



2020

SCHOOL CATALOG

CHANGING LANES CDL SCHOOL LLC

OFFICES AND CLASSROOMS:

100 Pflugerville Pkwy Ste. 111

Pflugerville, TX 78660

Telephone: (512)598-9405

Catalog Volume 1

Published June 15, 2020

Effective June 2020 to January 2021

TABLE OF CONTENTS

| | |
|---|----|
| 1. HISTORY | 5 |
| 2. APPROVALS | 5 |
| 3. DESCRIPTION OF AVAILABLE SPACE, FACILITIES, AND EQUIPMENT | 5 |
| 4. OWNERSHIP AND STAFF | 5 |
| 5. FEES, TUITIONS AND/OR SPECIAL CHARGES | 6 |
| 6. SCHOOL CALENDAR | 6 |
| a. CLASS ENROLLMENT PERIODS, START/END DATES OF TERMS | 6 |
| 7. NORMAL HOURS OF OPERATION | 7 |
| a. SCHOOL HOURS | 7 |
| b. OFFICE HOURS | 7 |
| 8. ADMISSION/ENROLLMENT POLICIES | 7 |
| a. ADMISSION | 7 |
| b. ENROLLMENT | 7 |
| 9. CREDIT FOR PREVIOUS EDUCATION, TRAINING, OR EXPERIENCE | 8 |
| a. LIMITATION ON TRANSFERABILITY OF EARNED CREDIT | 8 |
| 10. CANCELLATION AND REFUND POLICIES | 9 |
| a. CANCELLATION POLICY | 9 |
| b. REFUND POLICY | 9 |
| c. REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE | 10 |
| 11. COURSES | 11 |
| 12. GRADING AND MARKING SYSTEM USED | 13 |
| 13. SATISFACTORY PROGRESS AND ACADEMIC PROBATION POLICIES | 13 |
| a. INCOMPLETES & WITHDRAWALS | 13 |
| 14. ATTENDANCE POLICIES | 14 |
| a. LEAVE OF ABSENCE | 14 |
| b. TARDINESS POLICY | 14 |
| c. LEAVE OF ABSENCE | 14 |

| | |
|---|----|
| d. MAKE-UP WORK | 15 |
| 15. SCHOOL POLICY REGARDING STUDENT CONDUCT | 15 |
| a. RE-ADMISSION | 16 |
| b. REQUIREMENTS FOR GRADUATION | 16 |
| 16. SCHOOL PLACEMENT ASSISTANCE POLICY | 16 |
| 17. STUDENT GRIEVANCES/COMPLAINTS | 17 |
| 18. TRUE AND CORRECT STATEMENT | 18 |

HISTORY

Changing Lanes CDL School LLC was founded in 2020 after careful deliberation and consultation with motor carriers. Changing Lanes CDL School LLC is a newly organized education institution, but certainly not one to be taken lightly. Although it is new to the education world, its owner is definitely not new to the commercial transportation industry. The instructor has extensive experience as a commercial driver and instructor. He has taken this valuable knowledge and experience and put it to work for you. Thank you for choosing Changing Lanes CDL School LLC in your effort to improve your lifestyle and that of your family. Our belief is that you have chosen a lifetime career, not just another job field.

APPROVALS

Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas.

DESCRIPTION OF AVAILABLE SPACE, FACILITIES, AND EQUIPMENT

Changing Lanes CDL School LLC's training yard is located at 18514 N Heatherwilde Blvd, Plugerville, TX 78660. The training yard is two acres. The school's classrooms and offices are located less than 1 mile away at 100 W Pflugerville Pkwy Pflugerville, TX 78660. The school has one tandem axle semi-truck, one flatbed trailer. Our facility is accessible to persons with disabilities.

Changing Lanes CDL School LLC has a reception area with a waiting area, a restroom, breakroom equipped with a refrigerator and microwave, Learning Resource Center, and On-Site School Director's office for a total of 1800 square feet. The classroom is 852 square feet and can accommodate 15 students.

OWNERSHIP AND STAFF

- School Director & Owner – Delbert Crawford – 14 years as a CDL holder, OTR/Regional/Local Experience
- School Representative - Delbert Crawford
- Instructor – Shelby Childress – 10 years as a CDL holder, OTR/Regional/Local Experience

FEES, TUITIONS AND/OR SPECIAL CHARGES

The cost to attend Changing Lanes CDL School is \$3700.

| | |
|-----------------------------------|---------|
| Tuition (includes books/supplies) | \$ 3500 |
| Books/Supplies | \$30 |
| DOT physical | \$ 50 |
| DOT Drug Screen | \$ 40 |
| Moving Violation Report | \$ 20 |
| CDL License Fee | \$ 60 |
| | |
| TOTAL | \$3700 |

The tuition covers the cost of all classroom instruction. All fees and tuition are to be paid on the first day of class unless arrangements are approved by Director. Due to the short nature of our training program, incoming students do not qualify for Federal Financial Aid programs. Payment and/or signed financing agreement must be received prior to enrollment. We have the following options available to those who qualify.

