



SCHOOL PERFORMANCE FACT SHEET
CALENDAR YEARS 2017 & 2018

Customer Service Academy - 12 Weeks

On-Time Completion Rates (Graduation Rates)

Includes data for the two calendar years prior to reporting.

Calendar Year	Number of Students Who Began the Program	Students Available for Graduation	Number of On-Time Graduates	On-Time Completion Rate
2017	0	0	0	0
2018	0	0	0	0

Student's Initials: _____ Date: _____

Initial only after you have had sufficient time to read and understand the information.

150% TABLE OPTIONAL ↓

Students Completing Within 150% of the Published Program Length

Calendar Year	Number of Students Who Began the Program	Students Available for Graduation	150% Graduates	150% Completion Rate
2017	0	0	0	0
2018	0	0	0	0
**20XX				
**20XY				

**Included if the program is more than one year in length.

Student's Initials: _____ Date: _____

Initial only after you have had sufficient time to read and understand the information.



Job Placement Rates (includes data for the two calendar years prior to reporting)

Calendar Year	Number of Students Who Began Program	Number of Graduates	Graduates Available for Employment	Graduates Employed in the Field	Placement Rate % Employed in the Field
2017	0	0	0	0	0
2018	0	0	0	0	0

You may obtain from the institution a list of the employment positions determined to be in the field for which a student received education and training. Students can obtain this information by reaching out to admissions at admissions@pathwayscollege.org.

Gainfully Employed Categories (includes data for the two calendar years prior to reporting)

Part-Time vs. Full-Time Employment

Calendar Year	Graduate Employed in the Field 20-29 Hours Per Week	Graduates Employed in the Field at Least 30 Hours Per Week	Total Graduates Employed in the Field
2017	0	0	0
2018	0	0	0

Single Position vs. Concurrent Aggregated Position

Calendar Year	Graduates Employed in the Field in a Single Position	Graduates Employed in the Field in Concurrent Aggregated Positions	Total Graduates Employed in the Field
2017	0	0	0
2018	0	0	0



Self-Employed / Freelance Positions

Calendar Year	Graduates Employed who are Self-Employed or Working Freelance	Total Graduates Employed in the Field
2017	0	0
2018	0	0

Institutional Employment

Calendar Year	Graduates Employed in the Field who are Employed by the Institution, an Employer Owned by the Institution, or an Employer who Shares Ownership with the Institution.	Total Graduates Employed in the Field
2017	0	0
2018	0	0

Student's Initials: _____ Date: _____

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IF the majority of graduates from this program obtain jobs in self-employment or freelance work add:

This program may result in freelance or self-employment.

- The work available to graduates of this program is usually for freelance or self-employment.
- This type of work may not be consistent.
- The period of employment can range from one day to weeks to several months.
- Hours worked in a day or week may be more or less than the traditional 8 hour work day or 40 hour work week.
- You can expect to spend unpaid time expanding your networks, advertising, promoting your services, or honing your skills.
- Once graduates begin to work freelance or are self-employed, they will be asked to provide documentation that they are employed as such so that they may be counted as placed for our job placement records.
- Students initialing this disclosure understand that either a majority or all of this school's graduates are employed in this manner and understand what comprises this work style.

Student's Initials: _____ Date: _____

Only initial after you have had sufficient time to read and understand the information.



License Examination Passage Rates (includes data for the two calendar years prior to reporting)

Calendar Year	Number of Graduates in Calendar Year	Number of Graduates Taking Exam	Number Who Passed First Available Exam	Number Who Failed First Available Exam	Passage Rate
2017	0	0	0	0	0
2018	0	0	0	0	0

Licensure examination passage data is not available from the state agency administering the examination. We are unable to collect data from graduates as this program does not lead to licensure.

Student's Initials: _____ Date: _____

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Salary and Wage Information (includes data for the two calendar years prior to reporting)

Annual salary and wages reported for graduates employed in the field.

Calendar Year	Graduates Available for Employment	Graduates Employed in Field	\$20,001	\$35,001	\$40,001	\$45,001	No Salary Information Reported
			- \$25,000	- \$40,000	- \$45,000	- \$50,000	
2017	0	0	0	0	0	0	0
2018	0	0	0	0	0	0	0

A list of sources used to substantiate salary disclosures is available from the school. A list of sources used to substantiate salary disclosure is available from Pathways College. To obtain a list, please ask an institutional representative.

