



Policy for Student Satisfaction:

The educational institution will conduct a survey of students at the end of each course to measure their satisfaction with the educational programs and services. The survey will cover various aspects of the educational programs and services, including instructors, faculty, and student services. The survey questions will be designed to obtain detailed feedback from students about their experience at the institution, including what they liked, what they did not like, and what they would like to see improved. The survey will be distributed to all students and will be conducted anonymously to ensure that the students can provide honest and constructive feedback. The survey results will be analyzed by the institution's administration to identify areas of strength and areas for improvement.

The survey results will be documented in a centralized location. The institution's administration will review the survey results during a scheduled meeting and use the information to make decisions and improve the quality of educational programs and services. The administration will also use the survey results to develop action plans to address areas of concern identified by the survey. The institution will continually conduct surveys to validate the changes made based on the previous survey results. These surveys will be analyzed by the administration to ensure that any changes made have had a positive impact on the students' satisfaction.

The administration of the institution will be responsible for implementing this policy and ensuring that the surveys are conducted. Faculty and staff of the institution will be responsible for ensuring students participate in the survey and will provide them with the necessary support to complete it. The administration will be responsible for reviewing the survey results and developing action plans to address areas of concern.



Norris Mechanical Policy on Credit Transfer:

Norris Mechanical ensures that all students receive credits via clock hours for their program, that may or may not be transferred to another institution upon any agreement made between Norris Mechanical and the institution of choice.

All programs in the main curriculum are subject to a specific amount of clock hours that convert to a select amount of credit hours. These programs serve to be vocational only and the curriculum does not currently offer any avocational nor external classes. Students will not be guaranteed the acceptance of credit hours to another institution, and will only be accepted provided the receiving institution can accept the credits. Completion of Norris Mechanical programs are done, not by a specific grading system, but rather on the completion of specific objectives that may allow the passing of a hands-on test.

Norris Mechanical does not offer specialized credit based on any examinations. Students may be able to earn more credit hours for transfer if they take the WLD-101 Extended program. Institutions that students may transfer to will examine the programs Norris Mechanical offers and make a sound judgement on whether or not the student can transfer to the institution. Documentation of courses eligible for credit transfer will be given to the institution through the use of the course catalog, course outline, and all documents that show the completion of the courses for the student. All courses at Norris Mechanical may be considered eligible for credit transfer.

Norris Mechanical may accept students with transfer credit from another institution, given that they can pass specific hands-on tests that can prove transfer eligibility. The policy of acceptance regarding the acceptance of credit from accredited institutions; either by the U.S. Department of Education or by the Council for Higher Education Accreditation. Norris Mechanical can make specific agreements with any institution that fits the need of the course curriculum and will be the most likely to accept any student credit. All clock hours can be converted and prove the eligibility of the student for the given institution they willingly apply to, but cannot guarantee that the institution will accept the student.

All fees that a student must make a payment for are listed in the course catalog. All courses that are paid for by the student are subject to the specific amount of hours and may be eligible for the credit they need to transfer. Students are not required to do specific testing to gain credit beyond the completion of the programs.

Supervisors/head instructor are responsible for making sure students are receiving the correct amount of clock hours eligible for transfer, but cannot guarantee the acceptance nor the transference of credits. Supervisors will also be responsible for providing guidance to students requesting credit in the form of, but not limited to: official transcript, course catalog, and syllabi deliverance. Norris Mechanical is responsible for documenting any agreements made with an institution, given an agreement is made, for the transfer of credit. If applicable, any agreement will be shown for review at any point to any higher education agency that requires Norris Mechanical to display that a credit transfer agreement has been made.

Students are to provide the head instructor and/or supervisor with the required documents to be accepted for credit transfer into Norris Mechanical. An official transcript must be given for this purpose. Norris Mechanical does not currently have financial aid, so there are currently no ramifications for financial aid. The institute accepts students regardless of the GPA, as long as they meet the requirements of a hands-on test and other eligibility requirements such as a high school diploma or GED.

