Digital Literacy - Computing Fundamentals**

**Course Number: IC3-001**

**Description: The course reviews hardware components and their relationship with each other, software programs, operating systems, computer applications and how we can use them to our advantage, using the internet, and how to be safe when using websites. This course covers a foundational understanding of computing.**

**Course Length: 297 clock hours/33 weeks**



**PROGRAM OVERVIEW**  
**eMERGE CAREER EDUCATION**

**2) IC3 Digital Literacy - Key Applications**

Course Number: IC3-002

**Description:** This course covers popular word processing, spreadsheet, and presentation applications and the common features of all applications.

**Course Length:** 81 hours/9 weeks

**3) IC3 Digital Literacy - Living Online**

Course Number: IC3-003

**Description:** This course covers skills for working in an Internet or networked environment.

**Course Length:** 63 hours/7 weeks



## **COURSE OVERVIEW**

### **eMERGE CAREER EDUCATION**

eMerge Career Education/Moffitt Cancer Center Environmental Services

**Description:** This custom program was designed and developed by eMerge parent corporation MTC and Moffitt Cancer Center (MCC) for people with varying abilities and learning styles seeking careers in Environmental Services. The course covers cleaning and disinfection protocols and skills in a simulated hospital patient room on the eMerge campus, funded, designed and outfitted by Moffitt, Tampa's premier cancer treatment center. In this lab space, students can practice sanitation techniques, learn the standards for a discharge cleaning, and understand customer service needs in a healthcare or hospitality setting.

**Student Cost:** \$2,420 (Includes: Class instruction, textbook, hands-on skill development training, exam fees)

**Program Length:** 16 weeks/120 clock hours

**Credential:** Students may earn the ECE/MCC Environmental Services Certificate of Completion and/or the GBAC Certification. Passing score on GBAC Certification exam is 80% or more in each of the six modules.

The program is comprised of two courses:

1) eMerge Career Education (ECE)/Moffitt Cancer Center (MCC) Environmental Services Curriculum  
Course Number: ENV-001

2) ISSA's GBAC Fundamentals: Cleaning and Disinfection module  
Course Number: ENV-002

\*Moffitt Cancer Center (MCC) has agreed to waive the six-month work experience requirement for its ES Technician 1 position for graduates of the eMerge Career Education/Moffitt Cancer Center Environmental Services program.

<b>EMERGE CAREER EDUCATION COURSE SCHEDULE</b>					
<b>Effective May, 2023</b>					
<b>Course Name/ Number</b>	<b>**Clock Hours**</b>	<b>Total Cost (incl. books/supplies, testing fees)</b>	<b>Time for completion</b>	<b>Class schedule</b>	<b>Credential Received</b>
<b>MICROSOFT OFFICE SPECIALIST (MOS)</b>	490	\$2,925.00	49 weeks		MOS Certificate of Completion
Microsoft Office Specialist- Word MOS-100	180	See above	18 weeks	M-F 12:30- 2:30 pm (course offered once/yr)	
Microsoft Office Specialist- Excel MOS-002	130	See above	13 weeks	M-F 12:30- 2:30 pm (course offered once/yr)	
Microsoft Office Specialist-Power Point MOS-003	50	See above	5 weeks	M-F 12:30- 2:30 pm (course offered once/yr)	
Microsoft Office Specialist- Outlook MOS-004	130	See above	13 Weeks	M-F 12:30- 2:30 pm (course offered once/yr)	
<b>IC3 DIGITAL LITERACY</b>	441	\$2,909.00	49 weeks		IC3 Digital Literacy Certificate of Completion
IC3 Digital Literacy - Computing Fundamentals IC3-001	297	See above	33 weeks	T/TH/F 10:30am- 1:30pm (course offered once/yr)	
IC3 Digital Literacy - Key Applications IC3-002	81	See above	9 weeks	T/TH/F 10:30am- 1:30pm (course offered once/yr)	

IC3 Digital Literacy - Living Online 9003410-11	63	See above	7 weeks	T/TH/F 10:30am- 1:30pm (course offered once/yr)	
<b>EMERGE CAREER EDUCATION (ECE)/MOFFITT CANCER CENTER (MCC) ENVIRONMENTAL SERVICES/HEALTHCARE</b>	120	\$2,420.00	16 weeks		ECE/MCC Environmental Svcs/ Healthcare Certificate of Completion and/or GBAC Fundamentals Certification
ECE/MCC Environmental Svcs/ Healthcare Curriculum V200610-02	60	See above	8 weeks	Tu/W/Th 9:00-11:00 am (course offered 2x/yr)	
ISSA's GBAC Fundamentals: Cleaning and Disinfection V200610-03	60	See above	8 weeks	Tu/W/Th 9:00-11:00 am (course offered 2x/yr)	
<b>** minimum of 4 students required to offer class</b>					

*The Florida Department of Education Commission for Independent Education (CIE) Rule 6E-1.003(15), F.A.C. defines "Clock Hour" as a period of 60 minutes, with a minimum of 50 minutes of instruction in the presence of an instructor.*

*Course numbers are assigned according to the 2020-2021 Career and Technical Education (CTE) Career Path, Program and Course Listings established by the Florida Department of Education for Post-Secondary Adult Vocational (PSAV) schools.*

## DESCRIPTION OF PHYSICAL FACILITIES

eMerge operates out of the facility of parent company MacDonald Training Center at 5420 West Cypress Street in Tampa, Florida in the heart of the prime Westshore business district, in close proximity to interstates linking Tampa to adjacent counties and to Tampa International Airport. The facility totals 65,000 square feet of warehouse and classroom space where students attend instructional courses and experiential learning activities to enhance their content knowledge and skill sets. All buildings/facilities are in compliance with relevant local safety and health standards, such as fire, building, and sanitation.

