

Student Handbook

Welcome

We are pleased that you have chosen Pinnacle Career Institute (PCI) to pursue your career goals. The intention of this handbook is to acquaint you with important policies and procedures of PCI. Such information and all subsequent additions or modifications of such material are considered part of this handbook. PCI may modify this handbook at any time with or without advance notice. For more information, you are encouraged to contact your campus administration.

General Campus Information

Doors: Main Entrance

Days: Monday-Friday

Open Access: 9:00AM-5:00PM

There is ample student parking in the parking lot. There are designated spaces directly in front that are reserved for visitors and handicap parking. Any students parked in these spaces will be asked to move their vehicle.

Open Lab Hours

Computers are available to students for use only on school assignments during normal building hours. Please see the Internet Use Agreement in this publication for more computer use information.

Emergency Preparedness

The institution maintains a written Emergency Preparedness Plan addressing fire, severe weather, medical emergencies, security incidents, utility interruptions, and instructional continuity. The plan is reviewed annually by the Director of Safety and is accessible to faculty, staff, and students through the institution's website under Consumer Information. A physical copy of the plan is also available on campus through the Director of Safety.

Inclement Weather

Pinnacle Career Institute may close due to snow or other severe weather, and the campus makes that decision independently. Local television and radio stations are notified, an announcement will be posted on PCI social media accounts and in the LMS.

School Closures and Make-Up Dates

In the event that the school closes due to inclement weather, national holiday, or other event, a make-up date and time will be announced in lieu of the regularly scheduled date and time. School administration will make all efforts to notify students in a timely manner of the rescheduled date and time. Please contact your instructor or campus administration for further information.

Meeting with Faculty and Administration

To speak with a faculty member or administrator, please contact either by phone or email to schedule. During your class period, please check availability before the start of class or during a scheduled break. Faculty members may not be available to meet if they are in the classroom for boot camp.

In all cases, please get permission from your instructor if at boot camp before leaving class. If you leave class without the instructor's permission or knowledge, that time will be counted as time absent from class.

Food and Drink

Food is not permitted in any of the lab areas. Drinks with close-able lids will be allowed. Only water bottles are allowed in the computer lab.

Smoking Areas

Designated smoking areas are located outside the buildings. Absolutely no smoking is allowed near the front entrances of the building. Make sure all smoking materials, i.e. matches, cigarette butts, and packaging are placed in the outside cigarette receptacles. Other trash materials are a fire hazard in these containers and must be placed in standard trash receptacles.

Student Code of Conduct

Pinnacle Career Institute is dedicated to the training and advancement of workplace skills and the development of ethically sensitive and responsible citizens. Students have the responsibility to conduct themselves in a manner that does not impair the welfare or educational opportunities of others in the PCI community. Students must act as responsible members of the academic community and their respective future professional communities; respect the rights, privileges, and dignity of others; and refrain from actions that interfere with normal PCI functions.

The following principles should be followed when communicating and interacting online with other students, instructors, and faculty.

- Adhere to the same standards of professional behavior online that you follow face to face.
- Respect other people's time and privacy.
- Share expert knowledge.
- Be forgiving of other people's mistakes.
- Portray yourself in a positive light to other students and instructors.

If a student has been administratively withdrawn due to unprofessional conduct, they may appeal in writing to the Campus President. Any documentation that supports their appeal should be attached to the request form. An appeal committee consisting of the Campus President, Director of Education, and an alternate school representative will review the student's appeal and provide a resolution to the student in writing.

Should the student be dissatisfied with the resolution provided, the student may appeal to the Campus President of Pinnacle Career Institute. That resolution will be final.

Dress Code

Students are expected to practice good personal hygiene habits and dress according to the Dress Code at all times.

When attending boot camp, students should wear:

- T-shirt (short or long sleeve) or work shirt. (No profanity, inappropriate or vulgar language allowed).
- Jeans or khakis – must be clean with no holes or frays.
- Work Boots – Preferably steel toed.

PCI has daily contact with the public and prospective students, and we are proud of the professional image portrayed by our students. PCI understands the importance of professional dress to prepare a student for successful employment in their chosen field. The appropriate faculty or Director of Education will address instances when a student does not meet the dress code. A student who continues to disregard the dress code policy may be asked to leave class and will be allowed back in class when in dress code.

