



# Drilling Fluids Engineering

## CATALOG

Volume # **3.1.2**  
Revised **Jan 01**  
**2018**

**DFE** *tech*  
*13950 Spur 364*  
**Tyler, TX 75709**

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**Company History**

**DFE tech** is a private career school that provides professional, selective education in the demanding field of Drilling Fluids Engineering. DFE tech began in June of 2008 (dba) as a sole proprietorship owned by Michael V. Rowden. In January of 2011, DFE tech joined the corporate umbrella of Professional Fluids Engineering Services LLC and in January of 2015 DFE tech LLC became a stand-alone corporation. Currently DFE tech continues working independently to provide professional training designed to enable graduates to have the opportunity to enter a professional, full time career as a Drilling Fluids Engineering Specialist. Curriculum for this program is specifically developed to provide graduates with all the technical knowledge, practical skills, and professionalism that all are essential for success in Today’s world of Energy. Mr. Rowden has provided the industry curriculum, fluids software, and DFE tech holds industry related patents & patent pendings pertaining to the specific knowledge required and mandatory curriculum provided at DFE tech. These methods have been and are being utilized in today's oilfield by many fluids companies and Operators. DFE tech's training methods utilize technical training, practical applications, spaced repetition, required software comprehension, program construction, and hands-on methods for students and employees alike. Recognized in the industry as a professional drilling fluids expert, Michael Rowden is extremely knowledgeable concerning the curriculum core competency development processes in Drilling Fluids. In utilizing that specific knowledge he has developed and combined very effective Drilling Fluids Programs, proprietary software, and Career Training Programs. Publications that have utilized Mr. Rowden's technical drilling fluids related articles include *World Oil, Offshore Magazine*, and the *Society of Petroleum Engineering*. Mr. Rowden brings over 34 years experience in fluids field, training, software, and fluids office operations. and patented technology to DFE tech including operations involving DKD & MDR™

**DFE tech Officers**

Mr. Michael Rowden ..... President, Treasurer  
 Kimberly Rowden..... Vice President, Secretary

**DFE tech Staff and Faculty**

**Staff**

Mr. Michael Rowden ..... Director, Instructor  
 Ms. Michelle Rowden ..... VA Certifying Official  
 Kimberly Rowden ..... Office Manager, Director of Admissions  
 Harrison Rowden ..... Instructor, Lab Supervisor

**Instructors**

<b>Instructor</b>	<b>Education / Experience</b>	<b>Certifications</b>	<b>Areas of Instruction</b>
<b>Michael V. Rowden</b>	Bachelor's Degree, Business Administration  37 Years as Drilling Fluids Engineer / Ops Technical Advisor / Trainer / Instructor	Drilling Fluids Technology Cert, 1980/1 - IMCO Services Career Industry certifications in most all pertinent areas of Drilling Fluids Technology and Safety.	All DFE Curriculum, DKD / MDR™ Offshore / Land
<b>Harrison Rowden</b>	HS Diploma, Huntington, Tx, May2005  DFE tech, 08, 2006  Anchor DF, Advanced Fluids Tng	Field Service tech, 2006/2015 Instructor Asst, 2015 / 2016  DFE tech Instructor, 2017 present	All DFE Curriculum, DKD / MDR™ Offshore / Land

## **Facilities and Equipment**

DFE *tech*  
13950 Spur 364  
Tyler, TX 75709  
Phone: 903-504-5211 Fax : 877-926-7460

DFE *tech* maintains air conditioned class rooms and laboratory rooms. Students may expect to learn their trade with actual field engineering products and equipment that DFE *tech* provides for training and for teaching purposes. DFE *tech* utilizes 7 (seven) fully operable field lab stations for ample hands-on training. The 3,500+ sq. ft. building and rooms are accessible to disabled personnel and ample student parking is available in the front parking lot of the school.