### Learning Spaces

The eMerge campus offers dedicated learning spaces for classroom instruction and quiet study, equipped with desktop and/or laptop computers for students to complete their classwork. Each of three computer labs houses up to twelve desktop computers and a smart board for enhanced instruction.

Students have access to a library, located in the Student Union, which houses basic reference texts such as an unabridged dictionary and thesaurus, as well as recent editions of handbooks appropriate to the curriculum.

### Skill Development Labs

eMerge Career Education creates and utilizes specific work spaces, technology and equipment that mirror those students will find in the workplace. For example, students pursuing a career in technology may participate in the eQuality Recycling refurbishment training to practice skills such as diagnostic testing, hard drive sanitation, computer component repair, downloading and testing new operating systems on computers, and e-commerce platforms.

## DESCRIPTION OF PHYSICAL FACILITIES

Students seeking certification in environmental services can learn and master skills in a simulated hospital patient room on the eMerge campus, funded, designed and outfitted by Tampa's esteemed Moffitt Cancer Center. In this lab space, students can practice sanitation techniques, learn the standards for a discharge room cleaning, and understand customer service needs in a healthcare or hospitality setting.

eMerge parent company MTC maintains its buildings and grounds to meet strict occupancy, health and safety standards required of recipients of funds from federal, state, city and county agencies as well as best-practice facilities management. eMerge parent company MTC receives Community Development Block Grant (CDBG) funds "for the acquisition, construction, reconstruction or rehabilitation (including removal of architectural barriers to accessibility) of public improvements or facilities", the Florida Division of Vocational Rehabilitation, and the Florida Agency for Persons with Disabilities (APD).

## LICENSURE AND ACCREDITATION STATUS

Licensed by the Commission for Independent Education, Florida Department of Education. Additional information regarding this institution may be obtained by contacting the Commission at 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400, Toll-free telephone number (888)224-6684.

This institution is not accredited.

## NON-DISCRIMINATION POLICY

eMerge is committed to providing equal access to educational and employment opportunities. eMerge prohibits discrimination on the basis of race, color, religion, national origin, age, disability, sex, gender, sexual orientation, marital status, genetic information, and military/veteran status in the recruitment and admission of students, recruitment and employment of employees, and in the operation of all its programs, activities, and services. Sexual harassment is a prohibited form of sexual discrimination under this policy.

The Chief Operating Officer (COO) of ECE parent company MTC is designated to coordinate compliance with Section 504 of the Rehabilitation Act of 1973 (Section 504) and the Americans with Disabilities Act of 1990 (ADA); Title IX of the Education Amendments of 1972; and the Age Discrimination Act of 1975.

eMerge Career Education operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with MacDonald Training Center.

For more information on the eMerge civil rights program, and the procedures to file a complaint, contact 813 870-1300, (VP (813) 402-0383) or visit the eMerge administrative office at 5420 W. Cypress St., Tampa, Florida 33607.

If information is needed in another language, contact 813-870-1300.

*Si se necesita la información en otro idioma, por favor, póngase en contacto con (813) 870-1300.*



## **TRANSFERABILITY OF CREDITS**

Transferability of course/class credit is at the discretion of the accepting institution, and it is the student's responsibility to confirm whether or not credits will be accepted by another institution of the student's choosing. eMerge Career Education does not accept previous credits from other institutions.

## MTC BOARD OF DIRECTORS 2022-2023

eMerge is governed by the 20-member Board of Directors of its parent corporation, MacDonald Training Center (MTC), all of whom serve in a volunteer capacity and receive no financial or other compensation. In accordance with best practice in nonprofit governance, the Board of Directors holds ultimate fiduciary responsibility. The Board Executive, Management, and Finance Committees attend to legal, governance and financial management policies, to ensure that the organization has adequate resources to advance its mission.

The Board is responsible for the hiring and determination of compensation of the CEO, whose role is the day-to-day management and operation of the organization. Board members commit to support fundraising and advocacy for the mission of the organization in their stewardship role, as well as the identification and recruitment of new board members.

The Board Treasurer and members of the Board Finance Committee present a budget report at each Board meeting and are responsible for presenting an annual operating budget for a vote by the Board of Directors, as well as ongoing fiscal oversight.

