



**Catalog Supplement**  
**2021-2022 Catalog, Volume 14**  
**Supplement Effective: October 5, 2021**

**Catalog, Page 20, Refund Policy**

The following is added to the first paragraph of the refund policy:

All monies paid by a student will be refunded if requested within three days after signing an enrollment agreement and making an initial payment. The activation period shall be the first four (4) days of the first quarter for new students. If a new student cancels before, or any time during, the applicable activation period, there will be no charges. All monies paid by the student will be refunded in full. Cancellation may be submitted in writing or in person.

**Catalog, Page 31, ALL FORMAL STUDENT COMPLAINTS SHALL BE HANDLED AS FOLLOWS:**

**Step One:** A student should attempt to resolve the issue in question with the campus instructor or employee with whom they have experienced a problem. If the matter cannot be resolved one on one in this manner, the student should schedule a meeting with the supervisor of the involved department.

**Step Two:** If the supervisor is unable to resolve the issue, the student should arrange to meet with the Director of Education to resolve academic related issues or with the Executive Director to resolve non-academic issues.

**Step Three:** If the matter is not resolved to the student's satisfaction, the student must present a written complaint to the Executive Director. The Executive Director will respond to the student as soon as possible, pending any required investigation. Generally, the Executive Director shall respond within no more than ten (10) days from the date the written complaint was received. The Executive Director's reply shall include what, if any, corrective action has been proposed or accomplished. The Executive Director will take the necessary steps to ensure that any agreed-upon solution or other appropriate action is taken.

**Step Four:** If the complaint is not resolved by the Executive Director, the student may submit the complaint in writing to the College's designated officer at 11883 High Tech Ave. Orlando 32817. The designated official will respond to the student's complaint, generally within ten (10) days, specifying what action, if any, will be taken by the College to address the complaint.

**Step Five: Students who feel a grievance is unresolved by the College after exhausting these steps may send their grievance in writing to the Executive Director, Commission for Independent Education, 325 W. Gaines Street, #1414, Tallahassee, FL 32399-0400. The phone number is (888) 224-6684. Additionally, schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to: Accrediting Commission of Career Schools and Colleges 2101 Wilson Boulevard, Suite 302 Arlington, VA 22201. Or (703) 247-4212, [www.accsc.org](http://www.accsc.org), or [complaints@accsc.org](mailto:complaints@accsc.org). A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting [complaints@accsc.org](mailto:complaints@accsc.org) or at <https://www.accsc.org/Student-Corner/Complaints.aspx>.**



**Catalog, Page 32, Campus Safety and Security Report**

**Sex Offender Registries**

In accordance to the “Campus Sex Crimes Prevention Act” of 2000, which amends *The Jacob Wetterling Crimes Against Children and Sexually Violent Offender Registration Act*, The Jeanne Clery Act, and the Family Educational Rights and Privacy Act of 1974, the Southern Technical College Office of Campus Safety is providing the following links: <http://www.nsopr.gov> and <https://offender.fdle.state.fl.us/offender/sops/home.jsf>. The Florida Department of Law Enforcement and Investigative Support can be contacted by phone at 1- 888-357-7332.

The “Campus Sex Crimes Prevention Act” requires sex offenders who are enrolled in or work at institutions of higher education to register with the state’s sex offender registration program. The state in turn is obligated to notify the school’s law enforcement unit as soon as possible.

**Catalog, Page 43, Business Office Specialist**

STC - Sanford is not currently enrolling into the Business Office Specialist Diploma program.