1. Full Payment
2. Financing provided by outside source

Please speak with a recruiting agent or enrollment specialist for information regarding financing options.

School Calendar

Changing Lanes CDL School observes the following Holidays:

- New Year's Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving
- Christmas Day

CLASS ENROLLMENT PERIODS, START/END DATES OF TERMS

Classes for full time students begin the first Monday in each month with successive classes beginning approximately every four (4) weeks thereafter. Every month, a new class will start pending student enrollment.

NORMAL HOURS OF OPERATION

SCHOOL HOURS

Monday through Friday - 7am to 5pm

OFFICE HOURS

Monday through Friday – 8am to 5pm

Saturday – By appointment for Make-Up work

Sunday – CLOSED

Two (10) ten-minute breaks will be given during class portion of course and lunch will be from 12:00 p.m. until 12:45 p.m.

ADMISSION/ENROLLMENT POLICIES

ADMISSION

Applicants must be at least 18 years old (21 years old for interstate driving); have an acceptable driving record; possess a valid driver's license and meet specific driver qualifications established by the office of motor carrier safety including a physical examination and drug test; and possess a social security card.

Students must also have a High School, GED. The school Director reserves the right to accept or reject applicants, in their best interest, based upon the above requirements. Changing Lanes CDL School LLC training programs are taught in English only per Federal testing guidelines.

ENROLLMENT

General Enrollment Criteria

- Must be at least 21 years old to qualify for job placement assistance
- Must have a current Texas driver's license in good standing and issued in the United States
- Must have a high school diploma or GED.
- Must have the basic and fundamental skills to read, write and speak the English language as per Federal Motor Carrier Safety Administration which will be conducted by an interview if necessary
- Must be able to understand highway traffic signs and signals
- Must be able to make entries on reports and records
- Must be a lawful permanent resident of the United States

- Must have an original or certified copy of birth certificate to obtain a permit from the DMV
- Must obtain a Texas MVR Type 3A with no convictions in the past 3 years of any of the following: DUI, Refusal to take a chemical test, hit and run, leaving the scene of an accident, or careless/reckless driving
- No DUI in the past 5 years or more than two DUI's in a lifetime

All student will be required to take and pass a DOT physical and drug screen by their first day of class.

All students must meet the United States Department of Transportation physical qualifications as stated in Section 391 of the Federal Motor Carrier's Safety Regulation Handbook. The school may require written documentation from a physician regarding an applicant's health in addition to the DOT Medical Card. Students are required to disclose contagious diseases. Once these requirements are met, applicants are asked to contact the school and take part in an admissions interview. Upon acceptance, the applicant will then need to complete the enrollment agreement and provide payment for tuition.

CREDIT FOR PREVIOUS EDUCATION, TRAINING, OR EXPERIENCE

Changing Lanes CDL School LLC will review all prior education and training during the enrollment period.

Changing Lanes CDL School LLC has not entered into an articulation transfer agreement with any accredited college, university or postsecondary school and will not accept transfer of credit hours from other institutions. Students will be required to complete the full course or training program to obtain a Certificate of Completion from Changing Lanes CDL School LLC.

LIMITATION ON TRANSFERABILITY OF EARNED CREDIT

The transferability of credit you earn at the Changing Lanes CDL School LLC is at the complete discretion of the institution to which you may seek transfer. Acceptance of the certificate you earn in the Educational Program is also at the complete discretion of the institution to which you seek to transfer. If the credit or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Changing Lanes CDL School LLC to determine if your credit or certificate will transfer.

CANCELLATION AND REFUND POLICIES

CANCELLATION POLICY

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

REFUND POLICY

1. Refund computations will be based on scheduled course time of classes through the last documented day of an academically related activity. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.

2. The effective date of termination for refund purposes will be the earliest of the following:

- a) the date of termination, if the student is terminated by the school;
- b) the date of receipt of written notice from the student; or
- c) ten school days following the last date of attendance.

3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72 hour cancellation privilege the student does not enter school, not more than \$100 in any administrative fees charged shall be retained by the school for the entire residence program or synchronous distance education course.

4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than \$100 in administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination. (More simply, the refund is based on the precise number of course time hours the student has paid for, but not yet used, at the point of termination, up to the 75% completion mark, after which no refund is due.)