### OFFICERS/EXECUTIVE COMMITTEE

Darrin Quam – Chair  
Attorney  
Stearns Weaver Miller Weissler et al

Stacy Fender – 1st Vice Chair  
Telecommunications

Judit Tejada – 2nd Vice Chair  
Moffitt Cancer Center, HR/Strategic  
Planning

Eric Kreiger - Treasurer  
Finance/Investments

Cathy Baez - Secretary  
Bank of America, Human Resources

Cindy Bauer  
Human Resources

Willard Blair  
Attorney, Shumaker, Loop & Kendrick, LLP

Shannon Browning  
MTC Adult Day Training, Sabal Campus

Jocelyn Carter  
Humana

Fran Davin  
Management

The Honorable Jack Gutman  
Hillsborough County Court Judge

Peter Haladay  
MTC Adult Day Training, Cypress  
Campus

Dr. Earnie Hansley  
Colonel, U.S. Army (Retired) - MTC  
Parent

### DIRECTORS

Phillips B. Harrington, MD  
BayCare Health Systems

Dustin Henderson  
Financial Advisor, AllWealth

Lenore Horton  
AECOM – Vice President

Karen McKinney  
Marketing/Public Relations

Michael Robinson  
University of Tampa

Richard Senker  
Hillsborough Community College

Ms. Patricia Spears  
Development

Kevin Sullivan  
Gray Robinson

Ms. Cheryl Worsham  
Theatrical Producer



## FACULTY AND ADMINISTRATORS

### ADMINISTRATORS OF ECE PARENT COMPANY MTC

Karenne Levy, President/CEO

Judith DeStasio, Chief Financial Officer

Chantel Stampfer, Chief Operating Officer

Adelisa Soto, Director of Financial Services

Elizabeth Brantley, Director of Development

Elsje Watson, Director of Human Resources and Other Support Services

Maritza Levy-Green, Director of Residential and Facilities Services

Sue Mesko, Executive Assistant

*Note: All members of the Administrative Team are full-time.*

### eMERGE MANAGEMENT TEAM (in alphabetical order)

Chantel Stampfer, MTC Chief Operating Officer, eMerge Career Education Program Supervisor:

An operations and education leader with over 20 years' experience in nonprofit communications, grant writing, budget management, infrastructure design, and process improvement, Ms. Stampfer leads administrative, strategic and day-to-day operations and programs. She oversees development and implementation of all operations-related policies, practices, standards and safety/security measures as well as program and service audits, ensuring compliance, including the monitoring, oversight and review of contracts, agreements and MTC business relationships. Ms. Stampfer forecasts financial and operational performance and analyzes and synthesizes data to enhance performance.

She has an MSW from University of Cincinnati, OH and BS in Special Education from the University of South Florida.

Christy Nammour, BCBA (Director of Education and Behavioral Services, Admissions) received a Bachelor's of Education and a Master's in Special Education from the University of Florida, and is a board-certified Applied Behavior Analyst. Ms. Nammour has over ten years of experience as an educator during which she has excelled in developing integrated "soft skills" curricula, teaching students social and vocational skills, guiding students to accomplish their own behavior goals, and inspiring students to challenge themselves socially and academically. Ms. Nammour has used her passion to create and instruct an innovative transitional program at eMerge designed for young adults with disabilities who desire to enter the workforce.

## FACULTY AND ADMINISTRATORS

### INSTRUCTORS (in alphabetical order)

George W. Dollar (Technology Instructor) is currently teaching at three colleges in the Tampa Bay area: Project Management & Business at South University, Economics at Hillsborough Community College and Information Technology at St. Petersburg College. Professor Dollar's education includes a Bachelor's in general studies from Pillsbury College in Minnesota and an MBA in business from Liberty University. After working as a project manager, he completed a Master's in Project Management (MPM) degree from DeVry University in February 2012. He recently completed the MSSC Instructor Certification. Professor Dollar has taught virtual, in-person and hybrid modalities for over 20 years. He worked to establish eMerge as a Microsoft Certified Training and Testing site for the Microsoft Office Specialist (MOS) and IC3 Digital Literacy programs.

Kaylin Villeme (ECE/MCC Environmental Services/Healthcare Instructor) has received both a BS and MA from the University of South Florida. Ms. Villeme has almost 30 years of experience instructing students from elementary to high school. She now teaches eMerge students the foundations of environmental services. As a mentor, Ms. Villeme supports students as they work toward their goals while mastering program objectives. She is focused on identifying and meeting a student's educational needs through quality programs.

Carolyn Jenkins (Career Success Coach, MOS Instructor) is a Certified Employment Specialist/Job Coach with experience working with individuals with diverse abilities and ten years of teaching experience at the post-secondary level in Business Administration. Ms. Jenkins works one-on-one with students from resume preparation through the job application, interview and hiring process, and provides support for the newly employed and their employers to boost retention and job performance. She has an AA from Beulah Heights University in Atlanta and holds several professional certificates related to education and employment.

*eMerge cannot and does not guarantee job placement for any student.*

## ADMISSIONS AND ENROLLMENT

At the start of the admissions process, prospective students are strongly encouraged to participate in a virtual or in-person tour of the facility, after which they will complete an entrance assessment and meet minimum program requirements (described below).

