



Solar Energy Technician



2023 STUDENT CATALOG

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EferonSchool.com

Table of Contents

Contents

Table of Contents	2
About Us	4
Mission Statement	4
Facilities	4
Enrollment Dates.....	5
Calendar of Holidays	5
The School Day	5
2022 School Cohort Calendar	5
Licensing	7
Philosophy and Objectives	7
Institutional Ownership & Staff.....	7
Training Program Objectives.....	7
Admission Requirements.....	8
Instructional Hours	9
Enrollment Procedures	10
Entrance Requirement	10
Rules and Regulations	11
Attendance Policy.....	11
Categories of School Excused Absences	12
Policy on Religious Observance.....	14
Hours.....	14
Personal Interview.....	14
Equal Opportunity Policy	14
Student Information Release/Access Policy	14
The School Year	15
Graduation Requirement	15
Placement Assistance.....	15
State Agencies and the Workforce Investment Act (WIA).....	16
Special Study Sessions and Tutoring	16
Career Programs and Support Services	16
Counseling Service:	17
Grievances	17
Books and Materials.....	19

Promotional Material Policy.....	19
Academic Policies.....	20
Satisfactory Progress.....	21
Satisfactory Academic Progress (SAP)	21
Leave of Absence Voluntary Leave Policy.....	25
The basis for Leave.....	25
Duration of Leave	25
Procedures.....	25
Return from a Voluntary Leave/Re-enrollment	26
The appeal of the Decision Denying Re-enrollment	26
Involuntary Leave	27
Confidentiality of Information Regarding Leaves.....	27
Withdrawal Procedure/Cancellation/Termination/Refund Policy	27
Re-enrollment/Status Change	28
Violations that may result in termination.....	28
Computer Access & Software Piracy Protection Policy	29
Programs of Study	29
Evaluation Techniques Grades.....	29
Make-up assignments policy	30
Payment Policy	30
Third-Party Voucher Payments.....	31
Past Due Accounts.....	31
Checks returned by the bank	31
Tuition Installment Payment Plan.....	31
Privacy Policy	32
Family Educational Rights And Privacy Act (FERPA)	32
Disclosure of Educational Records.....	32
Directory Information.....	33

About Us

Eferon Solar Solutions (ESS) school has been in operation since 2013 and is a technical adult school that understood the need for occupations for Green Jobs, when New Jersey State, focused on a greener economy; a demand for a green-educated workforce was created, which generated a larger demand of jobs in this field. Our founder and director saw the need for more employment opportunities for the underserved and disenfranchised residents in our local communities. This influenced the vision to establish a vocational training school to educate and find employment placement for all students who would complete our training. The increasing adoption and demand for clean solar renewable energy open many opportunities for professional training for the developing solar workforce. The Goal and Purpose of our organization are not only to train and prepare the unemployed population to become Renewable Energy Technicians but, to enrich our clients' by improving, as positive and happy adults; recognizing their potential by achieving and attaining a level of confidence to move forward in life. Our Vision is to train, coach, and inform our students of the resources available to succeed in job retention; students possessing a sense of value are compelled and willing to give back to their communities.

Mission Statement

Empower the PV workforce through innovative education and help keep our students competitive in the workplace.

1. Our mission performance is measured by:
 - a. Employer Evaluation of Student/Employee Performance
 - b. Student North American Board of Certified Practitioners (NABCEP) Certification passing rate
 - c. Student Job retention and promotions statistics

Facilities

The school is in the heart of Journal Square, Jersey City's business and shopping area. Located at 910 Bergen Ave, it has all the activities and excitement of a metropolitan campus. The premises are fully air-conditioned and professionally equipped. The school has 2 classrooms and offices adequate to train a maximum of 20 students per class and laboratory instructional training per session. The school has facilities to provide proper services to the handicapped. The State of New Jersey Department of Education has inspected and approved the facilities

and equipment at Eferon Solar Solutions is equipped with all modern equipment. Class size is limited and generally averages 18 students per instructor.

Enrollment Dates

The school is in session all year round, except for designated holidays and vacations. Classes are scheduled as demand and facilities permit. Eferon operates all vocational training programs on a revolving schedule consisting of 12 weeks (3 months).

Calendar of Holidays

New Year's Day, President's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas Breaks.

The School Day

The school day classes are held from 9 a.m. to 2 p.m. and evening classes are held from 2 p.m. to 6:00 p.m. This scheduling allows students to accept part-time employment.

2022 School Cohort Calendar

January	February	March	April	May	June
1 Sa New Year's Day	1 Tu	1 Tu	1 Fr	1 Su	1 We Summer Break
2 Su	2 We	2 We	2 Sa	2 Mo	2 Th Summer Break
3 Mo	3 Th	3 Th	3 Su	3 Tu	3 Fr Summer Break
4 Tu	4 Fr	4 Fr	4 Mo	4 We	4 Sa
5 We	5 Sa	5 Sa	5 Tu	5 Th	5 Su
6 Th	6 Su	6 Su	6 We	6 Fr	6 Mo Class Start
7 Fr	7 Mo Class Start	7 Mo	7 Th	7 Sa	7 Tu
8 Sa	8 Tu	8 Tu	8 Fr	8 Su	8 We
9 Su	9 We	9 We	9 Sa	9 Mo	9 Th
10 Mo	10 Th	10 Th	10 Su	10 Tu	10 Fr
11 Tu	11 Fr	11 Fr	11 Mo	11 We	11 Sa
12 We	12 Sa	12 Sa	12 Tu	12 Th	12 Su
13 Th	13 Su	13 Su	13 We	13 Fr	13 Mo
14 Fr Class End	14 Mo	14 Mo	14 Th	14 Sa	14 Tu
15 Sa	15 Tu	15 Tu	15 Fr	15 Su	15 We
16 Su	16 We	16 We	16 Sa	16 Mo	16 Th
17 Mo Martin L. King Day	17 Th	17 Th	17 Su	17 Tu	17 Fr
18 Tu	18 Fr	18 Fr	18 Mo	18 We	18 Sa
19 We	19 Sa	19 Sa	19 Tu	19 Th	19 Su Juneteenth
20 Th	20 Su	20 Su	20 We	20 Fr	20 Mo Juneteenth (obs.)
21 Fr	21 Mo Presidents' Day	21 Mo	21 Th	21 Sa	21 Tu

