**Fortis College**
Landover, MD
Consumer Information Guide Supplement

Effective date: July 1, 2015

---

**CONTENTS**

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Improvement Plans</td>
<td>1</td>
</tr>
<tr>
<td>Administrative and Instructional Staff</td>
<td>3</td>
</tr>
<tr>
<td>Contact Information</td>
<td>5</td>
</tr>
<tr>
<td>Copies of Approvals</td>
<td>1</td>
</tr>
<tr>
<td>Non-Discrimination Statement</td>
<td>1</td>
</tr>
<tr>
<td>School, Private, State, and Local Financial Resources</td>
<td>3</td>
</tr>
<tr>
<td>Student Complaints</td>
<td>2</td>
</tr>
</tbody>
</table>

---

**NON-DISCRIMINATION STATEMENT**

Fortis College does not discriminate on the basis of gender, sexual orientation, age, physical disability, race, creed or religion in its admission to the College or treatment in its programs, activities, advertising, training, placement, or employment. The Campus President is the coordinator of Title IX, the Education Amendments Act of 1972, which prohibits discrimination on the basis of sex in any education program or activity receiving federal financial assistance. All inquiries or complaints under the sex discrimination provision of Title IX should be directed to the Campus President, Donald McMullen, at Fortis College, 4351 Garden City Drive, Landover, MD 20785, 301-459-3650, or by email at dmcullen@fortiscollege.edu. The College’s Consumer Information Guide contains more detailed information about the College’s Title IX grievance procedures. The Consumer Information Guide is available online at http://www.fortisedu.info/

The Campus President must act equitably and promptly to resolve complaints and should provide a response within seven working days.

**COPIES OF APPROVALS**

School accreditation, approvals, and membership certificates are displayed on campus. The Campus President should be contacted to request copies or address questions regarding accreditation, licensure, or approvals. Students may also contact the agencies listed below for information regarding the school’s accreditation and approvals.

- Fortis College has institutional accreditation from the Accrediting Council for Independent Colleges and Schools, 750 First Street, NE, Suite 980, Washington, DC 20002-4241, (202) 336-6780, www.acics.org
- Fortis College is registered with Maryland Higher Education Commission, 6 N. Liberty Street, 10th Floor, Baltimore, MD 21201 410-767-3300, www.mhec.state.md.us.
- Fortis College’s Dental Hygiene program has programmatic Accreditation with the Commission on Dental Accreditation, 211 E. Chicago Avenue, Suite 1900, Chicago IL, 312-440-4653, www.ada.org/100.aspx.
- Fortis College’s Medical Technology program has programmatic Accreditation with the National Accrediting Agency for Clinical Laboratory Sciences, 5600 N. River road, Suite 720, Rosemont, IL 60018 www.nacls.org.

**ACADEMIC IMPROVEMENT PLANS**

The campus maintains an academic improvement plan, which includes plans for new programs, changes to existing programs, facility improvements, and changes to academic policies. Students may contact the Campus President for copies of the Fortis College Academic Improvement Plan.
STUDENT COMPLAINTS

A grievance is a claim, a complaint or an expression of concern made by a student regarding any aspect of his or her educational experience including misapplication of campus policies, rules, regulations, and procedures, or unfair treatment, such as coercion, reprisal, or intimidation by an instructor or other campus employee. Students should initially discuss the grievance with their instructor or program director immediately.

An appeal is the escalation of the complaint to a next level authority. If the appeal is about an academic decision such as a grade, please see the academic appeals process.

A student has the right to appeal all matters with respect to

- Disciplinary action taken for a violation of student conduct standards
- Admissions decisions
- Tuition and fees matters
- Financial awards or policies, including satisfactory academic progress
- Educational policies, procedures, and grading concerns

Concerns about academic matters should first be addressed through the academic appeals process; concerns about nonacademic matters should first be addressed directly with the head of the department or departments involved.

Certain decisions may not be appealed. If a student is terminated for failing to meet standards of Satisfactory Academic Progress (SAP), including exceeding the maximum timeframe to complete the program, he or she is not entitled to appeal unless there is documented proof of mitigating circumstance such as a medical or disability condition that impacted his or her ability to study or participate in the program. The specific requirements for SAP appeals process are contained in the College's SAP policy.

A student wishing to escalate his or her complaint should follow the five steps listed below:

1. The first step in the process is to address and resolve the dispute with the person involved through discussion. A student with a grievance or complaint needs to raise their concerns as soon as possible in order to assure that a settlement is made in a timely fashion. If the dispute cannot be resolved at this level, students are encouraged to address the issue verbally with the Director of Education.