When and if admission is offered, Admissions and program staff will schedule a virtual or in-person conference with the prospective student, who will then complete the enrollment application. Applications may be submitted to the Admissions Office electronically or in hard copy, as directed in the application packet. Incomplete applications will not be accepted.

The application will be dated the day it is received by the Admissions Office, then reviewed by the Admissions Team. Provided the application is complete and any additional requested documentation has been received, the process for reviewing the application is estimated at five-to-seven business days. In the absence of a high school diploma or GED, the eMerge enrollment form and tuition agreement will be reviewed after the assessment results are received and evaluated by the Admissions staff.

The Admissions Office may request an additional meeting with the applicant to resolve any questions or concerns regarding the student's application.

### Tours of eMerge Career Education facility and certification programs

- Tours may be conducted in person or via remote technology (to aid in both access and health and safety concerns).
- Tours will be led by staff members closely involved in the eMerge Career Education certification programs in order to provide the student with first-hand knowledge of the course work and expectations.
- If possible, prospective students will be introduced to eMerge instructors and staff during tours.

### Admission Requirements

1. Completed Application
2. Minimum age of 18 years old
3. High School Diploma or G.E.D
4. Copy of most recent transcripts
5. A copy of a valid driver's license, passport, or photo I.D.
6. Admissions interview (in-person or online/remote) with an admissions representative

## ADMISSIONS AND ENROLLMENT

### Assessment

MOS and IC3 programs require demonstration of a minimum of 9th grade math skills and 9th grade reading comprehension.

ECE/MCC Environmental Services program requires demonstration of a minimum of 5th grade math skills and 6th grade reading comprehension.

- Entrance assessment can be proctored in person or remotely via <https://www.myfloridareadytowork.com/Home/Login1>
- An eMerge Instructor will model and walk through how to access the assessment, making sure applicants understand how to navigate the assessment website and to insure that all technology is functioning properly.

eMerge is required to disclose to prospective students if the practice of a particular career in which a student is interested has special requirements or limitations, such as certain physical or language capabilities, or lack of a criminal record.

Completing a course or program in a language other than English may reduce employability where English is required.

### Conference

Discussing the student's vocational goals is vital to deciding if the student's goals, interests and abilities align with those of the eMerge programs. Conferences may be held in person or virtually and can be scheduled during regular business hours, 9 am to 2 pm.

- Discuss student's strengths, challenges, and vocational goals.
- Discuss what skills are taught via eMerge programs and how the certifications may aid in future employment.
- Decide as a team if the student would benefit from the course.
- Conference includes student, guardian (if applicable), eMerge's Transitions/Admissions/ Financial Aid Specialist, Clinical Director, and/or the Certificate Program Administrator/Admissions leading certification programming.

## ADMISSIONS AND ENROLLMENT

### Tuition Agreement

Tuition Agreements vary depending on the financial needs and resources of each prospective student.

- eMerge will work with each individual applicant to ensure financial need does not hinder an individual's opportunity to access classes.
- Applicants who are referred by the Florida Division of Vocational Rehabilitation (VR) or State of Florida's Agency for Persons with Disabilities (APD) support coordinators must have their service coordinator/ counselor submit a service authorization for the specific program, which eMerge will then process and invoice.
- eMerge will draft a private-pay agreement for prospective students who are not referred by VR or APD, to include potential scholarship funding from eMerge.

### Reduction of Tuition or Fees

A reduction in tuition, fees, or other charges may be available to students who meet specific eligibility criteria. Selection procedures are outlined in detail in the eMerge Enrollment Agreement. All students are eligible to apply for this reduction under the same circumstance within the enrollment period that the reduction is offered. Reductions are not based upon the timing or method of payment.

eMerge is required to maintain verifiable records, including detailed and complete data, when students are granted a *bona fide* reduction in tuition or fees. Records must include copies of all application records, notes of selection committee meetings, and copies of notices to the student who received the reduction. This information shall be kept on file at eMerge for on-site review by the Commission for Independent Education (CIE) of the Florida Department of Education.

## ADMISSIONS AND ENROLLMENT

### Terms of Payment

Payment options/sources include private pay, Florida Agency for Persons with Disabilities Medicaid Waiver, and Florida Division of Vocational Rehabilitation. All applicants are eligible to apply for financial assistance.

eMerge is committed to working with each student and family to determine the availability of financial assistance for those students who qualify. Terms of payment vary depending on funding sources.

- Students referred to eMerge by the Florida Division of Vocational Rehabilitation (VR) or the Florida Agency for Persons with Disabilities (APD) must have their support coordinator(s)/ counselor(s) from the referring agency submit a service authorization to eMerge for the specific program. eMerge will process the authorization form and invoice from the referring agency for payment.
- Clients who are not referred by a third party will sign a private-pay agreement which outlines terms of payment.

Admissions staff will discuss tuition and fees with each student, including the identification of responsible party and/or availability of third-party payments.

## ADMISSIONS AND ENROLLMENT

### Denied Admissions

eMerge shall document its reasons for denying admission to any prospective student. Records of denied applicants will be kept on file for at least one year.