Last Revised 4/8/2023



Policy on Attendance:

For Students:

Students may be administratively withdrawn if they miss 20% or more of the contact hours for any course. 20% of 240 hours is 48 hours. If a student arrives 15-30 minutes after class starts that student can be considered tardy based on the length of their class schedule. If the student is marked tardy three times, then it will be counted as an absence. Students will not be allowed to make-up any work unless approved by the instructor. If the instructor approves makeup work, students must do the work during regular school hours. There will be no extra charge to submit makeup work. To obtain approval for absences, students will need to provide documentation such as (but not limited to): medical excuses, death certificates, and work statements. If a student misses 14 consecutive days of class with no medical excuse or other reasonable leave of absence, the student will be dropped from the course.

Student attendance is to be tracked via the Norris Mechanical Attendance Log. All attendance logs are to be collected by a supervisory personnel when applicable. All logs are kept in specific files that govern attendance, and are subject to review for any agency upon inspection. Students are to be informed by faculty members if they are not attending. Supervisors will receive confirmation from specific documents and from the instructors themselves. Students may be contacted if they are missing work or days for attendance.

For Instructors:

Instructors are to attend a specific amount of clock hours as required by the institution to allow a program to be taught in an effective manner accordingly. Instructors are to sign in with their initials and mark the associated date for the lessons that are taught with the attendance log. Instructors are to follow the policy standards regarding the amount of time that must be met. If an instructor requests to miss specific days, they must give a reasonable explanation for missing the days in question. Instructors are allowed a specific amount of clock hours to miss for a given program taught. Instructors that do not meet the industry and institution standards regarding the

required attendance for various coursework or programs may have specific penalties such as: a written warning, a verbal warning, and, depending on the circumstances, a removal of position within the program and institute.

Leave of Absence Policy:

A leave of absence will be granted for those in emergency scenarios. This can include terminal illnesses, certain injuries, and death in their families.

Students are permissible to acquire a leave of absence, provided a written notice is given for doing so. It must be done before the start of the absence to ensure the absence is permissible, unless certain circumstances do not allow for the construction of a written response. Students that miss consecutive days, in accordance with the section “For Students” regarding attendance, will be withdrawn from the course given that no leave of absence is given. Students are to sign and date the request, so that the institute may determine the best route for determining the re-attendance of the student in question. Students must be willing to abide by the leave of absence policy to meet the requirements given by the institution in regards to their attendance. All approvals for a leave of absence is to be documented by supervisory personnel. This is to ensure that students are meeting their course requirements. Students are not to be given charges for taking any leaves of absence that are deemed permissible by the institute. Leaves of absence must not impede student progress in the course and should be reasonable in terms of length and rate of request.

A leave of absence is limited to half of the program’s clock hours. (i.e. $((240 \text{ clock hours})/2) = 120 \text{ clock hours}$) A student may have multiple leaves of absence as long as it meets the requirements for the required amount of clock hours as mentioned in the aforementioned. If a leave of absence is needed for an approved amount of time it must meet the requirements and should be approvable.

The policy for leaves of absence ensures the student's rightful use of attendance for various issues and to ensure the upholding of any federal and state law in regards to school attendance.

Last Revised 05/31/22



Policy on Student Services:

Student services presented to students at Norris Mechanical are utilized to create a safe and effective school environment. Students can receive: instructional support, counseling, job assistance, and internet access. All students are permitted to use student services regardless of age, ethnicity, religion, and/or any other governing rights. Students of various backgrounds, along with educational and work experience, are all subject to the same services as well.

Instructional support is given to students via instructor-student cooperation with their programs which include: student encouragement in the program, changes in teaching strategy for the student, and the use of a flexible program curriculum to solve issues the student may have.