## **Drilling Fluids Engineering**

### **Program Description: Drilling Fluids Engineer, Technical Preparatory School**

This No-Fluff, theory and competency based program prepares students for above average entry-level employment as a Drilling Fluids Engineer (Field Service Representative). Over the course of this program, students not only learn how to carry out duties they will perform in the field, they also learn oilfield protocol, oilfield terminology, and oilfield structure. Emphasis is placed on safety, product, service, and technical engineering / ability as well as outstanding communication skills. Students learn not only how to properly engineer a drilling fluid to required parameters, but also learn to identify mechanical, formational, operational, and fluids challenges. Students learn how to approach each challenge safely with the planned, viable solution. Oilfield terminology, equipment, and literature are integrated into all lessons throughout the course. Graduates of this program will find themselves working for fluids companies and operators in the oilfield services industry; engineering drilling fluids in job positions throughout the world. They will be prepared to utilize the practical skills, procedures, and practices they learn at DFE *tech*. If a well is to be drilled, the properly trained & exceptionally prepared fluids engineer is a required resource for a safe and successful drilling operation. From inventory control to proper reporting techniques, the DFE *tech* graduate will thoroughly understand the job requirements: the methodology, the testing techniques, inventory management, problem solving, and the correct and proper perspectives (MDR™) of the role of the on-site Drilling Fluids Engineer.

### **Admission Requirements**

Individuals applying for admission to the Drilling Fluids Engineering program are required to:

- a. complete an interview with an admissions representative,
- b. be at least 17 years of age (applicants under the age of 18 require written permission from a parent or legal guardian in order to enroll),
- c. have a high school diploma or GED.
- d. have a personal Laptop Computer to use in class (DFE *tech* may provide in some cases)
- e. have a basic, hand held calculator to use in class.
- f. complete a registration form and final contract
- g. tour the DFE *tech* facility if possible - This will be also be confirmed on the 1st day of class.
- h. **(Veterans only) In addition to the above, Veterans must submit copies of all post-secondary institutions, military transcripts, your Certificate of Eligibility, and a copy of your DD-214.**

No person shall be excluded from participation or subject to any form of discrimination because of sex, race, age, religion, national origin or physical handicap.

## Drilling Fluids Engineering - Course of Instruction

Subject #	Subject Title	Clock Hours / Days Credited
		Lec / Lab / Ext / Ttl
DFE 101	The Role of the Drilling Fluids Engineer	16 / 04 / 00 / 20
DFE 102	Drilling Fluids, Drill In Fluids, Functions, Construction, and Practical Clay Chemistry.	16 / 04 / 00 / 20
DFE 103	Practical TMS (top of the mud sheet) Mathematics, Inventory Management, and API (American Petroleum Institute) Field Testing Procedures	20 / 12 / 00 / 32
MID 101	Mid-Term Review and Exam	04 / 08 / 00 / 12
DFE 201	The Drilling Fluids Program and Practical Field Formulas / Mathematics	12 / 08 / 00 / 20
DFE 202	Handling Planned and Unplanned Events, Formations, and Procedures	16 / 08 / 00 / 24
DFE 203	The Complete Drilling Fluids Engineer: Mud Checking Vs Mud Engineering	16 / 12 / 00 / 28
FNL 101	Final Review and Exam	04 / 08 / 00 / 12
Totals	Drilling Fluids Engineering	104 / 64 / 00 / 168

The approximate time required to complete the Drilling Fluids Engineering Program is seven (07) weeks. The maximum time allowed to complete the Drilling Fluids Engineering Program is Eight (08) weeks if instructor deems necessary.

**Graduates of the Drilling Fluids Engineering Program receive a  
Certificate of Completion: DFE *tech* Diploma.**

### Subject Descriptions

Subject numbers used in this course of instruction are based on course codes established by the school and do not relate to state common course numbering systems. For the purposes of these subjects, a clock hour is defined as a minimum of 50 minutes of instruction out of a 60-minute period. Subjects are taken sequentially as offered.

