



Student Handbook

2023 - 2024

**215 Beecham Drive - Pittsburgh, PA 15205
412-521-6200 – fax 412-521-2520
www.RosedaleTech.edu**

School Philosophy

Mission: The mission of Rosedale Technical College is to enable students to obtain employment in positions related to the trade industries using hands-on training programs aligned with industry needs and effective student services designed to promote student success.

Vision: We are the engine of our regional economy by providing genuinely valuable hands-on training which adapts to meet the needs of employers. We unlock the energy of our students and provide the spark of knowledge which gives our students the confidence to change their lives.

Values: RTC values a student-centered approach in everything we do. We also value continuous improvement and self-development along with honesty, humility, and enthusiasm.

Catalogs, Addenda and Consumer Information and Disclosures

Information about the College's accreditation, licensing facilities, programs offered, admissions requirements, financial aid services, and other institutional standards and requirements are available in the College Catalog. The catalog is published annually and updated throughout the year with addendums as needed.

Consumer information and disclosures related to the following can be found by visiting <https://rosedaletech.edu/consumer-information/>. Student-Right-To-Know Act – Graduation Rates, Retention Rates, and Placement Rates, Drug and Alcohol Abuse Prevention Information, CLERY (Campus Security) Act – Annual Campus Crime Statistics and Security Report, Timely Warning and Emergency Notifications, Emergency Response and Evacuation Procedures, Family Education Rights and Privacy Act (FERPA), Title IX, VAWA, & Act 16, College Navigator Website, Code of Conduct for Education Loans, Student Diversity College Navigator Website and Net Price Calculator.

Availability of Employee for Dissemination Purposes: Additional consumer information can be requested via email, phone, or in-person at the College to the responsible department or College President.

Financial Aid

Rosedale Technical College is committed to providing students and their families with the best financial aid information and processing alternatives available regarding student borrowing. In support of this, and in an effort to rule out any perceived or actual conflict of interest between Rosedale Tech officers, employees or agents and education loan lenders, Rosedale Technical College has adopted a Code of Conduct which is available from any Financial Aid Officer. For additional information on Financial Aid matters such as: Awarding of Title IV Funds, Credit Balances, NSLDS, Rights & Responsibilities of Students Receiving Financial Aid, Terms & Conditions for Title IV Student Loans, Verifications, etc, see the Financial Aid Department.

Rosedale Technical College defines an academic year as two (2) semesters.

Student Success Center

The Student Success Center coordinates and monitors each student's program progression and offers students support services to aid in their success while attending school and entering into career fields such as relevant coping skills, general development, retention strategies, academic and attendance monitoring and advising, testing and tutoring services, career advising, student safety and well-being, and information concerning housing, transportation, child care, and any other personal obstacles that may interfere with schooling.

An Academic Services Coordinator is available to assist students in arranging tutoring, academic support, and disability accommodations. Additionally, the Academic Services Coordinator monitors student progress and facilitates a Mentor Program that provides a one-on-one relationship where faculty/staff (Mentor) provides guidance to a student (Mentee), leading the student toward success in his/her education. The mentor serves as a role model and resource, offering solutions to academic questions and frustrations, and referring the mentee to other resources the school provides when needed.

Career Advising: The College does not guarantee to find employment for graduates, but offers full assistance to help guide graduates seeking employment. Career advising includes assistance in finding full-time employment opportunities upon graduation and part-time options while attending classes. Students may also participate in career fairs, mock interviews, employer presentations and field trips, and other career exploration activities. Students are

able to meet with Student Success Coordinators to discuss personal employment preferences and goals, review resumes and interviewing skills, and setup interviews. Information regarding the types of employment obtained by students is available.

Career Advising Student Expectations: A release form will be signed before employers receive copies of all transcripts and resumes.

Students are expected to alert the Student Success Center of any off-campus interviews. Their absence will be marked as an interview event. The student is still responsible for the make-up time.

When a student receives a job offer and accepts it, it is his/her responsibility to communicate the offer with someone from the Student Success Center.

