



# ARIZONA COLLEGE<sup>SM</sup>

## **Catalog, Website & Marketing Materials**

Prior to live updates of the Catalog, Website or Marketing Materials, items are sent to the Compliance Team for review. The Compliance Team reviews for accuracy of information and compliance with all regulators. Catalog content changes are approved by the VP, Regulatory Affairs along with the Provost & VP of Academic Affairs for Nursing program changes, and SVP of Allied Health for Allied Health program changes.

## **Admissions Training and Monitoring**

Admissions Training is conducted with each new hire. The Compliance Team ensures Admissions completes the training. Every Admissions staff complete a course titled “CM102 – Raising the Bar – Compliant Communications with Students”.

Some states require additional training for Admissions staff. The Compliance Team ensures the Admissions staff in these states complete the additional training. Admissions staff in Florida complete a course titled “CM201 – Admissions Compliance for Postsecondary Schools in Florida”, Admissions staff in California complete a course titled “CM203 – Admissions Compliance for Postsecondary Schools in California” and Admissions staff in Texas complete The Texas Workforce Commission Online Training. Admissions staff in Ohio complete a course titled “OH 115 – Ohio Admissions Agent – New Permit Course” for new Agents applying for a new permit and “OH 120 – Ohio Admissions Agent – Renewal Course” for Agents applying for a renewal permit. These courses meet the regulators requirements for Admission staff in their respective states.

The Compliance Team does monthly monitoring of Admissions and Financial Aid calls to monitor for Misinformation, Competitive Appropriateness, Superlatives, Misleading Information, Unverifiable Information, Customer Service Concerns, Recruiting and Admissions tactics, and compliance with regulators. For Admissions staff, we also monitor Financial Aid advisement to ensure no Financial Aid information is being discussed by the Admissions staff.