#### **DFE 101 The Role of the Drilling Fluids Engineer**

Students are introduced to the role of the Drilling Fluids Engineer as part of a cohesive Operator / Contractor / Service Unit Team as well as to the various tasks and mandatory duties of the Drilling Fluids Engineer on the jobsites for which he will be responsible. This section includes training in basic computer operations, oilfield terminology, oilfield safety, and on-site communication.

(Lec 16 Hrs / Lab 04 Hrs / Ext 00 Hrs / Total CI 20 Hrs) [Prerequisite: none]

## **DFE 102 Drilling Fluids, Drill In Fluids, Functions, Construction, and Practical Clay Chemistry.**

This session defines the specific types, functions, and construction of drilling / drill-in fluids and examines practical clay, polymer, and fluids chemistry within the differing phases of fluids and formations. Products, product groups, and their functions are discussed thoroughly. In this section, students will learn the intricate parts and the specific properties of those items that make up a field drilling fluid as well as how these items affect the properties of a drilling fluid. Students will learn to suggest and discuss solutions to drilling fluid property adjustment and maintenance by understanding actual product functions, chemical make-up, and the specific end results of each product when added to a drilling fluid system. Students will learn to adjust and maintain proper fluid properties in conjunction with requirements of the operator's request and/or the provided fluids program for the well. Manufacturer's product safety data sheet (MSDS) will be discussed along with proper product safety.

(Lec 16 Hrs / Lab 04 Hrs / Ext 00 Hrs / Total CI 20 Hrs) [Prerequisite: DFE 101]

## **DFE 103 Practical TMS (top of the mud sheet) Mathematics, Inventory Management, and API (American Petroleum Institute) Field Testing Procedures.**

TMS calculations are tackled in a serious manner in this section. Students will be taught required mathematics and will perform calculations that they will be using on a daily basis in their new field of endeavor. All TMS calculations are mandatory and students will be required to know them intimately. Students will learn the importance of Inventory control & management. The drilling fluids Daily Mud Report will be discussed thoroughly and worked to successful completion. This sub-module includes detailed discussions and hands-on (lab) training of the testing equipment that Fluids Engineers use daily in their work. Specific safety issues will be addressed on all aspects of equipment usage and maintenance. Students will be required to intelligently discuss the results of the testing procedure as it applies to the fluid(s) tested (Water-Based & Oil Based). This is one of the most important modules of the course. Students will be expected to pass this section of the course with at least an 85% average.

(Lec 20 Hrs / Lab 12 Hrs / Ext 00 Hrs / Total 32 Hrs) [Prerequisite: DFE 102]

## **MID 101 Mid-Term Review & Exam**

(Lec 04 Hrs / Lab 08 Hrs / Ext 00 Hrs / Total 12 Hrs ) [Prerequisite: DFE 103]

## **DFE 201 The Drilling Fluids Program and Practical Field Formulas / Mathematics.**

Each well drilled by an Operator requires a Drilling Fluids Program prepared by the Drilling Fluids Company for that specific area and well configuration. This module will teach students how to read this "roadmap" for the job and how to properly prepare & maintain the required programmed fluid type and properties for that well. Field construction of Water-Based and Oil-Based fluids will be discussed as well as learning successful engineering of the programmed fluids from Spud to Total Depth (TD) by following the road map (Mud Program) in hand. Students will learn and apply various formulas for many common situations, challenges, and standard operations at the rig-site. The students will be able to use the programs they receive and that they create to solve issues and challenges they will encounter in their future work as a Drilling Fluids Engineer.

