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## General Information

### Mission Statement

The mission of Crescent Schools is to provide willing individuals with the technical knowledge and practical experience necessary to succeed and excel in rewarding positions in the hospitality industry. Our business strives to instill four qualities in our students: Competence, Confidence, Proficiency and Professional Attitude. These qualities will enable each student to grow professionally and personally. Our aim of producing the most qualified individuals creates a wealthy resource of reliable, capable personnel and provides the industry with the competitive edge.

### School Philosophy

Crescent Schools considers it an obligation to remain abreast of trends relative to the hospitality and gaming industry so that it can better serve its students. The school continually reviews its facilities, equipment and curriculum to ensure that our programs produce responsible, competent and conscientious graduates ideally positioned to embark on a career in this vast market of opportunity.

### History

Crescent School of Gaming & Bartending was established in New Orleans, LA in 1983. The Gulfport, MS campus opened in 1997, the Las Vegas, NV campus in 2000 and the Robinsonville, MS campus in 2006.

### Campus Information

#### **Main Campus: 209 N. Broad St. New Orleans, LA 70119 (504) 822-3362**

Our New Orleans campus is centrally located in metropolitan New Orleans in the heart of the city's gaming and hospitality district. The school is easily accessible by all public modes of transportation. Limited parking is available behind the school and off-street parking is also available. The school is approximately 4200 square feet. To better facilitate our programs, the labs simulate the actual workplace and are complete, featuring a full-size bar with 8 work stations, and a gaming lab featuring 15 regulation size tables and related equipment.

#### **Branch Campus: 1306 29<sup>th</sup> Avenue Gulfport, MS 39501 (228) 822-2444**

Our Gulfport campus is ideally located just a couple of blocks from the beach area and minutes from all the local casinos. The facility is approximately 7800 square feet. Parking is available in front, on the side, and in the rear of the building. To better facilitate our programs, the labs simulate the actual workplace and are complete, featuring 2 full-size bars with 8 work stations each, and a gaming lab featuring 17 regulation size tables.

**Branch Campus: 4180 South Sandhill, Unit B-8 Las Vegas, NV 89121 (702) 458-9910**

Our Las Vegas campus is located just 4 miles from the fabled Las Vegas Strip. Our 6,000 square foot facility features on-site parking available in front, on the side, and in the rear of the building. To better facilitate our programs, the labs simulate the actual workplace and are complete, featuring a full-size bar with 14 work stations, and a gaming lab featuring 13 regulation size tables and related equipment.

**Auxiliary classroom: 3272 South Jones Blvd. Suite 101 Las Vegas, NV 89146 (702) 754-5564**

Located 4 miles from the Las Vegas Strip, this 5,700 square foot facility features on-site parking available in front, on the side and in the rear of the building. To better facilitate our programs, the labs simulate the actual workplace and are complete, featuring a full-size bar with 8 work stations, and a gaming lab featuring 10 regulation size tables and related equipment.

**Branch Campus: 2981 Harrah's Pkwy South, Robinsonville, MS 38664 (662) 363-9999**

Our Tunica campus is located just off Highway 61 in the heart of the casino district. Our 4500 square foot facility offers on-site parking available in front, on the side, and in the rear of the building. To better facilitate our programs, the labs simulate the actual workplace and are complete, featuring a full-size bar with 8 work stations, and a gaming lab featuring 15 regulation size tables and related equipment.

### Memberships and Affiliations

American Bartender's Association

Better Business Bureau

Las Vegas Chamber of Commerce

Louisiana Restaurant Association

Memphis Restaurant Association

Mississippi Association of Proprietary Schools

Professional Bartending Schools of America

Tunica Chamber of Commerce

United States Bartenders Guild (Las Vegas Chapter)

### Licensing and Accreditation

Licensed by Mississippi Commission on Proprietary School & College Registration Cert. # C-113

The Mississippi Gaming Commission

Nevada Commission on Postsecondary Education

Louisiana Board of Regents

Certified by the U.S. Dept. of Education to participate in certain federal financial aid programs

Accredited by the Accrediting Council for Continuing Education & Training (ACCET)

## School Administration and Faculty

Crescent School of Gaming & Bartending is an S-Corporation owned by Ronald C. Richard, Jr., Ricky P. Richard, and Christopher W. Richard, CPA, CIA

### Corporate Administration

Christopher W. Richard	President and CEO
Ricky P. Richard	Vice President
Ronald C. Richard, Jr.	Vice President
Brenda Constantine	Director of Financial Aid

### New Orleans Campus Administration And Faculty

Brenda Constantine	School Director/Financial Aid Administrator
Kim Burton	Placement Officer
Josh Richard	Admissions Representative/Default Manager
John Mierl	Head Gaming Instructor
Hau Mai	Gaming Instructor
Kim Burton	Head Bartending Instructor
Janice Pretto	Bartending Instructor

### Tunica Campus Administration and Faculty

John LeBoeuf	School Director/Head Gaming Instructor
Kay LeBoeuf	Financial Aid Administrator
Heather Wheeler	Placement Officer
Brian Finley	Gaming Instructor
Donavan Finley	Gaming Instructor
Shay Sparks	Head Bartending Instructor

### Gulfport Campus Administration and Faculty

Bill Shenese	School Director/ Financial Aid Administrator
Autumn Nelson	Placement Officer
Darrel Washington	Admissions Representative/Bartending Instructor
Troy Barraco	Head Gaming Instructor
Derrick Donaldson	Gaming Instructor
Carrie Brown	Gaming Instructor
Tina Ali	Gaming Instructor

Tammy Segura  
Kristin Stelter

Gaming Instructor  
Head Bartending Instructor

**Las Vegas Campus Administration and Faculty**

Kathy Advent	School Director/Director of Admissions
Alba Richard	Financial Aid Director
Russ Ogilvie	Placement Director
Joe Odinas	Admissions Representative
Michael Peek	Beverage Management Director
Shawna Cordova	Bartending Instructor
Gina Trefiletti	Bartending Instructor
Vicki Adams	Gaming Director/Instructor
Richard McDugald	Gaming Instructor
Charles Bowen	Gaming Instructor
Mark Phillips	Gaming Instructor
Rick Debonis	Gaming Instructor

**West Las Vegas Auxiliary Classroom Campus Administration and Faculty**

Ricky P. Richard	School Director/Director of Admissions
Shauna Cordova	Bartending Instructor
Richard McDugald	Gaming Instructor
Vicki Adams	Gaming Instructor

## Counseling

Students are advised and counseled on both personal and academic issues and are encouraged to discuss their scholastic and vocational goals. The school faculty and its president have a sincere interest in the personal welfare of each student and therefore, an open-door policy on counseling is employed.

## Housing

As most students live in nearby communities, the school does not provide any housing outside of recommending YMCA or YWCA.

## Books and Supplies

The cost of textbooks and any supplies used in instruction is included in the total program cost. In the event any textbook is lost or stolen, the student will be required to purchase a replacement. Incidental supplies such as pens, index cards, notebooks, etc., are to be furnished by the student.

## Registration Dates

Registrations are accepted on an ongoing basis since classes start weekly or monthly, depending on the program.

## School Holidays

<b>Holiday</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
New Year's Day	Jan 1	Jan 2	Jan 2
Martin Luther King Jr. Day	Jan 18	Jan 16	Jan 15
Mardi Gras ( <i>New Orleans and Gulfport Campuses Only</i> )	Feb 8-9	Feb 27-28	Feb 27-28
Good Friday	Mar 25	Apr 14	Mar 30
Memorial Day	May 30	May 29	May 28
Independence Day	July 4	July 4	July 4
Labor Day	Sept 5	Sept 4	Sept 3
Nevada Day ( <i>Las Vegas Campus Only</i> )	Oct 28	Oct 27	Oct 26
Thanksgiving	Nov 24-25	Nov 23-24	Nov 22-23
Christmas	Dec 23&26	Dec 25-26	Dec 24-25
New Year's Eve	Dec 30	Jan 1	Dec 31

## Class Scheduling

The school is open for instruction from 9:00 AM to 10:00 PM Monday through Friday, and all students are encouraged to utilize the gaming and bartending lab facilities at any time the school is open for the purpose of independent and group study, and practice. Class

hours will vary depending upon the chosen course of study. Specific class start and dismissal times are listed in the student handbook. Gaming and Bartending Certificate program classes start every Monday and Beverage Management classes begin every 21 school days.

### Payment Method

Although the school expects payment in full of all outstanding charges upon graduation, any student with a personal hardship may meet with the financial aid administrator or school director on an individual basis to discuss alternative payment arrangements. Any student who adheres to such payment arrangements will be considered “in good standing” and may take full advantage of all school benefits offered to graduates. A certificate of completion, however, cannot be awarded until all monies due the school are paid in full. In the event of a default in payment, the school may utilize the services of an outside collection agency, if necessary, to collect unpaid debts and collection agency fees. The school will accept payments by cash, personal checks and most major credit cards.

### Full-Time Student

A student will be considered full-time when the scheduled hours of attendance are at least 25 clock hours a week. Department of Veteran’s Affairs considers VA students full time as either 18 or 22 hours a week depending on the program of interest. See the school director for further information.

### Academic Year

An academic year is defined as 900 clock hours.

