

Course Catalog

& Student Handbook

THREE TIMES THE LOVE

Three Times The Love LLC.



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MISSION STATEMENT

Our mission is to develop well rounded, confident and responsible individuals who aspire to achieve their full potential. We will do this by providing a welcoming, happy, safe, and supportive learning environment in which everyone is equal, and all achievements are celebrated.

DIRECTORY

Name: Tiffany Parks, Owner/Program Director/Instructor
 Certified Medical Assistant Instructor, American Medical Certification Associations, 2019
 Certified Phlebotomy Technician Instructor, American Medical Certification Associations, 2019
 Certified CPR Instructor, American Red Cross, CPR Solutions, 2019

DESCRIPTION OF FACILITIES

Our facility is conveniently located near Ashley Street and South Georgia Medical Center and features Area for study sessions, an on-site CLIA waived laboratory, a skills room for technique simulations and demonstrations. Students will have access to high-speed WiFi internet, free parking, and additional equipment for skills refresher practice. Labs include IV practice arm and venipuncture kit, laptop for clerical competencies and online practice exams, CPR manikins, AED simulator, and student textbooks/workbooks. Room & board is not provided by our institution.

JOB PLACEMENT ASSISTANCE

Job placement assistance is available to graduates upon successful completion of the training program. Three Times The Love, LLC will provide resume review, interview coaching, and a list of currently posted job openings to connect qualified candidates with prospective employers. Although TTTL does its best to prepare students to obtain careers in the healthcare industry, completion of certificate programs does not guarantee employment. Background checks are completed prior to enrollment as this may prevent students from obtaining employment.

TRANSFER CREDIT

No transfer credit for previous education and/or training is granted. Three Times The Love, LLC makes no claim or guarantee that credit earned will transfer to another institution.

PROGRAM(S) OFFERED

MEDICAL ASSISTANT

- **Course Description:** This introductory course covers the theory, skills, tasks and techniques performed by the Medical Assistant and their correlation for caring for the patient in the ambulatory setting. Topics include infection control, anatomy & medical terminology, medical record keeping, and clinical skills including blood draws, vital sign measurement and more. Students will also learn to collect and prepare samples for lab testing.
- **Program Objectives:** This program will prepare students to assist physicians by performing functions related to both business administration and clinical duties of a medical office. Instruction in the business aspect includes insurance reporting, office accounting, and medical records. Clinical instruction includes preparation of the patient for examination and treatment, routine laboratory procedures and the use of the electrocardiograph machine. Upon completion, learners will be prepared to successfully challenge the national credentialing exam.
- **Courses required for completion:** Instruction will encompass both the administrative and clinical applications. The course requires study of anatomy and physiology, pathology, medical terminology, medical front office procedures, venipuncture, and EKG.
- **Hours Required:** Consisting of 192 hours of lecture, 72 hours of on-site skill lab, and 160 clock hours of externship. All hours are required to be completed. On the last day of class, students can choose to challenge the National Exam. When passed, this exam certifies students to work anywhere in the country.
- **Course Schedule:** lecture scheduled for Mondays & Tuesdays 8am-12pm. Students will be allowed to attempt clinical techniques in on-campus skills room/lab. The Program Director will provide student details of the clinical rotation site once confirmed, based on location availability and proximity to students. Weekly Lab/Clinical can be completed Thursday-Friday 8a-5p Externship Monday-Friday 7:45a- 4:45p Lunch 12:00p-1:00p
- **Weeks Required:** 24 weeks
- **Course Textbook/Materials:** *Course textbook/materials will be provided to student as it is included in the total price of tuition
 - SimChart* for the Medical Office, 1st Edition, \$144.99
 - Sherpath for the Medical Assistant* \$244.99
 - Evolve Learning Management System*
 - Kinn's The Medical Assistant: An Applied Learning Approach*, 14th Ed. ISBN-13: 978-0323581264, ISBN-10: 0323581269
 - eTextbook \$115.99 or Hardcover \$145.99
 - https://www.amazon.com/Kinns-Medical-Assistant-Learning-Approach/dp/0323581269/ref=pd_lpo_2?pd_rd_i=0323581269&psc=1

