



Stepful School Catalog
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Stepful, Inc.

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GENERAL INFORMATION

About Us

Stepful is dedicated to reimagining healthcare education by providing quality allied health courses to our communities and fostering economic opportunities for all. Our student-centric approach to education provides an outcomes-based, accessible and efficient route to jobs in the fast-growing healthcare industry.

Mission & Values

Our mission is to empower communities with accessible pathways to healthcare careers, regardless of background or circumstance.

Ownership

Stepful is owned by a group of investors. Details pertaining to Stepful's ownership and management can be found at [Appendix A](#).

Approvals

Stepful is a private for-profit school and is approved to operate by the following agencies:

- Alabama– Alabama Private School Licensure
- Michigan (Home State) – Michigan Department of Labor and Economic Opportunity
- Ohio – State Board of Career Colleges and Schools
- Pennsylvania – State Board of Private Licensed Schools
- Texas - Texas Workforce Commission, Career Schools and Colleges
- Utah – Department of Commerce, Division of Consumer Protection
- Georgia - Georgia Nonpublic Postsecondary Education Commission
- Indiana - Office for Career and Technical Schools
- Kentucky - Kentucky Commission on Proprietary Education
- Wyoming - Wyoming Department of Education

Stepful is additionally registered as an Out of State Institution with the California Bureau for Private Postsecondary Education.

Stepful is not accredited and does not participate in federal or state financial aid programs.

Partnerships

- National Healthcareer Associate (NHA) - Stepful is partnered with the NHA to facilitate National Commission for Certifying Agencies (NCCA) accredited certifications for students.
- Pharmacy Technician Certification Board (PTCB) - Stepful is partnered with the PTCB to facilitate National Commission for Certifying Agencies (NCCA) accredited certifications for Pharmacy Technician students.
- See Appendix L for the certification examinations and costs.

School Calendar

Holidays

Holiday	Date
New Year's Day	January 1, 2025
Martin Luther King Jr. Day	January 20, 2025
President's Day	February 17, 2025
Memorial Day	May 26, 2025
Juneteenth	June 19, 2025
Independence Holiday	July 4, 2025
Labor Day	September 1, 2025
Thanksgiving	November 27, 2025-November 28, 2025
December Holiday	December 24, 2025-January 1, 2026

Class Hours

Monday - Friday	9:00 am EST – 9:00 pm EST
*Synchronous class hours between the hours mentioned above will vary from course to course. The student enrollment agreement will contain the hours of instruction. Asynchronous content is accessible 24/7 and students may complete asynchronous coursework at any time during the course.	

Student Support Hours:

Monday - Friday	9:00 am EST – 9:00 pm EST
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Administrative Office Hours:

Monday - Friday	9:00 am EST – 5:00 pm EST
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Facilities and Equipment

Stepful is an entirely distance education school, however; for courses requiring externships, externships are provided in-person by our externship partners. To participate in our distance education (online/remote) courses, students are required to have access to a computer, tablet, or mobile device with an up-to date operating system, stable internet connection, and a webcam. They are also required to have a quiet dedicated workspace for class meetings. All instructional activities are conducted remotely, and students do not visit Stepful's administrative offices.

Courses are delivered in a combination of asynchronous and synchronous learning. Stepful utilizes two online platforms to deliver content: the Stepful Learning Management System (LMS) and Zoom.

ADMISSIONS POLICIES AND PROCEDURES

Admissions Requirements

To apply for and enroll in any Stepful course requires applicants to possess a high school diploma or a high school equivalency certificate. They must also be proficient in English, at least 18 years of age, and authorized to work in the United States.

Some agencies, per their state laws, may prohibit the employment of individuals with felonies, misdemeanors or personal background issues such as bankruptcies. Students should also keep in mind that most externship sites will require proof of specific vaccination requirements for healthcare employees in their state and Basic Life Support (BLS) certification. Stepful does not accept Ability-to Benefit (ATB) students.

To apply for admission, applicants should complete and submit an application for admission at www.stepful.com. After a submitted application for admission is reviewed and approved, successful applicants may enroll in their course at any time, up to one business day prior to the class start date. Enrollment agreements must be signed by the first day of class.

Transfer Policy

Stepful permits students to transfer between Stepful courses/program within the first month of starting a course/program. The student must meet all the eligibility requirements for the course/program they wish to switch into. Up to one tuition installment payment may be transferred to a new course/program.

Credit and Previous Education Policy

Stepful's clock hour courses are not credit-bearing and while Stepful will review prior education, training and experience, previous Stepful credits or hours and previous credits and hours earned from other institutions will not be accepted. Courses taken at Stepful are unlikely to count as transfer credits at other institutions.

Change Policy

Enrolled students may switch cohorts, at no additional cost, once per enrollment. Students may change courses, at no additional cost, within two (2) weeks of enrollment.

Re-entry Policy

Students who withdrew or took a leave of absence may pay the registration fee and re-enroll within six months of withdrawing. Note that if your program requires an externship, the timeframe to opt into externships is two months from the last day of class.

PROGRAMS - DESCRIPTIONS AND OBJECTIVES

Clinical Medical Assistant

Program Description

The Clinical Medical Assisting program prepares students with the foundational healthcare knowledge and basic science skills to become successful Medical Assistants. The program covers topics such as healthcare fundamentals, infection control, anatomy and physiology, and medical office administration. Upon program completion, the students will prepare for and take their national certification exam: the NHA's Certified Clinical Medical Assistant Exam.

Program Objectives

Upon completion of the Clinical Medical Assistant program, students will have the skills and knowledge required to pass the NHA Medical Assistant Certification Exam. Additionally, students will demonstrate mastery of both administrative and clinical duties for medical assistants:

- Provide high-quality customer service by handling patient correspondence and scheduling appointments.
- Maintain medical records, process insurance and billing, and complete medical transcription.
- Assist during patient exams, follow infection control procedures, and record vital signs.
- Perform diagnostic tests and first aid.
- Remove sutures, change dressings, sterilize medical equipment, and assist with minor surgery.
- Educate patients on their health and well-being via prepared instruction.

Program Outline

Clinical Medical Assistant				
Module	Lecture Hours	Lab Hours	Clinical/Externship Hours	Total Clock Hours
Medical Assisting Fundamentals	28	2	0	30
Anatomy, Physiology & Pathology	30	0	0	30
Patient Care	24	0	0	24
The Physician's Office Laboratory	24	0	0	24
Pharmacology & Medication Administration	12	0	0	12
Phlebotomy & EKG	14	4	0	18
Medical Administration	14	4	0	18
NHA CCMA Exam Prep	24	0	0	24

Externship	0	0	80	80
Total	170	10	80	260

At Home Skills Lab

Stepful's CMA program offers hands-on learning to help students learn and practice key clinical skills such as medical administration, vital signs, and venipuncture. All students enrolled in the program and who have signed a safety waiver are eligible to receive a kit. Kits include medical equipment and supplies to practice various clinical skills.

The kit ordering process starts a few weeks into the CMA program. Students who are enrolled and not suspended will be able to submit their shipping address via their classroom account. Once the order is placed, tracking information will be available in the classroom. Stepful allows re-ordering of kits in cases where a student proves that their kit is lost or damaged.

Safety is a key part of hands-on learning, and kits contain sharp items (practice needles, lancets, and other medical training supplies) which can cause injury and require proper handling. Students must acknowledge and agree to the following terms prior to ordering their kits:

- Students must only use materials as instructed in the CCMA program
- Students must store and dispose of sharp Items in the provided sharps container
- Students must follow all safety protocols and guidelines provided
- Students must keep all materials secured and away from children/unauthorized users

Medical Administrative Assistant

Program Description

Stepful's Medical Administrative Assistant program is designed to provide students with a solid foundation in healthcare compliance, electronic health records, insurance claims, and appointment scheduling. This comprehensive program equips students with the knowledge and skills necessary to excel in a healthcare setting and prepares them for a successful career as a Medical Administrative Assistant. Upon program completion, the students will also prepare for and take their national certification exam. Upon completion of this course students will be eligible to take the NHA CMAA exam to become a nationally certified medical administrative assistant.

Program Objectives

Upon completion of the Medical Administrative Assistant program, students will demonstrate mastery of skills for Medical Administrative Assistant across the domains:

- Define and demonstrate the attributes of professionalism in the medical administrative assistant role and in all aspects of healthcare communication.
- Understand healthcare laws (HIPAA, OSHA, CMS guidelines, etc.) and integrate compliance reporting into administrative tasks to meet legal requirements

- Determine optimal scheduling based on appointment type, provider preferences, and patient needs, while efficiently managing in-person appointments via the EHR and patient portal
- Welcome and check in patients, including verifying identification, insurance information, and ensuring the completion of necessary intake forms.
- Run a medical office efficiently by understanding banking procedures, safety protocols, and operational workflows, such as opening and closing duties and managing downtime effectively.