## Admissions Information

### Admissions Requirements

To enroll in school all prospective students must:

- Complete all Student Information and Financial Aid Questionnaire materials
- Complete a personal interview with a school admissions representative
- Complete the Program Enrollment Agreement
- Provide valid state issued photo identification
- Meet the following minimum age requirements:
  - 3-Week Bartending Certificate Program: 18 years of age in New Orleans, Gulfport and Tunica; 21 years of age in Las Vegas
  - Bartending & Beverage Management Program: 21 years of age by program completion date
  - Gaming Programs: 21 years of age at enrollment

- Be a high school graduate or high school equivalency and provide documentation to that effect (does not apply to the 3-week Bartending Certificate Program)
- Be able to obtain a Mississippi Gaming Work Permit (MS. gaming students only)

### Proof of High School Documentation

Documentation provided by the applicant may include:

- A copy of a high school diploma.
- High school equivalency certificate.
- High school final transcript.
- Proper certification for home-schooled applicants.
- Other documentation that the school, at its sole discretion, believes will attest to the applicant's successful completion of high school.

Credentials will be carefully scrutinized and may not be accepted if the school determines that the credential is not recognized by proper authorities (e.g. state Department of Education).

### High School Equivalency

The school encourages all prospective students who do not have a high school diploma to seriously consider obtaining a High School Equivalency certificate at the earliest possible opportunity. The High School Equivalency test enables adults to earn a certificate or diploma that is considered equal to the high school diploma, and earning this credential will make the path toward the fulfillment of future career goals a much easier one. Local Department of Education or state unemployment offices and job centers can advise where convenient adult basic education services and testing centers are located.

### The Admission Process

After completing the Student Information Form and Financial Aid Questionnaire the applicant will meet with a school admissions representative and be provided with pertinent information concerning the school's mission, objectives, programs of study, placement services, tuition and refund policies, and other requirements as listed in the school catalog, a copy of which is made available to all applicants. Following the interview, the applicant will be given a tour of the school and given the opportunity to meet and speak with faculty members, the Financial Aid Administrator and the Placement Officer, if desired. All admitted students must complete and sign the appropriate Enrollment Agreement prior to starting classes. Admissions procedures are the same for all applicants, including those with physical disabilities. Physically challenged students must also be able to meet the mobility and manual dexterity skills demanded by employers in the hospitality and gaming industries.



### Readmission

Students who have withdrawn from a program and wish to apply for readmission will be considered on a case-by-case basis.

### Policy on Transfer Credits

The school will accept the transfer of credits based on the following conditions:

1. The student must have a grade point average of no less than “C” (rating of 70% or 2.0) from the transferring school.
2. The school previously attended must be accredited by an agency recognized by either the U.S. Department of Education or the Council for Higher Education Accreditation.
3. Transfer credits will only be considered if the curriculum from the transferring school deviates no less than 15% from Crescent School’s curriculum.
4. The student will be required to pass a practical examination indicating proficiency of no less than the percentage of the credits being transferred.
5. A student may not transfer more than 60% of the number of credits of the course to be enrolled.
6. The student will be required to produce a transcript, catalog, and syllabi, as well as proof that the educational institution is accredited as stated in #2 above.
7. The student must request the transfer of credits in writing, specifying the name of the educational institution previously attended and the name of the courses previously enrolled, with a description of the courses. The student will also provide copies of the required records as noted above, and meet the other requirements as stated in the policy. After a review and verification of the documents provided and consideration of the results of the practical examination, the School Director will make a decision to accept or reject the transfer of credits. Such decision will be given to the student in writing.
8. The student may appeal the transfer of credit decision by formal written request to the School Director within 48 hours of the incident. The letter should describe any special circumstances the School Director should consider. The formal written decision of the director will be given to the student, and a copy maintained in the student’s file for permanent record. The Director will respond to a written appeal within 30 days after written appeal. An appeal decision is final.
9. Tuition and fees will be adjusted by the percentage of credits requesting to be transferred by the total credits of the program, plus 10% of the total tuition and fees.
10. The transfer of credits may cause the student to lose financial aid eligibility but must be determined on an individual basis. The student may determine this status with the financial aid officer.

11. No fees other than those stated in the tuition and fee adjustment policy noted above will be charged. The student will bear the cost of any documents needed to provide proof of compliance with this policy.
12. Evaluation of prior credits is mandatory for all VA students.

## **Financial Aid**

Financial Aid is available to qualified applicants. The school welcomes both students and parents to consult with the Financial Aid Administrator. The Financial Aid Administrator will assist students with completion of all documents applicable to the various Federal and or State sources of Student Financial Aid. Further information on financial aid can be obtained from the Financial Aid Office. The following types of aid are available, if qualified: Pell Grants, Federal Stafford Loans, WIA (at some campuses) and VA Benefits. **Note: The Las Vegas auxiliary classroom has not been approved for VA educational benefits as of the date of this publication.**

### **Federal Pell Grant Program**

Need-based grants (gift aid) to students are awarded by the federal government. The maximum Pell Grant award 2016-2017 school year is \$5815. The maximum award for 2017-2018 is \$5920. Pell Grants are available only to eligible students who do not yet have a bachelor's degree.

Federal Pell Grants will be disbursed twice during each program. The first payment period is the first half of the program measured in both credit or clock hours and weeks; the second payment period is the second half of the program measured in both credit or clock hours and weeks. Second disbursement funds cannot be disbursed until the first payment period has been completed, assuming the student is maintaining satisfactory academic progress. Federal Pell Grant funds are disbursed by a credit on the student's account after the school receives an electronic fund transfer from the federal government.

### **Federal Stafford Loan**

Low interest loans to students made directly by the US Department of Education. Stafford Loans are either subsidized—the federal government pays the interest while the student is in school—or unsubsidized, meaning the student either pays the interest or capitalizes it (adds it to the principal upon entering repayment). The interest rate is fixed for 2016-2017 at 3.76% for subsidized loans for undergraduate students and 3.76% for all unsubsidized loans.

An origination fee of 1.069% is charged on the gross amount of the loan, proportionately assessed on each disbursement.

For dependent students, the Stafford Loan eligibility per year is currently a maximum of \$3500, which is subsidized, plus up to an additional \$2000 unsubsidized, depending on

the program of study. For independent students, the maximum amount of all subsidized and unsubsidized loans is \$9500, of which a maximum of \$3500 can be subsidized, depending on the program of study. All students receiving student loans are required to participate in entrance and exit counseling. Entrance counseling must be completed before any loan funds will be disbursed. Exit counseling must be completed prior to graduation or at the time of withdrawal. **The repayment of Stafford Loans begins six months after the graduation date or the last day of attendance. The length of repayment can be up to ten years.**

Federal Stafford Loans will be disbursed twice during the program. The first disbursement will take place approximately 30 calendar days after classes start, and the second disbursement will be after the first payment period has been completed and the second payment period has begun, assuming the student is maintaining satisfactory academic progress. Federal Stafford Loans are disbursed in the form of electronic funds transfer sent directly to the school and credited to the student's tuition account.

**It is the student's responsibility to repay all loans pursuant to applicable regulations, regardless of completing the program or finding employment.**

### Application Process

The application process for all financial aid requires completion of the Free Application for Federal Student Aid (FAFSA). A completed and submitted FAFSA results in a Federal Student Aid Report (SAR/ISIR), which is the basis for determining most financial aid eligibility. Information from the ISIR is used to determine all financial aid awards based on student need calculated by the federal need analysis formulas.

### Terms and Conditions of Title IV Award

The information provided with your award estimate explains eligibility requirements and other information important to your financial aid eligibility. You are responsible to read and understand all information. If you have questions regarding the information below, contact the financial aid office at the school.

Your award estimate is based on full-time enrollment. You must attend class to be eligible for financial aid. Crescent Schools may prorate, adjust or revise your award in accordance with federal regulations or institutional policy.

If you drop or withdraw from all classes within an award period your award(s) may be recalculated and we may be required to reduce or cancel your award(s).

If you have been awarded a loan for a specific award period and do not enroll for that period, subsequent loan disbursements for the remaining period may be delayed or cancelled. If you have questions about the status of current or future loan disbursements contact the financial aid office.

It is your responsibility to immediately notify the Financial Aid Office of any changes in your financial circumstances. This includes any additional external awards or financial assistance received such as outside scholarships, tuition assistance, veteran's assistance or Montgomery GI benefits.

Financial aid funds will not be credited to your account or disbursed until all required applications for financial aid are complete, and monies have been received from the funding agencies.

All federal funds have been awarded on the condition that you do not owe a repayment and are not in default on any federal loans.

You must maintain satisfactory academic progress toward the completion of your program in order to remain eligible for financial aid.

### R2T4 Policy

When a student with financial aid withdraws from the program prior to the 60% point in time of the payment period, Crescent Schools calculates the amount to be returned to the federal aid programs. The financial aid earned by the student prior to withdrawal is determined by calculating the amount of the payment period the student completed as of the last date of attendance. If the amount of federal aid disbursed exceeds the amount of federal aid earned as of the last date of attendance, either the school or the student or both are required to return some portion of federal aid. When a financial aid student withdraws from the program beyond the 60% point in time, the student earns 100% of the financial aid disbursed for that payment period. The period of time that a student is on an approved leave of absence is not counted in the R2T4 calculation. If the student fails to return from leave of absence, it will be determined they have withdrawn on the last date of attendance.

For the comprehensive gaming program:

The amount of the payment period completed by the student as of the last date of attendance is calculated by counting the number of calendar days that have elapsed in the payment period, and dividing that number by the total number of calendar days in the payment period for credit hour programs. Scheduled breaks of five days or longer are excluded from the calculation.