Job assistance is provided to all students that may request it. Assistance is given in the form of resume writing support and the use of the job board in the classroom. This does not guarantee the student a job, as Norris Mechanical is not permitted to guarantee any job position for the student. The job board is updated weekly and features possible opportunities the student may wish to partake in. Internet access is given to students upon request in the form of a WiFi passcode from the head instructor or supervisor. Students are allowed to use the internet, as long as it abides by the Norris Mechanical personal cell phone instruction provided on the course catalog.



Policy for Satisfactory Academic Progress:

Norris Mechanical is to abide by all SAP guideline requirements.

Qualitative Methods:

Norris Mechanical guidelines regarding the grading process differ from that found commonly in the industry. Student success in a course is measured through the hands-on tests from which derive from the completion of hands-on activities as listed in the Norris Mechanical Syllabus. The qualitative methods are determined from the number of attempts the student makes on specific hands-on tests. After two attempts, a student will not receive a certificate of completion for a hands-on test. This can result in the student failing to meet the criteria required for the certification needed for specific programs. All students that finish the course with the required clock hours, even upon the failing of hands-on tests, will receive a certificate of completion. Performance tests are used to measure student abilities on hands-on tests which will be graded by the instructor the student is working under.

In regards to Norris Mechanical qualitative methods, the grading methodology is based on the passing of safety tests. Safety tests will account for 30% of the grade, performance tests will be 30% of the grade, and the final exam is 40% of the grade.

Quantitative Methods:

All Norris Mechanical programs are to be measured using clock hours. All courses in Norris Mechanical are 240 clock hours; with the exception of WLD-101 Extended being 400 clock hours. All students can be withdrawn from a course given that they miss 20% of the required clock hours for a given course in a maximum time frame.

Increments for Evaluation:

Norris Mechanical is to evaluate student course progress on a timely basis which is to be no longer than 25% of the course length. Supervisors are to inform students of their places in the course at given intervals assuming the aforementioned is true. Students are evaluated for the completion of the required hands-on tests. This ensures that student certification is justified per student.

Maximum Time Frame:

Norris Mechanical establishes a policy regarding the maximum time frame using the 150% rule for a given amount of clock hours for the course (e.g. 150% of 240 hours for a total of 330 clock hours). Students that go over the required maximum time frame will no longer be eligible for financial aid as stated by federal law. Financial aid eligibility can be shown from the difference between the remaining hours in a maximum time frame and the remaining hours in a course for a certificate. If a student feels that any form of financial aid is wrongly removed, they must have a written appeal governing why it is so. All courses are subject to SAP evaluation. Students will be notified by supervisors for the incompleteness of any maximum time frame or will receive a warning warranting the student to not go over any maximum time frame. All transfer credits are included with the maximum time frame policy.

Evaluation of SAP standards:

All evaluations of Norris Mechanical are to take into account both the quantitative and qualitative methods. Administrators are to access both of the methods in regard to the SAP standards.

Last Revised: 4/8/2023



Policy for ATB Students:

Norris Mechanical currently accepts ATB students as long as they meet specific requirements that must be met by the institute. A student is considered ATB if they do not have a high school diploma or a GED. ATB students that go through the SC Works are eligible to be accepted to the institute because SC Works requires their ACT Workkeys be completed. Norris Mechanical is moving to collaborate with Workkeys which measures the readiness level of the ATB students that do not go to SC Works.

ACT Workkeys requires that ATB students complete at least a bronze level of the Career Readiness Certificate. Students will be assessed on their mathematics, comprehension, and reading skills. ATB Students will have to provide adequate information surrounding their level of education in regards to this program and the certification of completion that is encompassed by it. ACT Workkeys will allow Norris Mechanical to identify students that are eligible to participate in the welding programs that are offered.

For more information surrounding ACT Workkeys, use the link provided below:

[ACT WorkKeys | Career Readiness Solutions](#)



Policy for the Protection against Copyright and Software Infringements:

The Norris Mechanical institute requires that all students respect the rights to intellectual property and to abide by the United States copyright laws accordingly. All programs within Norris Mechanical are subject to the terms and conditions set in place with NCCER and for where any jurisdiction is liable for any material infringements. Norris Mechanical is in accordance with all and any copyright laws NCCER has in place for both courseware and software.