Program Outline

Medical Administrative Assistant				
Module	Lecture Hours	Lab Hours	Clinical/Externship Hours	Total Clock Hours
Medical Admin Assisting Fundamentals	22	2	0	24
Anatomy and Physiology	10	1	0	11
Medical Law and Compliance	10	2	0	12
Scheduling and Patient Encounters	22	4	0	26
Billing and Revenue Cycle	22	4	0	26
Medical Office Operations	10	2	0	12
NHA CCMA Exam Prep	24	0	0	24
Total	120	15	0	135

Patient Care Technician

Course Description

Stepful's Patient Care Technician program is designed to provide students with a solid foundation in patient care, comfort, and safety, compliance and professional responsibility, infection control, blood and specimen collecting, and EKG. This comprehensive program equips students with the knowledge and skills necessary to excel in hospitals, rehabilitation centers, and nursing homes and prepares them for a successful career as a Patient Care Technician. Upon program completion, the students will also prepare for and take the national NHA-CPCT/A Exam.

Course Objectives

Upon completion of the Patient Care Technician program, students will have both the knowledge and practical skills to pass the National Healthcareer Association (NHA) Certified Patient Care Technician/Assistant (CPCT/A) Exam and be successful on the job. Additionally, students will demonstrate mastery of patient care skills across the following domains:

- Patient Care Excellence: deliver comprehensive patient care following nursing direction while maintaining therapeutic communication, including activities of daily living assistance,

vital signs monitoring, specialized procedures (catheter care, feeding tubes, ostomy care), patient positioning, mobility assistance, and recognition of critical changes in patient condition, ensuring optimal outcomes for diverse patient populations

- Compliance, Safety, and Professional Responsibility: maintain strict adherence to regulatory standards including HIPAA, OSHA, and Joint Commission guidelines while properly utilizing electronic health records, following chain of command, and responding appropriately to emergency situations, ensuring a safe and compliant healthcare environment
- Infection Control Mastery: implement standard and transmission-based precautions while performing aseptic and sterile techniques, managing biohazardous materials, and preventing healthcare-associated infections, maintaining a safe environment for patients and healthcare workers
- Phlebotomy Fundamentals: perform various blood collection procedures including venipuncture, capillary punctures, and blood cultures while maintaining proper specimen handling, preventing preanalytical errors, and responding appropriately to adverse reactions, ensuring accurate diagnostic testing
- EKG Fundamentals: conduct electrocardiogram procedures with proper patient preparation and electrode placement while identifying artifacts, recognizing dysrhythmias, and maintaining equipment functionality, supporting accurate cardiac monitoring and diagnosis

Program Outline

Patient Care Technician				
Module	Lecture Hours	Lab Hours	Clinical/Externship Hours	Total Clock Hours
Patient Care Technician Fundamentals	10	0	0	10
Compliance, Safety, and Professional Responsibility & Infection Control	10	2	0	12
Patient Care	24	4	0	28
Phlebotomy Fundamentals	12	1	0	13
EKG Fundamentals	12	1	0	13
NHA CPCT/A Exam Prep	20	0	0	20
Total	88	8	0	96

Pharmacy Technician

Program Description

The Pharmacy Technician program is designed to provide students with a solid foundation in pharmacy fundamentals, practice, pharmacology, calculations, and interpersonal skills. This comprehensive program equips students with the knowledge and skills necessary to excel in a pharmacy setting and prepares them for a successful career as a certified pharmacy technician.

Students are required to pass the Certified Pharmacy Technician certification (ExCPT) by the National HealthCareer Association (NHA) or the Certified Pharmacy Technician (PTCE) by the Pharmacy Technician Certification Board (PTCB) in order to receive their Certified Pharmacy Technician designation (CPhT). Stepful's Pharmacy Technician course is accredited by the American Society of Health-System Pharmacists (ASHP); however, for students to receive the ASHP accredited designation, they must complete a 130 clock hours Pharmacy Technician externship.

Please note that in some states (e.g. Pennsylvania) the Board of Pharmacy does not require Pharmacy Technician certification or registration, however, certification or registration may be a condition for employment.

Program Objectives

Upon completion of the Pharmacy Technician program, students will demonstrate mastery of the administrative and clinical duties of pharmacy technicians:

- Acquire fundamental pharmacy knowledge encompassing drug classification, dosage forms, and legal regulations.
- Develop proficiency in prescription processing, medication compounding, and inventory management.
- Understand pharmacology principles to communicate drug information effectively.
- Master accurate pharmaceutical calculations for proper dosing and compounding.
- Interpret, transcribe, and dispense prescriptions with precision and patient safety.
- Cultivate strong communication and interpersonal skills for effective patient interactions.
- Prepare comprehensively for the pharmacy technician certification exam.
- Apply skills in real-world pharmacy scenarios during an externship.
- Attain pharmacy technician certification for enhanced career opportunities.
- Contribute to quality patient care through medication safety and professionalism.

Additionally, students will have the knowledge required to pass the below national certifications:

- Pharmacy Technician certification (ExCPT) by the National HealthCareer Association (NHA)
- Pharmacy Technician (PTCE) by the Pharmacy Technician Certification Board (PTCB)

Program Outline

Pharmacy Technician				
Module	Lecture Hours	Lab Hours	Clinical/Externship Hours	Total Clock Hours
Fundamentals	20	1	0	21
Pharmacy Practice	20	7	0	27
Pharmacology	75	11	0	86
Pharmacy Calculations	45	9	0	54
Prescriptions	30	12	0	42

Certification Prep	40	10	0	50
Externship	0	0	130	130
Total	230	50	130	410

TUITION AND FEES

The total course cost includes the course tuition, background check cost, and cost of externship, if applicable. The cost of all certification exams is not included in tuition and will be the responsibility of the student and paid, by the student, to the relevant third party at the time of the exam.

Course	Registration Fee	Tuition	Student Tuition Recovery Fund*	Total Cost**
Clinical Medical Assistant	\$59.00	\$1,799.05	\$0.00	\$1,858.05
Medical Administrative Assistant	\$59.00	\$1399.02	\$0.00	\$1,458.02
Patient Care Technician	\$59.00	\$940	\$0.00	\$999.00
Pharmacy Technician	\$49.00	\$1,449.99	\$0.00	\$1,498.99

*STRF is applicable to California residents only and is currently \$0.00 for every \$1,000 of tuition rounded to the nearest \$1,000 as of April 1, 2024

**Total cost may be reduced by Board approved scholarships, grants, and discounts, when applicable.

Payment Options

1. Pay Upfront: The student will make a one-time, upfront payment for the total course cost at the time of enrollment.
2. Pay As You Go: The student will be responsible for paying tuition in payments due every two weeks. Payments will begin at the start of the course and continue until the course cost has been paid in its entirety. Stepful does not charge interest.

Financial Assistance

Stepful does not participate in federal or state financial aid programs.

ACADEMIC POLICIES AND PROCEDURES

Attendance Policy

Students are expected to attend all classes as scheduled. All efforts should be made to be present and on time. If a student knows ahead of time that they will be late or absent, they must notify their instructor in advance. Attendance will be taken approximately 10 minutes after the class begins. The assigned instructor maintains the attendance roster for the assigned course and all attendance rosters are maintained electronically by Stepful. Students who attend less than 80% of classes may struggle to successfully complete and pass the final exams.

A student will be considered absent if:

- The student arrives more than 10 minutes after class begins.
- The student leaves more than 10 minutes before class ends.
- The student returns from a break more than 10 minutes after class restarts.

Students are encouraged to abide by Stepful's attendance policy and to notify their instructor ahead of time when they will be late or absent.

Grading System

Grading Scale

Grade Percentage	Letter Grade
90% - 110%	A
80% - 89%	B
70% - 79%	C
65% - 69%	D
64% and below	F

Students will be graded on the following components of the course:

Clinical Medical Assistant & Medical Administrative Assistant

Course Component	Percentage of Final Grade
Daily Assignments	40%
Group Projects	10%
Examinations	30%
Certification Practice	20%
Weekly Discussion Board (extra credit)	10%

Pharmacy Technician

Course Component	Percentage of Final Grade
Daily Assignment	45%

Group Projects	10%
Examinations	25%
Certification Practice	20%
Participation (extra credit)	10%

Patient Care Technician

Course Component	Percentage of Final Grade
Daily Assignment	45%
Group Projects	5%
Examinations	30%
Certification Practice	20%
Weekly Discussion Board (extra credit)	10%

Satisfactory Academic Progress

Students will be considered as making satisfactory academic progress by maintaining a grade of 80%. Students may access their grades at any point in the course via Stepful's LMS. Stepful does not provide a probation option and students who fail to achieve satisfactory academic progress for a course may be administratively withdrawn by the school.

