

## **Policy for Preventing Misrepresentation at DCI Career Institute**

Management and faculty work on a daily basis to prevent and manage misrepresentation within the institution. In order to avoid any possible misunderstandings, the President and the Executive Director review on a regular basis all publications and promotional materials that DCI Career Institute produces like catalogs, websites, advertisements etc. The Executive Director meets with the administrative staff weekly, and the educational department and the entire staff monthly at regularly scheduled meetings to review any possible misunderstandings that may arise.

The admissions department is monitored daily by the Director of Admissions and the Executive Director. The goal of the admissions department is to deliver an accurate quality conversation with the highest integrity to all potential and current students. All admissions representatives participate in a comprehensive orientation process and work on a daily basis with the Director of Admissions and the Executive Director to stay informed about program changes and updates to all regulatory items. DCI Career Institute utilizes a telephone monitoring system to validate that accurate and consistent information is presented to all students who inquire about our programs.

Another opportunity to ensure that the student was properly educated and presented with accurate information takes place at the end of their first module of class (after four weeks of attendance). During that meeting, school management talks with the student to make sure that the school is meeting the student's expectations and verifies that their understanding of what they were presented during the admissions process is correct. Also, at the end of the program, each student completes a program evaluation and one question is directed at the enrollment experience as it relates to the overall integrity of the admissions process. All of the evaluations are reviewed by the Executive Director to validate that the school is effective in communicating information accurately and truthfully. Any areas of misunderstanding or inconsistency are addressed appropriately by the Executive Director with individual staff members or within the context of the meetings described above.

Additionally, the staff participates in an in-service day in the spring and in the fall to review all of the changes and updates related to the overall operation of the school so they are kept up to date on the most current information.