All employers who visit the campus are to be treated with respect. Students who travel to employer locations should act as professionals in transit and on location.

Student Success interviews are held before the student graduates. All students must have the Interview either in person or via email/text. Texts will be sent out when the interviews are scheduled. Students do not need to wait until this time to seek career advising assistance.

Students with violations on their motor vehicle record, criminal backgrounds, or inability to pass a drug screen may have difficulty securing employment. If a student has employment concerns, it is best to disclose information and begin career advising with the Student Success team as soon as possible.

Disability Services: At the college level, students are expected to advocate on their own behalf in a timely manner to the Academic Services Coordinator, (412-521-6200 x 121). Students must request specific accommodations, provide recent documentation completed by a recognized authority, engage in interactive process, obtain approval letters for approved accommodations, notify faculty about approved accommodations, notify the Academic Services Coordinator if there are problems or additional needs. All information shall remain confidential unless the student provides written authorization. Students should not assume information discussed with a funding agency, staff member, and/or faculty member has been relayed to each faculty member or Student Success team member. Rosedale Technical College is approved to train individuals who are

referred and funded by the Pennsylvania Office of Vocational Rehabilitation and is also approved for Veterans Rehabilitation enrollees.

Since the outcome of each program is to prepare the student for entry level employment in specific fields, learning objectives, outcomes, and assessments cannot be altered. Academic standards will not be altered, but the mission of disability services is to create equal opportunity for access. In some instances, the College is limited on the services or accommodations it may provide in specific instances of assessments regulated by outside agencies, for example, Commercial Driver License examinations, State Inspection examinations, EPA tests, etc.

Advising: Any school Director, staff member, or faculty members can assist with the identification and resolution of academic and personal concerns. Also, all active students have free access to Washington EAP services, a confidential advising program that provides professional assistance with personal issues. Washington EAP which is an external firm contracted by the College to provide various kinds of support services to Rosedale students. Students contacting Washington EAP remain confidential. The College receives only summary information from Washington EAP, such as how many students have used the service. Washington EAP is able to help locate local resources to assist students in dealing with various issues including finances, child care, family, medical, time management, and more. Personal advising is also available.

Student Activities: The College offers a wide variety of activities that support the student's efforts at the College and provides the motivation for success. On average there is an activity scheduled once a month, most of which could be considered seasonal activities. However, there are dedicated reoccurring activities that focus on student's success and fulfilling their career objectives. Any and all of the College policies are in effect for any school related activities held off campus grounds.

Some of these activities include: Career fairs, graduation ceremonies, orientation activities, monthly in-house student activities, student focus groups, and tool agent activities.

Voter Registration: Rosedale Technical College encourages everyone to register to vote. Each year during Constitution Day activities, the College encourages students who have not registered to vote to complete a voter registration form.

The National Mail Voter Registration Form can be obtained from the U.S. Election Assistance Commission (EAC) website. The EAC website is a comprehensive resource for information on the federal elections process and includes voting resources for uniformed service members, the Federal Post Card Application, and voter registration – 800.0438.8683. Additionally, these forms are available from the Student Success Center and the National Mail Voter Registration Form is available at their website by visiting www.eac.gov/voterresources or by calling ECA at 866-747-1471.

Lost & Found: Property found on campus should be turned in to the Student Success Center or tool room. Individuals who have lost property on campus can check with the Student Success Center or tool room to see if it has been recovered.

Education Policies

Attendance: Attendance is vital to student success, not only in achieving academic success while enrolled in school, but also in developing good work habits and appeal to prospective employers. Students are expected to be punctual and attend all scheduled classes in their entirety.

A student may be subject to disciplinary actions up to and including termination if they exceed maximum attendance violations within any semester as follows, 10 Absences, 10 late/early departures, and 10 Partial Absences. Truck Driving students must have a minimum of 97% attendance to complete the program and be eligible for testing. For Truck Driving students, attendance will be assessed based on minutes absent from scheduled courses.