Make-up Work

Students are responsible for all coursework missed. Instructors and administrators may implement action plans and milestone deadlines for students who require make-up work completion on a case by case basis. Make-up work must be completed before the program completion deadline, defined as the final day of class extended by an additional 50% of the course duration.

Leave of Absence

Stepful is a distance education only school. A leave of absence is a temporary interruption in a student's online study. Leaves may be granted in extenuating circumstances including, but not limited to, injury, illness and family emergencies. Leaves must be requested and approved in writing. Students may re-enroll in a future cohort within 6 months of their leave of absence and all previous payments will be applied to their new enrollment.

Student Conduct and Dismissal

Student Code of Conduct

Stepful is committed to maintaining a safe, respectful, and professional learning environment. All students, including applicants and those participating in school-sponsored events or programs, are expected to act in a way that supports this mission.

This policy applies to behavior during any activity affiliated with the school and requires compliance with institutional expectations as well as federal, state, and local laws.

Students must adhere to the following standards of behavior:

- Follow all school rules, policies, and procedures.
- Treat fellow students, staff, and faculty with respect.

- Maintain professionalism appropriate to a workplace setting.
- Comply with all applicable laws.

Behavior that interferes with the learning environment, compromises safety, or disrupts operations may result in disciplinary action up to and including dismissal from the school. Examples include, but are not limited to:

- Repeated or willful noncompliance with school policies.
- Persistent use of profanity or vulgar language.
- Defiance of school authority or persistent disrespect.
- Harassment, stalking, or bullying (including online behavior).
- Threats to the health or safety of others.
- Attending school events while under the influence of drugs or alcohol.
- Cheating, plagiarism, or falsification of documents.

Faculty and staff are required to report any student disclosures that suggest potential harm to self or others.

Criminal conduct that affects the safety or operation of the school may also lead to disciplinary measures.

Violations are reviewed by designated administrators, and students may request a review under the Student Complaint Policy.

Student Honor Code

Academic honesty is essential. The following actions violate the Academic Honor Code and will be treated as conduct violations:

- Deliberate plagiarism of another's work.
- Misuse of artificial intelligence tools in academic tasks.
- Cheating on exams, quizzes, or assignments.
- Buying or selling academic materials.
- Falsifying or altering school documents.

Dismissal

Based on the circumstances of any student misconduct, a student will either be dismissed for a day, administratively withdrawn from the course or permanently dismissed from Stepful. In cases of violent acts or crimes committed, Stepful has the right to pursue and prosecute the student(s) and or person(s) involved, to the fullest extent of the law. A student/person, who is dismissed and refuses to voluntarily comply, will be blocked from all platforms. Stepful will apply these methods to ensure safety for everyone and to create an atmosphere where education is the primary goal.

Administrative withdrawal or dismissal due to academic performance will be based on the student's academic progress as described in the Satisfactory Academic Progress Policy.

Right to Appeal

A student who is administratively withdrawn due to failing to meet satisfactory academic progress has the right to appeal the decision if they feel that their situation merits individual attention due to unusual circumstances that contributed to their failure of a program.

The student must write to their instructor stating the reason for the appeal. The letter must state:

- the unusual circumstances the student feels caused the failure, and
- what they have done or plan to do to alleviate the problems they have had in academic performance.

The performance of a student appealing an academic withdrawal is reviewed by Stepful's administration, including the student's instructor, a senior faculty member, and a Stepful administrator. Every area of the student's performance is explored, and a decision concerning the request is made at the end of the review. The decision on student performance issues is final and may implement conditions for the student's continuation in the course. Additional information or documentation may be requested in support of the student's request.

Graduation Requirements

A student must have passed all required courses in the course, received a grade of 80% or more, and satisfied all financial obligations before he or she is eligible to graduate. The school awards a Certificate of Completion upon completion of the course.

STUDENT SERVICES

Academic Advising & Counseling

Academic advising may be initiated by Stepful's personnel or by the student when the need is identified. Students may request advising by contacting a school administrator or their instructor. Generally, students receive outreach and support when they fall behind in class.

Library and Learning Resources

Stepful does not have a library or participate in any library system. All learning resources necessary for the course are provided by Stepful in the Learning Management System. Should additional resources be needed, students are advised to contact a school administrator or their instructor.

Student Technical Support

Students may contact learn@stepful.com for support, including technical support throughout course completion. Technical support is available from 9am to 9pm, Mondays through to Fridays. Support requests made outside of these hours will receive a response within 24 hours (business days).

Transcript Request

After course completion, students can download their transcript from their classroom account. Stepful does not provide students a paper copy. Transcripts are considered confidential student records and can only be released to third parties with the student's written consent.

Certificate of Completion

After course completion, students can download their Certificate of Completion from their classroom account. Stepful does not provide students a paper copy. Certificates of Completion are considered

confidential student records and can only be released to third parties with the student's written consent.

Student Records

Stepful maintains all student records for a minimum of 8 years. Permanent records such as transcripts and Letters of Completion are maintained in perpetuity. Student records are secured and maintained in Stepful's database hosted by Amazon Web Services, which is encrypted and backed up on a daily basis.

WITHDRAWAL, CANCELLATION & REFUND POLICY

Refund Policy

A student who cancels before instruction begins or during the first two weeks of class receives all monies returned, minus the registration fee. In some states, the registration fee is refundable within a certain window of time. See state specific appendices for more information.

Thereafter, a student's tuition liability is based on their week of cancellation and is equal to the tuition liability percentage multiplied by the total program cost. The below tables outline tuition liability percentage based on week of cancellation.

For students who paid up front, they will be refunded an amount equal to their initial payment minus their tuition liability. For students who paid in installments, they will be refunded an amount equal to their total payments to date minus their tuition liability. The refund calculation will be based on the date of cancellation request unless state regulations dictate otherwise.

CMA / PhT - 16 Weeks

Week of Cancellation	Number of Weeks Completed	Tuition Liability Percentage
3	2	12.50%
4	3	18.75%
5	4	25.00%
6	5	31.25%
7	6	37.50%
8	7	43.75%
9	8	50.00%
10	9	56.25%

11	10	62.50%
12	11	68.75%
13	12	75.00%
14	13	81.25%
15	14	87.50%
16	15	93.75%

MAA - 12 Weeks

Week of Cancellation	Number of Weeks Completed	Tuition Liability Percentage
3	2	16.67%
4	3	25.00%
5	4	33.33%
6	5	41.67%
7	6	50.00%
8	7	58.33%
9	8	66.67%
10	9	75.00%
11	10	83.33%
12	11	91.67%

PCT - 10 Weeks

Week of Cancellation	Number of Weeks Completed	Tuition Liability Percentage
3	2	20.00%
4	3	30.00%
5	4	40.00%
6	5	50.00%

7	6	60.00%
8	7	70.00%
9	8	80.00%
10	9	90.00%

Please note that withdrawal, cancellation, and refund policies may vary by state. Please see state-specific appendices for more information.

Refund Process

If a student is terminated from the course, whether by choice or for violation of Stepful's Attendance Policy, student Code of Conduct violations, or failure to achieve Satisfactory Academic Progress, Stepful will conduct a pro-rata refund calculation and issue a refund to the student within 30 business days.

Withdrawal Policy + Disclaimer

Students may withdraw from the school at any time by submitting a written notice to Stepful. Students are eligible to receive a prorated refund.

The student's withdrawal date shall be deemed the date of the cancellation request to determine a refund under this section, unless the student's state of residence dictates otherwise.

A student is considered withdrawn from a program of instruction when any of the following occurs:

- A student who signed the Enrollment Agreement cancels before the third week of class receives all monies returned and, if applicable, their payment plan is canceled completely.
- A student who signed the Enrollment Agreement and cancels at week 3 or later receives a prorated refund
- A student who signed the Enrollment Agreement and violates Stepful's Attendance Policy, Student Code of Conduct, or fails to achieve Satisfactory Academic Progress will be removed from the program and receive a prorated refund

The failure of a student to immediately notify Stepful in writing of the student's intent to withdraw may delay a refund of tuition to the student.