Student's Initials: _____ Date: _____

Initial only after you have had sufficient time to read and understand the information.

Cost of Educational Program

Total charges for the program for students completing on time in 2017:

\$4,800 Total charges may be higher for students that do not complete on time.

Total charges for the program for students completing on time in 2018:

\$4,800 Total charges may be higher for students that do not complete on time.

Student's Initials: _____ Date: _____

Initial only after you have had sufficient time to read and understand the information.



Federal Student Loan Debt

Students at Pathways College are not eligible for federal student loans. This institution does not meet the U.S. Department of Education criteria that would allow its students to participate in federal student aid programs.

Student's Initials: _____ **Date:** _____

Initial only after you have had sufficient time to read and understand the information.

This fact sheet is filed with the Bureau for Private Postsecondary Education. Regardless of any information you may have relating to completion rates, placement rates, starting salaries, or license exam passage rates, this fact sheet contains the information as calculated pursuant to state law.

Any questions a student may have regarding this fact sheet that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 N. Market Blvd, Suite 225, Sacramento, CA 95834, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

Student Name - Print

Student Signature

Date

School Official

Date

DELETE “*” STATEMENT IF NOT APPLICABLE ↓

* = This program is new. Therefore, the number of students who graduate, the number of students who are placed, or the starting salary you can earn after finishing the educational program are unknown at this time. Information regarding general salary and placement statistics may be available from government sources or from the institution, but is not equivalent to actual performance data. This program began on 03/02/2020. As of 03/02/2022, two full years of data for this program will be available.

Definitions

- “Number of Students Who Began the Program” means the number of students who began a program who were scheduled to complete the program within 100% of the published program length within the reporting calendar year and excludes all students who cancelled during the cancellation period.
- “Students Available for Graduation” is the number of students who began the program minus the number of students who have died, been incarcerated, or been called to active military duty.
- “Number of On-time Graduates” is the number of students who completed the program within 100% of the published program length within the reporting calendar year.
- “On-time Completion Rate” is the number of on-time graduates divided by the number of students available for graduation.
- “150% Graduates” is the number of students who completed the program within 150% of the program length (includes on-time graduates).
- “150% Completion Rate” is the number of students who completed the program in the reported calendar year within 150% of the published program length, including on-time graduates, divided by the number of students available for graduation.
- “Graduates Available for Employment” means the number of graduates minus the number of graduates unavailable for employment.
- “Graduates Unavailable for Employment” means the graduates who, after graduation, die, become incarcerated, are called to active military duty, are international students that leave the United States or do not have a visa allowing employment in the United States, or are continuing their education in an accredited or bureau-approved postsecondary institution.
- “Graduates Employed in the Field” means graduates who beginning within six months after a student completes the applicable educational program are gainfully employed, whose employment has been reported, and for whom the institution has documented verification of employment. For occupations for which the state requires passing an examination, the six months period begins after the announcement of the examination results for the first examination available after a student completes an applicable educational program.
- “Placement Rate Employed in the Field” is calculated by dividing the number of graduates gainfully employed in the field by the number of graduates available for employment.
- “Number of Graduates Taking Exam” is the number of graduates who took the first available exam in the reported calendar year.

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- “First Available Exam Date” is the date for the first available exam after a student completed a program.
 - “Passage Rate” is calculated by dividing the number of graduates who passed the exam by the number of graduates who took the reported licensing exam.
 - “Number Who Passed First Available Exam” is the number of graduates who took and passed the first available licensing exam after completing the program.
 - “Salary” is as reported by graduate or graduate’s employer.
 - “No Salary Information Reported” is the number of graduates for whom, after making reasonable attempts, the school was not able to obtain salary information.

STUDENT'S RIGHT TO CANCEL

A student has the right to cancel the enrollment and obtain a refund of charges paid through attendance at the first-class session, or the seventh day after enrollment, whichever is later. Cancellation occurs when the student gives written notification of cancellation via the request for change of status on www.pathwayscollege.org by midnight of the first day of class or the seventh (7th) day after enrollment, whichever is later. If the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds.

Initial: _____