# We Teach the World to Cook

ESCOFFIER ONLINE INTERNATIONAL CULINARY ACADEMY™

## 2017 Online Catalog

**691 South Broadway St.**
**Suite B**
**Boulder, CO 80305**
**Toll Free:  (855) 696-6602**

http://www.escoffieronline.com

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**Disclosure Information**

**Please note:** The information in this catalog was correct at the time of publication. Always refer to the Escoffier Online Student Portal (Online Campus) for the most current and up-to-date information.

Escoffier Online International Culinary Academy (EOICA) does not discriminate on the basis of race, color, age, religion, national origin, sexual orientation, gender identity, sex, marital status, disability, or status as a veteran.

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## WELCOME MESSAGE

The career of a chef is not for the faint of heart. Success takes years of cuts and burns, abject failures and utter triumphs. It takes passion, perseverance, drive, guts, and an all-consuming love of food. At Escoffier Online International Culinary Academy ("Escoffier Online"), we understand that obsession, and our goal is to teach you the skills to mold your passion into a career that satisfies your appetite.

We know how competitive the hospitality industry can be, and we provide our students with an education that gives them the edge they need to advance their careers. Our classically based programs were designed around the methods that made Auguste Escoffier famous while also incorporating modern techniques that can help set you apart.  Our programs teach students not just to follow recipes but to cook creatively, based on a deep understanding of food and its chemistry. In addition to culinary training, we pride ourselves on teaching students entrepreneurship, business management, and other real-world skills that can benefit them no matter their career path. Whether you've been working in the field for decades or are just beginning, Escoffier Online has something to offer everyone.

Escoffier Online exists for one reason and one reason only: to set you on your path to a successful and fulfilling career. From orientation to graduation, every facet of our institution exists to help you on your culinary journey. We invite you to join us at Escoffier Online and become part of the greatness of Escoffier's legacy.

Sincerely,

*Jeremy Wheaton*
*President*

## MISSION STATEMENT

Escoffier Online International Culinary Academy empowers students to achieve their potential in the hospitality industry through innovative online classes and individual, modernized instruction in the techniques developed by King of Chefs, Auguste Escoffier. Students are trained to understand where their food comes from and to develop respect for local resources and sustainable practices. Graduates enter the workforce with a balance of practical skills, operational awareness, humility and dependability.

This mission is attained by:
- Providing individualized instruction through an innovative online campus
- Offering an affordable and accessible education
- Delivering flexible, chef/instructor-led interactive classes
- Employing instructors that have substantial prior experience in the culinary and pastry and hospitality professions

## GOALS AND OBJECTIVES

The goal of the institution is to produce competent professionals for entry-level employment as cooks, chefs, pastry chefs, caterers, foodservice managers, and other entry-level positions in the hospitality industry.

Programs have the following objectives:

- Train students in skills needed to be successful in the hospitality industry
- Provide students both theoretical knowledge and hands-on experience
- Serve as a resource center for culinary education
- Promote the foodservice and hospitality industries

## ABOUT ESCOFFIER ONLINE INTERNATIONAL CULINARY ACADEMY

Founded in 2012, Escoffier Online International Culinary Academy (EOICA) started offering online individual courses and short-programs in culinary arts and pastry arts. The first of its kind in providing world class competency-based training in culinary arts in a 100% online format, EOICA has been attended by thousands of students seeking enthusiast and professional training in over fifty countries.

Escoffier Online International Culinary Academy showcases the methods, principles, and recipes of the man who is truly the source of modern cooking, Chef Auguste Escoffier.

With the addition of programs directed toward students seeking careers in the foodservice industry, the curriculum at the Escoffier Online International Culinary Academy provides an outstanding culinary and pastry experience that offers classical skills while incorporating contemporary and recent culinary and pastry trends from around the globe. All of these combined, produce an in-depth exploration of the source of food and sustainable practices that are increasingly relevant in today's world.

Escoffier is a name known the world over as The Master (Le Maître) and the source for many of the cooking methods and the kitchen brigade system in place today. For expert chefs everywhere, the name Auguste Escoffier is synonymous with excellence, quality, commitment, and skill in the culinary profession. Escoffier continues to be revered—and relevant—today.

*"This has always been our belief, cookery will evolve—as society itself does—without ever ceasing to be an art." –Auguste Escoffier*

## LOCATION AND HOURS OF OPERATION

The Escoffier Online International Culinary Academy mailing address is 691 South Broadway Street, Suite B, Boulder, Colorado, 80305. The telephone number is (855) 696-6602.

Standard hours of operation are Monday – Friday from 9:00am – 5:00pm (CT). Technical support is available outside of business hours by submitting a ticket through the Online Campus. Additional information is available in the Technical Support section of the catalog.

## FACULTY AND STAFF
Please refer to the Catalog Addendum located in the back of this catalog.

## CORPORATE STRUCTURE AND GOVERNANCE

Escoffier Online International Culinary Academy is a private corporation under the laws of the states of Colorado and Illinois. The institution is owned by Escoffier Online International Culinary Academy, LLC, a subsidiary of Triumph Higher Education Group (THEG). The THEG Governing Board oversees the institutional management and is solely responsible for the policies and financial integrity of the institution.

## LICENSING, ACCREDITATION, AND AFFILIATIONS

Escoffier Online International Culinary Academy is approved and regulated by the Colorado Department of Higher Education, Private Occupational School Board.

Escoffier Online International Culinary Academy is approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education

The avocational short programs are recognized by the American Culinary Federation Education Foundation as quality programs.

The institution currently is not accredited by any U.S. Department of Education recognized accrediting body.

Escoffier Online International Culinary Academy is affiliated with the Auguste Escoffier Foundation and Museum in Villeneuve-Loubet, France and with Michel Escoffier, great-grandson of Auguste Escoffier and President of the Foundation. This affiliation benefits our students with the history and context provided by the Escoffier family itself.

## ENDORSEMENTS AND TESTIMONIALS



**Auguste Escoffier Foundation & Museum**
Musée Escoffier de l'Art Culinaire
3 Rue Auguste Escoffier
Villeneuve-Loubet Village, 06270 France

*"My Great-grandfather, Auguste Escoffier, made numerous contributions to the culinary world and insisted on the highest standards of excellence in basic cooking skills, food preparation and presentation. Escoffier Online is entirely dedicated to maintaining those standards that my Great-grandfather would have expected and indeed required. As a forward-thinking Master Chef, Auguste would have welcomed and encouraged the ground-breaking online method of teaching."* –Michel Escoffier, Great-grandson of Auguste Escoffier and President of the Auguste Escoffier Foundation and Museum.

***About The Auguste Escoffier Foundation and Museum…***the Museum was founded in 1966 by Chef Joseph Donon and other friends and colleagues who had worked with Auguste Escoffier. The Museum is dedicated to perpetuating the memory and great achievements of Escoffier. The three main functions of the foundation are to grow and sustain the Museum of Culinary arts, to provide workshops that develop the culinary knowledge and expertise of chefs around the world, and to participate in and support historical and applied research with experts within the culinary arts and related hospitality fields. The Museum is located in the actual home where Escoffier was born, in the heart of the old village of Villeneuve-Loubet, near Nice, France.

**American Culinary Federation**
**Chicago Chefs of Cuisine, Inc.**
4318 River Road
Schiller Park IL  60176-1626

*"After reviewing the detailed online culinary academy curriculum and rich video tutorials presented by professional chefs, we can only wonder what Escoffier himself would have said.  Perhaps he would have exclaimed, 'this exceptional delivery is perfect for the novice and industry professional alike.'"*
*–Chef Chas Boydston, President*

***About the Chicago Chefs of Cuisine…***in 1925, the Chicago Chefs of Cuisine was founded and became a member of the American Culinary Federation in 1929. Since the very beginning, the ACF Chicago Chefs have been a part of many changes and achievements that have sculpted the landscape of Chicago as a Culinary Mecca to the Midwest and America.
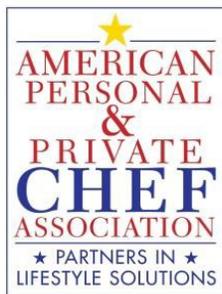
**American Personal & Private Chef Association**
4572 Delaware Street
San Diego CA  92116

*"We are pleased to endorse the Escoffier Online International Culinary Academy.  This contemporary method of culinary arts instruction is an ideal avenue for learning—not only for those entering the culinary profession, but for home cooks, as well." –Candy Wallace, Executive Director & Founder*

***About the American Personal & Private Chef Association…***APPCA is the largest professional personal and private chef trade association in the United States.  They represent personal and private chefs—giving them a professional posture that allows this growing industry to sustain and flourish. Their philosophy is simple – they promote the education and advancement of their membership in the personal and private chef industry, and the betterment of the industry as a whole.