Truck Driving students may visit the Student Success Center to discuss make-up time. Make-up time cannot be done on days when time is missed or during regularly scheduled class time. Students must be completing work for their courses or will be assigned work. Behind-the-wheel time is not available for make-up time. Make-up time does not affect grades, but is reflected in overall attendance. Students who regularly miss class can be denied the opportunity to make-up time.

The College may excuse a student absence. The College can request documentation to justify an excused absence and can deny an absence to be excused if excused absences become excessive. An absence may be excused for the following reasons: Personal illness, quarantine under the direction of a

health officer or College official, personal medical appointment or appointment of a custodial child, funeral services for a member of the immediate family, personal court appearance, prior College approval for employment related absences, observance of a religious holiday or ceremony with advance notice to the College, personal military obligations or other reasons that are within the discretion of school administrators. Students should communicate special circumstance needs ahead of time or in the event of an unforeseen circumstance immediately following the absence. Students should strive to schedule appointments, commitments, and vacations outside of regularly scheduled class time.

Attendance is also a factor of a student's grade. Each day is assessed out of 4 points. A student is awarded points based on the following designations: Present – 4/4, Unexcused Absence – 0/4, Unexcused Partial Absence – 2/4, Excused Absence – 3/4, Tardy/Early Out – 3.5/4

Students are expected to be present and on time for class every day. Classrooms may be locked after the class begins. Late students may need to wait for a scheduled break to enter the classroom. Tardy/Early Out is missed time within 15 minutes of a classes start or end time. Students absent the majority of a scheduled class may receive an absent designation. A student's attendance designation is marked at the discretion of the instructor. In addition to losing attendance grade points due to an absence, other grades may also be impacted such as lab/shop grades or assignments/assessment grades.

Attendance for asynchronous learning will be assessed based on student login history and work completion. Attendance for synchronous learning activities will be assessed by student presence.

Students consecutively absent for 2 weeks without communication to the Director of Education will be administratively withdrawn from school.

Student Withdrawal: To officially withdraw, a student must notify a representative of the Student Success Center and complete the exit process which includes finalization of the student's record with the College. The College encourages the student to withdraw in person and meet with financial aid, but accepts written or verbal notification. The official withdrawal date will be the date the College receives notification of the withdrawal or the last day of attendance.

Upon official withdrawal, grades will be recorded on the transcript as “W” (withdraw). RTC does not consider absence from class an official notice of withdrawal. A student who stops attending class for 2 consecutive weeks without communication will be administratively withdrawn will receive the grade of “W” (withdraw).

Transfer of Credit Policies and Articulation Agreements:

Transferring Credits to Other Institutions

Rosedale Technical College measures its programs on a credit hour basis. A credit hour is a unit of measure, not necessarily an indicator of transferability of credit. The receiving institution, rather than the training institution, decides whether to accept credits for transfer. However, the College does not guarantee transferability of credits to any other college, university or institution, and it should therefore not be assumed that any courses or programs described in this catalog can be transferred to another institution. Any decision on the comparability, appropriateness and applicability of credits and whether they should be accepted is the decision of the receiving institution.

Transferring Credits to Rosedale Technical College

Applicants with previous education and/or training will be considered for advance standing. The amount of advance standing will be determined by the College. This also pertains to students who desire to re-enter the College. The maximum allowable transfer credit from an outside organization is 50% of the total program. To receive credit, the student must have earned a minimum grade of “C”. Official transcripts must be received 2 weeks prior to the program start.

Credit by Examination

Students who feel prior learning experiences and/or employment have given them the ability to demonstrate knowledge equivalent to the course objectives may submit a request to take an examination in order to fulfill the course requirement. Students will be required to show documentation of evidence of previous coursework or experience, such as a transcript of similar college-level credits, record of military study, certification or license, or written statements from employers regarding training or directly related work experience that qualify them for advance standing. Examinations may include written, oral, tactile, or any combination of these methods deemed appropriate for the course being challenged. Credit by examinations are not available for every course. Advance

standing exams cannot be given for courses already attempted and may only be attempted once. Students may not attempt more than ten percent (10%) of the required credit hours in their curriculum program by means of credit by examination. Requests for advance standing exams and examinations must be complete prior to starting a program.