Example: Payment period 10/9/13 through 1/30/14, LDA of 10/25/13  
 $17/114=14.91\%$

For the Bar/Beverage Management and Two Game Programs:

The scheduled clock hours through the last date of attendance are divided by the number of clock hours in the payment period.

Example:  $57/150=38.00\%$

If the student is required to return any grant aid (Federal Pell Grant), the student has 45 days to repay the funds , after which point it remains unpaid the student is considered to be in overpayment and thus ineligible for any additional federal aid until that amount is repaid to the U.S. Department of Education. Any student who owes an overpayment will be notified in writing by Crescent Schools, within thirty days of the date of determination of withdrawal.

If the student has any outstanding institutional charges due to the R2T4 calculation, the student is responsible for payment of these to the school.

Federal aid funds are returned in the following order:

1) Unsubsidized Federal Stafford Loans 2) Subsidized Federal Stafford Loans 3) Federal PLUS loans 4) Federal Pell Grants 5) Other federal aid programs.

The required return of funds under this policy is made to the Title IV aid programs within 45 calendar days of the date of determination of withdrawal or termination.

### Financial Aid Code of Conduct

- School employees are prohibited from entering into any revenue-sharing arrangements with any lender.
- School employees are prohibited from accepting any gifts or payments from any lender or loan servicer.
- The school will not assign or steer borrowers to particular lenders or delay loan certifications because a borrower chose an alternative lender.
- The school will not request or accept funds for private loans in exchange for concessions or promises to any lender.
- School employees will not accept any form of compensation in exchange for any type of consulting arrangement or contract to provide services to or on behalf of any lender.
- School employees will not accept any form of compensation for serving on an advisory board, commission or other group established by a lender, loan servicer or guarantor, except for reimbursement for reasonable expenses incurred relating to this service. Such reasonable expenses must be reported to the U.S. Department of Education annually.

### Placement Assistance

It is the responsibility of the Placement Officer to actively solicit jobs for graduates by maintaining a line of communication and rapport with local employers. In this way the Placement Officer is able to find jobs for our graduates as soon as they become available. While placement assistance is provided and the entire staff takes a sincere interest in the job seeking efforts of our graduates, the school cannot guarantee its graduates

employment. No reputable school can do that. Students are reminded that they and they alone, bear the responsibility of successfully presenting themselves in a positive way to prospective employers during the employers' interview process. Job placement assistance is a free lifetime service available to all graduates in good standing with the school.

## Academic Information

### Attendance Policy

Students who are accepted for enrollment at the school are assumed to possess the desire, motivation and self-discipline necessary for meeting or exceeding all course requirements, including attendance. Accordingly, the school expects its students to attend school every day. Missing class not only results in students falling behind on new material, but more importantly, missing the daily hands-on repetition that is so important in learning and developing the skills required to qualify for employment in the chosen field of study. The minimum standard of attendance is 90% of the published clock hours in the Beverage Management and Gaming programs in order to meet the requirements for graduation. The 3-week bartending program requires completion of 80% of the published clock hours in that program.

### Absences

Students will be excused from class upon notification of a valid reason, but will not receive credit for attendance during any absence. Students should notify the school office prior to the start of class whenever they will be absent from class. Absences in excess of 10% of the published clock hours in any program of 175 hours or more, or 20% of the published clock hours in the 3-week Bartending program will be considered excessive, requiring that the time be made up in order to successfully complete the program. Absences will not be taken into account when determining satisfactory progress, but will be considered in the calculation of the refund policy. No student will be excused from completion of any program assignments due to an absence, no matter what the reason. It is the sole responsibility of the student to meet with the course instructor regarding completion of any missed assignment or test due to an absence.

### Tardiness and Early Departures

Students are expected to be on time for all scheduled classes and should notify the school office whenever they will be tardy. Tardiness will be deducted from the number of clock hours completed, in half hour increments. For example, if a student comes to class 16 minutes late, a half hour will be deducted from his/her attendance that day; if a student comes to class 48 minutes late, a full hour will be deducted from his/her attendance that day. Early departures from school will be handled the same as a tardy. Excessive tardiness or early departures by a student will be reflected in the student's attendance record making that student subject to the attendance/rate of progress requirements detailed in the school's Satisfactory Academic Progress Policy.

### Make-Up Attendance Credit

Make-up for missed class time due to an absence or tardiness may be arranged on a clock hour basis and must be performed at the school under supervision of a qualified instructor. Make-up work will be at the convenience of the school and outside of normal class hours, with the exception that day session students can arrange a make-up by attending evening session classes and vice-versa. The student will be under the supervision of the instructor on duty and will follow the instructor's direction at all times. All make-up attendance must be completed within the maximum time frame for program completion (150% of the scheduled hours of the program enrolled).

### Consecutive Absences

Any student enrolled in a program of 175 hours or more who fails to attend class for 14 consecutive days will be terminated from that program, unless a signed leave of absence has previously been approved. Any student enrolled in the 3-week Bartending program who fails to attend class for 7 consecutive days will be terminated from that program.

### Leave Of Absence

A leave of absence is defined as a temporary break in a student's attendance, during which he/she is considered to be continuously enrolled. The student must submit a written request in advance of the beginning date of the requested leave, specifying a reason for the leave. The school director may grant a leave of absence for up to one hundred eighty (180) calendar days in one calendar year, or one-half of the program length, whichever is shorter. A student may be granted extensions or multiple leaves of absence as long as the cumulative time does not exceed the specified limit as noted above. The decision to approve a leave of absence will be at the sole direction of the school director.

### Lifetime Review and Practice Privileges

All graduates in good standing with the school may return at any time and at any school location to refresh any previously completed courses. Adherence to the school rules & regulations and the student code of conduct is expected. The course in question must be operating at less than full capacity and currently enrolled students will have preference over returning graduates in both equipment usage and instructor time. Graduates seeking to return to any school location in the state of Mississippi must have a current Mississippi Gaming Work Permit or permission from the Mississippi Gaming Commission as detailed in the Student Handbook.

### Obtaining a Copy of School Transcripts

Students may contact the school director's office to request a copy of their official transcript at any time following completion of or withdrawal from their program of study. There is no charge for the first transcript request. Additional copies of transcripts can be obtained for a fee of \$10 per transcript.

### Definition of Clock Hour and Credit Hour

A clock hour equals one fifty-minute period of lecture, demonstration and similar, instructor-supervised activities in a sixty-minute period.

A credit hour is an amount of work represented in intended learning outcomes and verified by evidence of student achievement that is an institutionally established equivalency that reasonably approximates not less than 20 clock hours of in-class lecture and/or laboratory instruction per each quarter-credit hour. For academic purposes the school uses the Carnegie clock-to-credit conversions of 20 clock hours per each quarter-credit hour. For financial aid purposes the school utilizes the federal clock-hour to credit-hour conversion of 25 clock hours of in-class instruction and outside class work (homework) per each quarter-credit hour.

### Satisfactory Academic Progress (SAP)

All students are required to make satisfactory academic progress toward their program objectives in order to continue regular student standing at the school as well as continued eligibility for any federal financial aid and VA benefits (where applicable). Each student is evaluated according to the SAP Evaluation Periods listed below and will receive a Satisfactory Academic Progress evaluation report at that time.

### SAP Evaluation Periods: New Orleans, Gulfport and Tunica Campuses

The following programs are each divided into three modules, the end of which coincides with the SAP Evaluation periods below.

PROGRAM	33%	50%	100%	150%
<b>Beverage Management</b>	20 <sup>th</sup> School Day	30 <sup>th</sup> School Day	60 <sup>th</sup> School Day	90 <sup>th</sup> School Day
<b>2-Game</b>	23 <sup>rd</sup> School Day	35 <sup>th</sup> School Day	70 <sup>th</sup> School Day	105 <sup>th</sup> School Day
<b>Comprehensive Gaming</b>	50 <sup>th</sup> School Day	75 <sup>th</sup> School Day	150 <sup>th</sup> School Day	225 <sup>th</sup> School Day

### Satisfactory Academic Requirements: New Orleans, Gulfport and Tunica

The student must maintain the following minimum standards in order to retain status as a student in good standing:

**Qualitative Measure:** Students must maintain a cumulative grade point average (GPA) of 60% at the 33% evaluation point and 70% at all subsequent evaluation points.

**Quantitative Measure (Rate of Progress):** Students must have completed the following clock or quarter-credit hours at each evaluation point:

SAP Evaluation Period	33%	50%	100%	150%
Must complete this percentage of clock or quarter-credit hours	67%	67%	67%	90%



### SAP Evaluation Periods: Las Vegas Campus

PROGRAM	33%	50%	100%	150%
<b>3-Week Bartending</b>	-	8 <sup>th</sup> School Day	15 <sup>th</sup> School Day	23 <sup>rd</sup> School Day
<b>1-Game</b>	-	18 <sup>th</sup> School Day	35 <sup>th</sup> School Day	53 <sup>rd</sup> School Day
<b>Beverage Management</b>	20 <sup>th</sup> School Day	30 <sup>th</sup> School Day	60 <sup>th</sup> School Day	90 <sup>th</sup> School Day
<b>2-Game</b>	23 <sup>rd</sup> School Day	35 <sup>th</sup> School Day	70 <sup>th</sup> School Day	105 <sup>th</sup> School Day
<b>Comprehensive Gaming</b>	50 <sup>th</sup> School Day	75 <sup>th</sup> School Day	150 <sup>th</sup> School Day	225 <sup>th</sup> School Day

### Satisfactory Academic Requirements: Las Vegas

#### 3-Week Bartending Program

**Qualitative Measure:** Students must score 80% or better after each weekly review quiz. Students must score a “Satisfactory” Performance Level at the 50% evaluation point and 80% or better on the Specialty Drink Test, Final Practical Exam and the written final exam at the 100% evaluation point.