Instructors and students must not duplicate and distribute any material that imposes a risk to the copyright laws unless permitted to do so by a federal authority or by a written authorization from the original copyright holder.

Students should uphold the ethics and rights in place of any copyright act and for the distribution of any materials that are subject to the act such as videos, texts, etc. There may be some materials that can be permitted under the programs, as long as they do not obstruct the rights held in place by copyright law.

The Norris Mechanical Institute is responsible for all and any materials the students will use, and will ensure that all instructors abide by the laws set in place for all, if any, copyright and software infringement. Instructors will make sure not to breach any of these laws and to uphold academic integrity for all material from any copyright holder. Norris Mechanical will assist all students in the process, so as to not hinder copyright law.

All liabilities associated with breaking any government copyright law will be in accordance with the Copyright Act. Breaking in copyright can result in penalties as determined by the U.S. government.

All information pertaining to copyright infringement or the Copyright Act itself, see more using this link: [U.S. Copyright Office | U.S. Copyright Office](#)



Policy for Records and File Procedures:

Documentation is to be handled with care and respect for the sake of the institution and any agency policies, as well as, for the student's right to proper documentation for any material that governs their place in the institute's programs. All forms of documentation should be compartmented by select administrators or the head instructor into their rightful areas to ensure any steadfast recovery of institute material. Supervisors are responsible for the collection of the documents and are responsible for correct reports for each document.

All rights regarding the confidentiality of student material is to be respected and unaltered by staff members- unless they have the authority to do so. Faculty members that are responsible for the monitoring of student performance and achievement must ensure that students in the institute meet all requirements for their records where justifiable. Faculty members should address the student in particular for their completion of the course, and should only make changes where it is necessary. Students are ensured access to their records and materials for any program.

Supervisors are to distribute materials and records to any student that asks for their records. Students are to use their records for any purpose outside the institute. Faculty members are not to disseminate any student records to any agencies unless the student gives the permission to do so. This ensures that student confidentiality is respected and followed accordingly. Students are able to review all records even upon the completion of the institute's material. All non-public student material that is no longer to be used should be shredded respectfully to show confidentiality for the student.

To ensure the following of such policies pertaining to the govern and use of student records, Norris Mechanical is to abide by the Family Educational Rights and Privacy Act (FERPA). Students are guaranteed the right to access and review all, if any, records pertaining to their academic achievement as governed by the U.S. Department of Education.

For more information regarding the proper use of student records use this link:

[Family Educational Rights and Privacy Act \(FERPA\)](#)

All Faculty and staff members have the right to access their records in a timely manner. All material should be in their respectable folders in various sections for each staff member. Staff members are to request the material in the order of rank as shown in the policy “Instructional Management”. All members must not be denied access to their material and must be kept confidential for the sake of the member in question. All sensitive material that must no longer be retained is to be shredded for the procedure of confidentiality.

Examples of “sensitive material”:

- Letters of Recommendation
- Private Addresses
- Performance in the course (GPA)
- Financial information of the student
- Social security number
- License plate number
- Admission applications

Retention of these materials is to be kept safe and must not be distributed for any reason for the sake of the student. The student is responsible for the distribution for any of their material. The institute is to keep all forms on file and must only display specific material publicly that is deemed rightfully so. Norris Mechanical must remove all material as shown in the aforementioned above and dispose of such material in a manner that keeps the student’s or faculty member’s records safe and non-public from anyone deemed not responsible for handling the material.

Administrators and the head instructor are responsible for all proper documentation of material pertaining to both faculty, staff, and the students. Administrators are to be oriented on all procedures governing the use of filing procedures and methods. The orientation may be done by other supervisors or the head instructor. Administrators are to record all material in a timely manner that does not disrupt the flow and use of course material. Administrators are to be held accountable for any improper documentation and should be liable for any disruption in the documentation process. Administrators are to follow every procedure and policy pertaining to the documentation of any records and material.

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