



# Disclosure Statement

## School Background and Qualifications

- Career Step was founded in 1992. Since that time we have provided distance education services to thousands of students in all 50 states.
- Career Step operates out of approximately 10,000 square feet of leased office space in Provo, Utah, and has approximately 100 full-time and part-time employees.
- As a distance education institution, Career Step offers the following certificate programs: Administrative Assistant, Computer Technician, Inpatient and Outpatient Medical Coding and Billing, Medical Administrative Assistant, Medical Billing, Medical Terminology, Medical Transcription Editor, Medical Transcription Editor Supplement, Medical Transcription, Microsoft Access 2007, Microsoft Excel 2007, Microsoft Office 2007, Microsoft Outlook 2007, Microsoft PowerPoint 2007, Microsoft Word 2007, Outpatient Medical Coding and Billing, Pharmacy Technician, and RMT Exam Prep. All of these competency-based programs operate under a self-paced, distance-learning model.
- Career Step employs the latest distance education programming techniques, technology, and instructional design methodologies. Career Step partners with premium technology partners to ensure the highest levels of speed, availability, and reliability in delivering electronic instruction to its students.
- Career Step has a highly experienced academic support staff, which includes trained advisors for each program of study. Ongoing student support is available via toll-free phone or email. Career Step also employs a professional technical support staff that is available to answer technical questions.
- Career Step is registered and authorized to operate as an educational institution in the State of Utah under the Utah Postsecondary Proprietary School Act (Title 13, Chapter 34, Utah Code).

## Minimum Enrollment Requirements

To be considered for admittance to a Career Step training program, a prospective student must be beyond the age of compulsory high school attendance as prescribed by Utah law and must either have a high school diploma or a General Education Development Certificate (GED), or pass the Career Step competency test. The Career Step competency test cannot be used in lieu of a high school diploma or GED for the Inpatient and Outpatient Medical Coding and Billing program. Additionally, prospective students should possess basic computer and keyboarding skills and a high degree of English language literacy.

## Tuition, Fees, and Other Charges

The online enrollment and program costs (without upgrades) for the Career Step programs are as follows:

Program Name	Price	S/H
Administrative Assistant	\$1,195.00	\$29.95
Computer Technician	\$1,795.00	\$29.95
Inpatient and Outpatient Medical Coding and Billing	\$2,595.00	\$69.95
Medical Administrative Assistant	\$1,495.00	\$29.95
Medical Billing	\$1,295.00	\$29.95
Medical Terminology	\$300.00	
Medical Transcription Editor	\$2,695.00	\$29.95
Medical Transcription Editor Supplement	\$600.00	\$14.95
Medical Transcription	\$2,295.00	\$29.95
Microsoft Access 2007	\$149.00	\$14.95
Microsoft Excel 2007	\$149.00	\$14.95
Microsoft Office 2007	\$499.00	\$29.95
Microsoft Outlook 2007	\$149.00	\$14.95
Microsoft PowerPoint 2007	\$149.00	\$14.95
Microsoft Word 2007	\$149.00	\$14.95
Outpatient Medical Coding and Billing	\$2,295.00	\$69.95
Pharmacy Technician	\$1,995.00	\$29.95
RMT Exam Prep	\$175.00	\$29.95

Residents of Ohio, Michigan, or Utah are also responsible for sales tax.

## Financial Assistance

Career Step students can take advantage of a variety of financing and financial assistance options with the Administrative Assistant, Computer Technician, Inpatient and Outpatient Medical Coding and Billing, Medical Administrative Assistant, Medical Billing, Medical Transcription Editor, Medical Transcription, Outpatient Medical Coding and Billing, and Pharmacy Technician programs. These include payment plans and tuition assistance. Please refer to our enrollment application or our website for further details on these options, or call one of our enrollment advisors at 1-800-411-7073.

## Right to Rescind

The right to rescind shall mean the right of the Student to rescind the "Agreement", which the Student must exercise (if he or she so chooses) in writing. The student must also serve or mail postmarked within the three (3) business-days cooling off period following the date of the signing of a written application or the date of submission of an online Application—whichever occurs first.

## Length of Program and Graduation Requirements

Program Name	Hours	Access
Administrative Assistant	140 hours	3 months
Computer Technician	230 hours	3 months
Inpatient and Outpatient Medical Coding and Billing	640 hours	4 months
Medical Administrative Assistant	200 hours	3 months
Medical Billing	145 hours	3 months
Medical Transcription	570 hours	4 months
Medical Transcription Editor	640 hours	4 months
Medical Transcription Editor Supplement	107 hours	4 months
Microsoft Access 2007	17 hours	3 months
Microsoft Excel 2007	21 hours	3 months
Microsoft Office 2007	89 hours	4 months
Microsoft Outlook 2007	17 hours	3 months
Microsoft PowerPoint 2007	17 hours	3 months
Medical Terminology	25 hours	60 days
Microsoft Word 2007	21 hours	3 months
Outpatient Medical Coding and Billing	570 hours	4 months
Pharmacy Technician	285 hours	3 months
RMT Exam Prep	90 hours	4 months

Extensions beyond the initial enrollment period are available. All extensions are subject to the current extension policy at the time of purchase.