**Quantitative Measure (Rate of Progress):** Students must attend at least 80% of the program.

#### 1-Game Program

**Qualitative Measure:** Students must maintain a minimum 70% GPA at both the 50% and 100% SAP Evaluation points.

**Quantitative Measure (Rate of Progress):** Students must have completed 67% of the attempted clock hours at both the 50% and 100% SAP Evaluation points.

SAP Evaluation Period		50%	100%	150%
Must complete this percentage of clock or quarter-credit hours		67%	67%	90%

#### Beverage Management, 2-Game and Comprehensive Gaming Programs

**Qualitative Measure:** Students must maintain a minimum 60% GPA at the 33% SAP evaluation point and a minimum 70% at all subsequent SAP evaluation points.

**Quantitative Measure (Rate of Progress):** Students must have completed the following clock or quarter-credit hours at each evaluation point:

SAP Evaluation Period	33%	50%	100%	150%
Must complete this percentage of clock or quarter-credit hours	67%	67%	67%	90%

### Academic Warning/Financial Aid Warning

Students are counseled and placed on Academic Warning/Financial Aid Warning when GPA or Rate of Progress falls below the stated standards at any SAP evaluation period. The warning runs from one evaluation period to the next. Students must elevate their performance to the stated standards within the warning period to continue to be considered making SAP. If all standards are not achieved by the end of the warning period, the student's status is considered to be unsatisfactory and financial aid eligibility and VA Education Benefits ceases. The VA will be notified of any unsatisfactory performance. Failure to maintain SAP through two consecutive evaluation periods will result in the student's dismissal. Any student who has achieved SAP at the 50% evaluation point but falls below the stated standards at the 100% evaluation point will be placed on Academic Warning/Financial Aid Warning and must regain SAP within 150% of the published program length (maximum time frame).

Any student dismissed for academic or attendance-related reasons will be considered for re-entry into a school program by following the normal admissions process. In such cases, the school will consider the reasons for the dismissal and the change in circumstances in the student's situation that will now enable the student to have a reasonable opportunity to complete the program.

### Maximum Time Frame for Completion of the Program

Students must complete the program (meet the **minimum** graduation requirements) within one and one half times the scheduled program time frame. Students unable to complete the program within this maximum time frame will be considered not to be meeting the minimum requirements necessary for graduation and will be dropped from the program. Time off for authorized leaves of absences will not be considered as part of the maximum time frame, nor is it used in calculating attendance averages.

### Maintaining and Re-Establishing Title IV Financial Aid

The 50% SAP evaluation coincides with the end of the first financial aid payment period. Any student not meeting SAP at the program mid-point will receive an Academic Warning notice specifying the areas of deficiency and the time period in which the student may regain SAP (the next scheduled SAP evaluation point). Financial aid will continue throughout the warning period.

Note: Although the end of the first payment period is scheduled at the mid-point of the program, it does not occur until the student has successfully completed 50% of the program in terms of credit or clock hours at which time a 50% Re-evaluation will be generated verifying that the student is now meeting SAP. The second payment period begins on that date.

The 100% SAP evaluation will be generated when the student reaches the scheduled end of the second payment period (the scheduled graduation date of the program). If all SAP

standards have been met, the student will be graduated and a certificate of completion awarded. Any student not meeting SAP at the published program completion date may be allowed the maximum time frame for completion of the program and will be so notified. Upon successfully meeting all graduation requirements a 100% re-evaluation will be generated. If for any reason a student needs to continue beyond the second payment period due to SAP progress, the student will not be eligible for any additional financial aid. Any student still not meeting SAP at the end of the maximum time frame will be terminated from the program and will receive written notice of same within 48 hours. There can be no appeal of this decision.

### Grading System

All grades are based on a numerical value and scored on the following scale:

A	100 - 90
B	89 - 80
C	79 - 70
D	69 - 60
F	Below 60

### 3 Week Bartending Program

Each student will be graded as follows:

At the end of the course a specialty drink test will be administered. The student must score 80% or better to be able to take the written final. The final practical exam will require a score of 80% or better and must be complete within the allotted time in order to graduate. Any student not meeting either of these requirements will be given the opportunity to re-take either test.

### Bartending & Beverage Management

Each student will be graded for **classroom instruction** as follows:

A total of twelve quizzes will be given. One final exam is given at the end of each module. The final scores of these assessment methods are weighted according to the following percentages:

Quizzes	50%
Final	50%

Each student will be graded for **lab instruction** as follows:

A total of three written quizzes and three speed quizzes will be given. The six grades are averaged. The final scores of these assessment methods are weighted according to the following percentages:

3 Quizzes Written	50%
3 Quizzes Speed	50%

The classroom instruction grade and the lab instruction grade will be averaged for the final grade received for the program. A student must have a minimum of a C average in both the classroom and lab portions of the program in order to graduate.

### **Gaming Program**

Weekly grading of all components, written examinations, and homework will require a score of 70 to graduate. The final scores of these assessment methods are weighted according to the following percentages:

Written Tests	40%
Weekly Component Scores	40%
Homework/Workbook Assignments	20%

## **Graduation Requirements**

### **Beverage Management and Gaming**

The following requirements must be met in order for students to receive a certificate and utilize services of the Placement Department.

1. Satisfactorily complete all requirements of each portion of the training program, lecture and lab, and have a combined grade average for the program of 70% or higher.
2. Be in good financial standing with the school.
3. Attend at least 90% of the scheduled clock hours assigned to the program.
4. Students graduating from the Comprehensive Dealing Program must also complete a minimum of 90% of the 37.5-quarter credits attempted.)

When all the above requirements are met, a certificate of completion will be awarded.

### **Bartending Certificate Program**

The following requirements must be met in order for students to receive a certificate and utilize services of the Job Placement Department:

1. Score 80% or above on the Specialty Drink Test.
2. Score 80% or above on the Final Practical Exam in the time allotted.
3. Score 80% or above on the written final exam.

4. Be in good financial standing with the school.
5. Attend at least 80% of the program.
6. Complete all required paperwork.

When all the above requirements are met, a certificate of completion will be awarded.

### Incompletes, Withdrawals, Terminations

An incomplete grade may be assigned to a major area only in extraordinary circumstances acceptable to the school. An incomplete is not considered in determining overall grade averages. Students who score below 70 in any major area will be allowed to repeat that major area. The grade earned through the repetition is substituted for the original grade in determining the overall grade average. Students may withdraw from school without academic penalty. An approved incomplete will have no effect on the student's Satisfactory Academic Progress evaluation. However, all incompletes must be made-up within the maximum time frame for program completion or the student will receive a grade of zero (0) for all incomplete work. A final grade will be computed and will replace the incomplete grade.

Students are subject to disciplinary action up to and including suspension or termination from the program following (1) a verbal warning and (2) a written warning for failure to adhere to the school rules & regulations, student code of conduct, excessive tardiness or absenteeism, or for failure to maintain satisfactory academic progress. Terminated students are notified in writing of the date of termination, the reasons for the termination and the availability of the appeal process.

### Official Withdrawal Procedure

Any student wishing to withdraw from a program enrolled should notify the financial aid administrator or the school director. The date of notification will be used to establish the date of determination as defined and calculated in the school's refund policy noted in this catalog. Withdrawal date is defined as the date of a written or verbal notification of the intent to withdraw, or fourteen (14) days after the last date of attendance, whichever is earlier, except for the 3-week bartending program which is 7 days.

## Important Policies

### Security Policy

The school's security policy, emergency notification and evacuation procedures are included in the student handbook and reviewed during orientation. A copy of the security policy is available to prospective students upon request. The school's annual security report can be seen at [www.crescent.edu](http://www.crescent.edu)

### Drug & Alcohol Abuse Policy

Consumption of alcohol by students and employees of the school while on school property, or at any school sponsored function, is prohibited. Penalties for violations range from probation, suspension or termination from the program.

The possession, sale, manufacture or distribution of any controlled substance is illegal under both state and federal laws. Violators are subject to school disciplinary action, criminal prosecution, fine and imprisonment as detailed in the student handbook.

Substance abuse educational materials are provided to all students and staff members upon request. Pamphlets, articles, graphs, charts, handouts, and videos describing the various effects of drug and alcohol abuse, and a list of recovery centers and substance abuse programs are available upon request.

### Dress Code

Casual dress is acceptable as long as it is within the bounds of good taste. Examples of inappropriate dress include provocative or revealing clothing, trousers/slacks which fall below the waist, and shirts/blouses with vulgar words, comments, or images. Footwear must be worn at all times. Sunglasses are not permitted in the classroom. Attention to personal hygiene is expected.

### Copyright Infringement Policy

Illegal reproduction of any intellectual property protected by U.S. copyright law, including software, text books and other written material is prohibited, and may be subject to civil damages and criminal punishment including fines and imprisonment.