5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

6. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.

7. A full refund of all tuition and fees is due and refundable in each of the following cases:

a) an enrollee is not accepted by the school;

b) if the course of instruction is discontinued by the school and this prevents the student from completing the course; or

c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE

1. A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

2. If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;

3. A grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or

4. The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:

a) satisfactorily completed at least 90 percent of the required coursework for the program; and

b) demonstrated sufficient mastery of the program material to receive credit for

completing the program.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s) within 60 days after the effective date of termination.

COURSE(S)

TITLE

Class A CDL

Total Clock Hours

180 Clock Hours

OBJECTIVE

The Objective of this program is to prepare students to safely and efficiently operate various types of tractors and trailers by familiarizing students with the Texas Department of Public Safety rules and regulations. The program is designed to lead to the student’s acquisition of a commercial Class A driver’s license in the State of Texas.

OCCUPATIONAL GOAL

Professional Commercial Class “A” Truck Driver

| <u>Course Outline</u> | <u>Clock Hours</u> | <u>Lecture/Lab/Range</u> |
|---|-------------------------|--------------------------|
| Basic Operation | 10.0 clock hours | 10/0/0 |
| Non-Vehicle Activities | 10.0 clock hours | 10/0/0 |
| Job Retention Skills | 10.0 clock hours | 10/0/0 |
| Vehicle Code Laws | 15.0 clock hours | 15/0/0 |
| Safety Operation Practices | 15.0 clock hours | 0/15/0 |
| Basic Driving Maneuvers | 15.0 clock hours | 2/2/11 |
| Vehicle Inspection | 15.0 clock hours | 5/10/0 |
| Advanced Operation Practices | 50.0 clock hours | 0/5/45 |
| <u>Department of Motor Vehicles Preparation</u> | <u>40.0 clock hours</u> | <u>0/20/20</u> |
| Total | 180.0 clock hours | |

Course Title Professional Driver **Class A 180 hours**

Basic Operation

Lecture: 10.0 Clock Hours

Lab: 0.0 Clock Hours

Range:0.0 Clock Hours

Total: 10.0 Clock Hours

Topics: Basic control/ backing principles/shifting/double clutching/identify & inspect air brake system

Non-Vehicle Activities

Lecture: 10.0 Clock Hours

Lab: 0.0 Clock Hours

Range:0.0 Clock Hours

Total: 10.0 Clock Hours

Topics: Cargo weight/inspecting & securing cargo/accident procedures/hours of service requirements

Job Retention Skills

Lecture: 10.0 Clock Hours

Lab: 0.0 Clock Hours

Range: 0.0 Clock Hours

Total: 10.0 Clock Hours

Topics: Job attendance/self-confidence/transportation & childcare issues/coworker issues

Vehicle Code Laws

Lecture: 15.0 Clock Hours

Lab: 0.0 Clock Hours

Range: 0.0 Clock Hours

Total: 15.0 Clock Hours

Topics: Out of state laws/Texas laws/uniform laws

Safety Operation Practice

Lecture: 0.0 Clock Hours

Lab: 15.0 Clock Hours

Range: 0.0 clock Hours

Total: 15.0 Clock Hours

Topics: Obstacles/speed management/adverse driving conditions/on duty time/managing space/communication

Basic Driving maneuvers

Lecture: 2.0 Clock Hours

Lab: 2.0 Clock Hours

Range: 11 Clock Hours

Total: 15.0 Clock Hours

Topics: Basic gears/basic backing/proficient turns/proficient corner turns

Vehicle Inspection

Lecture: 5.0 Clock Hours

Lab: 10.0 Clock Hours

Range: 0.0 Clock Hours

Total: 15.0 Clock Hours

Topics: Perform vehicle inspections to prepare for DMV test

Advanced Operations Practices

Lecture: 0.0 Clock Hours

Lab: 5.0 Clock Hours

Range: 45 Clock Hours

Total: 50.0 Clock Hours

Topics: Traffic driving/following procedures/freeway driving

DMV Preparation

Lecture: 0.0 Clock Hours

Lab: 20.0 Clock Hours

Range: 20 Clock Hours

Total: 40.0 Clock Hours

Topics: Review of all DMV testing material/pre-trip/air systems/road proficiency skills

GRADING AND MARKING SYSTEM USED

| <u>Grade Level</u> | <u>Performance</u> | <u>Grade Point Average</u> |
|--------------------|--------------------|----------------------------|
| Excellent – A | 90% - 100% | 4 |
| Above Average – B | 80% - 89% | 3 |
| Average – C | 70% - 79% | 2 |
| Unsatisfactory – D | 60% - 69% | 1 |
| Fail – F | Below 59% | 0 |
| Incomplete – I | Not Complete | 0 |

Driving and other practical skills are graded on a Pass/Fail system. Minimum standards for successful completion require that a student maintain a 70 percent (C average) or higher cumulative grade average in all areas of training. Additional help is provided to slower learners in individual situations.