## Licensing Requirements, Graduation and Employment Information

Currently, there are no state or federally mandated licensing requirements for employment in the administrative assisting, computer technician, medical administrative assisting, medical coding and billing, or medical transcription fields. Students in the state of Utah who take the Pharmacy Technician program are required to complete an externship to comply with state requirements. Entry-level employment opportunities within all of these fields are abundant, and employment decisions are typically made on the basis of demonstrated competency. Because the Career Step programs are competency based, Career Step graduates tend to do well in securing employment.

### ▪ Career Step program graduation rates<sup>1</sup>:

Program Name	2009	2010	2011
Administrative Assistant	-	-	70%
Medical Administrative Assistant	-	-	89%
Medical Transcription	71%	59%	58%
Medical Coding and Billing	71%	44%	51%
Pharmacy Technician	100%	47%	100%

### ▪ Career Step program placement rates<sup>2</sup>:

Program Name	2009	2010	2011
Medical Transcription <sup>3</sup>	85%	88%	69%
Medical Coding and Billing <sup>4</sup>	33%	55%	63%

## Satisfactory Program Completion Credentials

Upon successful completion of the program and final examination, (providing that the student's account is paid), a student will receive a Certificate of Graduation from Career Step. The type of graduation certificate awarded to a student will depend on the scores received on the final exam. Students are allowed to take the final exam up to three times. Each final exam will be unique.

Medical Transcription and Medical Transcription Editor programs:

- *Standard Graduation*: 85%-90% on both portions of the final
- *Graduation with Honors*: 90%-94% on both portions of the final
- *Graduation with High Honors*: 95%-100% on both portions of the final

All other programs:

- *Standard Graduation*: 75%-89% on the final
- *Graduation with Honors*: 90%-100% on the final

## Career Step Cancellation and Refund Policy

If, for any reason, a student withdraws within fourteen (14) days after the initial access to online program materials has been granted, his/her money shall be refunded IN FULL, less a \$50 application fee and the nonrefundable shipping and handling fee, and the Enrollment Agreement shall be rescinded. Under this policy the student must return any and all program materials and supplies received from the school before receiving the refund. Dates regarding receipt of the program will be based on the date of email with password and login for the online program. The student must notify Career Step by telephone before the fourteenth (14th) day to receive a return code, and returned materials must be sent to Career Step at the student's expense, insured and tracked through the carrier. The student will be assessed a fee of \$10.00 per book for minor damage or retail price of book (\$8.00 to \$95.00 per book) if materials are returned written in, damaged, or destroyed. Pack returned materials to prevent damage.

If, for any reason, a student withdraws after the initial fourteen (14) day review period, the cost of the program materials is nonrefundable. After this fourteen(14) day period, the student is responsible for payment of the entire program. A \$100 Tuition fee is only refundable up to sixty (60) days after the date of enrollment. Any Student withdrawing under this paragraph terminates his/her enrollment.

## Surety Requirements

Career Step maintains a Certificate of Deposit with Zions Bank in an amount required by the State of Utah Department of Commerce. This certificate of deposit provides protection to Career Step students in the event of insolvency or dissolution of Career Step as an educational institution.

- 1 Graduation rates reflect the outcomes from a random sampling of 100 active students, or the available population if less than 100, who have completed their initial enrollment period and who are not currently continuing to pursuing graduation through an extension. As a number of Career Step programs were launched in late 2010 and 2011, there may be insufficient data to provide three years worth of rates for each individual program.
- 2 An insufficient amount of time has passed to effectively measure rates for a statistically significant population of students for programs launched in 2010, 2011, and 2012.
- 3 The 2009/2010 Medical Transcription placement rates are as reported by respondents to an Apr 2011 survey of all Medical Transcription graduates between Jan 1, 2009 and Sep 20, 2010. The 2011 rate is the preliminary result of a survey in progress as of the date of this printing.
- 4 The 2009/2010 rates are as reported by respondents to an Apr 2011 survey of all Jan 1, 2009-Sept 20, 2010 program graduates who passed the AAPC-administered CPC exam. The 2011 rates are as reported by respondents to a Jan 2012 survey of all Jan 2009- Jan 2012 program graduates.