### Non-Discrimination Policy

Crescent Schools believes in and promotes equal opportunity and does not discriminate on the basis of race, religion, sex, age, national origin, or disabilities, in either its academic activities or employment practices.

### American Disabilities Act

The school is in full compliance with The American Disabilities Act and respects the rights of disabled individuals to acquire training. Reasonable accommodations will be made for students with disabilities who are admitted to the school.

### Student Conduct Policy

Students are required to follow rules of conduct that are typically expected in the working world. Students will face disciplinary action as detailed in the school rules & regulations and student code of conduct for violations, including, but not limited to dishonesty, unprofessional conduct, the use of profanity, violation of safety rules, using or being under the influence of alcohol or drugs on school property. School Rules and Regulations and the Student Code of Conduct are included in the student handbook and are reviewed with students at orientation.

### Disclosure of Educational Records Policy

Crescent Schools is in compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), a federal law that protects the privacy of student education records. Students have the right to inspect, review and challenge information contained in their education record. Education records are defined as files, materials, documents that contain information directly related to a student, and are maintained by the institution. Written consent by the student is required before education records may be disclosed to third parties with the exception of accrediting commissions, government agencies so authorized by law, school officials with legitimate educational interest within their scope of interest, and the school's independent auditors. Students and parents should be aware that if they enter into an agreement regarding a Title IV HEA loan that information will be disclosed to NSLDS and accessible by authorized agencies, lenders and institutions.

### Record Retention Policy

The school maintains all student and business records as it applies to U.S Department of Education regulations, local governing authority regulations and IRS regulations.

The U.S. Department of Education requires a retention period of three years after the fiscal award year as it relates to the administration of Federal financial aid.

The IRS requires retention of business records for a period of three years after the filing date of the return, with the exception of records relating to the acquisition and disposition of assets which should be retained for a period of three years after the filing date of the return in which the assets were disposed. Hardcopy Student records are retained for a period of seven years to allow for the reporting of student history as requested by the student. Electronic student records are stored in the data base and are available indefinitely.

### Voter Registration

The 1998 Higher Education Act requires schools to make an effort to distribute voter registration forms to its students. Students may obtain information and forms to register to vote from the admissions office. Additionally, it is possible to register on-line or at your local motor vehicle agency.

### Constitution Day

The school recognizes Constitution Day each September 17 (or the nearest school day to it). Students and school staff participate in various activities held at each campus to celebrate the Constitution and increase awareness of what it means to all U.S. citizens.

### New Student Orientation

All students are required to attend an orientation session prior to starting classes. Orientation has proven to be a vital component in adjusting to the school environment. Emphasis will be placed on making the students comfortable in their new surroundings and fully aware of what to expect throughout the training program. Important school policies regarding student rights and obligations are discussed and the Student Handbook will be distributed.

### Appeals

A student terminated from any school program for any reason except failure to have satisfactory academic progress by the maximum allowable time-frame may appeal the termination decision by submitting a written appeal within five days of receipt of notification by the school. Procedures for submitting an appeal is detailed in the student handbook.

### Student Complaint Procedure

Any student who has a complaint or a problem should first see his/her instructor. If the problem is not resolved, the student should refer the problem to the school director in writing. If the school director's resolution of the problem is not satisfactory to the student, the student may contact in writing one of the following agencies:

#### **New Orleans Campus**

Student complaints relative to actions of school officials will be addressed to the Board of Regents, Proprietary Schools Section, P.O. Box 3677, Baton Rouge, Louisiana 70821-3677, telephone number 225-342-7084. Students should address complaints to the Board of Regents only after unsuccessfully trying to attempt to resolve the matter with the school, and only after having first signed a written complaint with school officials. If the student is unsatisfied with the outcome of the complaint, they may contact ACCET, 1722 N. Street, N.W., Washington, DC 20036, Telephone number 202-955-1113.



### **Gulfport and Tunica Campuses**

Bartending student complaints relative to actions of school officials will be addressed to the MS Commission on Proprietary School & College Registration, 3785 Ridgewood Road Jackson, MS 39211. (601)982-6518. <http://www.mccb.edu/program/psDefault.aspx>. Gaming students may contact the Mississippi Gaming Commission, P.O. Box 23577, Jackson, MS 39235-3577, (601) 351-2800. Students should address complaints to any Mississippi Commission only after unsuccessfully trying to attempt to resolve the matter with the school, and only after having first signed a written complaint with school officials. If the student is unsatisfied with the outcome of the complaint, they may contact ACCET, 1722 N. Street, N.W., Washington, DC 20036, Telephone number 202-955-1113.

### **Las Vegas Campus**

Student complaints relative to actions of school officials will be addressed to the Commission on Postsecondary Education, 8778 South Maryland Parkway, #115, Las Vegas, Nevada 89123. The Commissions telephone number is (702) 486-7330. If the student is unsatisfied with the outcome of the complaint, they may contact ACCET, 1722 N. Street, N.W., Washington, DC 20036, Telephone number 202-955-1113.

## Cancellation and Refund Policies

### New Orleans Campus

#### Programs of 300 Clock Hours or More

The school's refund policy is in accordance with the State of Louisiana's cancellation and refund policies and is stated below. An applicant or student may withdraw at any time subject to the following conditions:

1. Withdrawal. All monies paid by an applicant are refunded if withdrawal occurs prior to the scheduled class start date. Note: Gaming Work Permit fees required by local/state authorities and paid in advance are non-refundable.
2. Cancellation. All monies paid by a student are refunded if the student cancels any time prior to the end of the third week of the class start date (15 school days from the class start date) except as stated in # 1 above.
3. No-Shows (Never Attended). All monies paid by a student are refunded if the student is a no-show (never attended) except as stated in #1 above.
4. Rejection. All monies paid by an applicant are refunded if the applicant is rejected by the school.
5. A student terminating training after the first three weeks but within the first 50% percent of the program, will owe charges in the amount of a prorated portion of tuition for the training period completed, plus 10% of the unearned tuition for the period of training that was not completed. The prorated amount will be computed by using the ratio of the number of weeks of instruction completed to the total number of weeks scheduled for the program enrolled.
6. After completing 50% of a program, the school may hold the student liable for the entire amount of the contract price of the program enrolled.
7. Timely basis. All refunds due will be paid within thirty days of the termination date.
8. Termination date is defined as the date of a written or verbal notification of the intent to withdraw, or fourteen (14) days after the last date of attendance, whichever is earlier.
9. Extra expenses. The school furnishes all necessary items of training. No extraordinary or extra expenses will be refunded unless specifically identified and agreed upon at the time of enrollment.
10. If a program is canceled subsequent to enrollment, a refund of all monies paid will be refunded within thirty days.

11. Special Cases. In the event of the death of a student, prolonged illness, death in the immediate family or other extraordinary circumstances beyond the student’s control, a fair and equitable settlement will be made upon consent of both parties.
  
12. All tuition and fees are due and payable upon completion of the first week of training. All exceptions to this rule must be made on an individual basis and agreed to by the school and the student. No late charges or interest will be charged for such mutually agreed delay in payment. In the event of a default in payment, the school may use collection services after reasonable appeal and time has been allowed to correct the default.

**Programs Under 300 Clock Hours**

The 3-week cancellation policy does not apply to programs of less than 300 clock hours. An applicant or student may withdraw from these programs at any time subject to the following conditions:

**Bartending Certificate Program**

Classes Attended	Percentage of Refund
No Shows (Never Attended)	Refund 100% of tuition
Up to 15% (up to 6.75 clock hours) completed	Refund 80% of tuition
15-25% (up to 11.25 clock hours) completed	Refund 70% of tuition
26-50% (up to 22.5 clock hours) completed	Refund 45% of tuition
51% or more (up to 45 clock hours) completed	No refund due

**1-Game Program**

Classes Attended	Percentage of Refund
No Shows (Never Attended)	Refund 100% of tuition
Up to 15% (up to 26.25 clock hours) completed	Refund 80% of tuition
15-25% (up to 43.75 clock hours) completed	Refund 70% of tuition
26-50% (up to 87.5 clock hours) completed	Refund 45% of tuition
51% or more (up to 175 clock hours) completed	No refund due

## **Gulfport and Tunica Campuses**

### **Programs of 300 Hours or More**

The school's refund policy is in accordance with the State of Mississippi's cancellation and refund policies and is stated below. An applicant or student may withdraw at any time subject to the following conditions:

1. **Withdrawal.** All monies paid by an applicant are refunded if withdrawal occurs prior to the scheduled class start date. Note: Gaming Work Permit fees required by local/state authorities and paid in advance are non-refundable.
2. **Cancellation.** All monies paid by a student are refunded if the student cancels any time prior to the end of the third week of the class start date (15 school days from the class start date) except as stated in # 1 above.
3. **No-Shows (Never Attended).** All monies paid by a student are refunded if the student is a no-show (never attended) except as stated in #1 above.
4. **Rejection.** All monies paid by an applicant are refunded if the applicant is rejected by the school.
5. A student terminating training after the first three weeks but within the first 50% of the program, will owe charges in the amount of a prorated portion of tuition for the training period completed, plus 10% of the unearned tuition for the period of training that was not completed. The prorated amount will be computed by using the ratio of the number of weeks of instruction completed to the total number of weeks scheduled for the program enrolled.
6. After completing 50% of a program, the school may hold the student liable for the entire amount of the contract price of the program enrolled.
7. **Timely basis.** All refunds due will be paid within thirty days of the termination date.
8. **Termination date** is defined as the date of a written or verbal notification of the intent to withdraw, or fourteen (14) days after the last date of attendance, whichever is earlier.
9. **Extra expenses.** The school furnishes all necessary items of training. No extraordinary or extra expenses will be refunded unless specifically identified and agreed upon at the time of enrollment.
10. If a program is canceled subsequent to enrollment, a refund of all monies paid will be refunded within thirty days.