Perkins Statewide Articulation Agreements

Articulation for advanced credit is made possible through Perkins-allocated postsecondary institutions, such as Rosedale Tech. Students who satisfy the state requirements can acquire postsecondary credits, which can be applied towards Rosedale Tech's diploma programs, or specialized associate degree programs. To view current advanced credit opportunities articulated with Rosedale Tech and secondary institutes, please see CollegeTransfer.net. Please contact Rosedale Tech's admission department with questions regarding the statewide articulation agreements.

Advanced Credit Agreements

An Advanced Credit Agreement is an official agreement between Rosedale Tech and a secondary institute, such as a high school, or a career and technical educational center. The purpose of these agreements is to offer the opportunity for high school students to earn course credits at Rosedale Tech. Applicants must meet the criteria spelled out in the individual postsecondary agreements. An Advanced Credit Agreement promotes a smooth transition from secondary education to postsecondary education and can reduce the cost of the student's education. Please see Rosedale Tech's admission dept. to see what secondary schools have agreements with Rosedale Tech.

BYOT: Bring Your Own Technology:

Students enrolling in all programs, except Truck Driving, are **required** to have a reliable electronic device, such as a laptop, netbook, or tablet with keyboard. Apple products are not always compatible with programs utilized in some courses and are not recommended.

The device should include the following: Keyboard, Headphones/ear buds, Wi-Fi connectivity, Internet browser, Ability to view PDFs, Camera/video capability, Minimum 4 GB RAM, USB ports for accessories & flash drives, Mouse (if not comfortable with touch pad), Minimum 10" screen, Protective Case, Battery life

that should last the majority of the class day, Microsoft Word, Excel, and PowerPoint.

Students with devices that do not have these programs will be able to request free access to Microsoft 365 through the Student Success Center.

Training is not provided for the use of individual devices. One of the goals of BYOT is for students to use devices that they are comfortable with and accustomed to using under a variety of circumstances. The College is unable to assist students with technical issues related to properly operating their own smart device/computer. In the event a student's device is in disrepair, a student may utilize the Student Success Center's computers onsite to complete course material. Device security is the responsibility of the owner. This includes malware, viruses, device theft, password security, damage from environment hazards and dropping. Students should not leave their devices overnight.

The College network system provides access to the Internet. Access is a privilege and requires that individual users act responsibly. Users must respect the rights of others: respect the integrity of the system and related physical resources; and observe all relevant laws, regulations and contractual obligations related to their use. Misuse of computing, networking, or information resources may result in disciplinary action, up to and including the loss of internet privileges, termination, or legal action. Misuse can be prosecuted under applicable statutes. Additionally, instructors may prohibit the use of devices in a particular situation, misuse, or distractions arise.

Students will utilize their devices to access the College's online learning management system, complete program specific certification training, complete course assignments, utilize programmatic web-based software or applications, refer to course materials such as textbooks or instructor resources, and complete assignments for general education courses.

Students who encounter issues with the online learning management system or accessing course materials should contact the Student Success Center.

Equipment Use: Computer hardware, software, training equipment, and other resources are the property of Rosedale Technical College and are intended for academic-related purposes only. College computer resources shall not be used for personal gain or profit or to access offensive or obscene material.

Copyright Infringement Policy: It is the policy of the College to respect the copyright protections given to authors, owners, and publishers under federal law including the Digital Millennium Copyright Act of 1998.

Copyright is legal protection for creative intellectual works, which is broadly interpreted to cover almost any expression of an idea. This can be in the form of text (including email and web information), graphics, photography, video and other media types, and software are examples of types of works protected by copyright. The creator or sometimes the person who hired the creator, is the copyright owner. Copyright infringement (violation) is the unauthorized or prohibited use of works covered by copyright law.

It is against the policy of the College for any student, faculty, staff member, or any worker at the College to copy, reproduce, share, or distribute any software, music, games, or movies on School computing equipment except as permitted under federal law. Willful infringement may subject a student or employee to discipline and can impact the privilege to use computing/information resources at the College.

