

October 2007

To: All Students  
 From: Pacific College of Oriental Medicine  
 RE: Consumer Information

Below is a chart of the different types of consumer information that the school must make sure is available to students, a brief description if necessary and where in our publications you can find it. Most of the information is available via our website. If you want a printed copy of any of the information noted you can request it either from the Financial Aid Office if it's FA information or your campus Student Service counter. If you have additional questions:

For financial aid related questions contact the Financial Aid Office. Call your local campus and ask for extension 140 or email [ghatten@pacificcollege.edu](mailto:ghatten@pacificcollege.edu).

Financial Aid Contact: Director, Gerrie Hatten

For academic related questions contact the Registrar or COO of your campus.  
 For any other questions contact the COO of your campus.

San Diego: COO - Elaine Gates-Miliner  
 Registrar – Troy Hall  
 New York COO – Gina Lepore  
 Registrar – Shana Garwood  
 Chicago COO COO – Ruth Levy  
 Registrar – Becky Staton

**Consumer Information Requirements:**

Subject	Description	Where to find it
Campus Security Report	Details the number and types of crimes, if any, by campus committed on a campus in the past calendar year as required by federal law.	<a href="http://www.pacificcollege.edu">www.pacificcollege.edu</a> click on "contact us" then on "consumer information"
Graduation Rate	The percentage of MSTOM students by campus who have completed the program in the most recent graduating co-hort.	<a href="http://www.pacificcollege.edu">www.pacificcollege.edu</a> click on "contact us" then on "consumer information"
Drug and Alcohol Prevention	Information on drug and alcohol prevention as well as campus policies regarding both.	Is in the latter part of the campus security report.
FERPA – Family Education Rights and Privacy Act	Federal regulations protecting students' academic and educational records. Basically states that we cannot disclose any information regarding personal educational records to other persons without the student's written permission to do so.	Noted in the Pacific College of Oriental Medicine Catalog which can be accessed from our website: <a href="http://www.pacificcollege.edu">www.pacificcollege.edu</a> click on publications then on PCOM catalog.
<b>General College Information:</b>		
Names of accreditation and Licensing Boards by which the school is approved		Catalog
Any special facilities and services available to disabled students.		Catalog
Costs of attending the school (current tuition and fees, plus calculated costs of books and supplies, room and board, and applicable transportation costs, such as commuting) and any additional costs of the program in which the student is enrolled or has expressed interest.		<ul style="list-style-type: none"> <li>Catalog</li> <li>Enrollment Agreement (received at time of entry to the college).</li> <li>Financial Aid Bulletin accessible from our website: <a href="http://www.pacificcollege.edu">www.pacificcollege.edu</a> click on current or prospective student then on financial aid on the left sidebar. The bulletin pdf is in the body of the FA page.</li> </ul>
A statement of the requirements for the return of federal student aid when a student fully withdraws mid-term and information about any refund policy with which the school must comply and the requirements for officially withdrawing from the school.		<ul style="list-style-type: none"> <li>Financial Aid Bulletin</li> <li>Catalog</li> </ul>

Degree programs, training and other education offered		Catalog
Description of the physical facilities associated with the academic programs		Catalog
List of faculty and other instructional personnel		Catalog
Whom to contact for information on student financial assistance and whom for general school issues.		<ul style="list-style-type: none"> <li>• Catalog</li> <li>• Orientation Materials</li> </ul>
Terms and conditions under which students receiving federal education loans may obtain deferments		Financial Aid Bulletin
<b>General Financial Aid Information:</b>		
The need-based and non-need-based federal financial aid that is available to students		Financial Aid Bulletin
The need-based and non-need based state and local aid programs, school aid programs and other private aid programs that are available		Financial Aid Bulletin
How student apply for aid and how eligibility is determined		Financial Aid Bulletin
The rights and responsibilities of students receiving aid.		FA Certification Form Completed by the student and can be accessed from our website, <a href="http://www.pacificcollege.edu">www.pacificcollege.edu</a> click on current or prospective student then on financial aid. Click on pdf forms on the left sidebar.
How and When financial aid will be disbursed		Financial Aid Bulletin
The necessity of loan repayment and required loan entrance and exit counseling		Financial Aid Bulletin
Criteria for measuring satisfactory academic progress and how a student who has failed to maintain satisfactory progress may reestablish eligibility for federal financial aid		Financial Aid Bulletin

If you are unsure who to speak to, the Student Services staff at each campus can direct you to the appropriate person if you have specific questions about any of the above information.