**Les Dames d'Escoffier International**
**Monterey Bay Chapter**
25750 Carmel Knolls Drive
Carmel CA  93923

*"As members of the Les Dames d'Escoffier, an organization of professional women dedicated to the advancement of education in food, wine and hospitality, we are honored to be endorsing the Escoffier Online program using cooking techniques from the father of modern cuisine and the greatest chef who ever lived, Auguste Escoffier.  The program provides an exceptional opportunity to learn culinary arts through present-day innovative methods." –Mary Chamberlin, Founder & President Les Dames d'Escoffier International–Monterey Bay Chapter*

*About Les Dames d'Escoffier International…*LDEI is the premier organization of influential professional women who are committed to the advancement of education and philanthropy in food, beverage and hospitality, for the good of the global community.  The society is composed of 28 individual chapters across the United States, Canada, and the United Kingdom.  Its members are highly diversified and reflect the multifaceted fields of contemporary gastronomy and hospitality.

Students enrolling in a distance education program are expected to be self-motivated, goal-oriented, and willing to follow their instructors' instructions. They should be fluent in online learning technologies. They should also be willing to learn collaboratively, as part of their student cohort, and to reach out to their teacher when they need help. Prospective students may enroll anytime for a future start date. Enrollments for a current start date are accepted up until the day of the start. Late enrollments are not accepted.

**ADMISSIONS REQUIREMENTS:**

- Must be a minimum of 16 years of age
- Application for Admission
- EOICA Enrollment Agreement (inclusive of written permission of parent or guardian if under 18)
- Proof of High School Completion or Equivalent
  - Copy of High School Diploma
  - Official High School Transcript (or evaluated equivalent foreign transcript)
  - GED
  - Official College Transcript from a Completed Associate or Higher Degree Program
  - State Approved Home School Certificate of Completion
- Admissions Interview
- Application Fee (see Catalog Addendum for current fee) or approved Fee Waiver and documentation*

* Application fee waivers are available for students previously attending an Escoffier school or Escoffier program, Active and Honorably Discharged Military Personnel, or those with high school-issued waivers where applicable

**ADMISSIONS POLICIES:**

**Admission of Students with Criminal Convictions:**
Employers or agencies that accept our students for externship or those that may potentially employ our graduates may conduct a criminal and/or personal background check as well as require drug testing. Students who have prior felony convictions or serious misdemeanors, including those that are drug-related, may not be able to complete the externship which is a requirement for graduation from the program and may have difficulty securing desired employment. The decisions made by employers or agencies regarding externship or employment are outside of the control of Escoffier Online.

Escoffier Online International Culinary Academy cannot guarantee employment or salary. The institution reserves the unqualified right and absolute discretion to refuse admission to any prospective student who has been convicted of a violent crime or state or federal felony offense and upon any other basis not prohibited by law. The institution may consider the nature and seriousness of a crime, how long it has been since the conviction, and the potential employment placements available to the prospective student upon completion of the program in the determination of whether to admit a student with a conviction.

**Non-Discrimination**
Escoffier Online International Culinary Academy does not discriminate on the basis of: race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation, gender identity, status as a parent, marital status or political affiliation in the administration of its educational or admissions policies, financial assistance programs, job placement services, or any other institutional sponsored program. Admission of applicants is based solely on the potential of the applicant to succeed in the foodservice industry or benefit from the course of study.

**Non-English and/or Foreign Diplomas**
Prospective students applying to Escoffier Online International Culinary Academy who possess a non-English and/or foreign high school diploma (or its equivalent) will be required to have the credentials

evaluated by a NACES-member evaluation agency for equivalency to an US credential and may be required to provide a certified English translation and/or original document.

**English Proficiency**

Escoffier Online International Culinary Academy does not provide English-as-a-second language instruction. Students are required to speak English in classes that are taught in English. Students whose native language is not English are required to provide proof of English proficiency by one of the following:

- Demonstration of a Common European Framework Reference for Language (CERF) level of B2 or higher.  Examples include:
    - Test of English as a Foreign Language (TOEFL) with an Internet-Based Test (iBT) score of 65 or higher, Paper-Based Test score of 500 or higher, or Computer- Based Test (CBT) score of 173
    - International English Language Testing System (IELTS) with a level of 6 or higher
    - Cambridge English: First (FCE) grade of a C or higher or Cambridge English: Advanced (CAE) grade of a CEFR B2 or higher
- A grade of "C" or better in an intermediate ESL course
- Graduation from an English-speaking secondary institution
- Evidence of having completed 8 semester hours or 12 quarter hours with at least a "C" (70%) average at a USDE-recognized postsecondary institution in which English was the language of instruction

**Non-Degree Seeking**

A Non-Degree Seeking (NDS) Student is defined as a student who is *not* seeking a Certificate. An NDS Student may be accepted for individual courses of the Certificate Programs dependent on capacity or availability.  As an NDS Student, the individual will be responsible to fulfill the requirements of the registered course or program and must meet the prerequisites for any course prior to registration. Admission as an NDS Student is provisional and evaluated by the Director of Admissions on a case-by-case basis.  Students that enroll in any NDS courses will receive an Audit ("AU") grade for any courses completed or a Withdrawal ("W") grade for any courses dropped.

An NDS Student will not receive a Diploma.

Admissions Requirements for Non-Degree Seeking:
- Application for Admission
- EOICA Enrollment Agreement (Non-Degree Seeking option selected)
- Application Fee (see Catalog Addendum for current fee)

**TUITION, BOOKS, TOOLS AND FEES**

Please refer to the Catalog Addendum for current program tuition and fees.

Before starting each program, students will be informed of all costs related to these items. Students enrolled at Escoffier Online International Culinary Academy will pay actual shipping costs for program toolkits and uniforms mailed outside of the US.  Shipping costs are nonrefundable and will be added to the student account.  Students should contact their Admissions Representative if they have any questions about the toolkit or any other institutionally-provided materials.  Students will have access to a full list of needed course supplies upon enrollment; however, the most current supply list will be accessible as part of the course resources at least 1 week prior to the start of each program course.  Students are responsible for having all required equipment and are encouraged to check the current supply list prior to beginning each course to ensure they have all needed materials.

The list of any additional nonrefundable fees and related information is included in the Catalog Addendum. Students are subject to the fee amounts current at the time of assessment.

**PROGRAM PAYMENT INFORMATION**

Escoffier Online International Culinary Academy offers a variety of financing options for students to fund their tuition and fees. Students may pay tuition and fees by cash, check, money order, Visa, MasterCard, or approved financing sources. Fees may be assessed on late payments.

Students are expected to keep their accounts in good standing. Students who do not keep their accounts in good standing may be subject to adverse action. Actions may include removal and/or withdrawal from class where payment or acceptable arrangements may be required before a student is permitted to return. Severely delinquent accounts may be referred to an outside collection agency, and may also be reported to the credit bureau. A diploma will not be available until a student's account is current and official transcripts will not be issued until a student's account is paid in full.

**FINANCIAL AID RESOURCES**

Escoffier Online International Culinary Academy provides information regarding outside agency resources available to students. For a complete listing of current Scholarship & Grant Awards offered by EOICA, please visit the institution's website or contact the campus.

