



## STUDENT HANDBOOK

We at DirectCool Solution LLC wishes you success in achieving your career goals. We hope you, in a student capacity, will join our organization in our ongoing efforts in maintaining an outstanding and safe program. This handbook is designed to assist you in areas of requirements, policies, and procedures during your course of study in our HVACR program.

**The rules and policies identified in this handbook must be followed to remain in good standing within our HVACR Program.** Should you have questions or need clarification regarding the content of this handbook, please feel free to discuss it with your instructor or our assigned counselor. After reading through this program student handbook, you will be asked to sign a statement acknowledging that you understand its contents.

<https://directcoolsolution.com/student-handbook>

<https://directcoolsolution.com/catalog>

<https://directcoolsolution.com/store/ols/categories/online-courses>

## MISSION

In accordance with the overall mission and the strategic plan of DirectCool Solution LLC, we seek to provide a learning environment producing a quality HVACR course that ensures students complete their studies, enter the field of HVACR, and are responsive to the changing needs of the industry. With the focus of developing Technicians that are set apart from the average. Developing a mindset that sees the value and importance in one's craft while building a strong character and demand for accountability. Preparing students in a manner that gives them the desire to continue the development of their acquired skills. One that builds customer confidence.

## PHILOSOPHY

The HVACR faculty are committed to the philosophy, mission and core values of DirectCool Solution LLC and in doing so are dedicated to the preparation of students in the HVACR industry.

We believe that our faculty have the responsibility to plan, implement and evaluate the teaching-learning process and to provide those experiences to ensure best practices. The student should accept the responsibility for learning as the faculty serves as only a facilitator in the learning process.

## **ACADEMIC AND STUDENT SERVICES INFORMATION**

### **ATTENDANCE AND PARTICIPATION POLICIES**

The faculty believe that experiences in the online training venue cannot be adequately duplicated if a student is absent excessively. In addition, the program is designed to teach good work habits and safety practice, such as attendance.

Students must attend class at the time for which they are enrolled. Students who have a scheduling conflict must meet with the instructor/counselor immediately to discuss any conflict.

Any absences exceeding three days is considered excessive and will place a student on departmental probation.

If absences should exceed 10 days without a viable written reason, the student will be requested to withdraw from the program for excessive absences. Students not withdrawing will receive a failing grade.

### **ATTENDANCE EXPECTATIONS**

Attend each class/lecture meeting and arrive/login on time and stay the entire assigned class period. If an emergency arises that prevents class attendance, causes late arrival, or early departure, inform the instructor/counselor as soon as possible. Keep in mind that if you are absent, you cannot participate, and this will affect your grade. Failure to attend regularly may result in a failed course.

### **ABSENCES/TARDIES**

Absences will affect grades given on lab sheets, which could potentially lead to failure of course(s). Students are responsible for making up any work missed due to excused absences. Arrangements must be made with the instructor/counselor for make-up work to be submitted. A missed test is to be taken the first day back to class or before date of assignment closure. Workbook or other assignments are to be turned in/submitted the first day back to class. Tests and other work not completed or submitted the first day back will result in a "0" grade unless documentation of extenuating circumstances is provided on the first day back.

### **REPORTING ABSENCES**

Excused absences allow students to submit make-up assignments and missed tests. Types of excused absences or documented leave of absence (LOA) are doctor's notes, court requests, childcare issues, transportation issues, family emergencies, and other extreme circumstances approved by your instructor/counselor. Documentation for a leave of absence must be submitted prior to leave request approval.

Each student is responsible for his/her own medical care throughout the program year. If the student needs to make an appointment with his/her private physician, the student should try to schedule the time so that it does not conflict with the program schedule or class time. **You must provide documentation from a doctor to return to school if you have been absent due to an illness.**

## **SCHOOL-SPONSORED EVENTS**

A student missing class for a DirectCool solution LLC-sponsored event must provide documentation from the activity sponsor listing the event date, event time, and contact information for the sponsor or designated school official prior to the event.

## **TARDINESS**

Any tardiness after the first three will be counted as an absence. The instructor will advise and issue a written warning to students with excessive tardiness as tardiness affects grades.

Early departures from class will be counted as a tardiness.

## **COURSE/PROGRAM WITHDRAWALS**

1. DirectCool solution LLC reserves the right to request at any time the withdrawal or dismissal of any student whose health, conduct, excessive absences, personal qualities, and/or scholastic records indicate that it would make it inadvisable for the student to continue with the program.
2. If there is voluntary withdrawal from the program, the student should withdraw prior to the withdrawal deadline by submitting a request form from Enrollment Management. Withdrawal can only be achieved before the start of the program start date.
3. Withdrawal courses appear on the student's record with a grade of "O" Until a student has officially withdrawn, the student remains on the class roster and may receive a grade of "F" for the course(s).