22 Sa	22 Tu	22 Tu	22 Fr	22 Su	22 We
23 Su	23 We	23 We	23 Sa	23 Mo	23 Th
24 Mo	24 Th	24 Th	24 Su	24 Tu	24 Fr
25 Tu	25 Fr	25 Fr	25 Mo	25 We	25 Sa
26 We	26 Sa	26 Sa	26 Tu	26 Th	26 Su
27 Th	27 Su	27 Su	27 We	27 Fr Class End	27 Mo
28 Fr	28 Mo	28 Mo	28 Th	28 Sa	28 Tu
29 Sa		29 Tu	29 Fr	29 Su	29 We
30 Su		30 We	30 Sa	30 Mo Memorial Day	30 Th
31 Mo		31 Th		31 Tu Summer Break	

31 Su	31 We		31 Mo		31 Sa
July	August	September	October	November	December
1 Fr	1 Mo	1 Th	1 Sa	1 Tu	1 Th
2 Sa	2 Tu	2 Fr	2 Su	2 We	2 Fr
3 Su	3 We	3 Sa	3 Mo	3 Th	3 Sa
4 Mo Independence	4 Th	4 Su	4 Tu	4 Fr	4 Su
5 Tu	5 Fr	5 Mo Labor Day	5 We	5 Sa	5 Mo
6 We	6 Sa	6 Tu	6 Th	6 Su	6 Tu
7 Th	7 Su	7 We	7 Fr	7 Mo	7 We
8 Fr	8 Mo	8 Th	8 Sa	8 Tu	8 Th
9 Sa	9 Tu	9 Fr	9 Su	9 We	9 Fr
10 Su	10 We	10 Sa	10 Mo Columbus Day	10 Th	10 Sa
11 Mo	11 Th	11 Su	11 Tu	11 Fr Veterans Day	11 Su
12 Tu	12 Fr	12 Mo	12 We	12 Sa	12 Mo
13 We	13 Sa	13 Tu	13 Th	13 Su	13 Tu
14 Th	14 Su	14 We	14 Fr	14 Mo	14 We
15 Fr	15 Mo	15 Th	15 Sa	15 Tu	15 Th
16 Sa	16 Tu	16 Fr Class End	16 Su	16 We	16 Fr
17 Su	17 We	17 Sa	17 Mo	17 Th	17 Sa
18 Mo	18 Th	18 Su	18 Tu	18 Fr	18 Su
19 Tu	19 Fr	19 Mo Fall Break	19 We	19 Sa	19 Mo
20 We	20 Sa	20 Tu Fall Break	20 Th	20 Su	20 Tu
21 Th	21 Su	21 We Fall Break	21 Fr	21 Mo	21 We
22 Fr	22 Mo	22 Th Fall Break	22 Sa	22 Tu	22 Th
23 Sa	23 Tu	23 Fr Fall Break	23 Su	23 We	23 Fr
24 Su	24 We	24 Sa	24 Mo	24 Th Thanksgiving Day	24 Sa
25 Mo	25 Th	25 Su	25 Tu	25 Fr	25 Su Christmas Day
26 Tu	26 Fr	26 Mo Class Start	26 We	26 Sa	26 Mo Christmas D.
27 We	27 Sa	27 Tu	27 Th	27 Su	27 Tu Winter Break
28 Th	28 Su	28 We	28 Fr	28 Mo	28 We Winter Break
29 Fr	29 Mo	29 Th	29 Sa	29 Tu	29 Th Winter Break
30 Sa	30 Tu	30 Fr	30 Su	30 We	30 Fr Winter Break
31 Su	31 We		31 Mo		31 Sa

Licensing

Eferon Solar Solutions, a career-oriented institution, specializes in the skill training demanded in today's complex business world. The school is approved by The State of New Jersey, the Department of Education, and NABCEP (North American Board of Certified Energy Practitioners).

Philosophy and Objectives

At Eferon Solar Solutions, every student has an equal opportunity to receive high-quality training for his or her chosen career. We believe that in addition to the specific skills, which must be learned, every graduate should develop proper work habits, a good attitude, and the confidence to succeed in their chosen field. This should enable each student to establish a foundation for continued professional advancement.

Institutional Ownership & Staff

Eferon Solar Solutions is a Limited Liability Corporation that has legal ownership rights over the management and operations of the school, its group of dedicated educators who have had extensive practical experience in their profession, and the faculty. The ownership structure is a joint partnership between Mr. Louis Nkrumah who is an owner and governing board member that manages ESS's daily business operations and Mr. John Emefieh a general partner for the school. The State of New Jersey Department of Education performs background and qualification checks on all faculty members and certifies their qualifications for training students are compliant with state guidelines.

Training Program Objectives

Each training module arranges course material and training exercises over a period of 300 hours (or 12 weeks) to strengthen the student to become successful in understanding the basic concepts of electricity, electrical connections, and circuitry. Students also learn the underlying concepts of semiconductor technology, which is the spin and principal drive of the ever-increasing technology. The understanding of semiconductors will launch the student into appreciating the basics of a PV module and its functioning as well as the different types of mounting systems used. The curriculum details expansive fundamentals that usher people of different academic orientations into a fun-filled reality of science in its empirical applications. The program is available for anyone with a high school diploma or GED, capable of working outside and at heights above 10ft, able to lift 50 lbs.,

and

can operate and use powered tools. Students who complete the course will become equipped with sound contemporary knowledge about various lists of components and equipment needed for PV system maintenance and become equipped with hands-on training in multiple troubleshooting techniques.

The purpose of the curriculum is to empower the student with a basic understanding of the photovoltaic system. In the study, the individual is taught the principles of PV system design, installation, energy conservation, and efficiency and safety issues relating to electricity and photovoltaic systems.

Our goal is to develop the individual beyond the entry-level PV Associate title and prepare for a new and exciting career as a professional licensed renewable energy technician full of potential and lucrative work opportunities. The graduates will be able to sit for the NABCEP PV Associate exam and professional license exam. Career opportunities include PV system design and professional installation, maintenance and commissioning, and DAS (Data Acquisition System). There is a wide range of in-house labs where the students have hands-on energy analysis and system design as well as installation.

Admission Requirements

Admission is open to all persons. The school will admit individuals who have a high school diploma or GED, or equivalent. Admission is open to all persons. The school will admit individuals who have a high school diploma or GED, or equivalent. The "equivalent" means that the credential is equal to a US High School Diploma as confirmed by an evaluating company. The evaluation report must be sent to the admission office directly from the evaluating company.