**CANCELLATION POLICIES**

A full refund of all institutional charges will be made to any student who cancels the enrollment contract within 5 calendar days after the enrollment contract is signed. Refunds due to the student within this cancellation period will be returned to the student in within 30 days of the cancellation notice.

Postponement of a starting date, whether at the request of the institution or the student, requires a written agreement signed by the student and the institution. The agreement will indicate the new start date and whether the postponement was for the convenience of the institution or the student.

If the course is not commenced, the student fails to attend by the new start date set forth in the agreement, or the student withdraws or is terminated during distance education trial period, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline in accordance with the institution's refund policy and all applicable laws and Rules concerning the Private Occupational Education Act of 1981.

## DISTANCE EDUCATION PROGRAM TRIAL PERIOD:

The first two weeks of any courses taken in a student's first block constitute the trial period for any distance education programs. After signing an Enrollment Agreement and up through the first two weeks of the distance education program, a student is considered to be conditionally enrolled. Students will be eligible to become unconditionally enrolled and matriculate to active status with the institution after meeting class attendance and academic progress requirements in all registered courses during the first two weeks of classes. Attendance requirements include posting positive attendance in the first two weeks of class by completing a minimum of 2 academic instructional activities per week during the trial period. Academic progress requirements include earning a grade of 60% or better in all registered courses by the end of the trial period.

Students who decide not to continue after the trial period may opt out with no further financial obligation prior to meeting class attendance requirements for their third week in their first block with the institution. Any student that cancels or is cancelled during the trial period will not receive any credit or permanent transcript record of any courses started during the trial period. Refund of any prepaid tuition and fees is subject to the Institutional Refund Policy. The institution reserves the right to cancel any student not meeting attendance or academic progress requirements during the trial period.

Students will indicate their intent to continue with their program by meeting class attendance requirements in the third week of their first block at which point the trial period will end. Students completing the trial period that meet class attendance requirements for the third week or after will be financially responsible for all associated course charges.

**INSTITUTIONAL REFUND POLICY**

1.  A full refund of all tuition and fees is due and refundable in each of the following cases:
    - An enrollee does not sign an enrollment agreement;
    - An enrollee is not accepted by the institution ;
    - A student cancels the enrollment contract within 5 calendar days of signing the enrollment contract;
    - If service is discontinued by the institution  and this prevents the student from completing the course or program

2.  If tuition and fees are collected in advance of entrance, and if after expiration of the 5-day cancellation privilege the student does not enter the institution  or withdraws from school during the add/drop period of the first module,  not more than $50 in nonrefundable administration fees shall be retained by the institution for the entire program.

3.  If tuition and fees are collected in advance of entrance, and if a student conditionally enrolled in a distance education program withdraws or is otherwise terminated during the trial period, not more than $50 in nonrefundable administration fees shall be retained by the school for the entire program.

4.  If a student enters a program and withdraws or is otherwise terminated, the institution may retain not more than $50 in nonrefundable fees for the entire program.  The minimum refund of the remaining tuition will be calculated using the following time-based refund schedule:

| Student is entitled to upon withdrawal/termination* | Refund |
|---|---|
| Within first 10% of program | 90% less cancellation charge |
| After 10% but within first 25% of program | 75% less cancellation charge |
| After 25% but within first 50% of program | 50% less cancellation charge |
| After 50% but within first 75% of program | 25% less cancellation charge |
| After 75% | NO Refund |

*Refundable tuition is the total course tuition minus the application fee*

5.  A student should review the requirements and process for withdrawing as posted in the catalog in the official vs. unofficial withdraw to follow the required process for withdrawing from the program.

6.  The effective date of the termination for refund purposes will be the earliest of the following:
    a) The date of receipt of written notice from the student or the date the institution is made aware that the student is no longer attending;
    b) Fourteen consecutive calendar days following the last date of attendance; or
    c) The last day of attendance, if the student fails to return from an excused leave of absence;

7.  Leaves of absence and published institutional holidays/breaks will not be counted as part of the scheduled class attendance.  Students will receive a full refund for any future courses billed but not attended.

8.  Any student who withdraws from the program due to active duty or active service will receive a full refund for any module not completed as a result of the call to duty.

9.  The policy for granting credit for previous training does not impact the refund policy.

10. All refunds will be made within 30 days from the date of termination.

**OFFICIAL AND UNOFFICIAL WITHDRAWAL POLICY**

A complete withdrawal is defined as dropping all classes for a given block. A student's *official withdrawal* date is defined as the date the Registrar receives a written signed notice, fax, or e-mail or other form of communication from the student that the student will no longer be in attendance in all of his/her classes.  For an official withdrawal, the effective withdrawal date is the date the institution receives notice from the student that the student is withdrawing from all classes.

An *unofficial withdrawal* is defined as a student who violates the attendance policy, fails to return from an approved Leave of Absence, or is otherwise administratively withdrawn from the campus. Escoffier Online International Culinary Academy will assume the student unofficially withdrew and will calculate refunds accordingly.  For an administrative or unofficial withdrawal, the effective withdrawal date is the last date of attendance.

Students should meet with a campus finance representative for a withdrawal evaluation before making a decision to withdraw or stop attending classes.

Any official or unofficial withdrawal will result in a "W" or "WF" grade being recorded on the student's academic transcript for any current courses according to the point in the course where the drop occurs.

Depending on the withdrawal date, the student may owe funds to the institution.  Students will receive an invoice for any balance owed to the institution.  Students have 30 days from the date the institution notifies them in writing to make payment arrangements.  The student is responsible for payment of any institutional charges resulting from the refund calculation.  Any refunds due to the student will be provided within 30 days of termination

**ACADEMIC CALENDAR AND CREDIT DEFINITIONS:**
A "block" is a period of 6 weeks over which a course is scheduled. Students may have 1 or more courses per block.

An "academic quarter" is a term consisting of a consecutive grouping of courses over a 12-week period of time. Programs are generally scheduled with a combination of 6-week and 12-week courses in every academic quarter. The academic quarter serves as an academic evaluation period for attendance and Satisfactory Academic Progress (SAP)

**TRANSFER OF CREDITS**
- Students interested in transferring from their current program of study to another program of study at the institution are required contact the Registrar to complete any required paperwork. Students who have earned credit in other Escoffier Online International Culinary Academy programs may, in some cases, transfer courses applicable to the new program as determined by the Executive Chef or Chief Academic Officer.

- Students interested in transferring coursework from another institution must supply an official college transcript from the institution from which they are seeking credit. Transcripts will be reviewed by the Registrar regarding transferability of credit. Considerations include, but are not limited to, the transferred course(s) having the same clock or credit hours and the content covering the same competencies. Transferred coursework must have been taken within the last five years. Only coursework with a grade equivalent to a "C" or better will be accepted. Acceptance of transfer credit is at the sole discretion of Escoffier Online International Culinary Academy. Transfer credit to Escoffier Online is not guaranteed unless by written agreement.

- Escoffier Online does not guarantee the transferability of its credits to any other institution. Students may request assistance with transfer of credit to other institutions in writing. Institutional assistance may include, but is not limited to, providing guidance and providing official transcript or course outlines.

**ADD/DROP PERIOD**
Within the add/drop period students are allowed to make modifications to their schedules without incurring any academic or financial penalty. The add/drop period for any new students starting a program is fourteen (14) calendar days to coincide with the Distance Education Program Trial Period. For all other students, the add/drop period of each module is seven (7) calendar days.

**ATTENDANCE REQUIREMENTS & POLICY**
Attendance is an extremely important part of the programs and mandatory at the Escoffier Online International Culinary Academy. The curriculum structure for each program builds on the learning and hands-on experiences of the prior sessions. We expect that students will arrange their personal and work schedules to give proper priority to coursework. Students are expected participate in all course academic instructional activities to signify their attendance in class. For distance education courses, participation in academic instructional activities includes discussion boards, assignments, evaluations/assessments and live sessions.

Students that fall below 80% program attendance may be placed on attendance probation until attendance percentages reach or exceed 80%. If at any point it is not possible to complete 80% of the scheduled hours, the student will be dismissed from the program. The 80% attendance rate is exclusive of the externship course as students enrolled in an externship course must complete all course hours to fulfill course and graduation requirements.