Anyone found to have infringed a copyrighted work may be liable for statutory damages for each work infringed. Penalties for copyright infringement include civil and criminal penalties at not less than \$750 and not more than \$30,000 per work. Willful copyright infringement can also result in criminal penalties, including imprisonment of up to 5 years and fines of up to \$250,000 per offense.

Dress Code: Rosedale Technical College maintains an appearance code that encourages the professional development of our students, prevents disruption to the learning process and avoids safety hazards for our students. Safety shoes, long pants, and shirts with sleeves must be worn each day a student is in school regardless of class assignment unless enrolled in the Truck Driving program. Safety glasses must be worn at all times when in shop/lab areas.

Shirts: All students are required to wear official Rosedale Technical College attire on campus at all times. Shirts must be clean without excessive holes, tears or frayed edges and tucked (preferred) in to avoid injury and project a professional image. Each student is issued, during the first week of the classes, uniform items from the College and additional apparel is available for purchase through the Gear Store. Students are permitted to wear long sleeve shirts under their uniform shirt. Any article of clothing over a uniform shirt is acceptable if the

student is wearing an official Rosedale hat or tossle cap. Students MUST always have a uniform shirt on and cannot wear only a hat.

Workpants: Workpants and jeans need to be clean and presentable without excessive holes, tears or frayed edges and worn in an appropriate manner at the natural waistline with no revealing undergarments. Shorts, leggings, yoga/pajama/stretch pants and sweat pants are not acceptable. Pant length must be, at the minimum, to the ankles. Excessively long pant legs which drag on the floor are a safety hazard and not acceptable.

Footwear: All students must wear properly laced and tied steel toe/composite safety shoes. Students enrolled in the Truck Driving program are not required to wear safety shoes, but must be wearing close-toed shoes and are permitted from entering shop/lab areas unless wearing safety shoes.

Headwear: Safety glasses must be properly worn at all times in designated areas. Long hair should be tied back in a ponytail, tucked inside the shirt collar or confined under a hat. There are serious safety concerns with jewelry being worn in any lab area. Rings and earrings that dangle are never to be worn and all chains must be confined inside clothing.

Safety: Students may be required to utilize additional personal protective equipment (PPE) during certain activities or in addition to the school's uniform.

Students who do not comply are subject to disciplinary actions.

Assessments: Any student scoring below a 65% on a test is able to retake the test with a maximum score of 65% given. Missed tests with a valid excuse is assessed deducting 10% for each day late. Missed tests without a valid excuse will receive a zero grade for the initial test.

Vaccination Policy: The College does not require any vaccinations.

Independent Study: As part of Rosedale's values, we strive to have a student-centered approach while maintaining integrity and standards in our learning environment. While the College has structured and traditional methods to course completion and scheduling, we understand there are occasionally unique situations and opportunities for the College to work outside of normal procedures to assist students in completing their educational goals.

In these extenuating circumstances, a student can request opportunities and accommodations to display competencies of course objectives. A student may submit their requests via email or in writing to the Director of Education. Students who request special accommodations will need to explain the circumstances leading to their request along with expressing the confidence to demonstrate proficiency of course work and objectives in specified timelines and criteria with little to no assistance or supervision. Students should have an academic record to support this. Students will need to have access to technology or materials required to complete course work. Additionally, students are responsible for seeking assistance as needed and should do so without disruption to regularly operating courses or demands outside of normal instructor workdays. The College cannot guarantee approval of requests and needs to ensure standards are upheld. Written approval or denial will be provided to the student within 1 week of the initial request. An approval will be accompanied by an action plan that requires student acknowledgment.

For technical courses, hands-on proficiencies will require a student scheduling time to demonstrate their practical application of course objectives and outcomes. Due to the nature of some courses and course materials, not all courses may be eligible for independent student or alternative options.

Students may be required to complete assessments in-person at designated times. Specific certifications included in courses may not be obtainable to students who are taking courses in alternative manners.