Attendance

The student's attendance record is one of the prime factors in successful job placement upon graduation. Students with good grades but poor attendance will often find it difficult to enter into and succeed in their new career. Pinnacle Career Institute requires student attendance in each class and has strict requirements for attendance. Please refer to the Attendance section of the school catalog for attendance policies.

Academic Integrity

It is the intention of Pinnacle Career Institute to help students value the principles of integrity, honesty, hard work, and the motivation to be highly successful in their chosen career paths. We believe these core values help shape an individual's personal and professional behaviors. These values become an informal contract between faculty and students, where education is valued and a common set of behaviors promote success. Academic Integrity comprises all student behavior, and violations intended to gain unearned academic advantage or interfere with another's academics by fraudulent and/or deceptive means are prohibited. Please refer to the Academic Integrity section of the school catalog for this policy.

Information Technology Acceptable Use Policy

Use of Electronic Devices

No electronic communication device shall be used in a manner that causes disruption in any instructional, learning or activity setting, during any class, or within any college-owned, college-operated, or college-utilized facilities. This includes, but is not limited to, abuse of cellular or other electronic devices as follows:

- Utilizing cellular phones or other electronic devices with photographic capabilities for the purposes of photographing test questions or engaging in other forms of academic misconduct, academic dishonesty or illegal activity is prohibited.
- Photographing individuals in secured areas such as restrooms is prohibited.
- Taking photographs of any individuals without their consent is prohibited.
- Taking unauthorized photographs of documents is prohibited.

Utilizing any type of electronic device to photograph, video record, audio record or make other electronic or digital record of or during course or extra-curricular activities is prohibited unless permission is expressly granted by the instructor. **When permission is granted, students agree to use such recordings only for personal use and agree not to post such recordings on the Internet, or otherwise distribute them.** Students needing recordings of lectures for disability-related reasons should contact the school's ADA Specialist/Director of Education.

Cell phones must be on vibrate at all times. **Absolutely no text messaging or talking on cell phones is allowed in class.** If you need to take a call during class time, please be respectful of your instructor and classmates by stepping outside the classroom. If you are aware that you will be receiving a call, please inform your instructor in advance.

Personal Responsibility All students and employees must be cognizant of the rules and conventions that make network resources and technology devices secure and efficient. Users of the College's infrastructure take responsibility for:

- Using resources efficiently, and accepting limitations or restrictions on computing resources such as storage space, time limits, or number of resources consumed - when asked to do so by systems administrators.
- Protecting passwords and respecting security restrictions on all systems.
- Preventing unauthorized network access to or from their computers or computer accounts.
- Recognizing the limitations to privacy afforded by electronic services like email.
- Respecting the rights of others to be free from harassment or intimidation.
- Honoring copyright and other intellectual-property laws.
- Agreeing to report any violations of this AUP or any other College policy witnessed to the appropriate parties.

When any use of information technology at the College presents an imminent threat to other users or to the College's technology infrastructure, system administrators may take whatever steps are necessary to isolate the threat, without notice if circumstances so require. This may include changing passwords, locking files, disabling computers, or disconnecting specific devices or entire networks from Pinnacle Career Institute voice and data networks. System administrators will restore connectivity and functionality as soon as possible after they identify and resolve the issue.

Students and employees are responsible for not sharing their privileges with others, and especially for ensuring that passwords remain confidential. Users of computers connected to the campus network, permanently or temporarily, are responsible for ensuring that unauthorized users do not thereby gain access to the campus network or to licensed resources.

Use of information technology that violates this Policy and rules based on it may result in disciplinary proceedings and, in some cases, in legal action. Disciplinary proceedings involving information technology are the same as those for violations of other college policies, and may have serious consequences.

Email Responsibility

For more information on how to use email safely and some general guidelines, please refer to online resources including the College's Library Information Resource Network (LIRN) database. Any email received from the institution will be [\(name\)@pcitraining.edu](mailto:(name)@pcitraining.edu). Remember, any other email address not reflecting the pcitraining.edu is not from the institution and take proper precaution when opening.

