**Answers to questions asked at the Zoom Meeting on 6/4/20**

**with**

**College of International Esthetics (CIE) Students**

**Please Note:** The Division has received notice that Return to Title IV calculations are expected to be done by mid next week and the school is also working on finalizing Record of Completions for students right now.

*\*Some of the questions below have been edited for clarity.*

**Which Schools are accepting CIE students?**

* The Division will reach out to students via email and post a notice on the Division [website](https://highered.colorado.gov/about-dhe/divisions/division-of-private-occupational-schools) after we confirm the list. Please check the website on Tuesday of next week.

**I had money I invested that I paid out of my pocket for services at the school and I want to know how I can get that back?**

* If the service was received, the student is not entitled to a refund for those services. However, it is unclear what “services” are being referenced in the submitted question. Education that was paid for and received is not eligible for a refund. Only unearned prepaid tuition is eligible for a refund.

**Since there are still COVID-19 restrictions in place, how long will it take for an institution to start CIE students?**

* The Division strongly suggests that you start the process of choosing a new school to continue your education right now. All Schools are able to provide on-line training now, and are waiting for restrictions to be lifted further so more students can complete hands on training going forward. You are encouraged to enroll in your new school as soon as it is possible.

**If students ask for a full refund do they still get to keep credits and hours to transfer to a new school?**

* A student is unable to receive both a refund and transfer credits. If you wish to file a claim for a refund, you will not be able to use your credits to transfer to a different school. Refunds are for the purpose of repaying prepaid unearned tuition.

**When will the list of potential transfer schools be available to CIE students?**

* The Division is currently working with several schools and NACCAS to be able to determine the list of available schools. The Division is hopeful to have a list of schools within the next few days.

**What if the schools don't have laser? How would we get our floor hours if they don't?**

* Credit for all hours will be reflected on the transcript. The accepting institution will determine how many lab hours or hands-on hours the student still needs.
* Students need to select a school that provides laser training if those hours are still needed.

**How will CIE be held accountable to update our hours for the correct amount of floor hours completed, and send our transcripts to the correct address?**

* CIE has agreed to provide all of the completed students’ hours - including floor hours- and to provide transcripts reflective of those hours. Any deviation from this will be reviewed by the Division and Board. The Division will do everything in our power to ensure that students receive complete and accurate transcripts.
* If your address has changed, please contact Janette Drew via [nettbett@gmail.com](mailto:nettbett@gmail.com) or 720-532-6223.

**How long will our hours/credits stay valid if there are restrictions with COVID-19?**

* Hours/credits do not expire.

**Why is CIE allowed to hold our transcripts? Most schools want our official transcripts and CIE states they will only send an updated progress report.**

* CIE is currently working on processing Return to Title IV Funds calculations so It’s going to take some time to get the transcripts completed.
* A progress report is a temporary fix so that the school can see where you are at in the educational program and you can begin your conversation with them regarding enrollment.
* Official transcripts will be issued when the Return to Title IV Funds calculations are complete
* A school is permitted to withhold a transcript from a student if money is still owed to the school. Money owed to the school is for education that was received but not paid for.

**What happens to the students with less than 100 hours left?**

* The new school will assess a student’s hours on a case by case basis. The new school will determine which hours they will transfer, and how many hours the student has left in their education based on an analysis of the student’s transcript from CIE.

**For those with financial aid, will we need to update our FAFSA information or will the institute take care of that?**

* It is up to the student to update their FAFSA information. The student will need to add the new school code to their information and the school can then repackage for funding.

**Will we get our 16hr credits that CIE told us we would get if we did online outside education?**

* If it was tracked by CIE and reflected on your transcript, you will receive credit.

**If the new school doesn’t teach laser will we lose our “medical” part of our training?**

* The State does not issue a medical esthetician license. Medical esthetics certificate is issued by the school and if the new school is approved to offer a medical esthetician certificate, they will assess the transfer hours into their program.
* There will be schools on the list that the Division is developing that provides education in laser. A student can choose one of those schools or complete their basic esthetician training and certificate at a school that provides that program. Upon licensure as an esthetician the student can then enroll in a dedicated laser program at any school that offers this type of training.