CAREER SERVICES

Job Coaching

Stepful offers career coaching and job coaching assistance to all students who are accepted into Stepful's Career Services program. To be eligible for this program, students must:

1. Respond in a timely manner to communications from Stepful representatives and submit all required documents by stated deadlines
2. Successfully complete their didactic/lecture course hours (achieving a grade of 80% or higher)
3. Finalize all outstanding payments owed to Stepful
4. Pass any required certification exam(s)
5. Successfully complete their clinical externship hours or submit evidence of previous healthcare experience to bypass the externship - this requirement does not apply to programs without an externship

Stepful's Career Services' career coaching and job readiness program helps graduates find entry-level positions. It begins after students have completed the above-listed requirements and is offered for up to four (4) months.

Students must commit to the following, and students who do not may be removed from the Career Services' program:

- Apply to more than 5 jobs per week
- Complete the job sheet to track the status of applications
- Fully participate in the Job Readiness Cohort
- Demonstrate a high level of professionalism at all times
- Maintain open communication with the Career Services coach

While placement assistance services may be provided, it is understood that the school cannot promise nor guarantee employment to any student or graduate.

Externships

Some Stepful programs include an unpaid clinical externship for 80-200+ clinical hours. Actual clinical requirements vary based on the site, with some requiring more than 200 hours. Students are required to fulfill all hours required by the externship site.

In order to participate in an externship, students are required to have either full-time or part-time availability, as defined below:

- Full-time:
 - 8 clinical hours per day, Monday through Friday, until externship completion
- Part-time
 - 4 clinical hours per day, Monday through Friday, until externship completion – some clinics may have different part-time requirements

Stepful supports eligible students in securing an externship. In order to be eligible for externship placements, students must complete the didactic portion of the program and complete any additional prerequisites (such as submit their resume, register for the NHA, complete and pass a background check, complete and pass drug screening, upload valid proofs of vaccination, and any other documentation). To facilitate externship placement, Stepful uses a Career Search Platform designed to help students actively participate in finding and securing their own externship:

- **Student-Driven Search:** After meeting eligibility requirements, students gain access to Stepful's Career Search Platform. This tool is designed to help students research, identify, and reach out to potential externship sites. Students are responsible for driving their own externship search process, including:

- Logging into the Career Search Platform regularly
- Reviewing and selecting available sites in your area
- Initiating contact with sites and logging outcomes of their contact Following up with sites after initial outreach
- Scheduling and attending interviews, if required
- Communicating any site responses or progress to your coach
- **Responsibility & Timelines:** Externship placement timelines depend on student engagement, the availability of clinical sites in the area, and the time required to meet site requirements. Stepful does not guarantee placement by a specific date, and students are expected to take initiative throughout the process. The decision to host a student at an externship ultimately lies with the externship site.
- **Ongoing Support:** Stepful provides coaching and support throughout the externship search. While the process is primarily student-led, the Stepful team may also assist with outreach or site engagement when appropriate. Externship Coaches guide student efforts, answer questions, and provide resources to support placement.

It is understood that the school cannot promise nor guarantee an externship placement to any student or graduate. Externship placement timelines are variable and dependent on factors including student engagement and clinic availability.

CPhT Addendum

To graduate from an American Society of Health-System Pharmacists (ASHP) accredited program, students are required to complete a 130 clinical hour externship. Previous healthcare experience will not bypass the Certified Pharmacy Technician externship requirement. Students may reside in states where registration with the Board of Pharmacy is required before practicing in a pharmacy. Students residing in such states are required to obtain Board of Pharmacy registration in order to be eligible for externship placement, and the Board of Pharmacy registration will be completed at the expense of the student.

Clinical hours for the Pharmacy Technician externship can only begin to accrue once students have:

1. Submitted all required documents by the deadline
2. Completed the didactic/lecture course hours (achieving a grade of 80% or higher)
3. Finalized all outstanding payments owed to Stepful
4. Registered for the national certification exam
5. Registered with the state's Board of Pharmacy in applicable states.

Criminal Background Check and Drug Testing Policy

Stepful's externship partners require students placed at their sites or those interested in being placed at their sites to undergo criminal or personal background checks prior to placement as well as pre-placement or random drug testing. Students acknowledge during the enrollment process that they will be required to complete a background check and drug screening, and Stepful expects that students in its programs will meet the background check and drug test requirements of the externship sites. Stepful covers the cost of background checks and drug tests.

Students with criminal records that include both felonies and misdemeanors (including those that are drug related or of a violent nature) or personal background issues such as bankruptcy might not be accepted by some externship facilities. Drug testing may be required by healthcare facilities

before placement and/or during the externship. Stepful will not be able to place students who have been found guilty of any of the following disqualifying offenses:

- Any Offense of Violence (incl. Murder, child abuse, domestic violence)
- Any Sexually Oriented Offense (incl. rape, sexual battery)
- Any Drug Abuse Offense (incl. theft of drugs)
- Any Theft Offense.

Stepful does not control the decisions of externship partners. Students who are unable to be placed at (or are involuntarily released from) an externship site due to an adverse result on either a subsequent criminal background check or random or pre-placement drug test will be ineligible for Career Services.

PhT Licensure and Certification Requirements

Many states require individuals interested in becoming a Pharmacy Technician to obtain a license or certification from the relevant state board of pharmacy or other appropriate state agency to be eligible for employment. States establish a variety of requirements for obtaining a license or certification, including requirements related to the applicant's educational history and criminal background. A record of illicit drug use or criminal convictions may disqualify an applicant from employment as a pharmacy technician.

Licensure and certification eligibility requirements vary from state to state, and Stepful recommends prospective students contact the board of pharmacy for the state in which you intend to seek employment prior to enrolling in the Pharmacy Technician program.

PCT, CMA, and MAA Certification Requirements

Many states require individuals interested in becoming a Medical Assistant, Medical Admin Assistant, or Patient Care Technician to obtain certification to be eligible for employment. States establish a variety of requirements for employment in this field, including requirements related to the individual's educational history and criminal background. A record of illicit drug use or criminal convictions may disqualify an individual from employment as a Medical Assistant or Patient Care Technician.

Certification eligibility requirements vary from state to state, and Stepful recommends prospective students contact the state in which you intend to seek employment prior to enrolling in the Medical Assistant, Medical Admin Assistant, or Patient Care Technician programs.

Job Placement, Licensing, and Certification Disclaimer

Neither job placement nor satisfaction of state or local licensing requirements (if any) for any fields or certifications related to Stepful training are guaranteed to graduates upon program completion. Students/graduates are solely responsible for determining if the program satisfies the state and local educational/licensing requirements for your chosen career field (if any) and does not conflict with state or local educational requirements for compulsory age students, if applicable. Stepful will not provide a refund or be liable for any losses that you may incur as a result of your inability to gain

employment or the program failing to satisfy such state or local professional educational/licensing requirements for this career field.

Liability for any Personal Injuries Incurred During Externship

By opting into Career Services, students certify that they are responsible for any medical costs to cover in the case of any personal injuries during the externship.

Basic Life Support Certification & Vaccination Requirements

To participate in externships/clinical rotations, students must meet vaccination requirements prior to enrollment. BLS certification must also be completed by the time the student completes the didactic portion of their course. Vaccinations required include: COVID-19, MMR, TB (Tuberculosis/PPD), Hepatitis B, Varicella, Tdap.

Exemption from Vaccination

Students may apply for a medical or religious exemption - each externship site may independently decide whether or not to accept an exemption.

A letter from a physician will be required for medical exemption from vaccination, this letter must be signed and dated by a licensed practitioner who is not the individual requesting the exemption. It must specify which of the vaccines are clinically contraindicated for the student and the recognized clinical reasons for the contraindications. Only CDC-approved medical exemptions are permitted.

If a student is requesting exemption for religious beliefs, the student must submit a letter of explanation to a school administrator.

For further information on CDC medical exemptions please visit [CDC.gov](https://www.cdc.gov). If externship sites require additional vaccines, students will be required to comply in order to complete the externship/clinical rotations. Required vaccines, examinations, testing, and health examinations will be completed at the expense of the student.

GRIEVANCE PROCEDURES

Grievance Policy

See state specific appendices, where applicable.

Purpose

At Stepful, Inc., we are committed to providing high-quality, career-focused education in the medical field. This Student Complaint Policy outlines a clear, transparent process for students to raise concerns or complaints related to their educational experience, including tuition and fees, academic instruction, program structure, operations, or staff interactions.

Scope

This policy applies to all students enrolled in Stepful, Inc. programs. Complaints may relate to, but are not limited to:

- Tuition and fees disputes

- Academic or instructional quality
- Interactions with instructors or staff
- Program expectations or delivery
- Discriminatory or unethical conduct
- Administrative processes

This policy does not cover grade appeals or eligibility for national certification exams.