- Prerequisites: High School Diploma/GED
- Certificate of Completion presented to graduate by Program Director upon successful completion of all required courses.
- All Students must complete the on-campus lab and externship. self-study/preparation is not included in the 424 hours.
- MA Program Curriculum Content Areas & Objectives:
 - Week 1
 - CMA 100 Introduction to Medical Assisting • This course covers the roles and responsibilities of the professional medical
 - Week 2
 - CMA 102 Health Records • Privacy concerns, ethical behavior, legal scope of practice, patient education and community resources will be explored as each body system is explored
 - Week 3
 - CMA 103 Introduction to Anatomy & Medical Terminology • Students will apply various medical terms to anatomical directional references on the human body.
 - Week 4
 - CMA 104 Infection Control • Topics include infection control, medical & surgical asepsis, exposure control, sterilization techniques, and OSHA standards.
 - Week 5
 - CMA 105 Vital Signs • Students will learn the proper performance of vital signs, anthropometric signs, and additional screening procedures associated with particular types of office visits and body systems.
 - CMA 106 Physical Examination • Students will discuss the reason a complete physical examination is performed.
 - Week 6
 - CMA 201 Patient Coaching • Students will learn to prepare patients for a consultation.
 - CMA 202 Nutrition & Health Promotion • Students will learn examples of nutrients and calories in common food.
 - Week 7
 - CMA 203 Surgical Supplies & Instruments • Students will learn to prepare the room, prepare a sterile field, and prepare the patient for minor surgery.
 - Week 8
 - CMA 204 Assisting with Surgical Procedures • Students will learn about sterile gloving and preparing the skin for minor surgery.
 - Week 9
 - CMA 205 Principles of Electrocardiography • Students will learn to perform ECG and stress test.
 - CMA 206 Medical Emergencies • Students will learn to handling medical emergencies in the medical office.
 - Week 10

- CMA 301 Principles of Pharmacology • Students will learn drug categories and classifications. Drug actions, Drug forms, and Drug names will be included.
- Week 11
 - CMA 302 Pharmacology Math • Students will learn measurement systems, basic mathematics, and dosage calculations.
- Week 12
 - CMA 303 Administering Medication • Students will learn administering oral and non injectable medication.
- Week 13
 - CMA 304 Ophthalmology & Otolaryngology • Students will learn to examine and treat patient eyes.
 - CMA 401 Dermatology • Students will be provided with fundamental dermatology skills in medical dermatology.
 - CMA 402 Allergy & Infectious Disease • Students will learn about allergic reaction, immune system, and how they correspond with each other.
- Week 14
 - CMA 403 Gastroenterology • Students will learn about the digestive system.
- Week 15
 - CMA 404 Orthopedics & Rheumatology • Students will learn about patients joints disorders.
- Week 16
 - CMA 501 Neurology • Students will study treatments of disorders of the nervous system.
 - CMA 502 Behavioral Health Students will learn the connection between behaviors and health.
- Week 17
 - CMA 503 Endocrinology • Students will learn about the glands and organs that make hormones.
- Week 18
 - CMA 504 Cardiology • Students will learn diseases and conditions of the cardiovascular system.
- Week 19
 - CMA 601 Pulmonology • Students will discuss the windpipe to lungs.
- Week 20
 - CMA 602 Urology & Male Reproduction • Students will learn about the penis and scrotum.
 - CMA 603 Obstetrics & Gynecology • Students will learn about women and pregnancies.
- Week 21
 - CMA 604 Pediatrics • Students will learn about vaccinations in pediatrics.
 - CMA 605 Geriatrics • Students will learn about dementia.