Students who do not achieve satisfactory attendance in any course may earn a failing grade on their transcripts and may be required to repeat the course. Students who have been absent from all their scheduled classes for more than 14 consecutive calendar days, not including scheduled holidays or breaks, and/or students who officially withdraw from all current courses will be administratively withdrawn from the college.

Students who are dismissed for attendance may reapply for admission for the beginning of the next module. Attendance will be monitored daily and at the end of each module to ensure students are meeting attendance requirements.

## LATE WORK AND MAKE-UP POLICY

Any work submitted after 11:59:59 PM CT on the date due is considered late. All late work must be submitted within two (2) days of the activity due date to earn any credit.

- If an academic activity is up to two (2) class days late, the maximum possible grade value will decrease to 85% of original value;
- No credit will be given for any work if it is more than two (2) class days late.
- Assignments in the last week of any course are not eligible for late work credit as all academic activities must be completed before the end of the block unless approved by the Chief Academic Officer

Students are expected to meet all deadlines. Extensions may only be given at the instructor's discretion, in the event of certain unforeseen circumstances. Students must communicate to the instructor if unforeseen circumstances arise, prior to the due date of any academic activity, or as soon as reasonably possible. If a student fails to communicate to the instructor prior the due date, the student may not receive an extension. Students who know they won't be available to complete academic activities when they're assigned should let their instructor know, and complete those assigned activities ahead of time.

Requests for extensions will be handled accordingly:

a.  If a notice of a legitimate need for an extension is received a week or more in advance, the situation will be addressed on a case by case basis.
b.  If an unforeseen circumstance such as death of a family member, illness, injury, or family emergency results in a missed due date for any assignment, project, quiz, or exam, documentation to validate the circumstance may need to accompany any request for an extension. Contact your instructor to determine what, if any, documentation is necessary.

Some academic activities may not be subject to extension of due dates due to time or other restrictions. An extension is not guaranteed and therefore students should immediately contact the instructor or campus to discuss any individual situation.

## INCOMPLETE (I) GRADES

A grade of Incomplete may be assigned for a course when circumstances beyond a student's control -- such as death of a close relative, illness, injury, or family emergency -- prevent the student from completing the course work on time.

The student must be able to achieve a letter grade of at least a "C" (70%-79%) or a passing "P" grade in order to request an Incomplete from the Chef Instructor. Arrangements must be made to complete the outstanding work within two weeks of the end of the course of study. If no arrangements are made or outstanding work completed, the student will receive "0" points for any outstanding work and the Incomplete (I) grade will be converted to the grade the student earned based on the work completed in the course.

## GRADING SYSTEM

Students in all programs are observed and graded based on participation in discussion boards, assignments, quizzes and exams to cover material from readings and lectures. Specific grading criteria for each course activity will detailed in the course space in the Online Campus and in the syllabus for each course.

Students will receive a final grade for each course. Both course activity grades and final grades will be typically available within 48 hours of the completion of the course or graded activity. In the event of an apparent error in a grade, it is the student's responsibility to contact the instructor to make the appropriate correction.

Students withdrawing from a course before the end of the first week will have the course removed from their transcript. Students should be aware that attendance will be removed for any course completely removed from the transcript. Students who withdraw from any course after add/drop period but prior to last week of the course will receive a "W" for any dropped course on their transcripts. Students that withdraw from any courses during the last week of class will receive a "WF" grade for any dropped course on their transcripts.

Grade reports are available to students through the Online Campus. A student's cumulative grade point average is calculated as follows: Earned quality points are calculated for each course by multiplying the quality point value for the grade received for the course times the credit hour value of the course. The cumulative grade point average is calculated by dividing the total earned quality points by the credit hours completed. The chart below describes how each grade impacts a student's cumulative grade point average:

| Letter Grade | Description | Quality Points | Included in Credits Attempted | Included in Credits Earned | Included in CGPA |
|---|---|---|---|---|---|
| A | 90-100 | 4 | Yes | Yes | Yes |
| B | 80-89 | 3 | Yes | Yes | Yes |
| C | 70-79 | 2 | Yes | Yes | Yes |
| D | 60-69 | 1 | Yes | Yes | Yes |
| F | 0-59 | 0 | Yes | No | Yes |
| P | Pass | N/A | Yes | Yes | No |
| I | Incomplete | N/A | Yes | No | No |
| W | Withdrawal | N/A | Yes | No | No |
| WF | Withdraw-Fail | 0 | Yes | No | Yes |
| PR | Proficiency Credit | N/A | Yes | Yes | No |
| TC | Transfer Credit | N/A | Yes | Yes | No |
| AU | Audit | N/A | No | No | No |
| L | LOA | N/A | No | No | No |

## LEAVE OF ABSENCE

Any gap in your training is always discouraged. Certain mitigating circumstances may arise which might necessitate a student's prolonged absence from the institution. Any student requesting an official Leave of Absence (LOA) must submit the request in writing to the academic department and must include the reason for the requested LOA, an effective date, anticipated return date, and student signature. The written request must be submitted in advance of the leave of absence unless unforeseen circumstances prevent the student from requesting in advance. In the case where advanced request is not possible, but an LOA is reasonable, the campus must secure the request from the student as soon as the circumstances allow. Members of the academic leadership team consider leaves on a case-by-case basis. Failure to return as scheduled without written notification and approval of an extension will result in dismissal. A student may submit multiple Leave of Absence requests but the total time on leave of absence may not exceed 180 days in any 12-month period. Students who are on a LOA will not have access to coursework in the Online Campus until returning from the approved leave.

**Effects of a Leave of Absence**

Students who contemplate requesting a Leave of Absence should consider the following factors that may affect their eligibility to graduate within the maximum program time frame:

1. Students returning from a Leave of Absence are not guaranteed that the course required to maintain the normal progression in their training program will be available at the time of requested reentry.
2. Depending on the program, students that go on leave during a course may have to wait to return from an LOA for the course to be offered and may need to return at the point where they left off.
3. Students will be required to repeat all courses from which they elect to withdraw from, prior to receiving a final grade.

## SATISFACTORY ACADEMIC PROGRESS

Satisfactory Academic Progress (SAP) standards are used to measure progress toward graduation. The standards are applied to all students, regardless of status. Failure to maintain Satisfactory Academic Progress (SAP) may result in dismissal from the institution.

**Measurement Periods**

Student Satisfactory Academic Progress will be reviewed by the administration at evaluation points of every twelve weeks to correspond with the end of each academic quarter.

**Three Measures of the Standard**

There are three components of the SAP requirements that all students must meet to remain an active student.

1) **Qualitative Standard (GPA)** – In order to meet the qualitative standard for SAP, students must maintain a minimum cumulative GPA (CGPA) that corresponds to the specific point of the program noted in the tables below. The cumulative GPA (CGPA) will be reviewed at every evaluation point.

| Certificate Programs | | |
| --- | --- | --- |
| Maximum Timeframe: 78 credits | | |
| Credits Attempted | ROP | CGPA |
| 0 – 16 | 67% | 1.5 |
| 17 – max allowed credits | 67% | 2.0 |

2) **Quantitative Standard (Rate of Progress)** – A student must receive passing grades in a minimum of 67% of all courses. Courses receiving grades of W, WF, F, and I are not considered completed hours or credits but are considered attempted hours or credits for calculation of the rate of progress. The Rate of Progress (ROP) will be reviewed at the same evaluation point as the cumulative GPA.

3) **Time Frame Standard (Maximum Number of Credit or Clock Hours)** – A student may attempt a maximum of 150% of the total number of credit hours required for his/her program. A student who exceeds this maximum without successfully completing all coursework will be dismissed from the institution. Furthermore, a student whose progress to date will not enable him/her to graduate from the program within this maximum timeframe will be dismissed from the institution.