## **PROGRAM DISMISSALS**

1. It will be the discretion of the program Coordinator, Director, Counselor and/instructor to recommend dismissal of a student who has shown evidence of unsatisfactory practical performance, failure to follow the code of student conduct, receipt of multiple written disciplinary forms, excessive absences, or flagrant violations of program policies.
2. If the student has an unresolved problem with his/her dismissal, then he/she may proceed with the academic grievance procedures. The guidelines for grievance procedures are outlined in the DirectCool Solution LLC Student Handbook

## **STUDENT ACCOMMODATIONS**

DirectCool Solution LLC is committed to maintaining an accessible online community and providing reasonable accommodations to qualified students, faculty, staff and visitors. Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990

prohibit discrimination in the recruitment, admission, and treatment of students with disabilities. Students with qualified and documented disabilities may request accommodations which will enable them to participate in and benefit from educational programs and activities. Students must provide appropriate documentation of the disability.

## **SCHEDULE CHANGES**

Program schedules are fixed unless redesigned by a blended situation within a 3<sup>rd</sup> party establishment. In the case of a 3<sup>rd</sup> party blended structure and schedule changes will be determined by the noted 3<sup>rd</sup> party.

## **ADVISING SERVICES**

DirectCool Solution LLC has a staff of professional advisors to help students make educational and career decisions, select courses, adjust to online training, understand transfer requirements, improve study skills, and develop personally and socially.

## **LIBRARY**

DirectCool solution LLC in association Cengage learning offers a large selection of books, print materials, audiovisuals, and electronic resources.

## **TESTING CENTER**

Current Testing Center guidelines, contact names and phone numbers, and websites for the national test providers can be accessed once the student qualifies. Testing centers are determined by region and time of testing.

## **TEXTBOOKS AND SUPPLIES**

Required textbooks and supplies and their costs may change without notice.

## **GRADE CHANGE POLICIES/PROCEDURES**

Students should discuss grade concerns with their instructor/counselor.

## **SCHOLASTIC DISHONESTY**

The HVAC Technology department follows the college's policies for scholastic dishonesty. Information is in Directcool solution LLC Student Handbook.

## **NON-DISCRIMINATION**

DirectCool Solution LLC prohibits discrimination, including harassment, against any student based on age, race, color, religion, sex, national origin, disability, genetic information, or veteran status in the administration of its educational programs, activities or employment policies. Students who believe they have been discriminated against or denied an accommodation to which they are entitled should follow the appeals procedure outlined in the Student Handbook.

## **TITLE IX SEXUAL HARASSMENT, SEXUAL ASSAULT, DATING AND DOMESTIC VIOLENCE, STALKING OR RAPE**

DirectCool solution LLC strives to maintain a work and educational environment free from discrimination, sexual harassment, stalking, dating and domestic violence, and related retaliation in accordance with applicable federal and state laws. Students may contact the Office of Student Services or counselor for assistance with reporting a complaint.

## **STUDENT COMPLAINT/GRIEVANCE PROCEDURE**

The HVACR department follows the college's policies for student complaints. Information is in the DirectCool solution LLC Student Handbook.

## **PROGRAM SPECIFIC RULES AND REGULATIONS**

- 1. An instructor must check and approve all projects. All projects are performed under supervision of an instructor and evaluated for a grade to monitor student's progress. No personal projects will be allowed without the prior approval of the instructor. Students completing projects without the permission/supervision of an instructor will obtain a verbal warning on the first offense and a written warning on the second offense. On the third offense, student will be removed from the program.
  
- 2. Students will be expected to do assigned online/practical work and projects. Refusal to conduct assigned work will result in the completion of a disciplinary form and a referral to the Dean of Instruction.
  
- 3. Students will be engaged in learning or practicing while online or in class (Blended).
  
- 4. Students are responsible for their own equipment, materials and supplies and should bring needed items to class each day. Using another student's tools and/or supplies without permission is prohibited. Students who do so will receive a verbal warning on the first offense and a written warning on the second offense. On the third offense, students will be referred to the Dean of Students and/or Dean of Instruction. DirectCool solution LLC is not responsible for lost or stolen equipment, materials, supplies, etc.

