

**Why did [CAMPUS] decide to cease enrolling new students and discontinue campus-based programs?**

[INSERT SCHOOL NAME] will no longer enroll students into programs at the campus as of July 2, 2018 for a variety of reasons, including significantly declining enrollment, which renders campus-based programs in these markets unsustainable at a time when there is also an increase in the demand for online programs in higher education.

**How does this affect students?**

Students currently enrolled will be afforded a range of opportunities to complete their studies. They may:

- Complete their studies at the campus, uninterrupted, if able to graduate on or before the end of the calendar year.
  - Students will receive a 50 percent reduction in tuition for the remainder of their program of study.
- Complete their program of study (or a similar one that meets their career goals) through our online programs.
  - Those who are able and choose to do so will receive a 50 percent reduction in tuition for the remainder of their program of study.
  - The option to attend online is not available to residents of the state of Oregon or those students attending The Art Institute of Philadelphia.
- Complete their program of study at another [ED SYSTEM NAME] location.
  - Those who are able and choose to do so will receive a 50 percent reduction in tuition for the remainder of their program of study.
- Complete their program of study at partner institutions we are working with during this transition.
  - Those who are able and choose to do so will receive a \$5,000 tuition grant to support the completion of their studies.
- Students who have been accepted but have not started classes will have the option to transfer their application to another campus accepting new enrollments or online. In exchange, they will receive a 50 percent reduction in tuition.

**Is Dream Center Education Holdings having financial difficulties?**

Dream Center Education Holdings remains viable. Over the last several months, we have taken a strategic and comprehensive look at each of our three education systems and their respective campuses, evaluating them to be sure that they are meeting the needs of today's learners and providing the best student and graduate outcomes.

What has become clear is that we have a critical need and responsibility to become a much more agile organization, responsive to the needs of our students and the changing demands of higher education. As a result of that examination, we have made the decision to cease enrollments and discontinue campus-based programs for a number of schools within The Art Institutes, Argosy University and South University systems. We will cease new enrollments at these locations, providing prospective students with access to online offerings or programs at one of our other campuses. We will support current students by offering multiple options to continue their education.

This decision was made for a number of reasons, including significantly declining enrollment, which renders campus-based programs in these markets unsustainable at a time when there is also an increase in the demand for online programs in higher education.

### Is [ED SYSTEM NAME] going out of business/is this a sign they will be shut down?

DCEH intends to keep campuses open where demand exists. The discontinuations are within markets where we have seen a steady decrease in ground enrollment to unsustainable levels, even as enrollment in online courses has been steady or increasing. We remain steadfast in our mission to provide students with accessible, affordable, relevant and purposeful education aligned with market demands. [The Art Institutes are and will remain a vital source for creative professionals in the fields of design, media arts, culinary and fashion or Argosy University remains dedicated to providing undergraduate and graduate degree programs to students or South University remains dedicated to providing educational opportunities for the intellectual, social and professional development of a diverse student population.] This decision to discontinue campus-based programs at [INSERT SCHOOL NAME] is being made in response to significantly declining enrollment for programs at the campus at a time when there is an increase in demand for online learning in higher education.

Dream Center Education Holdings continuously evaluates its campus locations to determine where it can best serve students. The organization remains a viable one.

## STUDENTS

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### What do I need to do to make sure I get all my coursework completed?

We will work with each student to prepare an instructional completion plan, outlining all credits remaining in the program, the sequence in which these courses should be taken, and the anticipated graduation date. Where a student is not able to complete their program of study before the end of the calendar year, we will provide them a range of alternate options for completing their program of study.

### How will this affect my financial aid? How will my financial aid be processed?

There will be no change in the processing of financial aid, whether a student completes their program at their current campus or transfers to another campus or to an online program of study with us. All of the eligibility requirements for financial aid will remain unchanged and will continue to be processed on the same timelines as before. Loan programs and grants will not change. Questions regarding financial aid should be directed to the financial aid department.