**Number of Credit Hours Earned or Attempted**

This standard requires students to successfully complete (with letter grades of A, B, C, D, or P) a minimum of 67% of the total number of credit hours attempted for each academic quarter. Attempted hours include all credit hours in which a student is enrolled at the end of the add/drop period. Letter grades of F, WF, or W will not be considered as credits successfully completed or earned but will count as credits attempted. Students who repeat a course for any reason should be aware that each time you enroll in a course it counts as an attempt, but only one attempt is considered earned. Repeated courses will have an impact on the student's ability to complete their program within the required maximum time frame.

**Effect of Transfer Credit on SAP**
Credit that has been transferred into the institution by the student is included in the Rate of Progress calculation. However, this credit has no effect on the grade point average requirement for SAP. Transfer credit is also considered when computing the maximum timeframe allowed for a program of study. When a student elects to change a program or enroll in an additional program or higher credential at Escoffier Online International Culinary Academy, the student's earned credits and grades will be transferred into the new program as applicable, including transfer credit. Credits earned at the school in the original program of study that apply to the new program of study will be used when computing grade point average, rate of progress and maximum timeframe. Transfer credits from another institution that are applicable to the new program of study will not be calculated in the grade point average but will be considered as credits attempted and earned in the maximum timeframe and rate of progress calculations.

**Failure to Meet Satisfactory Academic Progress**
Escoffier Online International Culinary Academy shall place a student making unsatisfactory academic progress for a program at a progress evaluation period point on **SAP Warning** for the next academic quarter. When a student is placed on SAP Warning, that student will be notified, and the date action taken and terms of the warning shall be clearly indicated on the appropriate permanent records. When placed on SAP Warning, a student must improve his/her academic performance so as to be removed from SAP Warning by the next evaluation point. A student who fails to be removed from SAP Warning by the next evaluation point will be dismissed from the institution.

**Appeals and Probation**
If a student is dismissed from the institution for failing to make overall Satisfactory Academic Progress, the student may appeal the decision by submitting a letter of appeal to the Executive Chef. The letter must describe the extenuating circumstances that caused the student to be unable to meet SAP and must be accompanied by documentation of the circumstances. Such circumstances are limited to the death of a close relative, illness, injury, and/or family emergency. The letter must also describe what will change in the student's situation and explain how the student will be able to meet SAP if allowed to continue in the program. The appeal must be submitted within five (5) calendar days of receiving notification of the SAP violation.

A Progress Review Committee will act upon the student's appeal within five (5) school days of the filing of the appeal. Students with a pending appeal will be able to continue attending class(es) until the appeal decision has been rendered. If the appeal is successful, the student will be placed on **SAP Probation** and will be required to agree to and sign an academic plan that states the particular benchmarks that must be achieved to regain Satisfactory Academic Progress by the next evaluation point.

A student that fails to make overall Satisfactory Academic Progress at the next evaluation period will be dismissed unless the student is meeting the requirements set forth by the academic plan. A student that meets the academic plan will be allowed to continue for a maximum of one academic quarter. If a student continues to fail to meet SAP, the student will be dismissed. If at any point, it can be determined that it is mathematically impossible for a student to meet the minimum requirements, the student will be dismissed from the school.

An academic plan, if warranted by a successful appeal, will outline the measures that may be taken to regain Satisfactory Academic Progress. The plan may require a student to retake courses in a prescribed sequence, participate in advising sessions with the Executive Chef or appointed academic resource, and meet specific grade or progress requirements. A copy of the student's academic plan will be retained in the student record and reviewed at the midpoint and end of the evaluation period. A student, who fails to regain SAP according to the terms of their academic plan, will be dismissed from the institution at the end of the evaluation period.

Students with a grade of Incomplete are eligible to continue attending if the following conditions are met:

- The student is otherwise making Satisfactory Academic Progress, which may include being on probation.

- The time needed to make up and complete the coursework is within the program's maximum timeframe for completion.

## FAILURES AND COURSE REPEAT POLICY

No student is permitted to graduate from the Escoffier Online International Culinary Academy with a cumulative GPA less than 2.0. In addition, all courses must be passed with a grade of "D" or better.  A student must repeat any course in which he/she has earned a "W", "WF, or "F" grade. The student will be responsible to pay for costs associated with repeating the course, not to exceed the credit per hour rate. Students will be charged a fee to repeat a course as indicated in the version of the Catalog Addendum that is most current when the course is repeated. When a student repeats a course, the grades earned for both courses appear on the student's transcript.  However, only the highest grade earned is factored into the student's grade point average.

## EXTERNSHIPS

In keeping with the Escoffier Online International Culinary Academy's objective to provide practical culinary experience, the institution requires an externship for all its programs. An e*xternship* is a training program that is part of the course of study and is taken in a commercial foodservice business as approved by the Escoffier Online International Culinary Academy.

All students are required to submit an Externship Agreement to Career Services.  The Externship Agreement is a contract between the externship employer and student.  The Externship Agreement should be submitted by the student before the student's externship begins but received no later than with the first timesheet.  Copies of the Externship Agreement are distributed by Career Services.

Externship hours are compiled weekly.  If timesheets are not received after two weeks, a student may be withdrawn from the program for lack of attendance.  Students are also required to post weekly assignments on the Online Campus in order to remain an active student during the externship.  A student must complete all required externship course hours and submit all required coursework to receive a passing grade in the course.  Completion of all externship hours and a passing grade are part of the graduation requirements.

## ESCOFFIER EPORTFOLIO

Each student will have access to their own Escoffier ePortfolio via the Escoffier Student Portal (Online Campus). The Escoffier ePortfolio is where students can document their work and progression in their program by uploading photos and documents to demonstrate their culinary, pastry and management skills. Students will have permanent access to their portfolio and can share it with peers and employers.

## GRADUATION REQUIREMENTS

The requirements, which must be met by students to be considered for graduation from their program, are as follows:

1) Completion of all program hours or credits with a minimum cumulative GPA of 2.0 or better
2) Completion of all required program externship hours

## DIPLOMA

Students who complete all program requirements and meet all financial obligations will receive a diploma signifying the graduation from the completed certificate program.

**Certificate Program in Baking and Pastry**

The Certificate in Baking and Pastry gives students the skills and experience they need to enter the hospitality industry. Students are qualified to pursue entry- to mid-level jobs as bakers, pastry cooks, or assistant pastry chefs in hotels, restaurants, bakeries, country clubs, and other foodservice establishments.

Students learn essential skills for working in the foodservice industry. Escoffier Online International Culinary Academy emphasizes not only baking but also professional skills. Hands-on practical assignments in the curriculum allow students to practice a wide variety of classical and modern baking and pastry methods and techniques that help prepare students for entry-level positions in a professional kitchen. In addition, students learn the theory behind these techniques that promotes a deeper understanding of the science of baking and patisserie. From this understanding, students learn to bake a variety of items or prepare desserts without directions, recipes, or rote procedures. As students hone their skills, they develop their palate and learn how to understand taste and comprehensively analyze flavors. The professional skills covered in the curriculum include menu planning, sourcing, sustainability, management, employee training, safety and sanitation, and food cost control. This part of the curriculum offers students an introduction to business skills required to maintain a profitable foodservice establishment.

The program is made up of six-week and twelve-week courses organized into four twelve-week terms (48 weeks) and a six-week externship. Each course offers 6 distance learning lessons. Courses are accessed through the Online Campus learning management system and offer both weekly synchronous activities scheduled with instructors and asynchronous lessons that can be completed as a student's weekly schedule allows. The program concludes with an externship in a foodservice establishment that allows students to gain valuable hands-on experience in a professional kitchen environment.