(Lec 12 Hrs / Lab 08 Hrs / Ext 00 Hrs / Total 20 Hrs) [Prerequisite: MID 101]

## **DFE 202 Handling Planned and Unplanned Events, Formations, and Procedures.**

The drilling operation for each well requires specific methodology, product mix, technique, and formational protection. Students will learn solutions to specific, common challenge-events and unplanned, challenge events. Students will learn the effects of hydraulic activity upon the wellbore and upon the formations as a result of pressures due to pumping of the fluid(s) and due to the pressures that the hydrostatic column of the fluid(s) exerts upon the wellbore. Fluid Rheology, pore and fracture pressures will be addressed along with static and dynamic fluid column pressures. Students will be able to determine pressures and weights at various depths within a wellbore using fluids with varying mud-weights and flow properties. Students are trained in proper solids control methods and will be able to recommend proper solids control products and techniques as well as proper rheological parameters for differing fluids and different wellbore intervals. Circulation rates and times will be re-visited to provide perspective and cohesion to the hydraulic processes encountered at the rigsite while drilling, tripping, running casing/logs, and while static. Students will be taught to detect and properly handle the positive and negative effects on the drilling fluid and well-bore caused by various properties and challenges.

(Lec 16 Hrs / Lab 08 Hrs / Ext 00 Hrs / Total 24 Hrs) [Prerequisite: DFE 201]

## **DFE 203 The Complete Drilling Fluids Engineer: Reactive Fluids Maintenance Vs Professional Fluids Engineering**

Solids removal & retention, whole mud phase/solids phase, solids distinctions, proper product concentrations, and how these critical items must fit into the everyday planning of the learned Drilling Fluids Engineer will be the focus of this module in the DFE tech engineering school. Proper engineering of a drilling fluid will be discussed in contrast to reactive mud checking, spot treating, and paper-hanging. Students will learn that running proper, trouble-free drilling fluids is a matter of simple, practically applied mathematics on a continuing basis while drilling is in progress. Treatment methods will be discussed and applied successfully in the class room environment. After successful completion of this section, a graduate of DFE tech will be able to run trouble-free drilling fluids on most any job just as well as any seasoned hand in the field. This will be combined with the previously learned duties of the Drilling fluids Engineer: Information Gathering/Data Tracking, Inventory Accounting & Control, Volume Accounting, Fluid Parameters, Comments & Recommendations, Rig Reporting Procedure, Rig Communications, & Report Recapping. This list of items entails some of the major responsibilities of the trained DFE, though not all of them have been listed here. This module will outline, discuss, and demonstrate the proper methodology of handling the day to day responsibilities at the rigsite as a seasoned Mud Engineer. Practical applications to successfully achieve these goals will be discussed as well as the drilling fluid engineer's obligation to his employer, the operator, and to his relief. When students complete this section, they will have a thoroughly solid understanding of what is expected of the Complete Drilling fluids Engineer, as well as the capability to apply their engineering training as a Drilling Fluids Technician on drilling rigs anywhere in the world.

(Lec 16 Hrs / Lab 12 Hrs / Ext 00 Hrs / Total 28 Hrs) [Prerequisite: DFE 202]

## **FNL 101 Final Review & Exam**

(Lec 04 Hrs / Lab 08 Hrs / Ext 00 Hrs / Total 12 Hr) [Prerequisite: DFE 203]

## Program Pricing and Payment Schedule

The technical training program at DFE tech prepares students for an exciting and rewarding career in the professional field of Drilling Fluids Engineering. DFE tech provides high quality instruction and practical application under the guidance and supervision of highly qualified instructor(s).

All tuition / registration fees are due in advance. Tuitions may be made by check, cash, cashiers check, ACH, or money order. At this time, DFE tech does not have a time-payment plan or the capability to finance. Scholarships, if granted, must be discussed with the Director of Admissions and the Director.

Scholarships are available for special circumstances including distance issues, promotional reasons, and hardship cases. State or Federally funded students are not eligible for scholarships unless an agreement has been established beforehand with the funding institution. DFE tech works with Corporate Students, self-pay (private), TWC assisted, and Veterans Administration. Fees & Tuitions are due first day of class.