2. If the dispute cannot be resolved through addressing the Director of Education, the second step is to appeal in writing to the Campus President. The written complaint must be submitted within seven calendar days of the incident or notification of termination. The appeal document should include a description of the disputed items, the date or dates when the issue arose, the reason why the student is appealing the decision and the steps the student has taken to resolve to dispute to date. When submitting an appeal, the student should include as much factual evidence as possible, such as evidence of extenuating circumstances.

The Campus President will oversee the gathering of additional data about the issue or incident as necessary. Then Campus President will then convene the Campus Appeals Committee which will consist of the Campus President and the heads of the departments to meet with the student if requested and/or otherwise assess and develop a resolution to the complaint.

A response from the Appeals Committee must be provided to the student within seven calendar days. All decisions will be provided in writing and delivered to the student in person if the student is on campus or to the student’s mailing address of record with acknowledgement of receipt required.

3. If the dispute has not been resolved or if the student is still unsatisfied with the response in Step 2, the student may take a third step and file the appeal to the Regional Vice President of Education Affiliates. This appeal must also be in writing and must be received in the corporate office (5026-D Campbell Boulevard, Baltimore, Maryland 21236) within seven calendar days of being notified of the Campus Appeals Committee’s decision. The Regional Vice President will conduct his or her own investigation of the issue and will respond to the student within seven calendar days of receiving the escalated complaint. All decisions will be provided in writing and delivered to the student in person if the student is on campus or to the student’s mailing address of record with acknowledgement of receipt required.

4. If the dispute has not been resolved or if the student is still unsatisfied with the response in Step 3, the student may take a fourth step and file the appeal to the Corporate Vice President (VP) of Education at Education Affiliates. This appeal must also be in writing and must be received in the Corporate Office within seven calendar days of being notified of the Regional Vice President’s decision. The Corporate VP of Education will conduct his or her own investigation of the issue and will respond to the student within seven calendar days of receiving the escalated complaint. All decisions will be provided in writing and delivered to the student in person if the student is on campus or to the student’s mailing address of record with acknowledgement of receipt required.
5. If the dispute remains unresolved after evaluation by the VP of Education of Education Affiliates, the student should address his or her concerns by directing them to the State Licensing Authority, the College’s accrediting body, and/or programmatic accrediting body listed below. Students who reside out of state may contact any of the agencies listed below or contact the Campus President for information about agencies in their local area.

   The title and address of the state licensing authority is:

   Maryland Higher Education Commission, 6 N. Liberty Street, 10th Floor, Baltimore, Maryland 21201, 410-767-3300

   The title and address of the accrediting commission is:


   The title and address of the programmatic accrediting agency is:

   Commission on Dental Accreditation, 211 E. Chicago Avenue, Suite 1900, Chicago, IL 60611 312-440-4653

If the student has been dismissed, the student will remain dismissed until the matter is resolved. If the matter is resolved in the student's favor the student will be reinstated at the next available course start date.

If the student's eligibility for Financial Aid has been suspended, the student may remain in school during the Appeals process.

SCHOOL, PRIVATE, STATE, AND LOCAL FINANCIAL RESOURCES

Sources (where applicable) of state, local and other private aid include state grants, scholarships, and agency funding, which are available from organizations such as those listed below. Note that these sources are separate from federal student financial aid sources and private lending sources. Please consult the financial aid office or funding grantor for additional information.

- Guaranteed Access Grant and the Educational Assistant Grant
  Degree seeking eligible Maryland State residents may apply for the need based Guaranteed Access Grant and the Educational Assistant Grant. They may apply for the Legislative Scholarships through their own state delegates and senators.

- Maryland Association for Private Colleges and Career Schools (MAPCCS) Scholarships
  The college offers Maryland Association for Private Colleges and Career Schools (MAPCCS) scholarships to High School graduating seniors annually. Interested High school seniors need to complete an application and submit it to the college. They may get applications at www.mapccs.org.