Complaint Procedure

Before initiating a formal complaint, students are encouraged to first discuss their concern directly with the relevant instructor or program representative. This step often leads to quicker and more satisfactory resolutions. If the issue is not resolved informally, Complaints must be submitted in writing via email to support@stepful.com.

Required Information:

- Full name of the student
- Contact information
- Description of the complaint
- Names of individuals involved (if applicable)
- Relevant dates and any supporting documentation

Timeline:

- Acknowledgment: Within 5 business days of receipt
- Resolution: A formal response will be provided within 14 business days

If additional time is needed, the student will be notified in writing with an updated timeline.

Appeals

Stepful, Inc. does not offer an internal appeal process. The decision reached through the formal complaint process is final. However, students may pursue external options as outlined below.

External Complaint Options

Since Stepful, Inc. is a non-accredited institution, students who remain dissatisfied with the resolution may file a complaint with the appropriate state oversight or consumer protection agency. This varies by state. Contact information for the relevant agency in each state is provided in your enrollment documents or may be requested by emailing support@stepful.com

Other Complaint Procedures

- **Non-Retaliation:**
 - Stepful, Inc. strictly prohibits any form of retaliation against students who file complaints in good faith. Any retaliatory action will result in disciplinary measures against the responsible party.
- **Confidentiality**
 - All complaints will be handled with appropriate confidentiality. Information will be shared only with individuals who need it to investigate and resolve the issue. Records will be maintained securely.
- **Recordkeeping**
 - All formal complaints are tracked using internal tools and reviewed periodically to identify patterns or opportunities for improvement. Complaints are logged and stored in a secure tracking system maintained by the Student Operations Office.

- Student Acknowledgment
 - By enrolling at Stepful, Inc., students acknowledge receipt of and agreement with this Complaint Policy. Acknowledgment is documented during the enrollment process.

If the student is still not satisfied with the outcome, they may contact the Michigan Department of Labor & Economic Opportunity - Office of Employment & Training. The agency may also be contacted at:

State of Michigan
Department of Labor and Economic Opportunity
Employment & Training, Post-Secondary Schools
P.O. Box 30805
Lansing, MI 48933
Phone: 517-335-4000
Fax: 517-241-9846
Email: PSS@michigan.gov

LEGAL CONSIDERATIONS

Consumer Information

As a prospective student, you are encouraged to review this catalog prior to signing the Enrollment Agreement.

Information about Stepful is published in this catalog and contains a description of policies, procedures and other information about Stepful. The catalog will be reviewed and updated periodically. Stepful reserves the right to change any provision of the catalog at any time. These changes will not adversely affect currently enrolled students and will be vetted by state regulatory agencies, as applicable. Notice of changes will be communicated in revised catalogs, an addendum or supplement to the catalog, or other written format with the effective date. Students are expected to read and be familiar with the information contained in the catalog, in any revisions, supplements, and addenda to the catalog, and with all school policies. By enrolling at Stepful, the student agrees to abide by the terms stated in the catalog and all school policies.

Please be advised that state education departments separately approve all courses offered and may independently approve all teaching personnel. Therefore, it is possible that courses listed in the school's catalog may not be approved for the student's location at the time that a student enrolls in the school or teaching personnel listed in the catalog may have changed. It is recommended that the student check with the school to determine if there are any changes in the courses offered or the teaching personnel listed in the catalog.

While Stepful may have several available scholarship offerings, note that PA residents will be excluded from scholarship offerings until after they are approved by the Board.

The terms programs and courses are used interchangeably at Stepful.

Privacy Policy

Stepful's Privacy Policy includes terms of service as it pertains to the catalog and website; the Privacy Policy describes how we process, store and secure data. A copy can be accessed below.

[-Privacy Policy](#)

APPENDIX A: OWNERSHIP AND MANAGEMENT

Ownership

Stepful, Inc. is owned by a group of investors.

School Officers

Carl Madi, Chief Executive Officer

Tressia Hobeika, Chief Product Officer

Paula Hernandez, Head of Student Operations

Emmanuel Chiappini, Head of Growth

APPENDIX B: INSTRUCTORS

Effective March 19th, 2025

Name		Courses Taught	Degree/Specialized Training	Institution	Years of Experience
1.	Alyssa Dietz	Clinical Medical Assistant	Master of Public Health Health Promotion and Wellness Concentration	Slippery Rock University	7
			Bachelor of Science - Public Health	Slippery Rock University	
			Associate in Applied Science - Medical Assisting	Butler County Community College	
			Certified Medical Assistant, BLS Provider Certification		
2.	Bassim Riad	Clinical Medical Assistant	Bachelor of Surgery and Medicine in M.B.B.CH	Ain Shams University	20+
			Certified Medical Assistant		
3.	Celeste Skinner	Clinical Medical Assistant	Master of Science – Curriculum & Instruction	Western Governors University	20+
			Bachelor of Science – Health Science Education	Excelsior College	
			Associate of Science – Liberal Arts, Health Profession Focus	Excelsior College	
			Associate of Applied Tech – Medical Assisting	Salt Lake Tooele Applied Tech College	
			Radiology Practical Technician	Salt Lake Community College	
			Medical Assistant	Salt Lake College of Medical and Dental Assistants	
4.	Chimenum Nyeche-Ogunjumo	Clinical Medical Assistant	MBA, Business Administration	University of Redlands	20+
			BS, Healthcare Administration	California State University, Long Beach	
			Certified Medical Assistant - Clinical and Administrative		

5.	Cindy Castro	Pharmacy Technician	Master of Science in Library Science	University of North Texas - Denton, TX	12
			Bachelor of Science in Psychology	University of Houston - Houston, TX	
			Associate in Science	Houston Community College - Houston, TX	
			PTCB Certification		
			Pharmacy Technician Certification		
			Graduate Certificate in Archival Management		
			Pharmacy Technician License		
6.	Danielle Vado	Clinical Medical Assistant	Bachelor of Science in Healthcare Management	South University- Savannah	20+
			Associates in Health Science in Health Science	Independent University	
			CTTIE Certified		
			Certified Medical Assistant (AAMA)		
			CCMA Certification		
7.	Debra Ray	Clinical Medical Assistant	Bachelors Degree in Behavior Health Science	Grand Canyon University	13
			Medical Assisting	Remington College - Houston, TX	
			Certified Medical Assistant		
8.	Derrick Aboagye	Pharmacy Technician	Doctor of Pharmacy	Hampton University	20+
			Master of Arts, Human Service, Health and Wellness Counseling	Liberty University	
			Bachelor of Science, Clinical Health Promotion	Liberty University	
			Associate Degree in General Studies	Central Virginia Community College	
			Associate Degree in Applied Science	Central Virginia Community College	
			Certified Pharmacy Technician Certification	PTCB	
			Medication Therapy Management Certificate	PTCB	

			Technician Product Verification Certificate	PTCB	
			Virginia Board of Pharmacy Technician License		
9.	Eileen Domerchie	Clinical Medical Assistant	PhD Organizational Psychology	Capella University	20+
			Certificate -Online Teaching & Learning	California State University East Bay	
			MA Psychology, Counseling	JFK University	
			BA Biology & Psychology	UC Santa Cruz	
			AS Medical Assisting, Certified Medical Assistant with AAMA	Cabrillo College	
10.	Elizabeth Taylor	Clinical Medical Assistant	Bachelor's in Adult Education	Bellevue University	15
			Diploma in Nursing	Ivy Tech Community College	
			Associate of Applied Science in Office Administration	Sullivan University	
			LPN		
			CCMA Certification	NHA	
			CPCT-I, Certified Patient Care Technician Instructor		
11.	Felecia Kimble	Clinical Medical Assistant	BS in Allied Health Management	Florida Technical College	16
			Diploma in Medical Assistant	Brown Mackie College	
			Clinical Certified Medical Assistant	NHA	
12.	Kimesha Jones	Clinical Medical Assistant	Doctor of Philosophy in Psychology, Health Psychology	Northcentral University	20+
			Bachelor's Degree in General Studies: Concentration: Psychology	Hampton University	
			Associates Degree in General Studies; Focus on Psychology and Biology	Tidewater Community College	