Instructional Hours

<u>Course No.</u>	<u>Hours</u>	<u>Course Title</u>
MODULE-101	20	CONSERVATION AND EFFICIENCY
MODULE-102	30	PV MARKET APPLICATION AND ADVANTAGES
MODULE-103	30	FUNDAMENTALS OF ELECTRICITY
MODULE-104	30	PV MODULES
MODULE-105	30	PV BALANCE OF THE SYSTEM
MODULE-106	20	FACTORS AFFECTING PV PERFORMANCE
MODULE-107	20	GRID-TIED PV SYSTEM
MODULE-108	20	OFF-GRID PV SYSTEM
MODULE-109	30	PV SYSTEM INSTALLATION
MODULE-110	30	SAFETY
MODULE-111	30	MAINTENANCE AND TROUBLESHOOTING
JRD -102	10	JOB READINESS DEVELOPMENT
TOTAL HOURS	300	
TOTAL WEEKS:	12	

Enrollment Procedures

Students must apply for entrance to the Eferon Solar Solutions training program by scheduling an interview with the School Admissions Director. Enrollment applicants must complete the entrance interview no later than one week before classes commence. The following guideline is to ensure a smooth transition into our learning environment.

- Be 17 years of age or older (verified by birth certificate/ or valid state photo ID)
- Have an HS diploma, GED, or equivalent
- Capable of working outside and at heights above 10ft
- Able to lift 50 lbs.
- Can operate and use powered tools
- Provide emergency contact and 2 references
- Have a complete interview with School Admissions Director
- Complete the enrollment application packet
- Submit an official transcript or equivalent
- Pay a \$25 Application fee
- Pay a \$100 Administration fee
- Need access to a computer
- Must be able to pass a background check (Sexually related convictions are a disqualifier for this program)

Entrance Requirement

A desire for a career in the solar renewable energy industry coupled with a strong drive to succeed is all that is required of an applicant. A member of the Admissions Department must interview all applicants. Applicants must demonstrate the ability to benefit from the training and be committed to completing their program of study. If the applicant desires to pursue a selected program, an appointment for a school tour is made for a future date, allowing time to investigate other schools and opportunities. All applicants who will seek federal and county grant funding to pay for their training offered through the Hudson County Career One-Stop, family services, and applicable state agencies must also complete an Aptitude and Assessment Test. If the applicant, by our admissions criteria, does not meet the minimum requirement for acceptance, they will be encouraged to improve their basic skills before enrollment. Upon request, the applicant will be given the location of the nearest Adult Learning Center. At this point, the applicant signs an enrollment agreement, and the application

and registration fees are requested. Any applicant rejected by the school will receive a refund of all monies paid to the school. The applicant is given conditional acceptance until the school receives the applicant's high school diploma, GED, or Basic Skills Test scores.

Rules and Regulations

The philosophy of this school is that its community of students is composed of mature men and women whose purpose in attending is to prepare them for a rewarding career in the world of business or industry. The school is an institution of higher learning preparing the student to work as a professional in business and industry. For the personal safety and well-being of the student body, the observance of the following rules and regulations is *required*:

1. The student will respect the property of fellow students, instructors, and the school. Proper care must be taken of all materials loaned to the student.
2. The student shall respect the scheduled hours of the school, the start, end, and break times, and shall be in on time and do the work to the schedule.
3. Food and drink are permitted in designated areas only.
4. Unsatisfactory and/or unsafe conduct will not be tolerated and is grounds for dismissal.
5. Smoking is prohibited in school.
6. The use, distribution, or sale of illegal drugs and alcohol is prohibited on school premises.

Information on drug and alcohol treatment centers and programs can be obtained from the Administrative Assistant. The Administrative Assistant's office collaborates with treatment facilities, government agencies, community groups, and law enforcement agencies to contribute to the reduction of substance abuse.

Attendance Policy

Attending class is essential for academic success here at Eferon Solar. Eferon Solar expects students to attend all scheduled class times unless an absence is excused under this policy.

Attendance is expected daily and regularly as per contract and school rules. Students will sign in via provided method of sign-in sheet, virtual meeting platform sign-in record, etc. when they arrive to class each day and must complete 300 hours of training with at least an 80% attendance rate for course completion. Abuse of more than two (2) days without an official Leave of Absence (LOA) will result in a warning and counseling report form being issued. Students with three consecutive days of absences without official LOA are subject to dismissal and

withdrawal from the program. Make-up time for days missed is required before finally exiting. Students with attendance problems are referred to the School Director for counseling. It is the responsibility of the student to be in class daily and on time. Students get a ½ hour's lunch break and one ten-minute break. Students arriving more than 15 minutes from the established class start time are considered late and will be marked as tardy for that day. Early dismissals are identified as classes that end 15 minutes before the end of the class schedule. Students who are late to class will need to make up the time that they were not present in class that day or on the following school day. Students will have up to 5 school days from the time of absence to make up all missed assignments or receive a zero for those assignments. Students who do not make up the missed assignment(s) will be provided the opportunity to complete make-up work provided by the instructor to cover the missed assignment(s) to graduate from the program. Monthly progress report updates will be provided to the student by the instructor of their attendance through one-on-one in-person or virtual meetings.

An excused absence is one in which a student is absent due to an off-campus event (see below) or involves a legitimate extenuating circumstance that causes the student to miss class, or miss a major assignment, examination, or other graded requirements of the class. Students should contact their instructor, School Director, and Director of Admission for excused absences of 3 or more consecutive days or if their absence resulted in missing a major assignment, examination, or other graded requirements of the class. Students are expected to notify their instructors of any absences as soon as possible. The School Director and Director of Admission have the discretion to excuse student absences for reasons other than those described in this attendance policy.

Categories of School Excused Absences

Off-campus events:

Including work internships; program-sponsored events; program-sponsored field trips; and similar official events where students represent the school in an official capacity. The instructor or staff supervising students participating in these events must provide notice to the student's instructors, the Director of Admission, and the School Director before the date of the activity. The notice must include the name of the activity, the time(s) and date(s) of class absence, the name of the supervising instructor or staff, and the names of all participating students.

Absences involving legitimate extenuating circumstances beyond a student's control. These include student

illness or injury that prevents a student from participating in class. Other examples are the death or critical illness of a family member; the wedding of an immediate family member or member of the wedding party; the birth of a child; military duty; jury duty or subpoena for court appearances; and similar serious extenuating circumstances.

Documentation Requirements: Except for extended absences related to COVID-19, documentation will be required for all absences of three or more consecutive days or when the student missed a major assignment, examination, or other graded requirements of the class.