ADMINISTRATIVE AND INSTRUCTIONAL STAFF

ADMINISTRATIVE STAFF

DONALD L. MCMULLEN
   Campus President

JOANNA PIOTROWSKA
   Dean of Education

CHRIS RAVER
   Director of Admissions

KENNY CHERRY
   Director of Career Services

JULIE COLEMAN
   Career Services Advisor

PAIGE MORRIS
   Director of Financial Aid

LAUREN CAMERON
   Financial Aid Officer

KIMBERLY SHEPARD
   Financial Aid Officer
MARY THOMAS  
Director of Administration  
CHRISTOPHER VERDAK  
Librarian  
MONIQUE JOHNSON  
Registrar  
HYON CARTER  
Bursar  
CHINA RICHARDSON  
Administrative Assistant  
DIANE TILLMAN  
Administrative Assistant  
SANDRA WILLIAMS  
Admissions Representative  
KIWANA JACKSON  
Admissions Representative  
JAME YOUNG  
Admissions Representative  
LAKISHA MOORE  
Admissions Representative  
FERSHALLA HODGEMAN  
Admissions Representative  
TEAKA DE LA CRUZ  
Admissions Representative  

INSTRUCTIONAL FACULTY  
Mary Boyle, Faculty, Dental Hygiene, R.D.H.  
A.A.S. in Dental Hygiene, Central Piedmont Community College, Charlotte, NC  
B.S., University of South Carolina- Upstate, Spartanburg, SC  
M.Ed., University of Georgia, Athens, GA  
Michel Bright, Medical Biller and Coder Department Chair  
B.S. in Environmental Science, Howard University, Washington, DC  
Lesa Crane, Faculty, Dental Hygiene, R.D.H.  
M.A. in Health Care Administration, Ashford University, Clinton, Iowa  
Martin Freel, Expanded Function Dental Assistant Department Chair  
B.S. in Law Enforcement, Towson State, Maryland, A.A. in Liberal Arts, Montgomery College, Rockville, MD., D.A. Certificate, Foothill College, Los Altos Hills, CA, R.D.A. in California  
Arlene Guagliano, Dental Hygiene Department Program Chair  
Doctor in Health Sciences, Nova Southeastern University, Fort Lauderdale, FL  
M.S. in Healthcare Policy and management, SUNY Stony Brook, NY  
B.S. in Health Administration, St. Joseph’s College, Patchogue, NY  
A.S. in Dental Hygiene, SUNY Farmingdale, NY  
Amany Hijazi, Faculty, Medical Lab Technology  
M.S. in Medical Technology, University of Maryland, Baltimore, MD  
B. S. in Medical Technology, University of Maryland, Baltimore, MD  
A.A. General Studies, Prince George’s Community College. Largo, MD  
Asma Hijazi, Faculty, Medical Lab Technology  
M.S. in Medical Technology, University of Maryland, Baltimore, MD
B. S. in Medical Technology, University of Maryland, Baltimore, MD
A.A. General Studies, Prince George’s Community College, Largo, MD

Elaine Howard, Faculty, Medical Assisting
A.A. in Nursing, Catonsville Community College, Baltimore, MD

Nancy Martin, Faculty, Dental Hygiene, R.D.H., C.D.A., B.S.D.H.
M.A. in Teaching and Learning with Technology, Ashford University, Clinton, IA

Claudette Miller, Adjunct Faculty, Medical Assisting, RMA

Brady Rogers, Medical Lab Technology Program Chair
M.S. in Basic Medical Science, University of Alabama, Birmingham Medical School
B.S. in Biology, University of Alabama, Birmingham, AL

Conrad Musey, Faculty, Pharmacy Technician
Bachelor of Science, Biology, University of West Georgia, Carrollton, GA

Carlos Ofutt, Pharmacy Department Chair
Ph.D. in Cell Biology and Anatomy, Indiana University School of Medicine, Bloomington, IN, M.S./B.S. in Biology, Indiana University Bloomington IN

Olakunle Olukunle, Faculty, Medical Assisting
B.S. Physiology/Kinesiology, Howard University, Washington, DC

Lakemora Orphe, Faculty, Expanded Function Dental Assisting, R.D.A.

Bindley Solomon, Medical Assisting Department Chair MA

Lolita Smith, Faculty, Medical Assisting, R.M.A.

Ponsella Woody-Poindexter, Faculty, Medical Billing and Coding
RMA, Allied Health Instructor (AMT), Certified Medical Administrative Specialist (AMT)

**CONTACT INFORMATION**

The following campus administrators should be consulted to obtain the information listed:

**Dean of Education**: descriptions of academic programs, faculty information, data on student enrollment and graduation, academic policies and procedures, and credit transfer.

**Director of Admissions**: policies pertaining to admissions requirements and enrollment.

**Business Office Manager**: tuition charges, payments, adjustments, and refunds.

**Financial Aid Director**: descriptions of financial aid programs, rights and responsibilities of financial aid recipients, means and frequency of payments of financial aid recipients, means and frequency of payments of financial aid awards, student loan repayment, and employment provided as financial aid.

**Director of Career Services**: information pertaining to placement rates and employment opportunities for graduates.

Students may contact any admissions department staff member for copies of consumer information disclosures.