- Week 22
 - CMA 701 Introduction to the Clinical Laboratory • Phlebotomy will be introduced and the rationale for screening tests and the ramifications of the results as they relate to a patient's state of health will be explored.
 - CMA 702 Urinalysis • Students will begin to learn about point of care testing.
- Week 23
 - CMA 703 Blood Collection • Students will learn about venipuncture.
 - CMA 704 Analysis of Blood • Students will learn about blood volume, circulation time, and clotting time.
 - CMA 705 Microbiology & Immunology • Students will begin to learn the sensitivity of the lab specimens.
- Week 24
 - Certification Exam Review
 - Make UP Work

PHLEBOTOMY TECHNICIAN

- Course Description: Participants enrolled in this program are prepared with the necessary skills to become a Phlebotomy Technician and discover first-hand what it takes to provide quality care for patients for testing and other medical reasons. Once the CPT preparation course and clinicals are complete, the participant is prepared to pass the written exam and skills evaluation. Passing the exam provides the participant with a national industry recognized credential and license as a Certified Phlebotomy Technician. The training also provides participants with soft skills training such as interview preparation, stress management, time management, and communication skills.
- Program Objectives: The objectives of this course are to train participants on the roles and responsibilities of Phlebotomy Technician, proper clinical techniques, and any additional skills or knowledge required to pass the national credentialing exam. This knowledge includes Professionalism and Regulatory Compliance, Infection Control and Safety, Patient Identification, Assessment, and Site Preparation, Equipment Selection and Maintenance, Collection of Blood and Non-Blood Specimens, and Safety and Infection Control. At the completion of training, participants will be fully able to demonstrate clinical procedures required for phlebotomy technicians.
- Courses required for completion: Students will be able to demonstrate knowledge of common elements required for certification. This will be measured by student achievement, weekly exam passing score, weekly skills evaluations, and a final examination administered by the instructor. Students will be also able to demonstrate compliance with laboratory policies and procedures for phlebotomy technicians throughout the length of the course. This is measured by an administered textbook exam that contains core elements of practice such as privacy, safety, dignity, and patient rights. Students will be able to demonstrate competence with all skills required for certification. This will be measured by an administered skills competency test given throughout the training that contains elements of required steps for practicum skills.
- Hours required: The training program consists of 48-clock hours of instruction consisting of online live lectures, self-study book work & research, quizzes & examinations and includes 56 lab skills training hours on site. Along with 40 Hours of externship. All hours are required to be

completed. On the last day of class, students can choose to challenge the National Exam. When passed, this exam certifies students to work anywhere in the country.

- Course Schedule: lecture scheduled on Mondays & Tuesdays 1pm-5pm. Students will be allowed to attempt clinical techniques in on-campus skills labs prior to attending scheduled skills training. Weekly Lab/Clinical can be completed Thursday-Friday 8a-5p. Externship Monday-Saturday 8a-8p
- Weeks required: 6 weeks
- All Students must complete the on-campus lab and externship. self-study/preparation is not included in the 144 hours.
- Course Textbook/Materials: *Course textbook/materials will be provided to student as it is included in the total price of tuition
 - Evolve Learning Management System
 - Phlebotomy: Worktext and Procedures Manual, 5th Ed. ISBN-13: 978-0323642668, ISBN-10: 0323642667
 - eTextbook or Paperback \$86.99
 - https://www.amazon.com/Phlebotomy-Procedures-Robin-Warekois-ASCP/dp/0323642667/ref=tmm_pap_swatch_0?_encoding=UTF8&qid=1662597693&sr=8-1
- Prerequisites: High School Diploma/GED
- Certificate of Completion presented to graduate by Program Director upon successful completion of all required courses.
- PT Program Curriculum Overview:
 - CPT100 Phlebotomy Fundamentals • Phlebotomy will be introduced and the rationale for screening tests and the ramifications of the results as they relate to a patient's state of health will be explored.
 - CPT 200 Safety & Compliance • Students will learn to handle medical emergencies in the laboratory.
 - CPT 300 Patient Preparation • Students will learn the proper performance of vital signs, anthropometric signs, and additional screening procedures associated with a particular body system.
 - CPT 400 Routine Blood Collection • Students will learn about venipuncture.
 - CPT 500 Special Collections • Topics include infection control, medical & surgical asepsis, exposure control, sterilization techniques, and OSHA standards.
 - CPT 600 Processing • Students will begin to learn about point of care testing.

ADMISSION POLICY

A participant is expected to read and do math at a minimum of an eighth-grade level. These skills are necessary to read precautionary instructions on equipment used in the training. The stated skills also ensure that each participant can determine the personal protective equipment needed for chemicals used in the training. Participants must complete the preliminary checklist to include background and drug screen.