COVID-19-related absences - Students will contact the School Director and Director of Admission Office for assistance and support services. Students are encouraged to seek COVID-19 testing as per the recommendations of the CDC, the State's Department of Health, etc. Students advised by the school or through government recommendations/regulations to self-isolate for some time, will not be required to provide documentation from a healthcare provider. These students will work with the School Director and Admissions Office for assistance and support services.

The School Director and Director of Admission retain the discretion to excuse student absences for reasons other than those described in the above paragraphs. Students participating in activities on behalf of Eferon Solar may obtain a verified absence letter from the participating organization and entity. This letter is meant to confirm a student's participation in an extracurricular activity and may be presented to the instructor, School Director, and Director of Admission when requesting an absence from class.

Students are responsible for notifying their instructors before missing a class and arranging a mutually acceptable make-up procedure. In emergencies, where students are unable to notify their instructors, students should promptly contact the School Director and Admission Office for assistance.

Students with an excused absence shall be allowed to make up for missing assignments by performing equivalent work, as long as the instructor and School Director deems that the learning objectives of the course can still be met. Where this is in question, it should be determined in a conversation between the student and the instructor, if necessary, in consultation with the school Director. This conversation should happen as soon as possible. The substance of the equivalent work and the deadline for its completion shall be determined by the instructor. Any course-specific consequences for excessive absences should be described in the instructor's syllabus.

Instructors concerned with a student's excessive absence should contact the school Director for advice and assistance.

The school Director may be contacted by an instructor or a student for assistance in informally resolving any disputes under this policy. If a dispute cannot be resolved informally, the student may follow the Student Academic Grievance policy.

Policy on Religious Observance

Eferon Solar permits students to be excused from class on holidays observed by their religious faith. Students who wish to be absent for a religious holiday are responsible for making arrangements in advance with their instructors to make up class work and exams. Instructors may expect a reasonable limit to the number of absences requested.

Hours

Day Classes: 9:00 AM until 2:00 PM | No. of Weeks: 12 | No. of students per class: 20

Evening Classes: 2:00 PM until 6:00 PM

Virtual Classes: Tuesday & Thursday [Morning] 10 AM until 12 PM; [Evening] 2 PM until 6 PM

*All classes are Monday through Friday

Personal Interview

Each new student is guided in the selection of a program that best suits their abilities and needs. Any student having prior related training or experience is instructed to list that training on the application and inform the admissions representative. The admissions representative will schedule an appointment with the school Director or Director of Admission who will evaluate the student's background and grant advanced standing if warranted.

Equal Opportunity Policy

The school does not discriminate based on race, color, age, sex, gender, religion, national or ethnic origin in the administration of its educational policies, admissions policies, scholarships, loan programs, or any other school-administered programs. The school has facilities to provide proper services to the handicapped, which include parking, elevator, restroom facilities, seating assignment as well as visual aids.

Student Information Release/Access Policy

The school has the right to release any information regarding a student: records, attendance, performance, and/or accomplishments at the school or any promotional material such as newsletters, photographs, videos, etc. where they may appear or be featured without any compensation. A student has the right to access their file. An appointment must be made in advance with the Administrative Assistant at the front desk. Third parties must obtain approval from the student before information may be released.

The School Year

The school has open enrollment ongoing training classes scheduled to run in 3-month program cycles scheduled throughout the year. Classes are scheduled to start as class openings present themselves. Starting dates are scheduled in advance, and the length of the specific program selected will then determine the student's ending date.

Graduation Requirement

To graduate, students must complete all required assignments and classwork with a final Grade Point Average (GPA) of 2.0 or above. Students must have a minimum attendance rate of 80 percent of the scheduled time. Tuition accounts must be satisfied. A student who satisfactorily completes a certificate program will receive a Certification of completion from Eferon Solar upon graduation. A NABCEP Associate Certificate will be issued to those students who pass the NABCEP examination and complete the certification program.

Placement Assistance

Eferon Solar Solutions maintains a placement service to assist students and alumni to find suitable entry-level employment. The school encourages all students to work after school to defray the cost of their training and to obtain valuable work experience while attending school.

The Placement Office schedules periodic seminars before graduation. During these seminars, the Placement Office encourages students to make individual appointments to discuss their employment needs. The student will receive instruction on dress attire, professional attitude, and all essential skills necessary to advance in today's job market.

The Placement Office will then arrange appointments with prospective employers. The student is expected to keep appointments, arrive promptly, be properly attired, and report back with the results of the interview. Students

are made aware of various types of employer background checks and drug testing requirements for employment. Applicants are made aware that sexually related convictions and felonies make it exceedingly difficult for any individual to gain employment with solar companies. Many solar projects are in residential areas and within the applicable distance of a school zone, and for legal liability purposes, the companies we've networked, affiliated, and partnered with have declined employment to applicants matching this description. Remember- the school will assist you in every way possible, but only you can get the job.

Applicants may obtain information on the percentage of graduates who have obtained positions in the field for which they were trained and their average starting salary from the Admissions Office. This information is readily available for everyone to see. The school cannot make guarantees of employment. The school will make every attempt through its placement service to successfully place all graduates in an appropriate position in the chosen career field, but there is no guarantee of employment upon completion, nor has one been stated or implied. All students must comply with the rules and regulations of the Placement Office, or the school may consider the student ineligible for placement assistance.

State Agencies and the Workforce Investment Act (WIA)

The school participates in several Department of labor-funded programs like the Workforce Development Program (WDP), dislocated worker (WIA), disability and vocational rehabilitation (DVR), and Veteran's Affairs. The school works closely with several unemployment agencies in NJ and NY to help secure clients' training funds and provide the necessary training. More information on unemployment benefits and training is available from the office of admissions.

Special Study Sessions and Tutoring

Available to students who require additional help.

Career Programs and Support Services

Graduates and employers are invited to discuss employment opportunities and proposed courses and curriculum updates. Eferon Solar also provides students with access to support services if they are facing any substance abuse, psychological, or social service support through partnered agencies. Listed below are some of the companies and organizations we work with.