**Will CIE students have to get separate hours at another school for laser?**

* There will be schools on the list that the Division is developing that provides education in laser. A student can choose one of those schools or complete their basic esthetician training and receive a certificate at a school that provides that program. Upon licensure as an esthetician the student can then enroll in a dedicated laser program at any school that offers this type of training.

**What happens to the students that are over 600 hours?**

* A student is eligible for an esthetics license if the student has completed the hours in each course required for an esthetics license. An eligible student can apply to DORA to take the basic esthetics licensure exam once the student has received their transcript and record of completion from CIE and has met the requirements for licensure.

**In the state of Colorado, 600 hours are needed to receive a license. Is it possible for those who have 600+ hours to take the exam for licensure? Without completing the full 750-hour program that CIE had?**

* It’s possible if you have completed the required courses that you’re eligible to sit for the basic esthetics exam, however you would not be able to get your advanced certificate without the additional advanced training.

**Can we still take the Colorado State Board Exam?**

* Yes, if you have completed all of the education and have a record of completion and transcript from the school- which CIE is working on providing at this time, you can take the state licensure exam.

**Would students be required to complete 750 hours at a new school that doesn’t require that much?**

* Esthetician licensing requires 600 hours in basic esthetics training which was approved by the Private Occupational School Board.
* Basic esthetics training does not include laser, microdermabrasion, and chemical peel training.
* If you have completed the training requirements for basic esthetics you may sit for that exam.

**Will we get an extension on our loans?**

* Although we want to help, we do not have the subject matter expertise on federal or state loans. Please refer to the United States Department of Education.
* Please visit <https://studentaid.gov/> for more information and resources pertaining to loans.

**If a student paid out of pocket for prepaid unearned tuition, will we get money back and how will we get it back?**

* If a student paid out of pocket for tuition and didn’t receive the education, students may file a claim on the bond to receive a refund for the education they did not receive, but still paid for.
* Students that wish to file a claim on the bond will need to [submit a complaint](https://highered.colorado.gov/DPOS/Complaints/DPOSFileComplaint.aspx) with the Division for money owed.
* The Division will work with the bonding company and calculate a refund.

**If a student has less than 100 hours left in the program and decides to take Colorado State Board exam, will the student still receive a laser certificate if they have already completed the course?**

* We need specific information to answer that question. It would be dependent on the student’s transcript and how many hours they completed in each subject area.

**If a student settled for a 600-hour program, would the student still receive a laser, microdermabrasion, and chemical peel certificate?**

* No, those are advanced training certificates for which specific hours and coursework needs to be completed.

**How will we receive our transcripts? By email or US Mail?**

* In whatever manner CIE determines. The school is currently creating record of completion certificates and transcripts so the Division is unsure of this answer at the moment.

**If we have 600 hours and all of our services done can we take the Colorado State Board exam?**

* If the 600 hours meet all of the requirements for a basic esthetics license, yes.

**Would you be able to get a refund if you paid for the full 750-hour program but then settled for the 600 hours?**

* Students would receive a refund for prepaid unearned tuition.
* Students are only eligible for a refund if you have paid out of pocket for hours that have not been delivered by the school and you qualify for a refund under the Division’s statute. If you are a Title IV student refer back to the contact information for Department of Education posted above.

For students that have 600+ hours, how will students receive confirmation of hours, in writing, to give to the State to take the Colorado State Board Exam?

* All hours will be reflected on your transcript.

**How do I get my transcript if they mail them to my old address?**

* Please ensure that your USPS mail forwarding requirements are up to date
* Contact Janette Drew to update your address with CIE via [nettbett@gmail.com](mailto:nettbett@gmail.com) or 720-532-6223.