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### **DFE tech Drilling Fluids Engineering Program Tuition and Fees**

<b>Registration</b>	<b>\$ 100.00</b>
<b>Tuition Balance</b>	<b>\$ 12,400.00</b>
	<b>-----</b>
<b>Total Cost</b>	<b>\$ 12,500.00</b>

**Book(s)  
Included**

### Enrollment Periods

Enrollment for upcoming session(s) may be accomplished during normal office hours, by telephone, or via email. Students may enroll at any time up until the day their first class begins (DFE 101), but if orientation has not been completed, approval from the Director must be obtained. Orientation is required for all students.

### Orientation

Program orientations take place prior to the first day of class. Since DFE tech has many students from out of town, DFE tech often will have orientation in a town closer to the students attending the orientation. The Director of Admissions schedules, publicizes, and calls all students who will be attending each orientation prior to the event. This helps to convenience the students from differing locations. Orientations take place before the first class start date and lasts approximately 1 hour. Orientations may be scheduled with the Director of Admissions for group or individual orientation at the school facility or at a location convenient to the locale of the attending group. **Re-orientation is initiated on the first day of class as well.**



## Class Schedule

### **Drilling Fluids Engineering Class Schedule**

Classes are held daily, Monday through Friday, five (to six) hours per day. Beginning and ending times depend upon relative location of students and volume of students attending. Class doors open as early as 8:45 - 9:00 am for study purposes. **Time schedule(s) is set on the first day of class which starts at 10:00 am.** Students will be allowed a 10 minute break for every 50 minutes of class time. In addition, students may excuse themselves from class to utilize restroom facilities any time. There are no breaks for meals during classes but meals in class are acceptable.

#### **Hours of Operation - (7 week course)**

**Monday – Friday - Class Hours** .....Mon-Fri **10:00 am – 03:00 pm**  
*during scheduled class sessions.*

**Monday– Friday Office Hours** .....Mon-Fri 08:45 am – 03:30 pm

### Instructor Office Hours

Instructor office hours are posted on the board at the front of the classroom, during school hours however, instructor / Lab Tech may be contacted in person Monday through Friday from 9:00 am – 3:00 pm *during scheduled class sessions.* Instructor(s) may be contacted during office hours or any time via e-mail, and / or by telephone if outside the realm of office hours, and or during the hours above or on weekends during scheduled class sessions. *Between scheduled class sessions, off-campus offices may be utilized by staff.*

#### Beginning and Ending Dates of Terms, 2019 / 2020

<b>Class Number</b>	<b>Beginning Date</b>	<b>Ending Date</b>
<b>#04-19</b>	<b>Sept 30</b>	<b>Nov 15</b>
<b>#1-20</b>	<b>Jan 06</b>	<b>Feb 21</b>
<b>#2-20</b>	<b>Apr 06</b>	<b>May 22</b>
<b>#3-20</b>	<b>Jul 06</b>	<b>Aug 21</b>
<b>#4-20</b>	<b>Sep 28</b>	<b>Nov 13</b>

## **Scheduled Holidays**

If a class session falls on any of the following holidays, that class will be rescheduled.

Memorial Day  
Labor Day  
Veterans Day  
Christmas (& Eve)

Independence Day  
Thanksgiving  
New Year's Day

## **Scheduled Vacation Periods**

There are no scheduled vacation periods for this program. Once a student begins, s/he can expect to complete his or her training in seven (07) weeks. Maximum time allowed for completion of the Drilling Fluids Engineering Program under special circumstance if needed is eight (08) weeks (Director Decision)

## **Placement Assistance**

DFE tech offers placement **assistance**. DFE tech works closely with professional placement services that work locally and nationally to assist students in job placements at no charge to the graduate. Employment opportunities from prospective Fluids Companies contacting the school are made available to students upon graduation as well as assistance with resume preparation, addresses for the many Fluids Companies in the US and the world, and contact data for placement service personnel who may assist students with locating a position as a drilling fluids technician. More information available at [pfeservices.com](http://pfeservices.com).