- High School Diploma or GED
- Over the age of 18
- Clean background check (No felonies)

- Negative Hepatitis test
- Negative Tuberculosis (TB) test
- Immunization records (will only need if working at a hospital)

APPLICATION PROCESS & REQUIREMENTS

Prospective students may request an application by contacting the Program Director by telephone, website, or email. A high school transcript is required to review your application. Applicants may upload and attach an unofficial copy to the application or email to threetimesthelove18@gmail.com. Upon enrollment, an official transcript showing graduation date and criminal background check is required. Orientation is held at Three Time The Love LLC. Facility after registering for a program. During orientation you will have the ability to meet with your instructor, view the facility, and discuss policies. During orientation we will discuss what is expected of the students and instructor. Discuss Catalog and student handbook.

IMPORTANT CALENDAR DATES

MEDICAL ASSISTANT PROGRAM	FALL 2023	SPRING 2024
MA Classes Begin	9/25/23	4/1/24
First Day of Lab	10/3/23	4/9/24
Last Day of Lab	3/2/24	9/7/24
Last Day of Class (Final Grades Available Online)	3/4/23	9/9/24

PHLEBOTOMY TECH PROGRAM	FALL 2023	WINTER 2023	SPRING A 2024	SPRING B 2024
PT Classes Begin	9/25/23	11/6/23	1/8/24	3/4/24
Last day of class (Final grades available online)	10/30/23	12/11/23	2/12/24	4/8/24

HOLIDAYS OBSERVED

New Year's Day-Jan 1	Thanksgiving Day-Nov 24
Memorial Day-May 30	Day after Thanksgiving-Nov 25
Independence Day-July 4	Christmas Eve-Dec 24
Juneteenth-June 18	Christmas Day-Dec 25
Labor Day-Sept 5	New Year's Eve-Dec 31

ATTENDANCE POLICY & CLASS PARTICIPATION

Attendance will be taken at the beginning of each class meeting, capturing students' name, date and time of arrival and departure. Students are expected to attend all class meetings, as their attendance and participation is vital. Full credit will be earned for perfect attendance. Participation will be evaluated based on the student's engagement in the class, contribution to class discussions, evidence of having completed the readings and maintaining a positive attitude. It is crucial for students to arrive at class on time and be prepared.

Unapproved absence exceeding three occurrences will result in removal from the program and forfeiture of all monies paid. Approved absences (i.e. medical needs) will be given the option to make-up missed coursework or allowed re-admission based on policy.

TARDINESS

Three instances of tardiness exceeding 15 mins after the start of lecture or 30 mins after the start of Learning Lab or early leave (15 mins prior to the end of lecture or 30 mins prior to the end of lab) will count as one absence.

MAKEUP WORK

In the event of an absence, it is the students' responsibility to meet with the instructor and/or Program Director to arrange ways to make up the hours and assignments that were missed. Three Times The Love, LLC offers many days throughout the program that simply cannot be missed as courses are taught in sequential order. All classroom modules are locked and can only be accessed once all prerequisite coursework is completed. Students may complete missed coursework during self-study hours or opt to postpone program completion to withdraw & re-enroll in subsequent class (i.e. Spring or Fall term). If skills demonstration is missed, students may schedule individual sessions with Instructor, based on availability, for remediation, not to exceed more than three occurrences.

Extended absences require Director approval and make up work must be submitted to Instructor within 72 hours of absence approval. If absence exceeds two consecutive weeks, this work might have to be made up in the next available class section. The student will be allowed to withdraw & re-enroll into the next session to make up the work only one time before additional fees are assessed – not to exceed more than three occurrences. If the student fails to re-enroll for subsequent term, tuition will be refunded based on refund policy and last recorded day of attendance.

Canvas

Canvas LMS is an open-source Learning Management System that serves as a central hub for hybrid, and in-person classrooms. As a modern education tool, Canvas LMS connects teachers and educators to their students. Its easy-to-use interface facilitates a two-way flow of communication between instructors and learners.

CONDUCT & RE-ADMISSION POLICY

Professional behavior is required while on campus. Failure to follow the classroom conduct guidelines could result in expulsion from the program.