Organization Network Partnerships

New Generation 66 Willow Ave in Hoboken, NJ 07030 Solar Employer	Green Power Energy 47 East Street Annandale, NJ 08801 Solar Employer	M&T Bank 2530 Kennedy Boulevard, Jersey City, NJ 07304 Financial Literacy Services
Momentum Solar 325 High Street, Metuchen, NJ Solar Employer	PV Pro's 5 Marine View Plaza #301 Hoboken, NJ 07030 Solar Employer	Care Point Health Center Hoboken, NJ Substance Abuse Program
Pfister Energy 57 Goffle Road, Hawthorne, NJ 07506 Solar Employer	Amergy Solar 100 Prospect Street Metuchen, NJ 08840 Solar Employer	St Lucy's Homeless Shelter 619 Grove Street Jersey City, NJ 07310

Counseling Service:

Career counseling is provided by placement Department personnel. This service is available to all enrolled students throughout their program and students are encouraged to avail themselves of this service.

Grievances

Students who are having problems or difficulties in class should speak to their instructor first. If for some reason, the problem is still not rectified, the student should go to the school Director to discuss the problem. The grievance form can be obtained from the Director of Admission or Administrative Assistant. The school also has a suggestion box. Students are encouraged to make constructive comments. Periodically, class evaluations are performed and reviewed by the admission department.

NOTICE TO STUDENTS: ACCET COMPLAINT PROCEDURE FOR INSTITUTIONS APPLYING FOR ACCET ACCREDITATION

When issues arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required by ACCET and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure which is published in the institution's catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints that involve ACCET standards and policies and, therefore, are within the scope of the

accrediting agency.

If a student has exercised the institution's formal student complaint procedure, and the problems or issues have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing (by email or mail) to the ACCET office. Complaints received by phone will be documented; however, the complainant will be requested to subsequently submit the complaint in writing.

2. The written complaint must contain the following information:

a) Name and location of the institution;

b) A detailed description of the alleged problem(s);

c) The approximate date(s) that the problem(s) occurred;

d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students;

e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed before contacting ACCET;

f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and

g) The status of the complainant with the institution (e.g. current student, former student, etc.).

3. In addition to the written complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g. student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

4. SEND TO: ACCET

CHAIR, COMPLAINT REVIEW COMMITTEE

1722 N Street, NW

Washington, DC 20036

Telephone: (202) 955-1113

Email: complaints@accet.org

Website: www.accet.org

Note: Complainants will receive an acknowledgment of receipt within 15 day

Books and Materials

Books, materials, and exam fees are included in the tuition cost.

Promotional Material Policy

This policy applies to all employees and agent contractors involved in the promotion of Eferon Solar's courses. Eferon Solar will ensure that all written or electronic marketing materials will:

1. Identify the organization's trading name, registered name, provider contact number, & website address.
 - 1.1 Satisfy all regulatory and legislative requirements;
2. All materials submitted to the school's Director and Director of Admission will ensure that:
 - 2.1. The material is accurate and complies with the threshold standard and Eferon Solar requirements
 - 2.2. Written permission has been obtained before using any marketing or advertising material that refers to any person or organization connected to or affiliated with Eferon Solar;
 - 2.3. NABCEP qualifications are accurately represented to prospective students and the advertised outcomes are consistent with these qualifications;
 - 2.4. Only NABCEP qualifications that are on Eferon Solar's scope of registration are advertised;
 - 2.5. It is identified where a third party is recruiting prospective students to Eferon Solar on its behalf;
 - 2.6. The material does not imply, suggest or guarantee;
 - 2.6.1. a student will complete a course in the Institute's scope of registration; or
 - 2.6.2. a course can be completed in a manner that does not meet the accreditation and regulatory requirements; or
 - 2.6.3. a student will obtain a particular employment outcome where this is outside the control of Eferon Solar.
 - 2.7. Eferon Solar will provide its agents and third parties with the most updated marketing material. However, Eferon Solar will not be held liable if the latest marketing material is not used by its education agents, brokers, and/or third parties.
 - 2.8. A copy of the authorized marketing and advertising material, together with any approvals, are to be kept on file by the Academic Director and/or Director of Admission. All previous versions will be archived and the version control register updated.
 - 2.9. The printing and publishing of marketing and advertising material can only be authorized by Eferon Solar's Director and Director of Admission.

- 2.10. All marketing material will have a version number applied according to each change in the policy.
- 2.11. The school's Director and Director of Admission will ensure the correct use of logos, course titles, codes, and clear statements regarding anticipated learning outcomes, fees, refund arrangements, and the promoted courses.
3. Be professionally developed and appropriately approved by the Director and Director of Admission;
 - 3.1 All marketing and advertising materials are to be submitted to the Director & Director of Admission for approval to ensure compliance with the Higher Education Standards Framework, NABCEP (North American Board of Certified Energy Practitioners), and Department of Education legislative requirements.
4. Not give false or misleading information or advice, regardless of whether the information is provided by Eferon Solar, its agents, brokers, online directories, or third parties, about:
 - 4.1. claims of association between providers;
 - 4.2. the courses offered by Eferon Solar, within our scope of registration;
 - 4.3. the employment outcomes associated with a course;
 - 4.4. professional accreditation associated with a course;
 - 4.5. automatic acceptance into another course;
 - 4.6. possible migration outcomes; or
 - 4.7. any other claims relating to the Institute, its course(s), or outcomes associated with its course(s).
 - 4.8. Eferon Solar will monitor all marketing activities of its education agents and third parties using different approaches including reviews of approved websites, virtual locations, and in-person reviews and audits.
5. Be committed to ensuring ethical marketing of education products and services is implemented.
6. Obtain prior written permission from any person or organization for use of their marketing or advertising material, which refers to or provides a visual of that person or organization, and will abide by any conditions of that permission.
7. state course objectives, costs, and expectations are communicated to participants before commencement.
8. Will ensure any course information details the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications, or work experience is clear, thorough, and factual.
9. Ensures any requirement for work-based training/placement required during the duration of the course will be outlined clearly and thoroughly.
10. Will ensure at all times that full details or special conditions applying to our training services will be communicated to our prospective and current students.

ACADEMIC POLICIES

Grading System

The school utilizes the following grade point system to determine academic progress:

<u>Grade Point</u>	<u>Average</u>
A = 100-90	4.0 Grade Points
B+ = 89-85	3.5 Grade Points
B = 84-80	3.0 Grade Points
C+ = 79-75	2.5 Grade Point
C = 74-70	2.0 Grade Point
D+ = 69-65	1.5 Grade Point
D = 64-60	1.0 Grade Point
F = Below 60	0 Grade Points
W= Withdraw	0 Grade Points
I= Incomplete (temporary)	

Satisfactory Progress

All students are advised that their academic progress is monitored constantly throughout their program. All student grades are maintained by the instructor and posted on the student grade report and available at the student's request. The final grade calculation for each course in a program of study is specified on the course outline.