Students will be awarded a Certificate in Baking and Pastry when the following have been met:
- Completion of 52 quarter credit hours
- Completion of 150 externship hours
- A minimum cumulative grade point average of 2.0

| Quarter (12 weeks each) | Block (6 weeks each) | Course Number -- Course | Clock Hours | | | | Quarter Credit Hours |
|---|---|---|---|---|---|---|---|
| | | | Classroom (Lecture) | Kitchen (Lab) | EXT | Total Hours | |
| 1 | 1 | CE115 – Introduction to Computers and Online Learning | 10 | 0 | 0 | 10 | 1 |
| | 1 & 2 | BK101 – Pastry and Baking Concepts and Foundations | 45 | 40 | 0 | 85 | 6 |
| | 2 | CE125 – Culinary Careers from Entry Level to Management | 30 | 0 | 0 | 30 | 3 |
| 2 | 3 | CE185 – Management by Menu | 30 | 0 | 0 | 30 | 3 |
| | 3 & 4 | BK121 - Patisserie | 45 | 40 | 0 | 85 | 6 |
| | 4 | CE165 – Food and Beverage Cost Control | 30 | 0 | 0 | 30 | 3 |
| 3 | 5 | CE155 – Facility Layout and Design | 30 | 0 | 0 | 30 | 3 |
| | 5 & 6 | BK161 – Artisan Baking | 45 | 40 | 0 | 85 | 6 |
| | 6 | CE225 – Entrepreneurship | 30 | 0 | 0 | 30 | 3 |
| 4 | 7 | BK141 – Confiserie and Frozen Desserts | 45 | 40 | 0 | 85 | 6 |
| | 8 | BK201 – Contemporary Pastry Arts | 45 | 40 | 0 | 85 | 6 |
| N/A | 9 (6 weeks) | EX201– Industry Externship | 10 | 0 | 150 | 160 | 6 |
| | | **Program Totals** | **395** | **200** | **150** | **745** | **52** |

## COURSE DESCRIPTIONS

The course numbering system consists of a two- or three-letter prefix that designates either the program of study or general education followed by three numbers all indicative of an undergraduate course.

BK = Baking and Pastry        CE = Culinary Education
CA = Culinary Arts             EX = Externship

### BK101 - Pastry and Baking Concepts and Foundations

This course begins with coursework concentrating on food safety and sanitation in the professional kitchen. The importance of proper hygiene, food handling and storage, cleaning, pest control and HACCP in a food service operation is explored. Students will learn some basic baking math, including measures and converting recipes. Students will become familiar with baking ingredients and be able to identify quality indicators. Students will practice the fundamental techniques of pastry and baking for some of the key products of the bakeshop.

Theory/Lecture hours: 45; Lab hours: 40; Total contact hours: 85;
Total Quarter Credit Hours: 6
Prerequisite: none

### BK121 - Patisserie

In the Patisserie course, students will delve into more complex pastries. Cakes are the main focus of this course, and students will learn about the classic mixing methods used to create a wide variety of American and European cakes and tortes. Students will also learn about various styles of cake decoration. Students will progress from the basics of cake assembly and icings and frostings to different intermediate decorating techniques and fine line piping. Throughout the course, students will learn the importance of production timelines for the bakeshop when making cakes and other products.

Theory/Lecture hours: 45; Lab hours: 40; Total contact hours: 85;
Total Quarter Credit Hours: 6
Prerequisite: BK101

### BK141 - Confiserie and Frozen Desserts

In this course, students will learn about products that, while not necessarily pastry items or baked goods, are important dessert staples and essential knowledge for the bakeshop. Students begin with the proper techniques in storing, melting, and tempering chocolate, as well as creating chocolate decorations. Students will then move on to sugar cookery and confections. Students will explore a variety of fruit desserts and petit fours. Students will end the course with lessons on frozen desserts, including ice cream and gelato.

Theory/Lecture hours: 45; Lab hours: 40; Total contact hours: 85;
Total Quarter Credit Hours: 6
Prerequisite: BK101

### BK161 - Artisan Baking

The Artisan Baking course provides the framework to understand the principles of creating a variety of specialty breads and dough products. After reviewing yeast production and learning the major steps of bread production, students will dive into the differences between lean and enriched yeast dough products. Students will also learn about yeasted laminated dough and puff pastry. Students will learn the principles of using starters and levains. Students will also create specialty holiday breads.

Theory/Lecture hours: 45; Lab hours: 40; Total contact hours: 85;
Total Quarter Credit Hours: 6
Prerequisite: BK101

**BK201 - Contemporary Pastry Arts**

The Contemporary Pastry Arts class highlights modern considerations in the baking industry. It starts by examining gluten-free, fat-free, and vegan baking, including the benefits of a Paleo diet. The effect of heat on certain nutrients and how that lends to using raw foods is explored. Students will study spa cuisines and the benefits of baking with super foods.

Contemporary dessert composition and practicing contemporary plating techniques are also components of the course. Farm to Table principles, local-based baking and the differentiation between organic and natural ingredients are also explored.

Theory/Lecture hours: 45; Lab hours: 40; Total contact hours: 85;
Total Quarter Credit Hours: 6
Prerequisite: BK101

**CE115 - Introduction to Computers and Online Learning**

Introduction to Computers and Online Learning is a course that prepares students for an online learning environment. The course covers a variety of tools essential to being an active learner, as well as larger practical skills related to navigating an online environment. Topics include online communications (email, forums, and related methods), submitting assignments online, how to use internet browsers, and navigating the campus portal. Students establish positive learning habits, including time management, active learning, and self-motivation

Theory/Lecture hours: 10; Lab hours: 0; Total contact hours: 10;
Total Quarter Credit Hours: 1
Prerequisite: None

**CE125 - Culinary Careers from Entry Level to Management**

This course covers the different types of commercial food service operations, and how to manage each using the principles of good service. Students study the hierarchy of management in food service, and the skills needed to succeed as a manager: training employees, motivating them, disciplining them, and creating a safe and positive work environment. The course also explores how to act responsibly and make decisions that benefit the company

Theory/Lecture hours: 30; Lab hours: 0; Total contact hours: 30;
Total Quarter Credit Hours: 3
Prerequisite: None

**CE155 - Facility Layout and Design**

This course teaches students about the logistics of managing the facility of a food service operation. Students will learn how to make use of equipment and space to ensure a safe and efficient work environment. Additionally, they will learn about the different needs of spaces in the back of house areas, including the kitchen, storage areas, and breakrooms. Finally, students will learn about the design principles that create the atmosphere in the front of house areas, and the special concerns of the dining environment.

Theory/Lecture hours: 30; Lab hours: 0; Total contact hours: 30;
Total Quarter Credit Hours: 3
Prerequisite: None

## CE165 - Food and Beverage Cost Control

Three out of five restaurants fail within five years of opening, often due to money mismanagement; this course gives students the skills to not only keep their restaurant in business but also turn a profit.

This course introduces students to accounting and managing budgets, especially as it relates to the hospitality industry. Students learn how to minimize costs and maintain a full range of customer services.

The course progresses from the fundamentals of culinary math into an overview of basic business accounting transactions, including accounts receivable and payable, ledgers, balance sheets, payroll and financial statements.

Theory/Lecture hours: 30; Lab hours: 0; Total contact hours: 30;
Total Quarter Credit Hours: 3
Prerequisite: None

## CE185 - Management by Menu

This course explores different types of menus and their applications. The course covers all aspects of menu planning and design, ranging from visual design to price analysis to making use of available resources. The menu is both a financial tool and a communication tool, and its use as both is explained. Students learn about both food and beverage menus.

Theory/Lecture hours: 30; Lab hours: 0; Total contact hours: 30;
Total Quarter Credit Hours: 3
Prerequisite: None

## CE225 - Entrepreneurship

CE225 is a culmination course in entrepreneurship. This course covers such topics as business planning, recognizing opportunities, developing strategies, and marketing. The crucial step of financing your venture is also covered. For the final course project, the student will produce and present a complete business plan for a food service operation.

Theory/Lecture hours: 30; Lab hours: 0; Total contact hours: 30;
Total Quarter Credit Hours: 3
Prerequisites: CE125; CE165; CE185

## EX201 – Industry Externship

This course provides opportunities for real life experiences in an operational restaurant or related business and builds on the skills and techniques covered in previous courses. In the course, students apply the skills they've learned in practical ways to real-world situations. Students gain hands-on experience in the kitchen that mirrors their future work in the industry and develop the skills necessary for a culinary career. Immersion in a work environment also allows students to develop industry contacts and build working relationships.