### Will Career Services still assist me in finding employment after graduation?

Career Services will continue to assist graduates in entering careers in their field of education and training as it has in the past. The [CITY] location does not guarantee employment for any graduate.

### Will there still be personnel available to provide student services?

Yes. We are committed to continuing to provide all the student services necessary for students who will remain at the campus through the end of the calendar year to complete their programs.

### Is the [CITY] location accredited?

For non-HLC schools:

You will graduate from an accredited institution. [INSERT SCHOOL NAME] is institutionally accredited by [INSTITUTIONAL ACCREDITOR]. [INSTITUTIONAL ACCREDITOR] has been informed of our decision to cease enrolling new students and the campus is providing students with a host of options to complete their education. We will continue to work with [INSTITUTIONAL ACCREDITOR] to ensure compliance with all applicable standards for accreditation.\*

\* [INSERT ACCREDITATION STATEMENT]

For HLC schools:

As a result of the transaction with EDMC, HLC's Board of Trustees voted to impose "Change of Control-Candidacy" on DCEH's HLC-accredited schools, including [INSERT SCHOOL NAME], as of January 20, 2018. According to HLC, during candidacy status, an institution is not accredited but holds a recognized status with HLC indicating the institution meets the standards for candidacy. DCEH has been seeking resolution with HLC, and on May 31, 2018, received notice that the accreditation body will not change their position or the steps for an appeal. As a result, we remain in candidacy status.

Students taking classes or graduating during the candidacy period should know that their courses or degrees are not accredited by HLC and may not be accepted in transfer to other colleges and universities or recognized by prospective employers. Courses completed and degrees earned prior to the change of status (January 20, 2018), remain accredited.

While colleges and universities define their own transfer and admission policies, in most cases, other institutions of higher education may accept those credits earned prior to January 20, 2018 in transfer or for admission to a higher degree program as they were earned during an HLC accreditation period.

**Will it be possible for current students to transfer to another Art Institutes location and still complete their program in the same timeframe?**

Yes. Students may apply to transfer to any other Art Institutes location, including online, subject to the review of their academic transcript and the transferability of the credits they have earned and so long as that location offers their program of study. Students who choose to do so will receive a 50 percent reduction in tuition for the remainder of their program of study.

**Will there be graduation ceremonies?**

Yes. We will continue to celebrate the accomplishments and success of our graduates.

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**FACULTY AND STAFF**

**How does this affect faculty and staff?**

Staffing changes will be made gradually between now and the end of the calendar year. Some employees will exit in the near-term, others will be asked to stay for a longer period, including through the transition, to ensure that we meet the needs of our continuing students. Each employee will receive notice of their exit date as far in advance as possible.

Within Academic Affairs, campus program deans and academic advisors will be meeting with each student over the course of the next several weeks to review his/her individual academic plans and path to graduation. Once those plans are complete, we will meet with faculty to discuss anticipated employment dates.

We ask that DCEH faculty and staff remain solely focused on our number one priority: our students.

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**STUDENTS AND EMPLOYEES AT NON-IMPACTED LOCATIONS**

**Is my campus at risk of being taught out?**

There are currently no plans to cease new program enrollments or discontinue campus-based programs at any other [ED SYSTEM NAME] location.

**How does this impact me?**

This change has no impact on currently enrolled students and employees at our campus. Should students from any of the impacted locations choose to transition to our campus, we will work with them to make the transition a smooth one.

**Is [EDUCATION SYSTEM] going out of business/is this a sign they will be shut down?**

[The Art Institutes are and will remain a vital source for creative professionals in the fields of design, media arts, culinary and fashion or Argosy University remains dedicated to providing undergraduate and graduate degree programs to students or South University remains dedicated to providing educational opportunities for the intellectual, social and professional development of a diverse student population.] This decision to discontinue campus-based programs at [INSERT SCHOOL NAME] is being made in response to significantly declining enrollment at the campus at a time when there is an increase in demand for online learning in higher education.

The organization remains a viable one.

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**ALUMNI**

**Where do I get help as an alumnus (transcripts, career services, diplomas, etc.)?**

The [ED SYSTEM NAME] alumni website has links to all resources available to alumni.