SATISFACTORY ACADEMIC PROGRESS (SAP)

SECTION 1: POLICY OVERVIEW

The Satisfactory Academic Progress (SAP) policy you are about to read can be complex to understand, you are encouraged to talk with the School Director and Director of Admission once you have finished reading this document if you have additional questions.

Students are expected to make reasonable academic progress to obtain a certificate as a condition for completing the program and graduating. Your entire academic history including enrollment at Eferon Solar is reviewed to ensure your timely progression toward graduation. Satisfactory academic progress requires recipients to do the following:

1. Meet minimum cumulative grade point averages.
2. Satisfactorily complete at least 70% of cumulative clock hours attempted.
3. Complete your program within the maximum time frame of clock hours allowed.

SECTION 2: CENSUS DATE DEFINED

Census Date for Measuring Your Satisfactory Academic Progress:

The census date is the last Friday during the first month of classes. The census date is the last day to add or drop classes.

SECTION 3: POLICY SPECIFICS DEFINED

Monitoring Intervals & Warning Status:

Satisfactory academic progress is monitored monthly. A student who does not maintain SAP, as defined in this policy, will receive a written “warning” notification within one week after the student’s academic results are determined to be at risk of not meeting the policy. Warning status is a message encouraging a student to rectify his or her academic progress for the training course. Students will be placed on academic probation for a period of 30 days from the scheduled review meeting with the Instructor and School Director regarding their academic warning status.

Students must improve their GPA, attendance issues, and any other challenges that generated the warning status and placed them on academic probation. Tutoring and counseling will be provided for those students needing additional support and resources to assist them in improving their GPA to at least the 2.0 minimum needed to regain an approved passing status and end their academic warning period.

Consequences:

Students not meeting this policy will be notified using three forms of communication: 1) EFERON SOLAR SOLUTIONS will send a notice to the student’s e-mail account, 2) a message will be mailed to the student’s physical mailing address, and 3) a meeting will be scheduled with the student and Instructor to notify and review with them all necessary communication.

Students not able to improve their GPA to the required 2.0 GPA after the 30-day warning period will be at risk of failing the program. The School Director and Instructor will consult with the student at the end of the 30-day

warning period to determine if additional time will help the student regain a satisfactory status, if an alternative correction plan is needed to assist in their successful completion of the program, or if the student will fail the program.

Withdrawing From Classes:

As previously described, the entire academic history of a student is reviewed to ensure reasonable progress toward graduation. The student has the option of withdrawing from the program and not completing the 70% of all clock hours attempted. The student will need to notify the Director of Admission and School Director of their withdrawal request and provide a written statement on their reason for withdrawing from the program. All textbooks and materials provided will need to be returned to the school before or at the time of submitting their withdrawal request.

Appeals:

The review of your SAP appeal is a very time-consuming process. It may take up to 10 business days to review a properly completed SAP appeal submitted by a student. Incomplete appeals submitted will increase the review time. Do not attempt to rush and complete an SAP appeal as quickly as you can. Students should devote significant reflection to the appeal submitted to the School Director and Director of Admission for review and appeal determination. An SAP appeal submitted should be clear, and concise, have a well-described timeline of events with a corrective academic plan, and must have supporting documentation to validate your academic plan. A student must be able to describe and document the circumstances for not meeting the policy requirements using proper grammar and adequate sentence structure must be legible and logically written. Appeals that lack these characteristics may be denied or pended for additional information.

Academic Plan:

All students must submit an academic plan for success that they will execute during their academic probationary period along with their appeal. A student must meet and consult with their instructor and School Director to establish and follow the academic plan. The academic plan allows a student to self-reflect and correct personal life and academic circumstances which affected them from meeting the policy terms and conditions. Balancing personal and school life is an important responsibility. Eferon Solar Solutions provides many resources. These resources help contribute to the personal success of students both on and off campus.

- Academic Success Center
- Academic Advising
- Instructor Tutoring
- Career Placement Services
- Student Support Services

A student must make reasonable progress toward the requirements of their certificate program. Students who are unable to maintain their academic plan are not progressing reasonably toward fulfilling the requirements of their certificate program according to the U.S. Department of Education and Eferon Solar Solutions standards.

Qualitative Standard: GPA

Students are required to maintain a minimum "C" grade point average or equivalent by graduation. A "C" grade point average is equivalent to a minimum of 2.0 on a 4.0 scale, or 70% on a 100% scale.

If you are approved to retake a course with grade replacement, your GPA for SAP purposes will be calculated based on the grade from the most recent attempt of the course. If you are not eligible for grade replacement, grades from all attempted courses including repeat coursework will be counted in your cumulative GPA.

Quantitative Standard: Completion Rate (Pace of Completion)

All students must progress at a pace that allows the student to complete their program within the maximum allotted timeframe of 450 clock hours. The pace is calculated by dividing the number of completed hours by the number of attempted hours. Students must pass at least 70% of all attempted clock hours with a grade of C- or better, Pass (P) or C (Completed).

Non-passing grades are: F (failing), I (Incomplete), & W (withdraw)

Repeated and non-passing grades will also count as attempted clock hours even if the grade is no longer calculated in the GPA.

Repeated Courses:

Repeated courses are included for SAP purposes.

Leave of Absence

VOLUNTARY LEAVE POLICY

Eferon Solar Solutions recognizes that situations may arise when a student may want to voluntarily interrupt his or her academic studies. We are committed to responsibly handling reasonable requests for leave. This policy may not be used instead of disciplinary action to address any violations of the school's rules, regulations, policies, or practices. A student who is granted voluntary leave while on academic and/or disciplinary status will return to that same status.

Definition: A voluntary leave is defined as an active student status representing an approved temporary break from school studies for one or more terms, and with the intent to return in a future term.

Basis for Leave

Voluntary leave may be requested for national service, serious illness, or for personal or financial reasons.

Voluntary leave should be requested at least 14 days before the leave is taken, if possible.

A student who is granted voluntary leave is still required to complete all program & assignment requirements within the specified time of enrollment. A leave does not extend the specific period for obtaining a certificate unless a waiver is granted by the school Director.