Theory/Lecture hours: 10; Externship hours: 150; Total contact hours: 160
Total Quarter Credit Hours: 6
Prerequisites: Completion of all other program courses with a 2.0 or higher GPA unless permission is granted by the Executive Chef or Chief Academic Officer

**ESCOFFIER STUDENT PORTAL (ONLINE CAMPUS)**

The Escoffier Student Portal (Online Campus) is the starting point for your culinary educational experience at the Escoffier  Online International Culinary Academy.

Upon enrollment approval, students will have access to the virtual gathering place for our students – the Online Campus.  The  Online Campus  is  a  student's most valuable  information source and the connection  to  the EOICA  community. It is the place where students can access their courses, attend live events, view culinary and pastry resources, access and compile their Escoffier ePortfolio, connect with students and staff, and much more!

The Online Campus contains copyrighted material that may only be accessed by our students. Students are expected  to protect the Online Campus intellectual property. The Online Campus and its content *may not be copied, sold, or distributed.*  Its use is subject to  federal  and international copyright laws.

Student access to the  learning  materials contained  in the  Online Campus  will be available as long as the student is in an active status.  Access will be terminated for students that withdraw or temporarily suspended for students on an approved Leave of Absence.

A student's access to the student portal may be suspended due to delinquency on payments to the institution.

**ORIENTATION**

Orientation is designed to introduce beginning students to Escoffier Online International Culinary Academy and the online learning platform.  Through participation in the online Orientation, students will learn to navigate in the Online Campus and will also be introduced to EOICA policies and procedures. Students will complete an interactive study planning.  Orientation is mandatory and all new students are required to attend Orientation prior to accessing their first course.

**TECHNICAL REQUIREMENTS**

- **Browser:**  Google Chrome or Mozilla Firefox
  Enable the following: Cookies, JavaScript, Flash Player
- **Internet Connection:** Broadband high-speed internet
  Download speed: 25 mbps (or higher)
  Upload speed: 6 mbps (or higher)

  Check your connection speed at: https://fast.com
  *Please note: If your internet speed is lower than the following recommendations, you may experience long load times and media buffering.*

- **Operating System:** Windows 7 or greater, Mac OSX or greater, Chrome OS
- **Computer Processor:** SSE2 compatible Dual Core 2GHz or higher
- **Computer Memory:** 4 GB RAM or greater
- **Screen Resolution:** 1024 x 768 minimum
- **Accessories:** Microphone, speaker(s), keyboard, mouse/trackpad, and device with 5+ megapixel camera

## STUDENT SERVICES

Escoffier Student Services can be reached through the Online Campus Helpdesk ticketing system, or by calling/texting the department.  Department staff can answer questions regarding technology, equipment shipments, and other issues not related to instructor assigned work.

Escoffier Online International Culinary Academy provides technical support to assist students in accessing program information via a ticketing system through the Online Campus. This includes  support in accessing EOICA websites and troubleshooting features specific to our site. This  support, however, does not include providing personal computer troubleshooting (i.e., computer freezes, browser problems, internet connection problems); assistance with third-party websites (i.e., correcting HTML issues for participants on our Online Campus Lab and/or social networking websites); or support with non-EOICA  products or programs.  Individuals submitting a request outside of technical support hours can expect a response to any tickets within 12 hours of submission.

Escoffier Online International Culinary Academy makes available to students a 24/7 counseling service, Well Connect, by Student Resource Services.  Students are encouraged to contact Student Resource Services for any needs that may prevent the student from being successful.  This includes, but is not limited to, issues regarding balancing work, school and life, relationship and parenting concerns, stress and anxiety, legal concerns, drug counseling, financial hardship, etc.

Students are encouraged to take advantage of this free 24/7 student service at 1-866-640-4777.

## CAREER SERVICES

One of the benefits of the online programs at Escoffier Online International Culinary Academy is the flexibility afforded to students to continue or seek employment while they are engaged in their studies.  An Escoffier education is meant as the springboard to a career in the foodservice industry.  For those that need or want assistance, EOICA career services staff is ready to help with résumé-writing, the job application process, and interview guidance, along with industry referrals, networking opportunities, job listings, and more.  All certificate programs offered by the institution provide skills designed to assist in career advancement, such as résumé writing and interviewing skill development opportunities and include staff that will assist with the externship process.  Employment and externship decisions are outside the control of Escoffier Online International Culinary Academy.

**Escoffier Online International Culinary Academy does not guarantee employment.**

## LEARNING RESOURCES

Escoffier Online International Culinary Academy provides students with a number of video resources, which they have free access to while enrolled in the program. The Escoffier library includes videos demonstrating general cooking methods, specialized techniques, and individual recipes. Students also have electronic access to the textbooks used in their courses.  For research, students can access several publications related to the culinary field and hospitality industry.  These and other learning resources can be found in the campus portal.

## GRIEVANCE POLICY

Full consideration will be given to complaints and grievances which are submitted by students concerning any Escoffier Online International Culinary Academy policy. The complaint/grievance procedure is intended to provide a formal means for resolution of complaints.

Any complaint/grievance must follow the procedure outlined below. A student must initiate the formal complaint process no more than 10 days from the date and time of the alleged event. Any grievance filed over 10 days past the event will not be considered.

If applicable, a student should first attempt to resolve any course related issues with the course instructor. In general, grievances are initially handled in an informal and confidential manner. Feedback, inquiries, concerns, or complaints directed toward institutional programs, policies, or procedures should first be directed to compliance@escoffieronline.com.  The institution will provide an initial response of receipt within 48 hours and ask for additional information as needed.  Complaint resolutions may take up to 30 days depending on the nature of the complaint.

If any of these matters still remain unresolved, the student may direct, by letter, a formal complaint to the Campus President.  If a grievance is not satisfied, the student may appeal in writing to the Advisory Board, which will rule on the issue at their biannual meeting.

Complaints may be brought to the attention of the Division of Private Occupational Schools online at http://highred.colorado.gov/dpos or by phone to (303) 862-2723. There is a two-year statute of limitations from the last date of attendance for the Division to take action on a student complaint.

Illinois residents may register complaints in writing with the Board of Higher Education at the following address:
Illinois Board of Higher Education
Division of Private Business and Vocational Schools
431 East Adams, Second Floor
Springfield, Illinois 62701-1404

Information regarding reporting complaints may be obtained through the IBHE website (www.ibhe.org) or by calling (217) 782-2551.


## RULES OF CONDUCT

*In general, students are expected to:*
- Adhere to attendance rules.
- Prepare appropriately for class and lab exercises.
- Follow directions of chef instructors and staff.
- Be respectful to faculty and staff.
- Be respectful to other students in discussion spaces
- Keep track of their own make-up and externship hours, fill out the required forms and submit **on time** to appropriate institution officials.
- Cheating and/or plagiarism may result in immediate dismissal from the Escoffier Online International Culinary Academy.

We strongly encourage students to carefully review the terms of the Escoffier Student Portal Agreement for conduct expectations, guidelines, and rules.

**ACADEMIC INTEGRITY**

The student agrees to abide by the following standards of academic integrity. Failure to adhere to the standards of academic integrity could result in student dismissal.

- All assignments, creations, recipes and other information collected and submitted as part of their program work must be prepared by the student. Any alteration(s) must be clearly documented. Data must not be falsified in any way. Violations of this standard constitute fabrication and could result in student dismissal.
- Students may only collaborate within the limits prescribed by course instructors. A student may not complete any portion of an assignment for another student. Students may not claim as their own work any portion of an assignment that was completed by another student.
- Students may not provide or receive information about a quiz to another student. Violations of this standard constitute collusion.
- Students must adhere to the guidelines provided by course instructors for completing coursework. Violations of this standard constitute cheating.