### Certificate of Completion and Certification Requirements

As a non-degree diploma program, eMerge Career Education students who satisfactorily meet the requirements (such as class hours and performance on assessments and evaluations) for a given course as outlined in the eMerge catalog and course requirements will be presented a Certificate of Completion for that course. It is expected that students who receive the Certificate of Completion will be prepared to sit for the certification exam. While eMerge is an approved testing site for some certifications, it is not the granting body for certification, and successful completion of coursework is not a guarantee that the student will pass the certification exam.

Requests for the release of student records will be pending the return of materials (where appropriate), provided the student is in good financial standing regarding tuition and fees.

## REFUND POLICY STATEMENT

Should a student's enrollment be terminated or cancelled for any reason, all refunds will be made according to the following refund schedule:

1. Cancellation can be made in person, by electronic mail, by Certified Mail or by termination.
2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.
3. Cancellation after the third (3rd) Business Day, but before the first class, results in a refund of all monies paid, with the exception of the registration fee (not to exceed \$150.00).
4. Cancellation after attendance has begun through 40% completion of the program, will result in a Pro Rata refund computed on the number of hours completed to the total program hours.
5. Cancellation after completing more than 40% of the program will result in no refund.
6. Termination Date: In calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice is received.
7. Refunds will be made within 30 days of termination of students' enrollment or receipt of Cancellation Notice from student.

Business days are defined as those working days that eMerge Administrative Offices are open and the operating hours on those days.

Nonrefundable fees regarding admission and registration of eMerge students shall not exceed \$150.

Nonrefundable fees or charges include:

- books, supplies, materials and kits which are not returnable because of use;
- non-refundable registration or admission fees, as outlined in the eMerge Enrollment Agreement.

Nonrefundable fees or charges are disclosed in the eMerge Enrollment Agreement and reviewed with an admissions staff member prior to the student's signing of the Enrollment Agreement.

eMerge will issue refunds within 30 days of the date that the institution determines that the student has withdrawn. Refunds will be issued by check and mailed to the address provided by the student. The student is responsible for providing current and accurate contact information, including notification of change of address, to the eMerge Admissions Office.

Tuition Agreements and refund processes vary depending on funding sources. Clients who are referred by Vocational Rehabilitation or APD support coordinators must have their counselors submit a service authorization for the specific program for which the funding source will be invoiced. Refunds will be issued to the funding source directly.

The eMerge refund policy appears in the course catalog and enrollment agreement and is uniformly administered.



## PROGRAM CALENDAR

Programs are offered on a rolling schedule throughout the year. Dates for each program are listed in the addendum to the Course Schedule in the catalog and on the Enrollment Agreement.

eMerge administrative offices are closed and classes are not held on the following holidays:

Labor Day

Thanksgiving Day

Day after Thanksgiving Day

Christmas Day

New Year's Day

Martin Luther King, Jr. Day

Memorial Day

Independence Day (observed)

## MEASURING STUDENT PROCESS: GRADING, EVALUATION AND ASSESSMENT

eMerge uses a variety of grading, evaluation and assessment tools to measure whether a student is progressing adequately toward completion of his/her/their course of study. Student progress is determined by completion of class assignments, tasks and projects related to the subject, as well as class attendance and participation, as determined by the course instructor. Standards for course completion are unique to each course and are independent of the certification exam.

The student is required to demonstrate quantitative progress toward course completion. Students are graded at the end of each class on a pass/fail basis determined by the instructor's evaluation of the student's attendance, ability to follow directions, satisfactory completion of the required tasks, assignments and labs, and general comprehension of the subject. A certificate of completion will be issued to each student who successfully completes the course and satisfies all course requirements, including passing grade of 70%.

### Total Costs by program:

#### IC3 Digital Literacy

Tuition: \$2,441

Books and Supplies \$95

Other costs (certification exam, laptop loan) \$373

Total Program Cost \$2,909

#### ECE/MCC Environmental Services

Tuition: \$2,270

Books and Supplies \$100

Other costs (certification exam) \$50

Total Program Cost \$2,420

#### Microsoft Office Specialist

Tuition: \$2,248

Books and Supplies \$65

Other costs (laptop loan, certification exam fees) \$612

Total Program Cost \$2,925

## MEASURING STUDENT PROGRESS: GRADING, EVALUATION AND ASSESSMENT

A student's progress is reviewed by the instructor throughout the course period. Students who are not progressing at an acceptable pace may be invited to meet with their Instructor, the Clinical Director and/or the Certificate Program Administrator/Admissions midway through the duration of each course to review their progress. Notes from the progress review meeting will be maintained in the student's record and in eMerge files.

Students will also receive feedback from their instructor(s) following the practice test and practice training in preparation for the course exam.

Students who do not receive a passing score on the exam for any course may have the opportunity to remediate and review the course material and prepare for a retake.

Students who withdraw from a course will receive a grade of "W" (for "Withdrawal") for that class and will be eligible to retake the course, if the student is in good academic standing.