Students may still incur tuition and lab fees while earning course credits through alternative manners. Students who receive funding through various agencies may be limited in accommodations.

Personal Property: The College is not responsible for damage or theft of any personal property. Upon graduation, withdraw, or termination arrangements must be made to remove any personal property from the College within 30 days or the property will be considered abandon and become property of the College.

Rosedale Property: Any student that damages, misuses, or loses any of the College's property can be held financial responsible for repair and/or replacement as well as face disciplinary actions up to and including termination.

School Publications: Students will receive copies of the College Catalog and Sexual Violence and Sexual Harassment Misconduct Policy. Students are subject to guidelines and policies outlined in those publications as well as this handbook.

Student Code of Conduct: The College is committed to the advancement of knowledge and learning and the development of responsible individuals. In meeting this commitment, the College has an obligation to provide a secure environment. Students are expected to respect the rights and property of others and to uphold appropriate standards of integrity and behavior. The Student Code of Conduct applies to any College activity, function, or event on or off campus or in a college-owned vehicle.

Each student is considered to be a responsible adult. As such, emphasis is placed on standards of mature conduct rather than on restrictions. However, any student who demonstrates an inability to conform to acceptable social conduct through disruptive behavior will be subject to disciplinary measures, up to and including termination from the program.

The College believes that every student is honor bound not to cheat or act dishonorably in or out of the classroom. Academic dishonesty is a serious offense because it undermines the bonds of trust among members of the campus community.

Should any criminal violations occur on campus or at College sponsored events off campus, the College has a legal obligation to report those violations to the appropriate law enforcement agency. In addition to being subject to possible criminal liability, a student violator may be sanctioned via the Student Code of Conduct.

The College will not waive its right to restitution or reimbursement for damages to its property or equipment. Therefore, prompt action will be taken to prosecute any claim against any person damaging or stealing school property.

Any student engaging in the following misconduct may be subject to disciplinary sanctions:

- Disruptive physical behavior or verbal interference with normal activities of the college community including classroom, offices, shop, and public areas

- Threats, physical or verbal abuse, obscene conduct, intimidation, harassment, or any conduct which threatens or endangers the health or safety of another person
- Possession of any weapon including but not be limited to any knife, cutting instrument, cutting tool, nun-chuck stick, firearm, shotgun, rifle and any other tool, instrument or implement capable of inflicting serious bodily injury. As part of training, students have access and may be required to utilize some items listed above. Those items, when used for their intended purposes, are not deemed weapons.
- Theft, defacement or destruction of College property or another's personal property on College premises
- Unauthorized entry to or use of College facilities, electronic resources, or equipment
- Alteration or unauthorized use of College documents.
- Intentionally supplying false information to the College
- Possession, sale, use, or being under the influence of alcohol, or illegal or controlled substances on campus or at College sponsored off campus activities. See College Drug & Alcohol Policy and Campus Crime Report.
- Gambling in any form, including the use of playing cards and dice. Subject to local statutes, activities such as raffles or drawings that benefit recognized campus organizations are permitted with the approval of the College Director
- Use of tobacco products, including cigarettes, e-cigarettes, pipes, and cigars, except in designated outdoor locations
- Failure to respond to reasonable instructions or requests by identified school personnel
- Serious insubordination towards any identified College personnel
- Excessive violations of school parking regulations

Vehicle Service: Rosedale Technical College believes that students learn best when they are able to work on real, live projects. For this reason, we have established a policy where members of the college community may bring in vehicles to be worked on by students, based on the procedures listed below.

- There is a limit of one (1) vehicle per student to be permitted on the college property for repairs at any time. In order to bring in a vehicle, the proper forms must be obtained from the Tool Room Coordinator, filled out completely, including signatures from the registered owner, and be

turned back in to the Tool Room Coordinator. The current vehicle registration card and proof of insurance must also be provided.