Photography, Video and Audio Recording

Many mobile devices are equipped with a camera and video/audio recording capabilities. Students must obtain permission to take and publish a photograph or video/audio recording of any Pinnacle Career Institute employee, student or related college activity. Cameras should be used for educational purposes only, such as recording videos or taking pictures to include in a class project or recording a student presentation and only playing it back for rehearsal and improvement.

Digital Millennium Copyright Act (DMCA)

Pinnacle Career Institute considers the use of peer-to-peer (P2P) file sharing of copyrighted material, including music and videos, to be an inappropriate use of the campus network, a violation of this Acceptable Use Policy, AND it is breaking the law.

The Digital Millennium Copyright Act (DMCA) makes it illegal to download and/or share unauthorized copyrighted materials, which is usually accessed through file sharing software, commonly known as peer-to-peer (P2P) software. The illegal (unauthorized) sharing of copyrighted material exposes YOU to civil, criminal, and disciplinary actions by Pinnacle Career Institute. Copyright infringement in the file-sharing context is downloading or uploading substantial parts of a copyrighted work without permission. This constitutes an infringement of the DMCA and again is illegal.

This Acceptable Use Policy for Information Technology (AUP) states that you may not *illegally* share copyrighted material over the College's network, including by email, web pages, and P2P file sharing software. This applies to college-owned computers as well as personally owned computers if they are accessing the college's network. Please be sure that you have rights for any material you are making available or sharing on the college's network.

Since the college views any violations of the DMCA as a violation of campus policy and a misuse of its network, any student or employee found violating this policy will be subject to disciplinary action, as well as possible civil and criminal liabilities. A detailed description of the college's policies concerning disciplinary actions for the unauthorized distribution of copyrighted material is contained in the student and employee handbook.

To better protect you and Pinnacle Career Institute *MOST* peer-to-peer file sharing sites have been blocked at the network level and cannot be downloaded or utilized on college computers. This does not mean that all possible sites/software have been blocked, as that is next to impossible. The responsibility is YOURS to not violate Copyright Law and the College's AUP.

Penalties for copyright violations may include civil and criminal actions. To summarize the legal penalties, anyone found liable for copyright infringement can be ordered to pay either actual damages or statutory damages. These damages can be costly per violation. If the court determines that, this was a willful act of infringement they can award up to large sums of money per work infringed, and/or imprisonment. A court can also assess cost of attorney's fees to you.

For more information, please see *Appendix C – Copyright Policy and Penalties* in this handbook. Other references include the Website: <https://www.copyright.gov/>.

Netiquette

Students and employees must adhere to the rules of network etiquette, or 'netiquette'. In other words, you must be polite, adhere to the organization's electronic writing and content guidelines, and use the network and Internet appropriately and legally. Pinnacle Career Institute will determine what materials, files, information software, communications, and other content and activity are permitted or prohibited. The following is a list that everyone is expected to agree with regarding technology use behavior:

- I will take good care of college-owned equipment.
- I will never leave my own or College-owned device unattended.
- I will never loan out the College-owned device(s) to other individuals.
- I will know where my own or the College-owned device is at all times.
- I will charge my own or the College-owned device's battery daily to ensure its availability
- I will keep food and beverages away from the College-owned equipment since they may cause damage.
- I will not disassemble any part of the College-owned equipment or attempt any repairs.
- I will not install programs or applications on the College-owned equipment unless explicitly directed otherwise.
- I will save work to my cloud drive.
- I will protect the College-owned equipment by carrying it only in the case provided.
- I will use my own or the College-owned equipment in ways that are appropriate and educational.
- I will not write, carve or put stickers on the College-owned equipment.
- I will respect and value college resources when using either my own or the College-owned equipment.
- I will be responsible for all damage or loss caused by neglect or abuse.
- I agree to pay for the replacement of power cords, mobile device case, or any other College-provided accessories in the event any of these items are lost, stolen or damaged.
- I agree to return the College-owned device(s), power cord, case, and any other College-provided accessory in good working condition.
- I will respect others when using the Internet; I will be polite and use good manners.
- I will use college-appropriate behavior on all applications and web sites.
- I will work and collaborate productively with others.
- I will not partake in, or intentionally attack or disrespect someone online.
- I will respect others privacy, and will not share or post information of others without proper permission (i.e., pictures, videos, etc.).