Duration of Leave

Except where leave is mandated by compulsory national service, or where an academic program, department, or school indicates otherwise, voluntary leave may be granted by the Director of the School. The duration of the leave generally will be a minimum of one week, to a maximum of one month or the equivalent $\frac{1}{4}$ of the program duration. Leaves taken for compulsory national service are granted for a duration of a maximum of $\frac{1}{4}$ of the training program. An extension or reduction of the leave period may be granted for good cause. Students cannot be reinstated for a particular program after the registration deadline has passed.

Procedures

1. The student should discuss a leave of absence with the school Director and Director of Admission.
2. The student must submit a request for a Leave of Absence via written request to the administrative assistant or school Director. The student may be required to complete additional forms required by their

academic program, or school, and provide supporting documentation. The Leave of Absence request is submitted to the school Director, Directors' designee, or Admission Director for review and approval.

3. If the student is seeking a voluntary leave due to a medical or psychological condition, the school Director or Directors' designee must confer with either a certified Medical Professional,
4. The student will be notified by email (to their email address) of the approval or denial of the request for leave. If the request is approved, the school's Director or Director's designee will communicate the terms and conditions of the leave.
5. The notation "Leave of Absence" will be entered on the student's transcript.

Return from a Voluntary Leave/Re-enrollment

1. The student must notify the school Director of their school or the Director's designee, of the Intention to return or re-enroll after the leave period. Students who were on leave due to a medical or psychological condition must notify either the Director (or his or her designee) to schedule an assessment interview, depending on whether the leave was due to medical or psychological condition.
2. If the voluntary leave was due to a psychological or medical condition, the student must have their healthcare provider complete a "Certificate of Readiness to Return" form and be assessed professionally. A medical professional will provide a recommendation to the school Director or the Director's designee regarding the student's fitness to return/re-enroll. Upon request, the student will authorize their healthcare provider to provide Eferon Solar Solutions with additional medical or psychological information relevant to assessing the student's fitness to return/re-enroll. The Director's decision regarding re-enrollment will be made following consideration of the recommendation provided by a professional Behavioral Health Services and/or Medical Services Division, and any other relevant agency, taking into account information provided by the student's health care provider.
3. Except where an academic program, department, or school indicates otherwise, a student who is not granted an approved leave extension, and also fails to enroll for the return term approved by the school's Director or Director's designee, will be required to apply for re-admission.
4. Failure to contact the academic program, department, or school within the designated period of 30 days may result in the denial of re-enrollment.

The appeal of the Decision Denying Re-enrollment

A student may appeal a decision denying re-enrollment to the school Director in writing within ten (10) business days (excluding weekends and federal and state holidays) of receiving the decision. The Director shall

review the record and any additional information submitted by the student and render a decision within ten (10) business days (excluding weekends and federal and state holidays) of receiving the appeal. The school Director's decision shall be final. The school Director may extend the time limits set forth above as necessary.

Involuntary Leave

Eferon Solar Solutions may place a student on an involuntary leave of absence from that student's academic program when that student: (1) poses a direct threat to the health and safety of self or others; and (2) is not able or not willing to take a voluntary leave of absence. This policy may not be used instead of disciplinary actions to address any violations of school rules, regulations, policies, or practices. A student who is placed on involuntary leave while on academic and/or disciplinary status will return on that same status.

Confidentiality of Information Regarding Leaves

The School will maintain the confidentiality of information regarding voluntary and involuntary leaves by federal, state, and local law, and to the greatest extent consistent to process such leaves.

Confidentiality of Records: All records concerning both voluntary and involuntary leaves of absence are confidential, and the official copy of such records shall be retained by the Admission Office, School Director, or the Director's designee of the training program, department, or school. Access to these records is limited by appropriate federal, state, and local laws.

Withdrawal Procedure/Cancellation/Termination/Refund Policy

The school recognizes that conditions may arise which would require the student to withdraw from school. Cancellation shall take effect the day after the last date of attendance. If cancellation is effected, the student reserves the right to apply for reinstatement within one year of the date of enrollment, at which time a credit will be made for all tuition paid. The school agencies issued the student written release provided the student has completed his obligation to the school as stated in the enrollment agreement.

- I. A student or applicant may cancel an enrollment at any time before the commencement of his classes and shall be entitled to:

- a) A complete refund of all monies paid to the school or its representative if such notice of cancellation occurs within a period of three business days after signing the enrollment agreement.
- b) A student who enters school and withdraws shall be obligated for the number of weeks attended, and one day of attendance in a week will be deemed as attendance for the entire week.
- c) When a student withdraws from the school without written or oral notice to the school, cancellation shall take effect the day after the last date of attendance but will be deemed as attendance for the entire week.
- d) For courses of 300 hours or less, the school will retain the registration fee plus a pro-rated portion of the tuition calculated every week.
- e) For full-time attendance in courses exceeding 300 hours in length, but not exceeding 1200 hours, the school may retain the registration fee plus:

Re-enrollment/Status Change

A student who has been dismissed for unsatisfactory progress must remain out of school for two weeks and must apply for re-admission. Re-admission will be granted only with the approval of the school Director. Students must demonstrate a desire to succeed, willingness to attend classes, and academic ability. Students re-admitted are on probation and must bring their Cumulative Grade Point Average above the probation range by the end of their probationary period. If in the judgment of the school Director, it is highly improbable that a student's Cumulative Grade Point Average will reach the probation range, the student will not be readmitted.

Violations that may result in termination

1. Non-compliance with any school rule or regulation
2. Non-attendance
3. Failure to meet satisfactory progress requirements.
4. Non-payment of tuition, fees, or the return of books owed to the school.

The policy regarding the termination of students is that each infraction is considered individually by the administration. It may *result* in suspension, probation, or dismissal.

Computer Access & Software Piracy Protection Policy

1. Acts of software "Piracy" either of copyrighted materials or student's materials will not be tolerated, and the student(s) will be subject to dismissal.
2. Unauthorized release or use of another student's passcode will not be condoned and will affect the Loss of LAN system privileges.
3. Inappropriate or unauthorized use of the computer LAN system (i.e., personal use, game playing during class hours, "Hacking", etc.) will not be condoned and will affect the loss of LAN system privileges.
4. Students are liable for any damage to any equipment caused by willful intent, willful misuse, or inappropriate utilization.
5. Students are expected to return all equipment to the appropriate storage area and clean up their workstations at the end of each laboratory session.

Programs of Study

The school operates on a clock-hour basis. A clock hour consists of a minimum of 50 instructional minutes. Students in all programs are expected to spend at least an hour a day in outside/self-study preparation to complete course requirements.