- There is to be no compensation provided for any repair work performed at the College. All labor must be free of charge. Any parts or materials necessary to repair the vehicle will be paid for by the owner of the vehicle. Small tokens of gratitude, such as baked goods or pizza, may be accepted by the students who worked on the vehicle, as long as the items are able to be consumed on the school premises by the end of the day.
- The College is not responsible for lost or stolen items on the vehicle. Due to limited space and safety reasons, keys for the vehicle must be left in the Tool Room if the vehicle is to remain overnight. Also, if work is not performed on the vehicle daily, it may be moved outdoors until work can be resumed on the vehicle.
- Vehicles left on the premises for more than 30 days may be considered to be abandoned, and are subject to towing at the owner's expense.
- Students may be prohibited from bringing vehicles in for repairs or maintenance based on scope and/or timeliness of the project as well as the student's academic or attendance performance. Students who desire to bring other motorized vehicles or equipment in for repairs/maintenance, must get approval from the College Director, Student Success Center, or another Director at the College.

Feedback & Communication

Surveys: Student surveys are conducted on a regular basis and designed to give the students an opportunity to share feedback regarding various departments and their educational experience. It is important for students to give honest, constructive feedback to assist the College in continual improvements. Students do not need to wait for a survey in order to share feedback and may do so at any time with a College administrator.

Text Messages: Students can elect to receive text messages from RTC and its employees regarding school events, information, and personal communications. Students should notify the Executive Assistant of any phone number changes. Students can opt out of this service at any time.

General Complaint Procedure: The College is committed to providing the best educational experience possible. To this end, we are always open to discuss any and all issues, problems or concerns with any student or group of students. While the College is willing to communicate with authorized individuals in regard to a student, it is best for students to self-advocate any complaints or grievances.

Students should be timely when expressing concerns with a faculty member or course in order to provide sufficient time to take corrective action. The College values continuous improvement and humility as core values and as such employees are prohibited from taking retaliatory action and are encouraged to take criticism constructively.

Students who have concerns with a staff or faculty member are encouraged to have conversations with that employee or the Student Success Center to attempt to clarify any misunderstandings, come to resolutions, or work at proposed solutions to issues.

If issues continue or are related to fellow classmates, the student should seek assistance from the Student Success Center, a department director, or College President.

The President of the College is the individual to whom questions or concerns may be directed regarding the college's satisfying the terms of the enrollment agreement.

Additionally, questions, concerns, or complaints may be sent to the attention of the: Board of Private Licensed Schools, Pennsylvania Department of Education, 333 Market Street, 12th Floor, Harrisburg, PA 17126, 717-783-8228 or

RA-HigherEducation@pa.gov

Schools accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC) must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please

direct all inquiries to: Accrediting Commission of Career Schools & Colleges, 2101 Wilson Blvd., Suite 302, Arlington, VA 22201, (703) 247-4212, www.accsc.edu. A copy of the ACCSC complaint Form is available at the school and may be obtained by contacting Student Success Center or front desk or online at www.accsc.edu.

Title IX: Title IX is a federal civil rights legislation that prohibits sex discrimination in any education environment. Our college is fully committed to a culture that prevents sexual harassment & violence and any form of discrimination.

Please refer to the College's Sexual Violence and Sexual Harassment Misconduct Policy for comprehensive information including information on anonymous reporting. Information can also be found by emailing help@rosedaletech.edu or visiting <https://rosedaletech.edu/title-ix>

To learn more, please contact the Title IX Coordinator by calling 412-521-6200, and asking for the Title IX Coordinator or emailing help@rosedaletech.edu.

Students who are more comfortable speaking to another Rosedale Technical College employee in lieu of the Title IX Coordinator are permitted to do so.

Discrimination Complaint Procedure: This procedure is limited to those complaints which allege discrimination on the basis of race, color, creed, religion, national origin, sex, sexual orientation, handicap, disability, or any other protected status. Harassment based on any of these characteristics is a prohibited form of discrimination and is a violation of college policy.

A complaint should include the name, address, and telephone number of the person filing the complaint, a brief description of the complaint and/or alleged violation of policy, law or regulation, and the date of the incident(s). It should be delivered to the College Director in written form.