- I will mind my online language. I will not 'YELL,' by using all caps when I type.
- I will follow the policies outlined in the Mobile Device Agreement, the Acceptable Use Policy, and copyright rules while on campus, as well as off campus.

Prohibited Activity

The list below includes, but is not limited to, activities that violate the Acceptable Usage Policy:

- Using, transmitting, receiving, sending or seeking inappropriate, offensive, vulgar, suggestive, obscene, abusive, harassing, belligerent, threatening, defamatory or misleading language or materials.
- Making ethnic, sexual-preference, or gender-related slurs or jokes.
- Causing harm to or damaging others' personal property.
- Using another person's password to trick recipients into believing someone other than you is communicating with them.
- Uploading or downloading a virus, harmful component, or corrupted data.
- Using software that is not licensed or approved by Pinnacle Career Institute.
- Accessing controversial or offensive materials. Network and Internet access may expose students and employees to illegal, defamatory, inaccurate, or offensive materials. Students and employees must avoid these sites. If you know of students and employees who are visiting these sites, report that use to your instructor or campus administrator.
- Engaging in commercial activity. Students may not solicit or advertise the sale of any goods or services. Students may not divulge private information—including credit card numbers.
- Using copy and printing privileges to reproduce documents or materials that are not directly related to your assignments.
- Encouraging peers to view, download, or search for materials, files, information, software, or other offensive, defamatory, misleading, infringing, or illegal content.
- Students and employees are prohibited from downloading, installing and/or connecting to any music services from any devices connected to the college's network.
- No student is to copy ANY Pinnacle Career Institute data from a network drive or resource and remove from the premises without EXPLICIT permission from the Campus President.
- ALL printed material that is deemed trash that contains any sensitive information such as social security numbers, birthdates, home address, phone number or any other personal information MUST be disposed of in the correct manner by being placed in the Shred-it containers and NOT in the general trash receptacles.
- Miscellaneous undefined inappropriate behavior or conduct that rises to a level of concern.

Social Media Control

Read the Policies

- Read the policies (also called the "terms of service") of the social media sites, you use. Sometimes just creating an account means that when you post/blog/tweet/etc. the service gains the right to use your information. For example, if you posted pictures on Facebook they now belong to Facebook and they can be used in any way the company wants to use them.

Nothing is Private

- No statement made on the internet is private. If you would not say the statement directly to someone in a public place, do not post/blog/tweet it! Think twice before you let your idea out into the world, it may come back.
- Employers look at prospective employees' social media pages in order to form an opinion about their character. Keep that in mind prior to uploading pictures of yourself and review pictures put up by others. Ask friends to take down pictures that could stop your career before it starts!

Stay Calm

- If someone comments about something you do not like, be polite in your reply. If they argue with you without reading what you wrote, ignore them. Accept that very few minds are ever changed by someone's online response.

Accuracy Counts

- Make sure of your facts and cite your sources. If you still get it wrong, post an apology and a correction. Use well- respected sites to check out anything that seems too good or too bad to be true.

Share Safely

- Be careful how much information you provide about yourself or your friends. What would you tell a stalker about your daily routine? What do people really need to know? In addition, do not endanger your friends by sharing that information about them, either.
- You are not required to give any social media website your true birthdate (which is often used as a password on new accounts), your phone number, your address, or your current location. Make something up.
- It is best to share your experiences on social media **after** they have happened. Telling a wide audience that you went to the concert last night lets you share without telling them where you are right now. Be smart and safe!

Connect with PCI

Website: <http://www.pcitraining.edu/>

Facebook: <https://www.facebook.com/PCItraining>

Instagram: https://www.instagram.com/pinnacle_career_institute/

X: <https://x.com/pcitraining>

YouTube: <https://www.youtube.com/@pinnaclecareerinstitute>

TikTok: <https://www.tiktok.com/@pinnaclecareerinstitute>

Linked In: <http://www.linkedin.com/company/pinnacle-career-institute>