## **Mealtimes**

There are no specific meal schedules since DFE tech's classes do not fall within mealtime hours. Snacks are allowed in class.

## **Certification of Completion / DFE tech Diploma / Transcripts**

### **Diploma Details**

Graduating Students will receive their diplomas on graduation day after the course is completed. This is provided by DFE tech at no cost to the graduating Engineers. A \$15 fee will be charged if DFE is asked to forward a copy of the Engineer's Certificate of Completion. Transcripts may be procured for a fee of \$25.

### **Policy for Granting Credit(s)**

DFE tech will review the information provided by the student and at the discretion of the Director credit may be given.

## **Attendance Policy**

Attendance and participation in classes are extremely important and students are expected to attend all class sessions. Attendance for all classes will follow the below guidelines.

- Students shall not be absent for more than 2 consecutive class periods.
- Students shall attend at least 90% of all clock hours for his/her classes.
- Students shall report back to the school on the scheduled date after an approved leave of absence.

Students will be placed on probation the first time they fail to follow any of the above guidelines. Subsequent violation of attendance policy guidelines will result in termination.

Students terminated for violation of the attendance policy may not reenter before the start of the next grading period of the subject they were enrolled in at the time of their termination.

If a student is late to class by 10 or more minutes, the student is considered tardy. Being tardy two times constitutes an absence.

## **Conduct Policy**

Students shall conduct themselves in a professional and respectful manner both in and out of class. DFE tech reserves the right to place a student on probation or terminate him or her from any class or from a program at any time for any of the following reasons:

- tampering with academic records
- unethical behavior, such as copying another student's test or written assignment
- non-compliance with financial arrangements
- presence on campus while impaired by drugs or alcohol
- unsafe actions with regard to staff, trainer or student physical health
- being disruptive in class
- theft of school property, from clinical location or other students
- unsatisfactory academic progress.

At a minimum, a student will be placed on probation when found for the first time to be engaging in any of the listed activities. Subsequent engagement in any of these activities may result in termination.

In accordance with Title 40, Texas Administrative Code, Section 807.195, students terminated for any of the reasons listed above may be not readmitted before the start of the next grading period of the subject they were enrolled in at the time of their termination. Students wishing to be readmitted after being terminated for conduct must first be interviewed by the School Director or Director of Education before being readmitted.

## **Grading Policy**

Grades will be provided/posted to students each week. DFE tech uses average grade points as they accumulate through each course of study to assess student performance. A percentage grade will be provided weekly for classroom participation, written reports, written tests, and lab skill demonstration. The mid term exam and final exam will be averaged with the weekly grades. Daily grade percentage will be averaged into a weekly grade point for comparative performance evaluation. DFE tech is committed to providing each student with the very best training experience with an emphasis on individual attention as may be necessary. Students are provided the opportunity to take make up tests and quizzes in the event their absence is excusable.

### **Grades will be determined using the following scale:**

90% - 100% performance of skills .....	=	A	(4 Grade Points)
80% - 89% performance of skills .....	=	B	(3 Grade Points)
75% - 79% performance of skills .....	=	C	(2 Grade Points)
70% - 74% performance of skills .....	=	D	(1 Grade Point) - Unacceptable
00% - 69% performance of skills .....	=	F	(0 Grade Points) - Unacceptable

DFE tech will refresh and retest C students and below as the instructor deems necessary in order to help improve their individual understanding of the material and to help elevate their academic standing.

## Requirements for Graduation

In order to graduate from the courses of instruction offered by DFE tech, students must satisfy the following requirements:

1. complete all required coursework with a minimum 2.0 GPA
2. satisfy all financial obligations to DFE tech
3. complete the DFE Drilling Fluids Engineering Program in seven (7), but not more than eight (8) weeks  
The Eight week extension applies only to unforeseen time delays that affect DFE tech's course schedules in the course of normal school hours.