			Practical Nursing	Virginia Beach School of Practical Nursing	
13.	LaDonna Eaglin	Surgical Technologist	Master of Business Administration	Herzing University	20+
			Bachelor of Science – Marketing	University of New Orleans	
			Certificate- Surgical Technology	United States Air Force School of Surgical Technology	
14.	Mysheria Moore	Clinical Medical Assistant	Master's of Science in Health Science	Grand Canyon University	6
			Bachelor's of Science in Public Health	Grand Canyon University	
			Bachelor's of Science in Nursing	Chamberlain University	
			Medical Assistant Diploma	Everest Institute	
			Bachelor's of Science in Nursing Prerequisites	UT Arlington-Nursing	
			Dual Credit	Lone Star College	
			Nationally Registered/Certified Medical Assistant		
15.	Natalie Coleman	Lead Instructor, Pharmacy Technician	Master of Arts in Teaching	Alcorn State University	23
			Master of Science: Biology	Texas Southern University	
			Bachelor of Science: Biology	Howard University	
			Certified Pharmacy Technician	PTCB	
16.	Nicola Campbell	Pharmacy Technician	Doctor of Philosophy in Education	The University of Arizona Global Campus	19
			Master of Arts in Higher Education	The University of Arizona Global Campus	
			Bachelor of Arts in Health Education	The University of Arizona Global Campus	
			Pharmacy Technician License		
17.	Robyn Stanley	Clinical Medical Assistant	MPH in Epidemiology Healthcare Administration	Kaplan University- Davenport Campus	20+
			BSHS in Public Health	Kaplan University	

			AAS in Medical Assisting	Hamilton College	
			CMA Certification	AAMA	
18.	Stephanie Welch	Clinical Medical Assistant	Master of Science Degree in Education, Concentration in Sports Administration	University of Miami	16
			Bachelor of Science Degree in Nursing	University of Arkansas for Medical Sciences – College of Nursing	
			Registered Medical Assistant		
19.	Tamika Dismukes-Williams	Clinical Medical Assistant	Bachelor of Science in Business Management	Grand Canyon University	20
			Diploma in Medical Assisting	National Institute of Technology	
			Registered Medical Assistant	American Medical Technologists	
20.	Tammy Santarelli	Surgical Technologist	Bachelors in Applied Science	Siena Heights University	19
			Associates Degree in Applied Science	Concorde College	
			Surgical Technology Program	Rolla Technical Center	
			Certified Surgical Technologist		
21.	Tetranetta Harris	Pharmacy Technician	Master's of Health Care Administration	Grand Canyon University	19
			Master's of Education	Grand Canyon University	
			Bachelor's of Science, Biology, Pre-Med	University of Arkansas	
			Pharmacy Technician Certification		
22.	Zenia Ridley	Pharmacy Technician	Texas-Bachelor of Science in Health Services Management	DeVry University	16
			Registered and Certified Pharmacy Technician, ACPE Sterile Products		

			Certified / ACPE Compounding Certified		
23.	Angela Axdahl	Clinical Medical Assistant	Masters of Strategic Leadership	Mount Mercy University	20+
			BA	Mount Mercy University	
			AA	Kirkwood Community College	
			Diploma in Certified Medical Assistant	Iowa Lakes Community College	
			Certified Medical Assistant		
24.	Dwanda Conner	Clinical Medical Assistant	Master's Degree (Patient Health Education)	Grand Canyon University	20+
			Medical Assistant Certificate, Front/Back Office Certificate	Regional Occupational Program	
25.	Jolene Shannon	Clinical Medical Assistant	M.Ed. Educational Technology	Ashford University	17
			BA Health Care Education	Ashford University	
			AAS Health Information Management	Rasmussen University	
			AAS Medical Assisting	Daymar College	
			Registered Medical Assistant		
			Registered Health Information Technician		
26.	Melissa Desir-Eliacin	Clinical Medical Assistant	Associate in Science, Allied Health	Plaza College	13
			NHA Certified Phlebotomy Technician	Borough Of Manhattan Community College	
27.	Elizabeth Terhune	Clinical Medical Assistant	Bachelor of Science	William Patterson University	30
			AAS	Bergen Community College	
			Clinical Medical Assistant, BLS Certification		
28.	Vivian Akpan	Clinical Medical Assistant	Bachelor of Science, Health Care Leadership	National Louis University	19
			Medical Assisting Certification	Illinois School of Health Careers	

			Registered Medical Assistant		
29.	Carol-Ann Miller	Clinical Medical Assistant	Doctorate in Healthcare Administration	Walden University	15
			Master's Degree of Organizational Leadership	Malone University	
			Bachelor's Degree, General Studies	Youngstown State University	
			Associate Degree, Medical Assisting	Youngstown State University	
			Certified Medical Assistant		
30.	Lybia Jewell	Clinical Medical Assistant	Master, Online Teaching Certificate	University of Illinois	4
			Bachelor's Degree, Healthcare Management	Belhaven University	
			Associate's Degree, Medical Assistant Technology	Lincoln College of Technology	
			Registered Medical Assistant	AMT	
31.	Nikki Pierce	Clinical Medical Assistant	Doctoral of Education	South College	10
			Master of Education, Master of Healthcare Administration	Columbia International University	
			Bachelor of Science, Sports Sciences	United States Sports Academy	
			Medical Assistant and Phlebotomist Certification		
32.	Shilah King	Pharmacy Technician	Bachelor of Science, Anthropology Bachelor of Science, International Public Health	Arizona State University - Tempe	3
			Associate's Degree, Pharmacy Technology	San Joaquin Valley College	
			Pharmacy Technician Certification		
33.	Stephanie Egleston	Clinical Medical Assistant	Doctor of Philosophy, Psychology	Northcentral University	15

			Master of Science, Psychology	University of Phoenix	
			Bachelor of Science, Criminal Justice Administration	University of Phoenix	
			Associate of Science, Health and Human Services, Healthcare Management	Ultimate Medical Academy	
			Associate of Science, General Studies	University of Phoenix	
			Certified Medical Assistant (RMA)		
34.	Jutia Merriweather	Pharmacy Technician	Master's Degree, Management	American Public University	19
			Bachelor of Science, Healthcare Management	Clayton State University	
			Associate of Science, Diagnostic Medical Sonography	Gordon College	
			Sterile Compounding, PTCB Certification		
35.	Elizabeth Murphy	Clinical Medical Assistant	Master's Degree, Management	Cambridge College	29
			Associate's Degree, Medical Assisting	Springfield Technical Community College	
			CCMA Certification		
36.	Stephany Wood	Clinical Medical Assistant	Associate's Degree, Medical Assisting and Phlebotomy	Aims Community College	15
			Associate's Degree, Occupational Studies Medical Assistant	Institute of Business and Medical Careers Greeley	
				Pima Medical Institute	
			IV Technician, CCMA Certification, Registered Phlebotomy Technician, BLS Certification, CPR Certification		

37.	Ebony Lovingood	Clinical Medical Assistant	AAS, Medical Assistant	Brightwood College	30
			BLS, CPR, AED Certification		
38.	Jennifer Dietz	Clinical Medical Assistant	MS in Health Sciences	Cleveland State University	16
			BS in Health Sciences	Cleveland State University	
			Associates in Applied Science	Cuyahoga Community College	
			Certificate in Medical Assisting	Cuyahoga Community College	
			Certificate in Coding	Cuyahoga Community College	
			Certified Medical Assistant (AAMA), Certified Phlebotomist, Professional Coder		
39.	Nafisa Jaghuri	Pharmacy Technician	Associate of Arts in Communication Studies	Merced Community College	20
			Associate of Arts in Psychology	Merced Community College	
			Certificate in Medical Assisting	Merced College Career Advancement	
			Customer Service Academy	Merced College Business Resource Center	
			PTCB, CCMA		
40.	Tracy Burke	Pharmacy Technician	M.S., Public Health	Touro University International	16
			Baccalaureate of Science, Life Science	State University of New York at New Paltz	
			Diploma, Cardiovascular Science / Medicine	US Army Academy of Health Science	
			Certificate, Emergency Medicine / Trauma Medicine	US Army Academy of Health Science	
41.	Telicia Ward-Thomas	Pharmacy Technician	Master of Science in Health Law	Nova Southeastern University	11
			Bachelor's of Science in Public Health	University of South Florida	

			Registered Pharmacy Technician, PCTB		
42.	Jennifer Vazquez Gonzales	Pharmacy Technician	Master of Education, Human Resource Studies, OLPC	Colorado State University	10
			Bachelor of General Studies, Business / Human Resources	Columbia College	
			Human Resource / Professional Certificate	Columbia College	
			Pharmacy Technician Certificate		
43.	Kelly Simmons	Clinical Medical Assistant	Master's Degree, Healthcare Administration	University of Central Florida	10
			Bachelor's Degree, Business Management	Daytona State College	
			Associate of Arts, General Education	Daytona State College	
			Diploma	Cambridge Institute of Allied Health	
			National Certified Medical Assistant (NCMA), Certified Phlebotomy Instructor, Allied Health Instructor License		
44.	Richard Brown	Pharmacy Technician	M.S. Medical Science	University of South Florida College of Medicine	10
			B.S. Biomedical Science	University of South Florida	
			CPhT		
45.	Tamera Thompson	Clinical Medical Assistant	Bachelor of Arts in Healthcare Administration	University of Arizona Global Campus	7
			Associate Degree of Applied Science in Medical Assisting	Miller-Motte Technical College	
			National Certified Medical Assistant (NCMA)		