## **ACKNOWLEDGEMENT**

I HAVE READ THE DIRECTCOOL SOLUTION LLC PROGRAM STUDENT HANDBOOK. BY SIGNING BELOW, I INDICATE MY UNDERSTANDING OF AND WILLINGNESS TO COMPLY WITH DIRECTCOOL SOLUTION LLC PROGRAM POLICIES, RULES AND REQUIREMENTS.

I AM AWARE THAT IT IS MY RESPONSIBILITY TO READ THE DIRECTCOOL SOLUTION LLC CATALOG AND THE DIRECTCOOL SOLUTION LLC STUDENT HANDBOOK AND TO ABIDE BY ALL OF THE RULES AND GUIDELINES SET FORTH IN THESE DOCUMENTS.

---

STUDENT SIGNATURE

\_\_\_\_\_ DATE

\_\_\_\_\_ SEMESTER/YEAR

Emergency contact information

Name of contact

\_\_\_\_\_ Phone

number

Relationship to student

\_\_\_\_\_



I hereby grant DIRECTCOOL SOLUTION LLC permission to use my likeness in a photograph or a video in any and all of its publications, including outside billboards and websites, without payment or any other consideration.

I understand and agree that these materials, videos and photographs are the property of DirectCool solution LLC.

I hereby irrevocably authorize DIRECTCOOL SOLUTION LLC to edit, alter, copy, exhibit, publish or distribute these for purposes of advertising, marketing and publicizing DIRECTCOOL SOLUTION LLC's programs or for any other lawful purpose. In addition, I waive the right to inspect or approve the finished product, including written/physical or electronic copy, wherein my likeness appears. I also waive any right to royalties or other compensation, or considerations arising or related to the use of these photographic materials.

I hereby hold harmless and release and forever discharge DIRECTCOOL SOLUTION LLC from all claims, demands and causes of action which I, my heirs, representatives, executors, administrators or any other person action on my behalf of my estate have or may have in the future by reason of this authorization and release.

I am at least 18 years of age and am competent to contract in my own name and represent myself. I have read this document before signing, and I fully understand the contents, meaning and impact of this agreement.

---

Signature Date

\_\_\_\_\_ Printed Name

If the person signing is under the age of 18, their signature must be accompanied by that of a consenting parent or guardian, as follows:

I hereby certify that I am the parent or legal guardian of \_\_\_\_\_, named above, and I do hereby give my consent without reservation or further consideration to the foregoing on behalf of this minor child.

\_\_\_\_\_  
Signature of Parent/Legal Guardian Date

\_\_\_\_\_  
Printed Name of Parent/Legal Guardian Date

## Student Photo Release Form

\_\_\_\_\_  
\_\_\_\_\_

## PROGRAM STUDENT HANDBOOK

### DISCIPLINARY FORM

This form is used to document all forms of discipline and to verify student acknowledgement. A student may be sent home if an instructor deems it necessary for any form of misconduct and/or failure to follow the policies, rules and requirements set forth by the DIRECTCOOL SOLUTION LLC

#### Reason for Discipline:

\_\_\_\_\_ Failure to be neatly groomed/not always wearing the required clothing/protective wear

\_\_\_\_\_ Not completing clean-up duties.

\_\_\_\_\_ Not having an instructor check and approve all projects.

\_\_\_\_\_ Failure to do practical work/assignment.

\_\_\_\_\_ Failure to handle equipment and tools with respect and safety.

\_\_\_\_\_ Wasting materials/supplies and/or not handling safely

\_\_\_\_\_ Failure to report accident(s) and/or injuries to an instructor

\_\_\_\_\_ Inconsiderate conduct or not maintaining a safe environment

\_\_\_\_\_ Personal items left on the lab/shop floor

\_\_\_\_\_ Using another student's tools and/or supplies without permission

\_\_\_\_\_ Other \_\_\_\_\_

Your signature acknowledges this discussion. It does not indicate agreement or disagreement with this disciplinary action.

\_\_\_\_\_ SIGNATURE OF  
STUDENT DATE

\_\_\_\_\_ SIGNATURE OF  
INSTRUCTOR DATE

**Method of Discipline:**

- \_\_\_\_ Verbal Warning (1<sup>st</sup> offense; will be retained in the instructor's files)
- \_\_\_\_ Written Warning (2<sup>nd</sup> offense; extreme matters may be forwarded to Dean of Instruction)
- \_\_\_\_ Referral to Dean of Students or Dean of Instruction: (3<sup>rd</sup> offense)

Your signature acknowledges this disciplinary action. It does not indicate agreement or disagreement with the action.

\_\_\_\_\_ SIGNATURE OF  
STUDENT DATE

\_\_\_\_\_ SIGNATURE OF  
INSTRUCTOR DATE