The following guidelines must be followed:

- Be seated and prepared to begin class by the start time indicated.
- Disruptive and disrespectful behavior will not be permitted. Foul, vulgar, or offensive behavior is not permitted at any time.
- Drinks and snacks may be permitted during classroom time, per your instructor.
- Respect the rights, privacy, and property of others. Vandalism and theft are immediate cause for expulsion and legal action.
- Students will be respectful towards all staff and students.
- Cell phones must be on vibrate during class and out of sight. Cell phones are not to be used in the classroom for calls, texts, browsing, games, etc.
- Dress code in the classroom is appropriate casual and comfortable attire.
- Smoking on premises is prohibited.

Students may be terminated or suspended from Three Times The Love, LLC due to misconduct and/or academic failure. A request for re-entry must be in writing and submitted to the director. Students may be subject to an interview with the director and re-enrollment into the program. The director will make the final decision.

Application for re-admission must be submitted to the Program Director during early registration or 30-days prior to the first day of subsequent class term. If a student fails to re-enroll during subsequent term, all coursework credit will be forfeited. In the event of termination students will be eligible for the refund policy within 45 days of withdrawal.

ACADEMIC PERFORMANCE & COMPLETION REQUIREMENTS

MAINTENANCE OF STUDENT RECORDS

Paper copies of students' records will be organized, scanned, and uploaded to a password-secure file for digital storage, using Microsoft OneDrive and Google Drive, records will be kept indefinitely following graduation or termination from the program. Additional locked cabinets will be added to Program Director's on-campus office space, as appropriate, so paper records do not exceed cabinet space. After six years, digital files will be backed up to an external hard-drive for lifetime storage and paper records will be transported, by Program Director, for safe keeping to a fire-proof, locked cabinet at an off-site location where they will be stored for a minimum of fifty years with safety measures in place to prevent damage or destruction. Paper records will be shredded after fifty years to maintain privacy and safeguard personal data.

Institution learning management system software is also integrated with a secure online cloud storage, file management and sharing service for real-time accessibility of student records by approved faculty.

Official transcripts will be provided upon written request to the Director for release of records via email or physical mail addressed to 2157 Bemiss Road STE C Valdosta, Georgia 31601.

Graduation Requirement

All Medical Assistant & Phlebotomy Technician applicants must complete 35 successful Blood Draws and 10 Capillary Sticks (Skin punctures) during the skills lab. Participants receive a score report of satisfactory or unsatisfactory based on written content and venipuncture demonstration to graduate from the training program. Students will have to complete all payment plans before receiving a certificate of completion. Certificate of completion will be held until the payment plan is completed. Students are also required to sit and pass the national certification exam.

PROGRESS REPORTS & ACADEMIC PROBATION AND SUSPENSION POLICY

Students will receive progress reports during the midpoint of the program through a brief one-on-one meeting with the instructor. During this meeting academic performance will be discussed. If a student's average is below 75 then an academic contract will be established with the student, specifying deadline dates for academic improvement to a minimum grade of 75. If the student is unable to meet contractual agreement, then he or she will be dismissed from the program and a refund will be provided in accordance with the institution's refund policy. If the student wishes to re-enroll, he or she must adhere to the Conduct & Re-admission policy. The institution does not provide academic tutoring, however, students are encouraged to seek assistance from peers and/or meet with the instructor for counsel prior to the midpoint of program and/or clinicals.

GRADING

Three Times The Love, LLC uses a ten-point grading scale. Assignments, quizzes, and tests will be graded according to the following scale (with 75 being the minimum passing score): A (90-100) B(80-89) C(70-79) D(60-69) F(0-59)

To be qualified to graduate, a student must: receive a passing grade or credit for all required coursework;

Pass all tests and modules required for the program; achieve a minimum passing grade or percentage of

75%; meet portfolio or other requirements, if applicable, as outlined

in the catalog/student handbook; and satisfy all financial obligations to Three Times The Love LLC.