46.	Emilie Craven	Clinical Medical Assistant	Bachelor of Science in Exercise Science	Maryville College	12
47.	Brittany Greenlief	Pharmacy Technician	Master's in Education	Concord University	4
			Nationally Certified Pharmacy Technician		
48.	Mika Steinhauer	Clinical Medical Assistant	Bachelor's of Science, Healthcare Management	San Joaquin Valley College	3
			Certificate, Medical Assistant	Milan Institute- Boise	
			Associate, Business Administration	San Joaquin Valley College	
			Registered Medical Assistant (RMA), BLS		
49.	Jennifer Cuevas	Job Coaching Instructor	Training Program in Medical Assisting	Medical Career Training Bedford, TX	3
			Training program, Sterile Processing	Owens Community College	
			Training program, Phlebotomy	Mercy College of Ohio	
			CCMA, Certified Phlebotomy Technician		
50.	Andrea Scahill	Job Coaching Instructor	MBA in Entrepreneurship	Everglades University	9
			BA in Communication	University of Scranton	
51.	Daron Collins	Pharmacy Technician	Master's in Healthcare Administration	Independence University	12
			Bachelor's of Science in Business - Management	University of Phoenix	
			Pharmacy Technician Diploma	Penn Foster Career School	
			CPhT, PTCB, RPhT		
52.	Jason Yancey	Pharmacy Technician	Master's Degree, Christian Education	Southern Baptist Theological Seminary	5
			Bachelor's Degree, Culinary Arts	Auguste Escoffier School of Culinary Arts	
			Bachelor's Degree, Psychology	University of the Cumberlands	
			PTCB		
53.	Courtney Tran	PCT Instructor	DNP Program	Loma Linda University, School of Nursing	6

			MSN	West Coast University, Anaheim	
			BSN	Loma Linda University, School of Nursing	
			BS, Microbiology, Immunology and Molecular Genetics	University of California, Los Angeles	
			RN License		
54.	Nadira Rahman	Clinical Medical Assistant	Master's Degree, Counseling	Xavier University of Louisiana	4
			Bachelor's Degree, Biology Education	Xavier University of Louisiana	
			CCMA		
55.	Tera Clemons	Clinical Medical Assistant	CCMA/CAAMA, CPT-2, KG Technologist	Boston Reed College, CA Campus	13
56.	Katelynn Chatman	Clinical Medical Assistant	Master's in Healthcare Administration Management	American Military University	16
			Bachelor's in Health Science	American Military University	
			Medical Assistant	Knoxville School of Technology- Medical Assistant	
			Associate Degree in Allied Health	Roane State Community College	
57.	Ariane Ramirez	Clinical Medical Assistant	Medical Administrative Assistant Certificate	Penn Foster Career School	2
			General Studies, Certificate	Penn Foster College	
			MAA, CCMA, BLS		
58.	Angel Cervantes	Clinical Medical Assistant	Medical Degree, Medicine	UAG School of Medicine - Guadalajara, Jal.	5
			BS, Biochemistry	Texas State University	
59.	Shannon Navarrette	Clinical Medical Assistant	Associate of Arts	Community College of Denver	16
60.	Delicia Cousin	Clinical Medical Assistant	Master of Health Science, Executive Leadership	University of Saint Augustine for Health Science	20

			Bachelor of Science, Healthcare Administration	Daymar College	
			Associate of Science, Medical Assisting	Draughon's Junior College	
61.	Judith Burnett	Clinical Medical Assistant	MBA Healthcare Administration	Baker College	20+
			BS Healthcare Administration	Baker College	
			AAS Administration and Management	Excelsior College	
			Ophthalmology Technician	Detroit Institute of Ophthalmology	
			Electroneurodiagnostic Technician, Medical Assistant	Carnegie Medical Institute	
			BLS, CCMA, AAMA		
62.	Hieu Cooney	Pharmacy Technician	Master of Arts in Education, Curriculum and Instruction	University of Phoenix	20
			Bachelor of Science, Biological Sciences	University of the Pacific	
			Certified Pharmacy Technician		
63.	Makayla Duclos	Clinical Medical Assistant	Associate of Applied Science in Health Science, Concentration in Medical Assisting	ECPI University Charlotte, NC	7
			Phlebotomy Certification	Carolinas College of Health Science	
64.	Morgan Knox	Medical Admin Assistant Instructor	Certificate in Medical Assisting	Charter College	7
			Certified Medical Assistant	NCCT	
65.	Melissa Bryant	Clinical Medical Assistant	Doctoral Certificate in Institutional Research	University of Southern Mississippi	30+
			PhD in Nursing	University of Southern Mississippi	
			Master's degree in Nursing	William Carey University	

			Bachelor's degree in Nursing	William Carey University	
			Associate's degree in Nursing	Meridian Community College	
			Certificate in LPN- Practical Nursing	Pearl River Community College	
			RN license		
66.	Melanie Shearer	Clinical Medical Assistant	Master of Science in Health Sciences	Cleveland State University	20+
			Certificate of Proficiency, Medical Assisting	Cuyahoga Community College	
			Associate of Applied Science, Massage Therapy	Ohio College of Massotherapy	
			Bachelor of Science	Kent State University	
			Medical Technologist Diploma	Cooperative Medical Technology Program of Akron	
			CCMA	NHA	
			Certified Phlebotomist	American Society of Clinical Pathologists	
67.	Vermarie Penceal	Clinical Medical Assistant	Practical Nurse- PN Certificate Obtained	Mildred Elley College	18
			BBA, Health Services Management Degree	Berkeley College	
			CCMA		
68.	Aimee Boyd	Clinical Medical Assistant	Doctoral Candidate	The Chicago School of Professional Psychology	5
			MBA, Healthcare Management	Western Governors University	
			Certified Clinical Medical Assistant		
69.	Sandra Nelson	Career Services Workshop Instructor	Ed.D, Education Policy and Leadership	American University	8
			M.S. ED, Education Leadership and Administration	The College of Saint Rose	
			B.S. Elementary Education, Writing Concentration	Saint Bonaventure University	
			English Studies	Thames Valley University	

70.	Amanda Durrett	Clinical Medical Assistant	Master of Science in Nursing, Family Nurse Practitioner	Austin Peay State University	10
			Bachelor of Science in Nursing	Lipscomb University	
			Associate in Science in Pre-Nursing	Nashville State Community College	
			APRN, DEA, CAQH		
71.	Stephanie Robinson	Clinical Medical Assistant	Doctor of Education, Higher Education Administration	University of Phoenix	23
			Master of Arts, Adult Education and Training	University of Phoenix	
			Bachelor of Science, Health Science Education	Mountain State University	
			Associate of Science, Medical Assisting, General Studies	Mountain State University	
72	Tiffany Jones	Pharmacy Technician	BS Kinesiology, Pre-Health Concentration, Psychology Minor	Temple University	10
			PTCB, NYS Registered Pharmacy Technician		
73.	Asiya Jawad	Pharmacy Technician	BS Psychology, Minor in Neuroscience	The Ohio State University	11
			CPht-Advance Certificate		
74.	Wandalize Rios	Clinical Medical Assistant	BSN	Valencia College	8
			Registered Medical Assistant Certification	Everest University	
75.	LaLeche Seay	Pharmacy Technician	Master of Arts, Education	Trident University International	20+
			Bachelor of Science, Health Science	Touro University International	
			Pharmacy Apprentice Certificate	U.S. Air Force School of Health Care Science	
76.	Nicolle Polites	Pharmacy Technician	Associate, Pharmacy Technician	Sanford Brown Institute	13
			CPht		
77.	Gen Louis	Pharmacy Technician	MS, Clinical Mental Health Counseling	D'Youville University	18

			BA, Psychology	City University of New York	
78.	Nicky Hariford	Pharmacy Technician	Master's, MBA	SNHU	8
			BS, Healthcare Administration	SNHU	
			Associate of Arts, Healthcare Administration	University of Phoenix	

APPENDIX C: ALABAMA SPECIFIC DISCLOSURES

Right to Cancel

A full refund, including the registration fee, will be made to any student who cancels the enrollment contract within 72 hours after the enrollment contract is signed. After 72 hours, the registration fee is non-refundable.