<http://www.alumni.argosy.edu/>

<http://alumni.artinstitutes.edu/>

<https://www.alumni.southuniversity.edu/>

### **How does this affect the value of my degree?**

The decision to discontinue campus-based programs at [INSERT SCHOOL NAME] has no impact to the value of your degree. You will continue to be part of the [ED SYSTEM NAME] family.

[DO NOT USE THIS RESPONSE FOR AI LOCATIONS IN COLORADO, SCHAUMBURG, CHICAGO AND MICHIGAN]

### **NON-IMPACTED STUDENTS**

#### **Why am I not getting a tuition discount?**

Tuition assistance is being provided to those students impacted by the decision to transition our program offerings in a number of markets to an online-only offering. The tuition assistance is designed to help offset the impact to them in this transition and ensure that they have every opportunity to complete their education.

### **ADDITIONAL QUESTIONS**

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#### **What schools remain open?**

All locations under DCEH “remain open.” Together, with the respective local boards of trustees, we made the decision to transition our offerings to an online-only offering at 30 locations and to discontinue campus-based programs at the end of the calendar year. This decision impacts Art Institutes in Arlington, Charleston, Charlotte, Chicago, Denver, Fort Lauderdale, Indianapolis, Nashville, Novi, Philadelphia, Phoenix, Raleigh-Durham, Portland, San Bernardino, San Francisco, Santa Ana, Sacramento and Schaumburg, Argosy University campuses in Alameda, Dallas, Denver, Nashville, Ontario, Salt Lake City, San Diego, Sarasota and Schaumburg, and South University campuses in Novi, High Point, and Cleveland.

#### **Where will records ultimately be kept and when will they be moved?**

Records will be stored at the current facility for the remainder until all campus-based programs have been discontinued. At that time, records will be transferred to the main campus (if a satellite) or to the host/parent school. Information regarding where records are stored will always be available on the [ED SYSTEM NAME] web site once the documents are moved.

#### **What will diplomas say?**

Diplomas, degrees and certificates will reflect the name of the institution that a student graduates from.

#### **When will we start reviewing students' educational plans? Will students have this information prior to registration to assist in their decision? How far in advance will the student schedule be available?**

Students' academic plans are currently being generated and reviewed. Each student will be scheduled for a 1-1 meeting to review that schedule, as soon as their plan is completed.

#### **Will moving assistance be available to current housing students who want to transfer to another location?**

At this time, there is no specific moving assistance available.

#### **Do students need to sign a new enrollment agreement? Is there a form or agreement students must sign with the requirements for the remainder of their program?**

Students will need to sign a new enrollment agreement. There will be a letter of understanding that outlines the conditions that must be met in order for a student to complete his or her program. The conditions vary somewhat based on how far along each person is in their program.

#### **Will students' credits transfer if they decide to go somewhere else?**

Every higher education institution, by federal law, is required to evaluate transferability of credits on an individual basis. We recommend that students speak with the school where they plan to transfer, to find out if

their credits will be accepted. It depends on how similar the program is to the program the student is leaving. If they decide to go to another DCEH school, chances are much higher that most or all of their credits will transfer. If the student decides to go to a non-DCEH institution, please ask the student to let us know where they plan to go and provide contact information. We will do what we can to help ensure that the maximum number of credits transfer to the new institution.

**Should we cancel certification for any VA students who are not yet attending?**

Yes. Certifications for students who are not attending should be cancelled.

**Can a student who is currently out of school re-enroll at a (Insert name) location?**

No, however, the student can apply to attend another DCEH school to complete their studies.

**If a student goes on military deployment, can they return to (Insert name) location to complete their studies?**

Given the amount of time before the transition of students out of the campus will be complete, it is likely that students on military deployment will have to attend an alternate campus within our systems of schools or attend their program online. We will do everything we can to accommodate military students meeting their obligations but cannot guarantee they be able to return to their current campus.

