

**FREQUENTLY ASKED QUESTIONS (FAQ) FOR
STUDENTS WHO COMPLETED / GRADUATED FROM
AN AMERICAN CAREER INSTITUTE SCHOOL IN MARYLAND
PRIOR TO JANUARY 9, 2013**

1. WHO IS THIS INFORMATION FOR?

Any ACI student who completed an ACI approved training program prior to 1/9/13.

2. WHO IS ELIGIBLE FOR CLOSED SCHOOL STUDENT PROTECTIONS?

Maryland law defines a student who is eligible for closed school protections as someone who was enrolled in and attending one of the closed school's approved programs at the time the school precipitously closed, and therefore did not have an opportunity to complete the training program. Only these eligible students may take advantage of State Orchestrated Teach-out arrangements or apply for a refund/loan discharge.

3. I'M A GRADUATE, BUT THE SCHOOL CLOSED. WHY CAN'T I GET A REFUND OR LOAN DISCHARGE, TOO?

Since you are a graduate, that means that you have completed all of your program training according to your contract with ACI. The ACI refund policy under which you were contracted only applies to students caught in a precipitous school closure who were *unable to complete* the training programs in which they were contracted. Once students complete their training, the refund policy no longer applies. You remain responsible for any federal or private student loans that went toward paying for your ACI education.

4. I COMPLETED ALL OF MY PROGRAM HOURS, BUT ACI DIDN'T GIVE ME A CERTIFICATE.

You are considered a "graduate" if you completed all of the hours of training in your program, whether you received an official Certificate of Completion from ACI or not. An "official transcript" of your training program is equal to or better than a Certificate as proof that you completed a program. An employer may ask for proof that you completed the training program, and an official transcript is considered as equal "proof" as a Certificate. If you ever choose to attend another institution, then the only document they will accept as proof is an official transcript. To request a transcript, see FAQ #6 below.

5. ACI SAID THAT THEY'D HELP ME WITH JOB PLACEMENT WHEN I GRADUATED. WHAT NOW?

ACI could only help students with job placement as long as the school existed. Once they ceased to exist on January 9, 2013, job placement help could no longer be offered. If the school does not exist, then it cannot give you job placement help. Maryland student protections help students who were caught in their training programs when the school closed, but only apply to helping them find ways to either complete their training or receive refunds/loan discharges. Any other student services offered by ACI ceased to exist when ACI closed (the exception is maintaining ACI student records; see FAQ #6, below).

Job search opportunities provided by the State exist for all Marylanders. The Maryland Workforce Exchange (MWE) is a free online job search engine (<https://mwejobs.maryland.gov/>). Also, the Maryland Department of Labor, Licensing and Regulation (DLLR) provides in-person help at their local One-Stop Career Centers. To find the One-Stop Career Center nearest you, visit <http://www.dllr.state.md.us/county/> or click on the One-Stop Career Center Information link on the MWE web site.

6. WHO DO I CONTACT IF I NEED COPIES OF MY STUDENT RECORDS?

Oftentimes, students need official transcripts of their completed or incomplete education for purposes of employment or furthering their education at another school (applying to receive transfer credit). By law, the Maryland Higher Education Commission is the custodian of closed school student records. MHEC staff physically collected all known Maryland ACI student hard-copy records after the schools closed. The ACI ownership has also provided MHEC with some electronic copies of student records. Please note that MHEC is restricted to only providing copies of existing documents. We cannot create anything new.

ACI students who need copies of their transcripts for employment, teach-out, or transfer credit purposes should visit our web page <http://www.mhec.state.md.us/career/pcs/closures.asp> and click on “How to obtain a student transcript from a closed school.” Complete the Transcript Request Form, print it out, sign it, and submit it to MHEC.