Grievance Procedure

Students are encouraged to attempt to resolve a complaint directly with the school by filing a complaint in writing with a school administrator. Students should retain copies of all correspondence pertaining to complaints they filed. A school administrator will respond to the complaint within 5 business days. If the student is still not satisfied with the outcome, they may file a complaint with the Alabama Private School Licensure at:
<https://www.accs.edu/student-complaints/>.

APPENDIX D: CALIFORNIA SPECIFIC

DISCLOSURES

Student Tuition Recovery Fund

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd., Suite 225, Sacramento, CA 95834. (916) 574-8900. To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120-day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120-day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF. A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file

a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.

APPENDIX E: OHIO SPECIFIC DISCLOSURES

Pricing

Ohio students are not eligible for any grants. The price per program for Ohio students is as follows:

Program	Price
Clinical Medical Assistant	\$1,799.05
Medical Administrative Assistant	\$1399.02
Patient Care Technician	\$940
Pharmacy Technician	\$1,449.99

Registration Fee

The registration fee is fully refundable when the student cancels within 5 days of signing the enrollment agreement.

Refund Calculation

All refunds will be calculated based on the last day of attendance.

Ohio Online Student Disclosure

All new Ohio students are required to complete the online Ohio Student Disclosure Course prior to starting a new program in accordance with Ohio Administrative Code Section 3332-1-09(C). For more information about the online student disclosure course see <https://oh-student-course-info.edvera.com/>. This course is linked from the Stepful classroom.

External Grievance Procedure

Students are encouraged to attempt to resolve a complaint directly with the school by filing a complaint in writing with a school administrator. Students should retain copies of all correspondence pertaining to complaints they filed. A school administrator will respond to the complaint within 5 business days. If the student is still not satisfied with the outcome, they may contact the State Board of Career Colleges and Schools by completing the Grievance Form or at:

State Board of Career Colleges and Schools
30 Broad Street, 24th Floor, Suite 2481, Columbus, OH 43215-3138
Phone: (614) 466-2752/(877) 275-4219
Email: bpsr@scr.state.oh.us

APPENDIX F: PENNSYLVANIA SPECIFIC

DISCLOSURES

Registration Fee

The registration fee is fully refundable when the student cancels at any time before classes begin or if they do not attend classes. Once classes begin and students have attended classes, they may receive a full refund of the registration fee if they cancel, withdraw or are terminated within 10 calendar days of the class start date. The registration fee will become non-refundable at the end of 10 calendar days of the class start date.

External Grievance Procedure

Students are encouraged to attempt to resolve a complaint directly with the school by filing a complaint in writing with a school administrator. Students should retain copies of all correspondence pertaining to complaints they filed. A school administrator will respond to the complaint within 5 business days. If the student is still not satisfied with the outcome, they may contact the State Board of Private Licensed Schools, Pennsylvania Department of Education, 607 South Drive, Floor 3E, Harrisburg, PA 17120 to address their concerns.

APPENDIX G: TEXAS SPECIFIC DISCLOSURES

Cancellation Policy

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three (3) scheduled class days, except for items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

Refund Policy

Refund computations will be based on scheduled course time of classes through the last documented day of an academically related activity. Leaves of absence, suspensions, and school holidays will not be counted as part of the scheduled class attendance.

- The effective date of termination for refund purposes will be the earliest of the following: the date of termination, if the student is terminated by the school; the date of receipt of written notice from the student; or ten school days following the last date of attendance.
- If tuition and fees are collected in advance of entrance, and if after expiration of the 72-hour cancellation privilege the student does not enter school, not more than \$100 in any administrative fees charged shall be retained by the school for the entire residence program or synchronous distance education course.
- If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than \$100 in administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination. (More simply, the refund is based on the precise number of course time hours the student has paid for, but not yet used, at the point of termination, up to the 75% completion mark, after which no refund is due.)
- Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.
- A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the

12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.

A full refund of all tuition and fees is due and refundable in each of the following cases:

- An enrollee is not accepted by the school;
- If the course of instruction is discontinued by the school and this prevents the student from completing the course; or
- If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

External Grievance Procedure

Unresolved grievances may be directed to career.schools@twc.state.tx.us or sent to: Texas Workforce Commission, Career Schools and Colleges Room 226T 101 East 15th St. Austin, Texas 78778-0001 (512) 936-3100 texasworkforce.org/careerschools.

APPENDIX H: UTAH SPECIFIC DISCLOSURES

Utah Registration

REGISTERED UNDER THE UTAH POSTSECONDARY PROPRIETARY SCHOOL ACT (Title 13, Chapter 34, Utah Code). Registration under the Utah Postsecondary Proprietary School Act does not mean that the State of Utah supervises, recommends, nor accredits the institution. It is the student's responsibility to determine whether credits, degrees, or certificates from the institution will transfer to other institutions or meet employers' training requirements. This may be done by calling the prospective school or employer. The institution is not accredited by a regional or national accrediting agency recognized by the United States Department of Education.

Right to Cancel

In Utah, there exists a three-business-day cooling-off period during which time the student may rescind the contract and receive a refund of all money paid. Per Utah Administrative Code R152-34-8(3)(a): A three-business-day cooling-off period during which time the student may rescind the contract and receive a refund of all money paid. The cooling-off period may not end prior to midnight of the third business day after the latest of the following days: (1) the day the student signs an enrollment agreement; (2) the day the student pays the institution an initial deposit or first payment toward tuition and fees; or (3) the day that the student first visits the institution if the program lasts more than 30 consecutive calendar days.

External Grievance Procedure

Students are encouraged to attempt to resolve a complaint directly with the school by filing a complaint in writing with a school administrator. Students should retain copies of all correspondence pertaining to complaints they filed. A school administrator will respond to the complaint within 5 business days. If the student is still not satisfied with the outcome, they may contact the Utah Department of Commerce, Division of Consumer Protection at Utah Department of Commerce Division of Consumer Protection, 160 East 300 South, Salt Lake City, UT 84111, phone: (800) 721-7233, <https://consumerprotection.utah.gov/complaints.html>

APPENDIX I: INDIANA SPECIFIC DISCLOSURES

This institution is regulated by:

Indiana Department of Workforce Development

Office for Career and Technical Schools

10 N Senate Avenue, Suite SE 308

Indianapolis IN 46204

OCTS@dwd.in.gov

<http://www.in.gov/dwd/2731.htm>

APPENDIX J: KENTUCKY SPECIFIC DISCLOSURES

Filing a Complaint with the Kentucky Commission on Proprietary Education

To file a complaint with the Kentucky Commission on Proprietary Education, a complaint shall be in writing and shall be filed on Form PE-24 May 2022, Form to File a Complaint, accompanied, if applicable, by Form PE-25 May 2022, Authorization for Release of Student Records.

The form(s) shall be mailed to the following address:
Kentucky Commission on Proprietary Education
500 Mero Street, 4th Floor
Frankfort, Kentucky 40601

Existence of the Kentucky Student Protection Fund

Pursuant to KRS 165A.450 All licensed schools, resident and non-resident, shall be required to contribute to a student protection fund. The fund shall be used to reimburse eligible Kentucky students, to pay off debts, including refunds to students enrolled or on leave of absence by not being enrolled for one (1) academic year or less from the school at the time of the closing, incurred due to the closing of a school, discontinuance of a program, loss of license, or loss of accreditation by a school or program.

Process for Filing a Claim Against the Kentucky Student Protection Fund

To file a claim against the Kentucky Student Protection Fund, each person filing must submit a signed and completed Form for Claims Against the Student Protection Fund, Form PE-38 May 2022 and provide the requested information to the following address:

Kentucky Commission on Proprietary Education
500 Mero Street, 4th Floor
Frankfort, Kentucky 40601

Forms may be located at <https://kcpe.ky.gov/Pages/index.aspx>.

APPENDIX L: CERTIFICATION EXAM COSTS

Program	Exam / Certification	Cost
Clinical Medical Assistant	NHA Medical Assistant Exam	\$165
Medical Administrative Assistant	NHA CMAA Exam	\$129
Patient Care Technician	NHA-CPCT/A Exam	\$165
Pharmacy Technician	NHA Certified Pharmacy Technician certification (ExCPT)	\$129
	PTCB Certified Pharmacy Technician (PTCE)	\$129

By registering for the certification examinations through Stepful, students are able to receive vouchers for money off the exam price. Information on the vouchers and how to register for the examinations with the vouchers is given to students in their live classes and the information remains in their classroom accounts for easy reference. Below are the voucher amounts by program.

Program	Voucher amount
Clinical Medical Assistant	\$30 for NHA
Medical Administrative Assistant	\$30 for NHA
Patient Care Technician	\$30 for NHA
Pharmacy Technician	\$30 for NHA