## Satisfactory Progress

- a. In order to maintain satisfactory progress students must maintain a 2.0 Grade Point Average. On Test averages, a 2.0 GPA will be required.
- b. Each student's progress will be evaluated every week and at the mid-point of each program. Grade reports will include analysis of the student's progress toward completion of the program.
- c. Students making unsatisfactory progress for the program at the end of a progress evaluation period or who achieve less than a 2.0 GPA in any given subject will be placed on academic probation for the next progress evaluation period. If the student on academic probation achieves satisfactory progress for the subsequent progress evaluation period, but does not achieve the required grades to meet overall satisfactory progress for the program, the student may be continued on academic probation for one more progress evaluation period.
- d. If a student on academic probation fails to achieve satisfactory progress for the first probationary progress evaluation period, the student's enrollment will be terminated. The enrollment of a student who fails to achieve overall satisfactory progress for the program at the end of two successive probationary progress evaluation periods will be terminated. When a student is placed on academic probation, the Director will counsel the student prior to the student returning to class. The date, action taken, and terms of probation will be clearly annotated in the student's permanent file.
- e. In accordance with Title 40, Texas Administrative Code, Section 807.222, DFE tech may allow a student whose enrollment was terminated for unsatisfactory progress to reenroll after a period of time equal to the length of the progress period the student was in at the time of termination. Such reenrollment does not circumvent the refund policy.
- f. Weekly FRIDAY grades for a given subject are due no later than the following Tuesday. Final grade reports will be mailed to the address provided by the student upon registration the Friday of the week following the final day of class if requested.
- g. Under Texas Education Code, Section 132.061(f) a student who is obligated for the full tuition may request a grade of "incomplete" if the student withdraws for an appropriate reason unrelated to the student's academic status. Therefore, if a student withdraws from the program for satisfactory reasons (i.e. illness, death in family, military service, etc.), the student is allowed to file for an incomplete. This will allow the student to return to finish the program within 12 months from the withdrawal date. Classes withdrawn from will be graded as incomplete, and upon return to classes, the student may reenroll in these classes at no additional cost of tuition. Students requiring remedial work will be offered the opportunity of doing so between 2:00 pm and 4:00 pm each Saturday while enrolled in the program.

## Grievances

Student grievances should first be directed to the instructor. If the grievance cannot be resolved with the instructor, then the student may meet with the School Director or Director of Education to discuss his or her grievance. If the grievance cannot be resolved with the Director, then the student may direct unresolved grievances to:

Texas Workforce Commission  
Career Schools and Colleges  
101 East 15th Street  
Austin, Texas 78778-0001

## 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 3 scheduled class days, except that the school may retain not more than \$100 in administration fees charged, as well as items of extra expense that are necessary for the portion of the program attended and states separately on the enrollment agreement.

### REFUND POLICY

1. Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
  - (a) The last day of attendance, if the student is terminated by the school;
  - (b) The date of receipt of written notice from the student; or
  - (c) Ten school days following the last date of attendance.
3. 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 nonrefundable administrative fees shall be retained by the school for the entire residence program or synchronous distance education course.
4. 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 nonrefundable administrative fees 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.<sup>1</sup>
5. Refunds for items of extra expense to the student, such as books, tools, or other supplies should 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.
6. **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.**
7. A full refund of all tuition and fees is due and refundable in each of the following cases:
  - (a) An enrollee is not accepted by the school;
  - (b) If the course of instruction is discontinued by the school and this prevents the student from completing the course; or
  - (c) 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.*

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<sup>1</sup> More simply, the refund is based on the precise number of 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. Form PS-1040R provides the precise calculation.

8. REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE.

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

- (a) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
  - (b) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
  - (c) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
    - (1) satisfactorily completed at least 90 percent of the required coursework for the program; and
    - (2) demonstrated sufficient mastery of the program material to receive credit for completing the program.
9. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 60 days after the effective date of termination.

**Approved and Regulated by the Texas Workforce Commission,  
Career Schools and Colleges, Austin, Texas.**