Violations of the Escoffier academic integrity policy include:
- Unsanctioned collaboration or using unsanctioned materials in an academic evaluation
- Sharing one's username and password, or otherwise assisting another student in academically dishonest actions
- Passing off another person's work as one's own
- Failing or neglecting to cite the ideas or works of others when used
- Bribing, threatening, or coercing others with the intention of changing grades or academic evaluations

To help ensure the authenticity of student work, our classes use a variety of assessment types, such as quizzes, research projects, threaded discussions with classmates and the instructor, oral presentations, and live discussion through videoconferencing. In addition, for practical courses, students will be required to post visual identification with their assignments.

Students violating the academic integrity policy may be given a failing grade in the course or dismissed from the program.

**DISMISSAL DUE TO POLICY INFRACTIONS**

A student will be subject to disciplinary action and may be dismissed due to institutional policy and conduct infractions. Repeated failure to abide by the rules of conduct is grounds for dismissal.

**Students may be dismissed for failure to:**
- meet attendance policies
- meet the minimum standards for academic progress
- meet the minimum conduct standards of the institution
- fulfill their financial obligations according to their agreement with the institution.

## REENTRY

A student that was dismissed due to violation of the attendance policy may be eligible to petition to reenter at the start of the next quarter. Any student wishing to reenter should contact the Registrar's office to initiate the reenter process. A reentering student is subject to current program tuition and fees. Students seeking to resume studies over 365 days from the date of withdrawal should contact the Admissions office to determine next steps.

A student whose enrollment was dismissed for unsatisfactory progress may petition to reenter after a minimum of one quarter. This does not circumvent the approved refund policy.

A student who is dismissed from the institution must sit out for at least one quarter – unless the student successfully appeals the dismissal and is placed on probation or is following an academic plan. A student that has been dismissed due to failure to make Satisfactory Academic Progress must appeal. If the appeal is approved, a student must have a meeting with the Chief Academic Officer before registering for any course to complete an academic plan. Upon re-admittance to classes and as a condition of the academic plan, the student must regain Satisfactory Academic Progress by the next evaluation point by meeting all three measures of progress. A student who fails to regain Satisfactory Academic Progress under this condition will be dismissed from the institution without the recourse of reentry.

A student that was dismissed due to violation of conduct standards or failure to fulfil financial obligations should contact the campus to determine eligibility for resuming studies with EOICA.

## STUDENT IDENTITY VERIFICATION PROCESS

Students are assigned a secure login and password for authentication; this information is required to access to the student portal, which contains all courseware. Students also agree to the Escoffier academic integrity policy, which states that the work they submit is their own. This policy is on every syllabus as well as indicated in this catalog.

## STUDENTS WITH DISABILITIES POLICY

It is important that the student notify the institution of any accommodations needed as a way of assisting the student to become successful in his or her course of study. The institution will endeavor within reason to supply the needed resources.

## STUDENT CONSUMER INFORMATION
*Federal Student Disclosure Requirements*

Regulations promulgated by the United States Department of Education to implement changes made to the Higher Education Act of 1965 (HEA), as amended, by the Higher Education Amendments of 1998 (1998 Amendments) require the disclosure of financial assistance and institutional information to students under the student financial assistance programs under Title IV of the Higher Education Act of 1965, as amended (Title IV). The following institutional information is annually disclosed: campus crime reports, drug and alcohol policies, FERPA (Family Educational Rights and Privacy Act) Rights, Copyright Policy and Satisfactory Academic Progress Policy and Graduation Rates. These policies and information are distributed annually and available at any time upon request through the Registrar or Student Finance Offices. Under the regulations, the Escoffier Online International Culinary Academy annually distributes to all enrolled students a notice of the availability of financial assistance and institutional information required to be disclosed pursuant to the Higher Education Act amendments and pursuant to the Family Educational Rights and Privacy Act (FERPA) which governs access to student educational records maintained by educational institutions and the release of information from those records.

**FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)**
The Family Educational Rights and Privacy Act (FERPA) is a federal law designed to protect the privacy of a student's educational records.  Because EOICA is a post-secondary institution, the rights described in FERPA belong to the students at the institution, rather than the parents.  The term "student" as used in the following FERPA policy applies to currently enrolled and former EOICA students who were accepted, began attending classes, and either graduated, withdrew or did not graduate.  Questions about FERPA or FERPA rights should be addressed to compliance@escoffieronline.com.

**Student Rights Under FERPA**
Students have the right to inspect and review their educational records according to the following procedures:

- Request amendment of their educational records - Students may ask the institution to amend a record that they believe is inaccurate or misleading.  They may submit a written request for amendment of their record(s) to the Registrar, specifying whey they believe the record is inaccurate or misleading. The Registrar will notify the student of the decision made on the request for amendment.
- Consent to disclosure of their educational records – The exceptions to disclosure of student records only with written consent are noted below.
- File a complaint with the US Department of Education-Individuals who have questions about FERPA or who wish to file a complaint should contact:

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**Family Policy Compliance Office**
**U.S. Department of Education 400 Maryland Avenue,**
**SW Washington, D.C. 20202-5920**

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**Procedures to Inspect Educational Records**
Students should submit to the Registrar, a written request, which identifies as precisely as possible the record or records he or she wishes to inspect.  The Registrar will make the needed arrangements for access as promptly as possible and notify the student in writing of the item(s) and place where the records may be inspected.  Access will be given in 45 calendar days or less from the receipt of the request.

When a record contains information about more than one student, the student may inspect and review only the records that relate to him or her.

**Refusal to Provide Copies**
EOICA reserves the right to deny official transcripts or copies of records not required to be made available by the FERPA in the following situation: the student has an unpaid financial obligation to EOICA.

**Disclosure of Education Records**
EOICA will disclose information from a student's education records only with the written consent of the students, **EXCEPT**.

1. To school officials who have a legitimate educational interest in the records.  A school official is defined as:
   a. A person employed by EOICA in an administrative, supervisory, academic or research, or support staff position.
   b. A person employed by or under contract to EOICA to perform a special task, such as an attorney, auditory or financial aid consultant.
2. A school official has a legitimate educational interest if the official is:
   a. Performing a task that is specified in his or her position description or by a contract agreement.
   b. Performing a task related to a student's education.
   c. Performing a task related to the discipline of a student
   d. Providing a service or benefit relating to the student or student's family such as health care, counseling, job placement or financial aid.

3. To officials of another school, upon request, in which a student seeks or intends to enroll.
4. To certain officials of the U.S. Department of Education, the Comptroller General, and state and local educational authorities in conjunction with an audit, review or evaluation of compliance with education programs.
5. In connection with a student's request for or receipt of financial aid, as necessary to determination the eligibility, amount or conditions of the financial aid, or to enforce the terms and conditions of the aid.
6. If required by a state, law requiring disclosure that was adopted before November 19, 1974.
7. To organizations conducting certain studies for or on behalf of the school.
8. To accrediting organizations to carry out their functions.
9. To comply with a judicial order or a lawfully issued subpoena.
10. To appropriate parties in a health or safety emergency.
11. The records of a disciplinary proceeding conducted by EOICA against an alleged perpetrator of a violent crime will be disclosed to the alleged victim of that crime without the written consent of the alleged perpetrator.
12. To parties requesting directory information, if a student has not provided a written request for the non-disclosure of such information.

**Directory Information**

Escoffier Online International Culinary Academy designates the following items as Directory Information:

- Student name
- Local, permanent, and email addresses
- Telephone Number
- Date and Place of Birth
- Major Field of Study (Program)
- Participation in Officially Recognized Activities
- Dates of Attendance
- Expected Graduation Date
- Enrollment Status
- Degrees, Awards, and Honors Received
- Most recent previous school attended

EOICA may disclose any of those items without prior written consent, unless notified in writing to the contrary by the tenth calendar date following a student's program start date.

**EQUAL OPPORTUNITY IN EDUCATION AND EMPLOYMENT**

It is the official policy of EOICA that no person shall, on the grounds of race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation, gender identity, status as a parent, marital status or political affiliation be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program, activity or employment.

The statements set forth in the catalog are for informational purposes only. The provisions of this document/publication are not to be regarded as an irrevocable contract between the student and the institution. The institution reserves the right to change any provision or requirement at any time within the student's period of attendance.