### Academic Probation/Dismissal

Students who fail to meet the instructor's attendance/participation requirements and fail to show satisfactory progress toward completion of the required tasks, assignments and labs may be placed on academic probation for the duration of the course. If the student does not show significant improvement after the progress review meeting, the student will be placed on academic probation, which could lead to dismissal from the program.

Students will be notified in writing when they are placed on academic probation and will be advised of the steps necessary to be restored to good academic standing. Students on academic probation will receive attendance and/or academic counseling from the Instructor, the Clinical Director and/or the Certificate Program Administrator/Admissions, as appropriate.

Students placed on academic probation who fail to meet the goals or requirements outlined in their progress review may be restricted from enrollment in additional eMerge Career Education courses. This restriction will remain in effect for a period of a minimum of 90 days, after which the student may apply for re-admission to the eMerge Career Education program.

## **EMPLOYMENT PLACEMENT SERVICES**

eMerge Employment Placement Services provides comprehensive supports and services to students seeking employment, including those students facing barriers to employment.

eMerge Employment Placement Services include:

- Discovery
- Supported Employment
- On-the-Job Training
- Pre-Employment
- Bilingual Coaches
- American Sign Language (ASL) Specialists

The eMerge Employment Placement Services area includes Hillsborough, Pasco, Polk and Pinellas Counties.

eMerge Employment Placement Services provide individuals with valuable one-on-one employability skills training and services such as:

- Resume' preparation and interview etiquette
- Job development utilizing an individual's community support network
- Web-enhanced job search
- Mock interview sessions
- Transportation and travel training
- Community-based job observations
- Job fair attendance
- Competitive job placement services
- On-the-job training and skills acquisition
- Self-advocacy
- Job maintenance services and utilization of natural supports
- Interpreting services in American Sign Language
  - ADA assistance and employer/co-worker sensitivity training
  - Career advancement support and financial benefits planning

## EMPLOYMENT PLACEMENT SERVICES

### Supported Employment

Supported Employment provides assistance to students with barriers to employment in acquiring and maintaining community-based, competitive employment. The eMerge Career Education team, led by the Clinical Director, works side-by-side to assist the job seeker with:

- Acquiring needed job-skills;
- Developing job opportunities;
- Obtaining the job;
- Providing on-the-job training;
- Soft-skills training and guidance;
- Developing natural supports.

Supported Employment uses a one-on-one, person-centered approach to obtaining competitive employment by enlisting the support of an employment coach for job development, intensive job training and job maintenance services for the duration of employment. This best-practice approach is essential for ensuring an employee's satisfaction and success throughout the employment process.

The eMerge "Discovery" program is a customized employment placement service that focuses on the strengths, abilities and interests of the candidate for employment through close collaboration with the eMerge job development team. By utilizing the "Discovery" process, the candidate may have a more successful outcome for future employment.

### Job Placement/Time-Limited Supported Employment Services

Job Placement/Time-Limited Supported Employment Services is designed for those who have previous work and/or life experiences which can more easily transfer into specific job skills. The eMerge team members are flexible in providing only those services needed for successful employment. Job maintenance services are available for the first 90 days of employment. Follow-along services may also be available through eMerge's collaboration with Hillsborough County Public Schools (HCPS).

EMERGE parent company MTC is a leading provider of disability-neutral employment placement services for people with disabilities in the Tampa Bay area. EMERGE benefits from these long-established connections with area businesses to match the needs of the employer with the talents of the job seeker, with the mutual goal of creating an inclusive, neurodiverse workforce and increasing job retention.

## COMPLAINT/GRIEVANCE/APPEAL POLICY AND PROCEDURES

### Academic Grievance Policies and Procedures

A student can dispute the process in which a grade was determined, if the student believes that the grade has been awarded in error or if the student believes that the grade was prejudicially or capriciously awarded.

eMerge acknowledges that grade policies are the purview of the faculty. Faculty members who have graded based on their professional expertise and who have followed the grade policies published in their course requirements have not awarded grades in a capricious or discriminatory manner. Notification of grade changes must be provided to the eMerge Admissions Office, which will maintain records of changes of grade.

### Appeals for the award of grades

Within ten (10) working days after the grade in question has been posted, the student should first attempt to contact the Instructor to discuss the awarding of the grade and the student's assertion that the grade awarded by the faculty member was incorrect, capricious or discriminatory.

If the faculty member decides to change the grade, he/she/they must promptly initiate the change of grade in accordance with eMerge policy.

If the faculty member decides not to change the grade, and the student wishes to appeal, the student should contact the eMerge Academic Appeals Committee to initiate the appeals process. The student will write a description of why they believe their grade was inaccurate and provide any documentation to the Academic Appeals Committee to support their claim. The student is responsible for showing that the grade was awarded in a capricious or discriminatory manner. The student may request assistance from their eMerge skills coach or other qualified advocate in pursuing a grade dispute.

The eMerge Academic Appeals Committee is comprised of members of eMerge's teaching faculty. The faculty member whose grade is being challenged will recuse themselves from the Committee. In considering the appeal of a grade award, the Committee will review information from both the student and the faculty member. The faculty member will be allowed an opportunity to present her/his/their point of view during the appeals process.