11. Special Cases. In the event of the death of a student, prolonged illness, death in the immediate family or other extraordinary circumstances beyond the student’s control, a fair and equitable settlement will be made upon consent of both parties.
  
12. All tuition and fees are due and payable upon completion of the first week of training. All exceptions to this rule must be made on an individual basis and agreed to by the school and the student. No late charges or interest will be charged for such mutually agreed delay in payment. In the event of a default in payment, the school may use collection services after reasonable appeal and time has been allowed to correct the default.

**Programs Under 300 Clock Hours**

The 3-week cancellation policy does not apply to programs of less than 300 clock hours. An applicant or student may withdraw from these programs at any time subject to the following conditions:

**Bartending Certificate Program**

Classes Attended	Percentage of Refund
No Shows (Never Attended)	Refund 100% of tuition
Up to 10% (up to 4.5 clock hours) completed	Refund 90% of tuition
11-25% (up to 11.25 clock hours) completed	Refund 50% of tuition
26-50% (up to 22.5 clock hours) completed	Refund 25% of tuition
51% or more (up to 45 clock hours) completed	No refund due

**1-Game Program**

Classes Attended	Percentage of Refund
No Shows (Never Attended)	Refund 100% of tuition
Up to 10% (up to 17.5 clock hours) completed	Refund 90% of tuition
11-25% (up to 43.75 clock hours) completed	Refund 50% of tuition
26-50% (up to 87.5 clock hours) completed	Refund 25% of tuition
51% or more (up to 175 clock hours) completed	No refund due

## Las Vegas Campus

The school's refund policy is in accordance with the State of Nevada's cancellation and refund policies and is stated below. An applicant or student may withdraw at any time subject to the following conditions:

1. Cancellation. If a student cancels his or her enrollment before the start of the training program, the institution shall refund to the student all the money the student paid, minus 10 percent of the tuition agreed upon in the enrollment agreement or \$150, whichever is less.
2. Withdrawal. A student withdrawing or terminated by the school after the start date but within the first 60% percent of the program, will owe charges in the amount of a prorated portion of tuition for the training period completed, minus 10% of the tuition agreed upon in the enrollment agreement or \$150.00 whatever is less. The prorated amount will be computed by using the ratio of the number of days of instruction completed to the total number of days scheduled for the program enrolled.
3. After completing more than 60% of a program, the school may hold the student liable for the entire amount of the contract price of the program enrolled.
4. No-Shows (Never Attended). If a student is a no-show (never attended the training program), the institution shall refund to the student all the money the student paid, minus 10 percent of the tuition agreed upon in the enrollment agreement or \$150, whichever is less.
5. Rejection. Any applicant who is rejected by the school is entitled to a refund of all monies paid.
6. Timely basis. All refunds due will be paid within fifteen days of the termination date.
7. Termination date is defined as the date of a written or verbal notification of the intent to withdraw, or fourteen (14) days after the last date of attendance, whichever is earlier.
8. Extra expenses. The school furnishes all necessary items of training. No extraordinary or extra expenses will be refunded unless specifically identified and agreed upon at the time of enrollment.
9. If a program is canceled subsequent to enrollment, a refund of all monies paid will be refunded within fifteen days.
10. Special Cases. In the event of the death of a student, prolonged illness, death in the immediate family or other extraordinary circumstances beyond the student's control, a fair and equitable settlement will be made upon consent of both parties.
11. All tuition and fees are due and payable upon completion of the first week of training. All exceptions to this rule must be made on an individual basis and agreed to by the school and the student. No late charges or interest will be charged for such mutually agreed delay in payment. In the event of a default in payment, the school may use collection services after reasonable appeal and time has been allowed to correct the default.

## Instructional Program Information

### Bartending

**45 Clock Hours – 15 days – 3 Weeks**

This program is designed to give the student “hands on” training behind an actual bar, thus promoting confidence and efficiency. The main emphasis will be on mastering the art of mixing drinks quickly and properly, so that upon graduation the student will possess the confidence and ability to step behind any bar and mix drinks without hesitation. The key to mastering this art is practice, and the student can expect to spend much of the time behind the bar mixing drinks.

#### Course Descriptions:

##### Bartending

The student will be taught over 180 drink recipes, presented in a categorized and systematic fashion, and will spend as much time as possible behind the bar mixing drinks, accompanied with opening and closing procedures which will become a daily routine.

##### Bartending Equipment

A thorough familiarity with the underbar and backbar and their equipment is essential to profitable beverage operations. The student will be working behind 24 feet of actual bar space, complete with all of the related equipment essential to successful and profitable bar operations.

##### Customer Service

The student will receive well-rounded instruction on how to work with the public, including professional tips on personality development and proper methods of drink presentation.

##### Handling Money

The exchange of money over the bar must always be handled professionally. Techniques are provided which service the customer while ensuring the maximum amount of tips. Cash registers and/or point of sale technology are utilized to give students the overall practicality of essential job experience.

## Beverage Management

**300 Clock Hours – 60 Days – 12 Weeks**

This program is designed to give the student the necessary essentials needed to properly manage and supervise an establishment associated with the beverage industry. The “hands on” approach and classroom instruction will enable the student to acquire the skills needed to operate a business of their own if desired.

### **Course Descriptions:**

#### Mixology I

The Mixology lab will provide an actual cocktail lounge setting, allowing students the “hands on” effect of actually working behind a bar. With our modern instructional methods the student will be simulating the operation of a lounge. The word Mixology usually refers to bartender’s knowledge and skill, but a manager must know everything a bartender knows and more. A manager may not have a bartender’s dexterity, nor know as many different drink recipes, but it is the manager who decides how drinks are to be made in the business he or she manages, and it is the manager who trains the bartenders in the house policies and procedures.

Mixology I is aimed at giving the manager a thorough understanding of (1) the structure of a good drink, (2) the structure and essential ingredients of each different type of drink, and (3) the basic mixing methods. Illustrated step-by-step instructions facilitate detailed understanding and provide good training tools.

#### Mixology II

Mixology II continues the various methods of mixing drinks, including the original method of shaking by hand and the current methods of blending and mechanical mixing that make frozen drinks possible. It explores additional drink families as well as current methods and techniques of preparation and the filling of drink orders for speed and quality. The manager uses this knowledge to plan drink menus and create specialty drinks—a most profitable endeavor these days.

#### Customer Service

This is one of the most important aspects of bartending. Students will learn how to work with the public by receiving professional tips on personality development and how to determine what each customer wants. Drink presentation is also an important part of customer service. Role-playing gives the student practical experience & confidence. Alcohol awareness is addressed as is the service bar and sanitation.



Mixology: Specialty and Exotic Mixes

A certain number of drinks are local/regional favorites. This course is designed to familiarize the student with local and regional favorites.

Inventory

Inventory is an intricate part of the operations side of management and is used in tracking bar costs, available stock, and profitability. This course is designed to give the student the knowledge to comprehend its vital importance to the industry and how to maintain the records and procedures from day to day.

The Industry Past and Present

A look at the role of alcohol and its providers through the centuries can give a fresh and healthy perspective on the bar and beverage business today.

The Bar: Equipment and Organization

In order to produce the best quality product with the speed and efficiency needed to satisfy the customers and meet the profit goal, the right equipment must be in place. Many ingredients go into creating just the right environment—atmosphere, decor, the efficient use of space, the bar itself. This section deals with the physical facility in which drinks are served. These physical surroundings set the stage for the patrons' pleasure and can even make the drinks seem to taste better. Discussion will center on the underbar, backbar, and related equipment and their importance to profitable beverage operations. Additionally, the effects of equipment on drink quality, and the limitations that equipment and space can impose on a drink menu will be explored. The responsibilities and duties of management vis-à-vis bartenders and barbacks in setting up or organizing the bar for smooth operation each day will be clarified. Opening and closing the bar, sanitation, and employee training will each be addressed.

Product Knowledge

This part of the program explains the difference between fermented beverages and distilled spirits, and then goes on to examine the different kinds of spirits—how they are made and how they differ. Knowing this will help you to understand what you are buying and selling, why some spirits cost more than others, which are most intoxicating, where they come from, and a variety of incidental information which makes good conversation. The section on wines supplies the student with basic knowledge, concentrating on American wines, which account for about 80% of sales. The different types of wines, how they are made, buying and storing wines, wine service, wine lists, and wine tasting are also covered. Finally, the nature of beer, how it is made, stored, cared for, and poured, will be studied.

Business Planning

This portion of the course further covers inventory tracking and control, and concentrates on personnel management skills such as scheduling, writing job descriptions, recruiting,

interviewing, and selecting qualified employees, effective supervision, meeting federal and state compensation requirements, and employee benefits. The course also explores the various phases of marketing. The student will also learn the requirements of the various governmental agencies, which is an integral part of the bar business.

#### Professional Development

This course is designed to teach the student how to market his/her main product—him or herself. The student will learn how to write a professional resume, and how to properly comport oneself during a job interview.