TUITION

Program cost includes the following fees:

***No financial aid/scholarships are offered by the school.**

MEDICAL ASSISTANT PROGRAM FEES

Criminal Background Check	\$25.00
Textbooks	\$145.99
SimChart	\$144.99
Sherpath for the Medical Assistant	\$244.99
Lab Equipment & Supplies (includes BP cuff, stethoscope, and venipuncture practice arm & kit) (Nonrefundable)	\$ 300.00

BLS for Healthcare Providers CPR Certification (Nonrefundable)	\$ 100.00
Clinical Medical Assistant Certification Exam	\$149
Non-Refundable Application Fee	\$100
Tuition (Learning Management System student access, student support, uniform, job placement assistance)	\$1290.03
TOTAL	\$2500

PHLEBOTOMY TECHNICIAN PROGRAM FEES

Non-Refundable Application Fee	\$100
Criminal Background Check	\$ 25.00
Textbook/Workbook	\$86.99
Learning Lab Equipment & Supplies (includes BP cuff, stethoscope, and venipuncture practice arm & kit) (Nonrefundable)	\$ 200.00
BLS for Healthcare Providers CPR Certification (Nonrefundable)	\$100
Phlebotomy Technician Certification Exam	\$149
Tuition (Learning Management System student access, student support, uniform, job placement assistance)	\$1839.01
TOTAL	\$2500

CANCELLATION & REFUND POLICY

Please ask the institution's administrator for a withdrawal form. If no withdrawal form is submitted, the institution will file a withdrawal form on the student's behalf. In case of administrative withdrawal, the institution will notify the student that they have been withdrawn. The refund will be calculated from the student's last date of attendance. In case of a withdrawal for any reason the following will be used to calculate student's refund:

- Before the start of class all tuition payments will be refunded entirely, including any deposits. The institution will retain the non-refundable application fee up to \$100.
- After the start of class, all tuition payments will be refunded at a prorated amount, based on the percentage of paid segment completed, should the student withdraw before 50% completion of the course. The institution will retain the non-refundable application fee up to \$100.
- Supply Fees will only be returned if supplies are returned unopened and unused. Nonrefundable fees for goods and/or services provided by third party vendors purchased on behalf of the student are permitted if the institution is not able to reuse the equipment or cancel services. Once a withdrawal is requested, a refund will be remitted within 45 days. All cases of withdrawal follow procedures above, even in the case of administrative withdrawal/dismissal.

Cancellation Policy All tuition and fees paid, excluding nonrefundable will be fully refunded should a cancellation request be made by the student within 72 hours of signing the enrollment agreement. If our institution cancels or changes program of study or course (time or location) in such a way that a student who has started the program or course is unable to continue, our institution will ensure the following:

- We will make arrangements, in a timely manner, to accommodate the needs of each student enrolled in the program, or;
- A refund of all

money paid by the student for the program of study or course if alternative arrangements determined by GNPEC to be equitable to both the institution and the student are not possible. OUR

SUPPORTING SERVICES

The certification programs at Three Times The Love LLC are designed to prepare students to seek positions in their chosen fields. Our program(s) does not guarantee employment or any level of compensation following graduation. Students who confine their job search to the metropolitan area where

their campus may limit the employment opportunities available to them. Graduates need to be prepared for a competitive marketplace, which may require relocating to enhance their career endeavors.

Although the Three Times The Love LLC. does not offer any guarantee of employment, Three Times The Love works with different Staffing, Recruiting and organizations to cultivate employment opportunities and to match job leads with qualified graduates.

STUDENT RIGHT-TO-KNOW

According to regulations published by the Department of Education based on the Student Right-to-Know Act, the graduation/completion rates for the first-time, full-time students who entered school and graduated/completed within 150% of the normal time to complete the program, as published in the catalog, must be made available to current and prospective students.

STUDENT COMPLAINTS

If you encounter any problems concerning the education or administration of this program, please notify the Program Director immediately by submitting a written grievance (via email to threetimesthelove18@gmail.com or physical mail to school address) to allow us to help you. If students are not satisfied with Three Times The Love LLC., students may appeal in writing to

Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place
Tucker, GA 30084
770-414-3300
www.gnpec.georgia.gov

The complaint form is available at the following link.

<https://gnpec.georgia.gov/student-resources/complaints-against-institution/gnpec-complaint-form>