If the student is unable to contact the faculty member within the ten-day timeline, the student should provide the Academic Appeals Committee with supporting information on attempts to contact the faculty member. The Academic Appeals Committee will then attempt to contact the faculty member. If the Committee is unable to contact the faculty member, the Committee will work directly with the student to initiate and conduct the appeals process. The time period for the appeals process may be modified in the event of extenuating circumstances.

## COMPLAINT/GRIEVANCE/APPEAL POLICY AND PROCEDURES

### Appeals for the Awards of Grades continued

Within ten (10) working days following receipt of the student's appeal, the Academic Appeals Committee will review the appeal, speak with the course Instructor, review the grades earned during the course, and determine whether or not the grade has been awarded based on the instructor's course requirements.

The Academic Appeals Committee will either notify the student and the faculty member in writing of its decision that the grade stands as awarded, or request in writing that the faculty member re-evaluate the grade, using the criteria as outlined in the faculty member's own course requirements. The faculty member will submit a change of grade form to the Admissions Office. Both the change of grade form and the memo of explanation will be kept in the student's file.

If the student desires, they may escalate their appeal to the next level. The student may appeal the decision of the Academic Appeals Committee to the President/CEO within five (5) days after receiving the written notification of the decision of the Committee.

Within ten (10) working days after receiving a written request from the student to appeal the decision of the Academic Appeals Committee, the President/CEO will review the appeal, speak with the faculty member, read the course requirements, review the grades earned during the course, and determine whether or not the grade has been awarded based on the instructor's course requirements. However, the final decision regarding any grade change remains with the faculty member.

## COMPLAINT/GRIEVANCE/APPEAL POLICY AND PROCEDURES

### Non-Academic Grievance Policies and Procedures

eMerge Career Education policies have been formulated in the best interests of the students and the organization. The primary objective is to help eMerge students achieve their educational and career goals. If a student violates standards of conduct, has a mental health issue, or if students have concerns or problems that need to be addressed, they can confidentially discuss their problems at any time with instructors or any staff members. eMerge has an open-door policy regarding any student issues and works closely with the individual to overcome obstacles and ensure success. Student advocacy and participation are encouraged through frequent and timely communication, response to all feedback and a collaborative learning environment.

If a student has spoken to an instructor and the problem was not resolved, the next step is for the student to submit a request to meet with the COO of eMerge. The student will have the opportunity to address any concerns or grievance. Every attempt will be made to resolve the problem in a timely manner to the satisfaction of all parties and in the best interest of the student.

It is the policy of eMerge to address verbal and/or written concerns regarding non-academic matters as a complaint and to work with the student toward a satisfactory solution. There will be no negative consequences to the person voicing a concern in good faith.

A complaint is any serious concern a student may have about eMerge services or people who provide those services. Students may report their complaint verbally or in writing following the procedures below.

The student will receive a copy of the Complaint/Grievance Procedure upon admission to eMerge and thereafter as appropriate. This procedure is explained to the student, the student's guardian and family (as appropriate) by the student's team leader or advisor/coach. The Complaint/Grievance Procedure is reviewed and signed by the individuals (and/or guardian when applicable). The complaint forms are available from the student's team leader or advisor/coach.

Upon employment, all eMerge faculty and staff members receive training regarding this complaint/grievance policy. They are required to document all complaints in clear language on the Complaint/ Grievance Log.

Every effort should be made immediately to resolve the complaint. All steps and actions taken to resolve the complaint must be documented in the complaint log.



## COMPLAINT/GRIEVANCE/APPEAL POLICY AND PROCEDURES

### Grievance Procedure

To the student:

1. You are encouraged to take your concern to your advisor/coach or team leader to assist you.
2. You may have another person (an advocate) of your choice to help you tell someone about your concern.
3. Your concern will be resolved at the lowest administrative level possible, and will move up the chain of command until resolved.
4. There will be no negative consequences to you for expressing a concern in good faith regardless of the results.
5. When a concern cannot be resolved informally through the complaint procedures, eMerge encourages you to file a written grievance which will follow the grievance resolution policy and procedure.
6. The concern will be addressed and entered in the Complaint Log no later than three to five working days from the date of the complaint. The entry will include who, what, when, where, the steps taken toward resolution, and the outcome.

1. If receipt of your complaint or problem has not been acknowledged after three to five business days, you need to tell your team leader, advisor/coach or support coordinator. You have the right to have a person of your choice (advocate) help you write your grievance. Your grievance needs to be given to one of the following people:

- Team Leader
- Advisor/Coach
- Coordinator
- Director of Services
- Support Coordinator
- Advocate of your choice (can be provided for you if needed)
- Chief Operating Officer
- President/Chief Executive Officer
- Board President
- Agency for Persons with Disabilities

2. After you have filed a complaint or grievance, eMerge will give you an answer verbally and/or in writing within thirty (30) days. The President/CEO will make the final decision if necessary. If you do not like the decision the President/CEO has made, your grievance and the answer given will be sent to the Agency for Persons with Disabilities for review.