#### Cashiering

This section is designed to give the student “hands on” training in handling cash, credit cards, traveler’s checks or personal checks.

#### Beverage Controls

The student will learn the financial aspects of operating a bar including product pricing, identifying costs associated with the product, determining profit, accounting for stock, and how to read and identify vital sections of financial reports. The student will develop a business sense of operating a bar and understand the issues associated with making the enterprise profitable.

### Gaming

Utilizing our “hands on” teaching methods, the student will gain a complete understanding and be thoroughly conversant with the rules, techniques, systems, procedures, equipment, and theory of the major games offered in the casinos. The student’s skills and abilities will be developed to the point which will qualify him or her for entry into a gaming establishment as a dealer. The following is a complete listing of gaming programs offered at Crescent School of Gaming & Bartending:

- One Game Programs:
  - Blackjack: 175 Clock Hours – 35 Days – 7 Weeks
  - Roulette: 175 Clock Hours – 35 Days – 7 Weeks
  - Poker: 175 Clock Hours – 35 Days – 7 Weeks
  - Mini-Baccarat/Carnival Games: 175 Clock Hours – 35 Days – 7 Weeks
  - Craps: 175 Clock Hours – 35 Days – 7 Weeks
  
- Two Game Programs:
  - Baccarat/Carnival Games & Blackjack: 350 Clock Hours – 70 Days – 14 Weeks
  - Baccarat/Carnival Games & Craps: 350 Clock Hours – 70 Days – 14 Weeks
  - Baccarat/Carnival Games & Poker: 350 Clock Hours – 70 Days – 14 Weeks
  - Baccarat/Carnival Games & Roulette: 350 Clock Hours – 70 Days – 14 Weeks
  - Blackjack & Craps: 350 Clock Hours – 70 Days – 14 Weeks
  - Blackjack & Poker: 350 Clock Hours – 70 Days – 14 Weeks
  - Blackjack & Roulette: 350 Clock Hours – 70 Days – 14 Weeks

- Craps & Poker: 350 Clock Hours – 70 Days – 14 Weeks
- Craps & Roulette: 350 Clock Hours – 70 Days – 14 Weeks
- Poker & Roulette: 350 Clock Hours – 70 Days – 14 Weeks
  
- COMPREHENSIVE DEALING PROGRAM:
  - 8 Games: 750 Clock Hours – 150 Days – 30 Weeks – 37.5 Credit Hours

**One Game Program: 175 Clock Hours – 35 Days – 7 Weeks**

Student's choice of any one of the following games: Baccarat/Carnival Games; Blackjack; Craps; Poker; Roulette

**Two Game Program: 350 Clock Hours – 70 Days – 14 Weeks**

Student's choice of any of the following:

**Baccarat/Carnival Games & Blackjack: 350 Clock Hours – 70 Days – 14 Weeks**

**Course Description:**

Baccarat/Carnival Games

The student will master the proper handling of cheques, the distribution of the cards and reading of the hands as they pertain to Mini-Baccarat, the use of commission markers and casino commissions, take and pay procedures, bonus payoffs and game protection. The student will also master the rules, take & pay procedures and bonus payoffs for Carnival Games.

Blackjack

The student will master the skill of dealing Blackjack from a single deck, double deck, and delivery from a shoe. The proper handling of casino cheques, the shuffle, the distribution of the cards, and proper take and pay procedures as they pertain to the game of blackjack, are given considerable attention. Game protection, multi-hand procedures, splitting pairs, doubling down, the blackjack bonus payoff and insurance are taught in detail. Finally, the student is instructed on job interview comportment and audition techniques.

**Baccarat/Carnival Games & Craps: 350 Clock Hours – 70 Days – 14 Weeks**

**Course Description:**

Baccarat/Carnival Games

The student will master the proper handling of cheques, the distribution of the cards and reading of the hands as they pertain to Mini-Baccarat, the use of commission markers and casino commissions, take and pay procedures, bonus payoffs and game protection. The student will also master the rules, take & pay procedures and bonus payoffs for Carnival Games.

Craps

The student will master the various primary and advanced bets of Craps, proper take and pay procedures, totaling and converting payoffs, stick handling and calls, and cutting and picking of casino gaming cheques. The student then receives advanced training in proposition bets, place bets, buy/lay bets, odds and multiple odds, game protection, game variations, job interview comportment and audition techniques.

**Baccarat/Carnival Games & Poker: 350 Clock Hours – 70 Days – 14 Weeks**

**Course Description:**

Baccarat/Carnival Games

The student will master the proper handling of cheques, the distribution of the cards and reading of the hands as they pertain to Mini-Baccarat, the use of commission markers and casino commissions, take and pay procedures, bonus payoffs and game protection. The student will also master the rules, take & pay procedures and bonus payoffs for Carnival Games.

Poker

The student will master all of the most popular poker games offered in modern poker rooms, including the ranking and reading of poker hands, the poker shuffle and pitch, tracking the pot and taking the rake, proper all-in procedure, and cutting casino gaming cheques and changing currency, as they pertain to the game of poker. Instruction also covers game protection, dealing time, dealer relief procedures, job interview comportment and audition techniques.

**Baccarat/Carnival Games & Roulette: 350 Clock Hours – 70 Days – 14 Weeks**

**Course Description:**

Baccarat/Carnival Games

The student will master the proper handling of cheques, the distribution of the cards and reading of the hands as they pertain to Mini-Baccarat, the use of commission markers and casino commissions, take and pay procedures, bonus payoffs and game protection. The student will also master the rules, take & pay procedures and bonus payoffs for Carnival Games.

Roulette

The student will master the proper handling of casino cheques, mucking, pushing stacks, changing currency, take and pay procedures, payoff keys, conversion techniques, markers, call bets, cash plays, fills and credits, and game protection as they pertain to Roulette. Finally, the student is instructed on job interview comportment and audition techniques.

**Blackjack & Craps: 350 Clock Hours – 70 Days – 14 Weeks**

**Course Description:**

Blackjack

The student will master the skill of dealing Blackjack from a single deck, double deck, and delivery from a shoe. The proper handling of casino cheques, the shuffle, the distribution of the cards, and proper take and pay procedures as they pertain to the game of blackjack, are given considerable attention. Game protection, multi-hand procedures, splitting pairs, doubling down, the blackjack bonus payoff and insurance are taught in detail.

Craps

The student will master the various primary and advanced bets of Craps, proper take and pay procedures, totaling and converting payoffs, stick handling and calls, and cutting and picking of casino gaming cheques. The student then receives advanced training in proposition bets, place bets, buy/lay bets, odds and multiple odds, game protection, game variations, job interview comportment and audition techniques.

### **Blackjack & Poker: 350 Clock Hours – 70 Days – 14 Weeks**

#### **Course Description:**

##### Blackjack

The student will master the skill of dealing Blackjack from a single deck, double deck, and delivery from a shoe. The proper handling of casino cheques, the shuffle, the distribution of the cards, and proper take and pay procedures as they pertain to the game of blackjack, are given considerable attention. Game protection, multi-hand procedures, splitting pairs, doubling down, the blackjack bonus payoff and insurance are taught in detail.

##### Poker

The student will master all of the most popular poker games offered in modern poker rooms, including the ranking and reading of poker hands, the poker shuffle and pitch, tracking the pot and taking the rake, proper all-in procedure, and cutting casino gaming cheques and changing currency, as they pertain to the game of poker. Instruction also covers game protection, dealing time, dealer relief procedures, job interview comportment and audition techniques.

### **Blackjack & Roulette: 350 Clock Hours – 70 Days – 14 Weeks**

#### **Course Description:**

##### Blackjack

The student will master the skill of dealing Blackjack from a single deck, double deck, and delivery from a shoe. The proper handling of casino cheques, the shuffle, the distribution of the cards, and proper take and pay procedures as they pertain to the game of blackjack, are given considerable attention. Game protection, multi-hand procedures, splitting pairs, doubling down, the blackjack bonus payoff and insurance are taught in detail.

##### Roulette

The student will master the proper handling of casino cheques, mucking, pushing stacks, changing currency, take and pay procedures, payoff keys, conversion techniques, markers, call bets, cash plays, fills and credits, and game protection as they pertain to Roulette. Finally, the student is instructed on job interview comportment and audition techniques.

**Craps & Poker: 350 Clock Hours – 70 Days – 14 Weeks**

**Course Description:**

Craps

The student will master the various primary and advanced bets of Craps, proper take and pay procedures, totaling and converting payoffs, stick handling and calls, and cutting and picking of casino gaming cheques. The student then receives advanced training in proposition bets, place bets, buy/lay bets, odds and multiple odds, game protection and game variations.

Poker

The student will master all of the most popular poker games offered in modern poker rooms, including the ranking and reading of poker hands, the poker shuffle and pitch, tracking the pot and taking the rake, proper all-in procedure, and cutting casino gaming cheques and changing currency, as they pertain to the game of poker. Instruction also covers game protection, dealing time, dealer relief procedures, job interview comportment and audition techniques.

**Craps & Roulette: 350 Clock Hours – 70 Days – 14 Weeks**

**Course Description:**

Craps

The student will master the various primary and advanced bets of Craps, proper take and pay procedures, totaling and converting payoffs, stick handling and calls, and cutting and picking of casino gaming cheques. The student then receives advanced training in proposition bets, place bets, buy/lay bets, odds and multiple odds, game protection and game variations.