**Will the school continue to be accredited?**

For non-HLC locations:

Yes. Each location will continue to be accredited by its current accrediting body. Those accreditors have been informed of the discontinuation process and we are working closely with them through this transition.

For HLC locations:

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While colleges and universities define their own transfer and admission policies, in most cases, other institutions of higher education may accept those credits earned prior to January 20, 2018 in transfer or for admission to a higher degree program as they were earned during an HLC accreditation period.

**Is there a "graduation contract" for students guaranteeing that we will see them through to graduation? How can we guarantee to them that we will not shut down their location before they graduate?**

While we will not provide graduation contracts for students, we will provide each with a letter of understanding with the options available to them to complete their education.

**I understand we are not enrolling new students at these locations. Effective what start dates?**

Art Institute – 7/9 and 8/16 (all prior starts may start at campus)

Argosy University – 7/19 and onward (all prior starts may start at campus, including the 7/2 start date)

South University – 8/9 and onward (all prior starts may start at campus, including the 6/30 start date)

**What is the operational process for transitioning current students to an alternative path of completion?**  
See attached.



StudentSupport  
Process Guide.docx

**How are we managing re-entries?**

If a student is currently enrolled for reentry for July and their program is offered online then they will need to re-enroll online unless they are almost done with their education and can complete on ground by December 2018 with the current classes offered. If they choose to go to another Ai or online now, they will benefit from the 50% to go online or to another campus. If a student has not yet begun the reentry process but contacts us now to do so they can still re-enter for July with the stipulations listed above.

**What will/do our school websites say about this transition?**

The websites for these campus locations have been updated to reflect that no enrollments are being accepted. The rest of each site must remain to satisfy Gainful Employment and right-to-know requirements.

**What is the timeline for revising marketing materials?**

We will update marketing and admissions materials, as able. For non-impacted locations, material will be updated as it is exhausted and replaced. Collateral and website material will change regarding locations accepting new students only.

**Will we continue to advertise the education systems?**

The education systems will continue to be advertised on a national level and at non-impacted locations.

**What will happen with the equipment after the campus closes its doors?**

Excess equipment and other materials will be reallocated to other locations, donated or sold when it is no longer needed by the locations.

**Will student clubs and activities still be offered at the schools before the transition is complete?**

Yes.

**What is happening with College Bound on-site students at impacted locations?** We will not be holding future on-site College Bound programs at these locations. Our online College Bound programs remain open. Our white glove admissions teams are available to help support College Bound students with alternative options.

**What will you do if the faculty members leave?**

In the event that a faculty member does decide to leave, we will furnish a qualified replacement to fill the gap.

**How are we ensuring we are still delivering quality instruction to our students?**

The quality of our instruction remains the same to our students as we are maintaining appropriate faculty staffing and are committed to ensuring consistent instruction and learning outcomes. For every class we benchmark outcomes and provide an end of term survey to students. These processes will continue.

**What is our escalation process for student complaints?** Forward the names and contact information for each complaint to your Regional Dean. They will call the student/family to talk through the situation and request receipts for their expenses. Reimbursement, if applicable will be determined on a case by case basis. If you would like to talk through a specific situation, please feel free to reach out to LaToya Williams, Diane Rouda or your Regional Dean of Student Life.

**What is the student refund process?** If a student has paid upfront for an upcoming start we have created a distribution list/alias (insert alias here). Please send any refund requests to this alias.

**What are the phone numbers for the white glove teams?**

Toll Free Number	Program Name	Description
8557585664	Enrollment	Argosy Admissions Hunt Group
8557585660	Student Services	Argosy Student Services Hunt Group
8557585665	Enrollment	Art Institute Admissions Hunt Group
8557585661	Student Services	Art Institute Student Services Hunt Group
8557585666	Enrollment	South Admissions Hunt Group
8557585662	Student Services	South Student Services Hunt Group

**Is Dream Center Education Holdings and its Institutions Non-Profit?**

Our transformation from a for-profit institution to a 501(c)(3) nonprofit organization opens up philanthropic giving to our institutions that will help enable us to deliver on our mission to provide affordable education.