Evaluation Techniques Grades

Final grades of A (90-100), B (80-89), C (70-79), F (below 70), W (Withdrawal), or I (Incomplete) are issued based on the instructor's evaluation of a student's performance in class. Grades are based primarily on the following:

An incomplete (I) is issued to students not meeting the minimum course requirements. The incomplete must be converted to a letter grade within two weeks. If the minimum course requirements are still not met, the (I) is converted to an (F)

Grade changes are rare but may be granted at the discretion of the instructor. Students are encouraged to

discuss their grades directly with the instructor or to bring it to the attention of the school Director. Students must maintain a "C" average in all areas of study to complete the course.

Grading and Assessment	Final Course Grade
1. Homework - <i>This will be used to measure students' interests and study habits.</i>	20%
2. Class discussion	10%
3. Schedule test	70%

For work placement and internship upon successful completion, students who have a grade of 70% or more would have assistance *in* writing a resume, job search, and/or be placed on a job internship.

Make-up assignments policy

An incomplete (I) is issued to students not meeting the minimum course requirements. The incomplete must be converted to a letter grade within two weeks. If the minimum course requirements are still not met, the (I) is converted to an (F). All assignments, tests, and coursework must be completed before taking the NABCEP exam.

Payment Policy

A down- payment of 25% is due before the 1st day of class! Failure to pay may subject your registration to cancellation. While classes are routinely dropped for non-payment, students who do not officially drop their courses will be responsible for the charges.

Eferon Solar Solutions Admissions Office: (201) 589-4642

Location: 910 Bergen Avenue Suite# 201, Jersey City, NJ 07306

Hours: Monday-Friday 9:30 a.m.- 4:30 p.m. | Saturday and Sunday: CLOSED

Miscellaneous: Cash, Checks, VISA, MasterCard, AMEX, and Discover Cards accepted at the Admissions office.

Third-Party Voucher Payments

Vouchers are to be submitted to the Admissions Office before the student's 1st day of class to ensure that your registration is not dropped for non-payment. You will be immediately responsible for full payment of your account if your written commitment from a third party is not honored.

Past Due Accounts

You may not register for future semesters until your account is paid in full. The school expects all students to meet their financial obligations before taking their assigned NABCEP board exam (This is also the Final Day of Class). However, if your account should become past due during the semester for any reason (i.e. a financial aid authorization change, late/missed installment plan payment, etc.) your account will be assessed a \$15 late payment fee, and the school will place a hold on your account that will bar you from being able to take your exam and the student receiving their completion certificate. This hold will remain in effect until your entire past balance is paid in full. The school will send an e-mail notification and an e-bill (or both) to your account. If these attempts to collect the debt are unsuccessful, your account will be placed with a collection agency and you may be held liable for the cost of collection.

Checks returned by the bank

Checks that are returned from a bank for any reason must be replaced with cash, money order, or bank check within seven days (one week) of the school's receipt of notification by the bank. A fee of \$25 will also be charged to the student's account. In addition, your class schedule may be canceled which may not result in any reduction of your charges.

Tuition Installment Payment Plan

Eferon Solar Solutions offers a Tuition Installment Payment Plan for students. The Installment Plan is an inexpensive alternative to a student loan or paying by credit card. Enrolling in a plan cost \$25 per month, and allows students to budget the cost of tuition and fees by spreading out the cost over several scheduled payments.

You may still owe a balance on your Installment payment plan even if you have reduced your course load or withdrawn. Therefore, students are strongly advised to contact the Admissions

Office first to determine the impact, if any, your schedule change will have on their account balance.

Programs Fees

CLOCK HOURS OF INSTRUCTION	TUITION	ADMIN FEES	TEXTBOOK FEES	APPLICATION FEES	TEST/ LICENSING FEES	TOTAL COST
300	\$4,600	\$100	\$150	\$25	\$125	\$5,000

Privacy Policy

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

In compliance with the Family Educational Rights and Privacy Act (FERPA) and Eferon Solar Solution’s policy on the Disclosure of Educational Records, a student may grant the school the right to release confidential information such as grades, academic progress reports, class attendance records, disciplinary actions, financial account information, to parent(s)/guardian(s)/spouse by completion of the “Student Consent to Release Confidential Information Form” provided.

The release does not apply to information such as counseling and health records. A separate release is required to release or discuss health and counseling information. Authorization for the release of other confidential information is valid as long as the student is enrolled at Eferon Solar Solutions or until a written statement from the student cancels the request to release confidential information.

Disclosure of Educational Records

Eferon Solar Solutions will disclose information from a student’s educational records only with the written consent of the student except in certain legally permissible situations, to officials who have a legitimate educational interest in the records, to certain government or other public officials, and to parents of an eligible student who claim the student as a dependent for income tax purposes. However, information designated by Eferon Solar Solutions for directory purposes, or the results of any disciplinary proceeding conducted by the school alleging a sex offense of the accused may be released without the student’s consent.

Otherwise, to release information, the student must complete and sign the “Student Consent to Release Confidential Information Form” authorizing the release of confidential information. To ensure that the identity of the person who is making the request is the student, the student must show his/her official government id.

Directory Information

Eferon Solar Solutions designates the following items as Directory Information: student name, address, telephone number, email address, date and place of birth, major field of study, participation in officially recognized activities and sports, dates of attendance, degrees and awards/honors received, full or part-time enrollment status, most recent previous school attended, and photographs. Eferon Solar may disclose any of those items without prior written consent unless the student completes and submits to the Records Office the Request to Prevent Disclosure of Directory Information Form within the first two weeks of the student’s start date.

Under FERPA (Family Educational Rights and Privacy Act of 1974), when a student turns 18 years of age or enrolls at a postsecondary institution at any age, all parental FERPA rights are transferred to the student. However, FERPA does provide for some information to be shared by schools with parents or legal guardians without the student’s consent. Examples are (1) disclosure of educational records if the student is a dependent for income tax purposes. This would apply to a student who was a dependent for the most recent tax year; (2) disclosure of educational records if a health or safety emergency involves their student; or (3) if the student is under age 21 and has violated any law or policy concerning the use or possession of alcohol or a controlled substance. Parents should discuss their intentions to obtain confidential information with their students whenever feasible.

HOW SOLAR WORKS

1 Solar panels convert the sun's energy into electricity.

2 A control device changes this electricity, enabling it to power electrical items.

3 The electricity then passes through a breaker box to outlets in the building.

4 Items such as a refrigerator and lamp can plug into the outlets for power.



EFERON SOLAR