Roulette

The student will master the proper handling of casino cheques, mucking, pushing stacks, changing currency, take and pay procedures, payoff keys, conversion techniques, markers, call bets, cash plays, fills and credits, and game protection as they pertain to Roulette. Finally, the student is instructed on job interview comportment and audition techniques.

**Poker & Roulette: 350 Clock Hours – 70 Days – 14 Weeks**

**Course Description:**

Poker

The student will master all of the most popular poker games offered in modern poker rooms, including the ranking and reading of poker hands, the poker shuffle and pitch, tracking the pot and taking the rake, proper all-in procedure, and cutting casino gaming cheques and changing currency, as they pertain to the game of poker. Instruction also covers game protection, dealing time and dealer relief procedures.

Roulette

The student will master the proper handling of casino cheques, mucking, pushing stacks, changing currency, take and pay procedures, payoff keys, conversion techniques, markers, call bets, cash plays, fills and credits, and game protection as they pertain to Roulette. Finally, the student is instructed on job interview comportment and audition techniques.

**Comprehensive Dealing Program**

**5 Games: 750 Clock Hours – 150 Days – 30 Weeks – 37.5 Quarter-Credit Hours**

**Course Descriptions:**

Baccarat/Carnival Games

The student will master the proper handling of cheques, the distribution of the cards and reading of the hands as they pertain to Mini-Baccarat, the use of commission markers and casino commissions, take and pay procedures, bonus payoffs and game protection. The student will also master the rules, take & pay procedures and bonus payoffs for Carnival Games.

Blackjack

The student will master the skill of dealing from a single deck, double deck, and delivery from a shoe. The proper handling of casino cheques, the shuffle, the distribution of the cards, and proper take and pay procedures as they pertain to the game of blackjack, are given considerable attention. Game protection, multi-hand procedures, splitting pairs, doubling down, the blackjack bonus payoff and insurance are taught in detail. Finally, the student is instructed on job interview comportment and audition techniques.

Roulette

The student will master the proper handling of casino cheques, mucking, pushing stacks, changing currency, take and pay procedures, payoff keys, conversion techniques, markers, call bets, cash plays, fills and credits, and game protection. Finally, the student is instructed on job interview comportment and audition techniques.



Poker

The student will master all of the most popular poker games offered in modern poker rooms, including the ranking and reading of poker hands, the poker shuffle and pitch, tracking the pot and taking the rake, proper all-in procedure, and cutting casino gaming cheques and changing currency, as they pertain to the game of poker. Instruction also covers game protection, dealing time, dealer relief procedures, job interview comportment and audition techniques.

Craps

The student will master the various primary and advanced bets, proper take and pay procedures, totaling and converting payoffs, stick handling and calls, and cutting and picking of casino gaming cheques. The student then receives advanced training in proposition bets, place bets, buy/lay bets, odds and multiple odds, game protection, game variations, job interview comportment and audition techniques.

### Additional Program Information

Program Name	No. of Wks.	Total Clock Hours		Student/Instr. Ratio		Books & Fees	Current Tuition & Cost Per Clock Hour			
		Lecture	Lab	Max	Typical		New Orleans	Gulfport	Las Vegas	Tunica
Bartending Certificate	3	-	45	16/1	7/1	0	\$795/\$17.67	\$795/\$17.67	\$595/\$13.22	\$495/\$11.00
Beverage Management Certificate	12	150	150	16/1	7/1	0	\$3050/\$10.17	\$3050/\$10.17	\$2550/\$8.50	\$2650/\$8.50
Gaming Certificate Baccarat & Carnival Games (BAC)	7	97	78	16/1	10/1	0	\$2000/\$11.43	\$2000/\$11.43	\$2300/\$13.14	\$2000/\$11.43
Gaming Certificate Blackjack (BJ)	7	86	89	16/1	10/1	0	\$2000/\$11.43	\$2000/\$11.43	\$2300/\$13.14	\$2000/\$11.43
Gaming Certificate Craps (CR)	7	76	99	16/1	10/1	0	\$2000/\$11.43	\$2000/\$11.43	\$2300/\$13.14	\$2000/\$11.43
Gaming Certificate Poker (PK)	7	88.5	86.5	16/1	10/1	0	\$2000/\$11.43	\$2000/\$11.43	\$2300/\$13.14	\$2000/\$11.43
Gaming Certificate Roulette (RO)	7	82.5	92.5	16/1	10/1	0	\$2000/\$11.43	\$2000/\$11.43	\$2300/\$13.14	\$2000/\$11.43
Gaming Certificate 2 Games	14	See Above Games	See Above Games	16/1	10/1	0	\$5000/\$14.29	\$5000/\$14.29	\$4600/\$13.14	\$3600/\$10.28
Gaming Certificate Comprehensive Gaming	30	371.5	378.5	16/1	10/1	0	\$9950/13.27	\$11950/\$15.93	\$10950/\$14.60	\$8950/\$11.94

1. There is no charge for the use of textbooks
2. There are no additional supplies required
3. Incidental items such as pens, pencils, notebooks, etc. are nominal in cost and are the responsibility of the student
4. A Mississippi Gaming Commission Gaming Work Permit is required in order to attend any gaming program in the state of Mississippi. The current, non-refundable cost of the work permit is \$125. This fee is collected by the school and forwarded to the Mississippi Gaming Commission along with the applicant's work permit application

## Consumer Disclosure Information

### Occupational Information

Occupations by name and Standard Occupational Classification (SOC) codes issued by the Bureau of Labor Statistics of the U.S. Department of Labor that our programs enable students to enter, including O\*NET links to occupational profiles:

Occupation	SOC Code	O*NET Link
Gaming Dealer	39-3011.00	<a href="http://www.onetonline.org/link/summary/39-3011.00">http://www.onetonline.org/link/summary/39-3011.00</a>
Gaming Supervisor	39-1011.00	<a href="http://www.onetonline.org/link/summary/39-1011.00">http://www.onetonline.org/link/summary/39-1011.00</a>
Gaming Manager	11-9071.00	<a href="http://www.onetonline.org/link/summary/11-9071.00">http://www.onetonline.org/link/summary/11-9071.00</a>
Gaming Surveillance Officers/Investigators	33-9031.00	<a href="http://www.onetonline.org/link/summary/33-9031.00">http://www.onetonline.org/link/summary/33-9031.00</a>
Bartender	35.3011.00	<a href="http://www.onetonline.org/link/summary/35-3011.00">http://www.onetonline.org/link/summary/35-3011.00</a>
Food Service Managers	11-9051.00	<a href="http://www.onetonline.org/link/summary/11-9051.00">http://www.onetonline.org/link/summary/11-9051.00</a>
Food & Beverage Serving Workers	35-3011.00	<a href="http://www.onetonline.org/link/summary/35-3031.00">http://www.onetonline.org/link/summary/35-3031.00</a>
Bartender Helpers	35-9011.00	<a href="http://www.onetonline.org/link/summary/35-9011.00">http://www.onetonline.org/link/summary/35-9011.00</a>

### On-Time Graduation Rate

On-time graduation rates are determined by dividing the number of students who completed a program of study within the published time frame, by the total number of completers, and multiplying by 100. On-time graduation rates for students completing a program of study within that program's published time frame during the federal award year of July 1, 2015 through June 30, 2016 are:

Program	New Orleans Campus	Gulfport, MS Campus	Las Vegas Campus	Tunica, MS Campus
<b>Bartending &amp; Beverage Management</b>	18%	79%	65%	94%
<b>Comprehensive Gaming Program</b>	0%	40%	91%	30%
<b>350 Hour Gaming Program</b>	0%	50%	88%	33%

### Placement Rate

Placement Rates for students completing a program of study between January 1, 2015 and December 31, 2015 as reported to our accrediting agency, the Accrediting Council for Continuing Education & Training (ACCET):

Program	New Orleans Campus	Gulfport, MS Campus	Las Vegas Campus	Tunica, MS Campus
<b>Bartending &amp; Beverage Management</b>	100%	83%	80%	70%
<b>Comprehensive Gaming Program</b>	88%	88%	74%	91%
<b>350 Hour Gaming Program</b>	100%	100%	82%	100%

**Median Loan Debt**

The median represents the middle of the range, not the average. For example, if there are 21 students, ranked in order from the smallest amount to the highest, the median would be the student in the middle, in our example student # 11. The student median loan debt by program listed below includes all Title IV sources of funding. The school does not utilize any private funding sources. In rare cases there may be a small balance owed the school by students after program completion. In such cases, interest-free payment plans to satisfy the outstanding balances within one year are arranged on a student-by-student basis. Accordingly, these amounts do not meet the definition of institutional financing and are not included in the median loan debt calculation. Median loan debt for the federal award year of July 1, 2015 through June 30, 2016 is:

<b>Program</b>	<b>New Orleans Campus</b>	<b>Gulfport, MS Campus</b>	<b>Las Vegas Campus</b>	<b>Tunica, MS Campus</b>
<b>Bartending &amp; Beverage Management</b>	\$3,135.00	3,135.00	\$3,135.00	\$3,135.00
<b>Comprehensive Gaming Program</b>	\$9,400.00	\$9,400.00	\$9,400.00	\$9,400.00
<b>Two Games</b>	\$2,722.00	\$3,656.00	\$3,656.00	3,656.00

## Notes

**CERTIFICATION STATEMENT**

This is to certify that this catalog is true and correct in content and policy in all material respects.

Director \_\_\_\_\_ Date \_\_\_\_\_