SATISFACTORY PROGRESS AND ACADEMIC PROBATION POLICIES

A cumulative grade average of at least 70% is required for the student to receive the course certificate. Students will receive written notification of their progress at the midpoint and end of each weekly

evaluation period. A student who is not making satisfactory progress at the midpoint will be placed on academic probation for the remainder of the progress evaluation period. The school Director will

counsel the student placed on probation prior to the student returning to class. The date, action taken, and terms of probation will be clearly indicated in the student's permanent file. If the student does not achieve satisfactory progress by the end of the probationary period, the student's enrollment will be terminated. A student whose enrollment was terminated for unsatisfactory progress may reenroll after a minimum of one progress evaluation period. Such reenrollment does not circumvent the approved refund policy. A student who returns after termination of enrollment for unsatisfactory progress will be placed on academic probation for the next grading period. The student will be advised of this action, and it will be documented in the student's file. If the student does not demonstrate satisfactory progress at the end of this probationary period, the student's enrollment will be terminated.

INCOMPLETES & WITHDRAWALS

A student who withdraws for reason unrelated to the student's academic status after the 75% completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the program.

A grade of incomplete with the designation “withdrawn-military” for course in the program other than courses for which the student has previously received a grade on the student’s transcription and the right to re-enroll in the program or a substantially equivalent program if that program is no longer available; not later than the first anniversary of the date the student is discharged from active military duty; without payment of additional tuition, fees, or other charges for the books for the program. The assignment of an appropriate final grade or credit for the courses in the program but only if the instructor(s) of the program determine that the student has satisfactorily completed at least 90% of the required coursework for the program and demonstrated sufficient mastery of the program material to receive credit for completing the program.

ATTENDANCE POLICIES

If a student is absent for 10 consecutive school days or more than 25% of scheduled the course time for the course, whichever is less, the student's enrollment in the course will be terminated. A student whose enrollment was terminated for violation of the attendance policy may not re-enroll before the start of the next class. This provision does not circumvent the approved refund policy.

LEAVE OF ABSENCE

The school director may grant a leave of absence after determining that good cause is shown. A student may have no more than two leaves of absence in a 12-month calendar period, and may be on leave of absence no more than 30 calendar days during that 12-month calendar period. School attendance records will clearly define the dates of the student's leave of absence. A written statement of the reason(s) leave of absence was granted, signed by both the student and the school director indicating approval, will be placed in the student's permanent file. A student's enrollment in the program will be terminated if the student fails to return as scheduled from an approved leave of absence.

TARDINESS POLICY

In case of illness, death, or birth in the immediate family, the student should notify the School Director in writing in order to obtain an “excused absence”. All other absences will be considered “un-excused”. Being late to classroom or truck training four or more times will lead to termination from the program.

LEAVE OF ABSENCE

The school director may grant a leave of absence after determining that good cause is shown. A student may have no more than two leaves of absence in a 12-month calendar period, and may be on leave of absence no more than 30 calendar days during that 12-month calendar period. School attendance records will clearly define the dates of the student's leave of absence. A written statement of the reason(s) leave of absence was granted, signed by both the student and the school director indicating approval, will be placed in the student's permanent file. A student's enrollment in the program will be terminated if the student fails to return as scheduled from an approved leave of absence.

MAKE-UP WORK

No more than 5% of the total course time hours for a course may be made up. Make-up work shall:

- (1) be supervised by an instructor approved for the class being made up;
- (2) require the student to demonstrate substantially the same level of knowledge or competence expected of a student who attended the scheduled class session;
- (3) be completed within two weeks of the end of the grading period during which the absence occurred;
- (4) be documented by the school as being completed, recording the date, time, duration of the make-up session, and the name of the supervising instructor; and
- (5) be signed and dated by the student to acknowledge the make-up session.

SCHOOL POLICY REGARDING STUDENT CONDUCT

Changing Lanes CDL School LLC provides quality career training for those students desiring to learn how to operate a Class A vehicle in a proper and safe manner. Students are expected to begin their professionalism from the moment they arrive on day one. Respecting fellow students, the instructors, and the administrative staff will facilitate a positive learning environment for all involved.