When all the above avenues have been exhausted, students may appeal to the Florida Department of Education Commission for Independent Education at 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400, Toll-free telephone number (888)224-6684.

3. If you are not happy with the training and services at eMerge, you have the right to change to another educational institution or service provider.
4. You will not be denied services if you file a grievance, regardless of result.

## STUDENT SERVICES

eMerge Career Education (ECE) Advisory Board, comprised of ECE students, stakeholders, and family members, will provide feedback and input on eMerge programs and policy to advance the mission of the institution. ECE students may apply to serve in one of two term-limited, reserved seats on the Advisory Board.

Academic advisement - see ADMISSIONS AND ENROLLMENT pp. 19-23 and MEASURING STUDENT PROGRESS: GRADING, EVALUATION AND ASSESSMENT pp. 16-17 above for details.

Financial aid advisement - see ADMISSIONS AND ENROLLMENT pp. 19-23 above for details.

Personal advisement - see EMPLOYMENT PLACEMENT SERVICES pp. 28-29 above for information on personal advisement regarding self-advocacy and other supports.

Placement services - see EMPLOYMENT PLACEMENT SERVICES pp. 28-29 above for details.

### Procedures

Absence/Vacation – When possible, students will notify their coach or team leader of dates of any absence or vacation plans in advance.

Disasters- Disaster drills are practiced on a regular basis. When a drill occurs, students will follow all instructions from eMerge staff. Training on emergency procedures and evacuation will be provided on a regular basis.

Emergency Closures – In the event of severe weather (hurricane or tropical storm), power failure, flooding, or other dangerous situation, where eMerge decides to close, information will be posted on the eMerge Facebook page and on the voicemail greeting on the main phone number (813-870-1300). Also, please listen to public announcements on local radio and TV. Please keep your contact information current with eMerge.

Illness - Students who become sick while at eMerge will inform their Instructor or skills coach as soon as possible.

Medical Emergencies - eMerge team members receive training in Basic First Aid, CPR, and Medical Emergency Response. 911 Emergency Services will be called to transport any student experiencing an emergency to the nearest Emergency Room. Students are asked to provide current and updated emergency contact and your hospital preference on file.

Team In-Service Days – eMerge may be closed for team member training. Students will be notified when eMerge will be closed for In-Service.

## STUDENT SERVICES

Transportation – Students are responsible for your own transportation. Transportation services through eMerge are available within a designated radius of the service location, provided there is capacity and availability of funding. Students may also select from other public and private transportation providers such as local bus service, ride share or taxi.

### Personal Conduct and Safety

**Access To Personal Files And Financial Information -** Students have the right to review all information in your case file or working file. Students also have the right to review all of your financial information, including financial entitlements. Students may see this information in person or request it verbally from your services coordinator, job coach, supported living coach, or team leader. Within reason, students may request and will be provided with copies of information that is generated by eMerge.

**Conduct –** Behaviors, including but not limited to cursing, elopement, arson, destroying property, sexual harassment, stealing, hitting self or others, will not be tolerated. This includes threats to harm or hurt others or to self.

**Confidentiality and Privacy of Personal Data -** All eMerge employees sign a confidentiality agreement upon hiring. They are required to protect students' personal information from persons who do not have the right to see it or hear it. Students have the right to refuse to share your information or be interviewed by others. Agencies that pay for student services and professionals that provide student supports have the right to see and share student information with the student's permission.

**Dress Code –** Appropriate dress includes clean, neat, seasonal, well-fitted clothing and close-toed shoes. Students may wear clothing in keeping with their cultural traditions. The following are not to be worn to class: short shorts, clothing with offensive or inappropriate content, strapless clothing, tank tops and sandals.

**Drug-Free Workplace -** eMerge prohibits the unlawful manufacture, distribution, dispensation, possession or use of an illegal substance (drugs). Alcoholic beverages cannot be consumed anywhere on the premises. Violation of this policy will result in disciplinary action, including possible termination of services/employment.

**Personal Cell Phone Usage –** The use of personal cell phones and other electronic devices during training or classroom activities is not appropriate. Students may use your devices during scheduled breaks and lunch. Students may not use devices that do not belong to them. Cell phones are also not permitted in restrooms.

**Personal Possessions -** eMerge will not be responsible for students' personal belongings, such as cell phones, electronic devices, money, jewelry, etc. if items are stolen, lost, or damaged while you are at eMerge.

## STUDENT SERVICES

### Personal Conduct and Safety

Search - eMerge is committed to providing safe settings for all individuals. All service areas and lockers are considered the property of eMerge and therefore may be checked (searched) when necessary. eMerge may also check (inspect) personal belongings that are brought to eMerge premises if there is reasonable suspicion.

Smoking – Smoking is permitted in designated outdoor areas only.

Violence And Weapons - Threatening statements, hostile behaviors, abuse, vandalism (destroying property), arson (setting fires), and possession of weapons (guns, knives, etc.) are not permitted on eMerge premises or vehicles and will not be tolerated. Violation may result in suspension of or discharge from service(s).