



**SCHOOL PERFORMANCE FACT SHEET**  
**CALENDAR YEARS 2019 & 2020**

**Customer Service Academy (Distance Education) - 144 Hours**

**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
2019	0	0	0	0
2020	0	0	0	0

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
2019	0	0	0	0	0
2020	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 the Student Affairs Department at [studentaffairs@pathwayscollege.org](mailto:studentaffairs@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
2019	0	0	0
2020	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
2019	0	0	0
2020	0	0	0



**Self-Employed / Freelance Positions**

<b>Calendar Year</b>	<b>Graduates Employed who are Self-Employed or Working Freelance</b>	<b>Total Graduates Employed in the Field</b>
2019	0	0
2020	0	0

**Institutional Employment**

<b>Calendar Year</b>	<b>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.</b>	<b>Total Graduates Employed in the Field</b>
2019	0	0
2020	0	0

**Student's Initials:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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**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
2019	0	0	0	0	0
2020	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. 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	
2019	0	0	0	0	0	0	0
2020	0	0	0	0	0	0	0

A list of sources used to substantiate salary disclosures is available from the school. Students can obtain this information by reaching out to the Student Affairs Department at [studentaffairs@pathwayscollege.org](mailto:studentaffairs@pathwayscollege.org)

**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 2019: **\$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 2020: **\$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.**



Pathways  
College

**Pathways College**  
**320 N. Halstead Street, Suite 215, Pasadena, CA 91107**  
**888-532-7282 [www.pathwayscollege.org](http://www.pathwayscollege.org)**

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](http://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 **6/30/2020**. As of **12/01/2023**, 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.



- “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.

1. If the school has given a student any equipment, including books or other materials, the student shall return all items and equipment to the school within 15 days following the date of your notice of cancellation. If the student fails to return any borrowed item in good condition within the 15-day period, then the school may deduct its documented cost from any refund that may be due to the student. Once the student pays for the equipment, books or any other material, it becomes the student's property to keep without further obligation.
2. If the student cancels this agreement, then the school will refund any money that the student has paid, less the non-refundable fees and any deduction for equipment, books or other materials not returned in a timely manner and in good condition. This must take place within 30 days after the notice of cancellation sent by the student is received by the school.
3. If the program is canceled by the school or if the student is rejected or is a "no show" (never attended the program or course), then the student will receive a full refund (minus the nonrefundable fees) within 30 days from the scheduled first day of class.