The use of any illegal drug or controlled substance while attending Changing Lanes CDL School LLC on or off campus will not be tolerated. Any student found or believed to be doing any type of illegal or controlled substance will be subjected to a mandatory drug and alcohol test, at the student's expense. If the student tests positive for any of the substances tested, that will be cause for immediate dismissal and loss of all tuition paid. We are clear on our policy regarding drug and alcohol use while at Changing Lanes CDL School LLC.

Disruptive behavior of any type will not be tolerated. If disruptive behavior is displayed, it is up to the school director to determine probation or termination from the program. Examples can include but are not limited to the following:

- Tardiness
- Excessive absences
- Use of cell phone in class, only permitted on breaks
- Undisciplined talking in class
- Sleeping in class
- Negative attitudes
- Coming to school under the influence of alcohol or other drugs
- Verbal threats or violent or unruly behavior
- Bullying or derogatory remarks about other students or faculty

- Sexual or vulgar acts towards peers or school staff

Possession of firearms, incendiary devices, explosives, articles, or substances usable as weapons or means of disruption of legitimate school functions calculated to intimidate, disturb, discomfort, or injure a member of the school community are **strictly prohibited**.

Cheating, copying the work of another student, falsifying homework assignments, and any other variation of academic dishonesty is prohibited.

Changing Lanes CDL School LLC will not tolerate any of the above-mentioned items. Noncompliance of the above-mentioned items are subject to Conduct Suspension or Dismissal. Re-admission for Conduct Suspension or Dismissal will be evaluated on a case by case basis by the Director.

RE-ADMISSION

Any student expelled from training due to violation of school policy, rules, regulations, attendance policy, etc. will have the right to appeal their termination. Students must initiate the appeal process within three (3) business days from their expulsion, as determined by Changing Lanes CDL School LLC staff. Students must initiate the appeal process by submitting a written request to the Campus Director addressing the reason for termination, and make a substantial showing of good cause to justify their readmission. Submitting any form of documentation showing just cause such as doctor's notes, etc. will be helpful. The Campus Director will make the final decision to whether or not the student will be allowed readmission into school. Readmission/reentry is typically limited to one occurrence.

REQUIREMENTS FOR GRADUATION

The candidate for the certificate must:

1. Have successfully completed all specified requirements for the certificate.
2. Earn a cumulative grade average of at least 70% in each area of training.
3. Be free from all indebtedness to the school or have made satisfactory arrangements for the payment of tuition and fees.

SCHOOL PLACEMENT ASSISTANCE POLICY

It is the primary goal of the Placement Assistance Department to strive to place every graduate in an entry-level truck-driving job. Changing Lanes CDL School LLC however does not guarantee placement.

The graduate should remember the final decision on hiring rests with the employer. Employers are influenced by such factors as technical skills displayed, class attendance, character and personality traits, a favorable appearance, driving record, background, previous work history and the basic desire to work.

Inquiries received from potential employers concerning our graduates are reported to our Placement Assistance Department. It is not unusual for many graduates to be pre-hired before they complete school.

The Placement Assistance Department maintains a list of local, regional and long-haul companies willing to hire students. They also have website locations that specialize in truck driving jobs.

Changing Lanes CDL School LLC reserves the right to withhold job placement assistance to those students who do not graduate, or to those graduates who are terminated from a job secured through Changing Lanes CDL School LLC for misconduct, and those graduates who are delinquent in their tuition or loan payment obligations.

Changing Lanes CDL School LLC has ongoing job placement assistance in future years should the graduate contemplate a change in jobs.

STUDENT GRIEVANCES/COMPLAINTS

If ever a student has a complaint concerning any staff or faculty members of Changing Lanes CDL School LLC, the student is directed to first attempt resolution with the staff or faculty member directly who is at the source of the complaint. If this first attempt does not resolve the difficulty, then the complainant should proceed with the steps outlined below:

1. Contact the School Director, Delbert Crawford, immediately for a resolution to the complaint.
2. If the Director of Education cannot satisfactorily resolve the complaint, the complainant should file a written, signed and dated complaint against said staff, faculty member or other student with the School Director. The School Director will respond in writing within (3) three business days of receipt of the original complaint.
3. Should this not satisfactorily resolve the complaint, the complainant may consider contacting the Texas Workforce Commission, which authorizes schools to operate in the state of Texas. The commission's address and phone number is as follows:

Texas Workforce Commission

Career Schools and Colleges, Room 226T

101 East 15th Street

Austin, Texas 78778-0001

Phone: (512) 936-6959

<http://csc.twc.state.tx.us/>

True and Correct Statement

I hereby certify that the statements and information in this catalog are true and correct to the best of my knowledge and belief.

SIGNED BY DIRECTOR OR OWNER