This complaint procedure is available and applicable to any person who, at the time of the act(s) complained of, was a member of the school community. The college community includes, but is not limited to, students and any other individual enrolled or employed at the College. This would include full time, part time, or temporary administrators, faculty and staff, and all users of the college's services.

No individual shall be subject to penalty or retaliation in any way by a member of the college's community for his or her participation in this complaint procedure.

Drills: It is the College's policy to conduct periodic drills practicing emergency evacuations and lockdowns. Please reference the College's Emergency Response Manual for more information.

Clubs & Programs

Tech Vets is Rosedale Tech's Veterans club. The organization is open to any students, faculty and staff members that have served our country. Meetings occur every other month during lunch. Typically, there is a guest speaker sharing information that will benefit Veterans. For additional questions about Tech Vets please contact Student Services.

Rosedale Riveters is Rosedale Tech's female organization. The organization is open to all female students who are interested in helping encourage and support young women in the trades. The Rosedale Riveters represent and symbolize a positive image of women in the trades. Meetings occur every other month during lunch. For additional questions about the Rosedale Riveters please contact Student Services.

Tech Tokens are an employee reward system used to recognize an employee that has gone above and beyond their typical job duties. Tech Token nominations can be made by students or faculty and staff members by alerting any Director of the notable action.

Student Ambassadors acknowledge students for their academic, attendance, community service, or support of the College's mission, vision, and values.

Have a Question?

School Director

- The College Director is interested in your success and wants to know how you feel about your school. You may contact the College Director on any issue.

Your Instructor

- Questions about your grades and attendance
- Arranging extra help outside of class hours
- Arranging time to make up assignments

Student Success Center

- Questions about graduation requirements
- Problems that might interfere with your training
- Questions about the College rules and regulations
- Questions about your education, grades, or make up time
- Problems not solved by your instructor
- Questions about your job search
- Part-time work while attending classes
- Questions about parking permits or carpools
- Questions about books

Financial Aid

- Questions about your financial aid status
- Information on educational loans
- When you will receive your tools and safety shoes
- Questions about training agencies (i.e. TRA, WIB, OVR, Veterans)

Student Accounts

- Clarifying tuition and fees due to the College
- Payment Information
- Refund Checks

Admissions

- Clarifying the program as explained by your admissions representative
- To get College information for interested friends
- Questions about housing
- Interest in taking a second program

Marketing

- Ideas, projects, and articles for publication
- Public Relations or community service opportunities

ROSEDALE TECHNICAL COLLEGE

Code of Ethics

While technical skill is a must, the manner in which you use your skills is just as important as your ability to perform them. To this end, the staff and students of Rosedale Technical College have developed Rosedale technical acronym to enable you to have a successful career. PRIDE encompasses the following:

Professionalism: Professional performance is that type of behavior that produces confidence in your abilities from your employer, your customers, and co-workers. Doing the job right the first time, in a reasonable amount of time, and communicating clearly to customers and employers of the repairs needed or completed are all part of being a professional. A professional is respectful of his customer's concerns and acts responsibly.

Resilience: Have mental, emotional, and behavioral flexibility to adapt and overcome personal and professional difficulties and obstacles. Persevere to change thoughts and behaviors to grow your intellectual and personal self. Do not let set backs make you lose sight of your goals, instead you them for motivation

Integrity: Be honest when dealing with your employer and your customers. Of the five attributes, integrity reflects your moral code more than any of the others. You have chosen a career where applying your skills and good decision making is a must. Performing your duties in an ethical manner that conforms to professional standards can not only increase your own pride, but will gain for you the respect of your employer and your customers.

Diligence: Work to the best of your ability and develop a constant pace with which you and your employer are comfortable. That pace should allow for careful and skillful application of your knowledge and skills. Remember that careless work can not only cost you your job, but can also be a factor in causing accidents and perhaps loss of life. Your customers trust you to keep their equipment in safe operating condition.

Enthusiasm: Enjoy working in your profession, and show it. If you have chosen the right career then the eagerness and willingness to cooperate with the people that you will encounter will come easily. Consideration for others and their property will be second nature.

