

CALIFORNIA INSTITUTE OF ADVANCED MANAGEMENT

**A Private Non-Profit Graduate School affiliated with
the Institute of Leader Arts of Pasadena**



2012-2013 CATALOG

July 14, 2012 – July 12, 2013

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MESSAGE FROM THE PRESIDENT

To New CIAM Students and Candidates

It is with a great deal of pride that I welcome you to the California Institute of Advanced Management (CIAM). CIAM is a non-profit graduate school offering an MBA based on the principles developed by Peter F. Drucker, known worldwide as “The Father of Modern Management.”

As will be the case with your program, Drucker emphasized application and action rather than theory alone. His principles have been tested in the real world of management around the world. His teaching concepts have been further developed and proven in many classrooms, not only in the U.S., but in China, with the Peter F. Drucker Academies of China and Hong Kong, with representation in 32 cities and over 50,000 executive graduates.

Let me outline just a few of the exciting learning methodologies integral to the program. Though we do not skip theory, the application of theory to the real world is taught in every class. In most classes, your professor will lead a discussion of how you can use the new knowledge taught on the job right away. Moreover, you will work with real businesses to apply your new skills immediately, and you will meet business executives some of whom will come to your classroom, share their experiences, and answer your questions. Through Skype, you will meet other world-famous professors from top universities.

We learn from the case studies of exemplary successful people, like Peter Drucker himself, who transformed their lives. Developing from immigrants with limited knowledge of English to world leaders in business is an American story of success with lessons for all of us. Using this approach, you will learn how to speak confidently and clearly to fellow managers and senior executives. You will learn the correct way to find the best job openings, present yourself, interview, and negotiate effectively.

We are constantly working to improve, and we are one of the few graduate schools that require its professors to take instruction in teaching before they are allowed in the classroom, and to take additional training to constantly improve their teaching skills for your benefit.

Finally, you will find that our approach is personal and that we really care about you and your success, not only as you complete our program, but after you graduate. We know that we are only successful ourselves when you are successful.

My very best wishes for a great career at CIAM and afterwards,

BillCohen

**William A. Cohen, PhD, Major General, USAFR, Ret.
President, California Institute of Advanced Management**

MISSION STATEMENT

The mission of CIAM is to provide a flexible, affordable, and high quality education based on the principles and values of Peter F. Drucker, “the Father of Modern Management,” to enable students to immediately apply their knowledge and ability with integrity and success.

CIAM is committed to achieving the following objectives:

- ❖ Offer an MBA in Executive Management & Entrepreneurship
- ❖ Train every student to become a better communicator
- ❖ Train every student to succeed in his/her career
- ❖ Involve every student in the real application of MBA skills
- ❖ Provide the opportunity in every course to meet potential employers
- ❖ Use an Advanced Teaching Model to enable completion of the MBA in a condensed time period consistent with good learning
- ❖ Reduce classroom time through online instruction
- ❖ Make the MBA affordable
- ❖ Focus on students obtaining the most value from an MBA

CIAM has made every reasonable effort to determine that everything stated in this catalog is accurate. This catalog is prepared in advance of the time period it covers; therefore, changes in courses and programs offered, together with other matters contained, are subject to change without notice by the administration of CIAM.

ACADEMIC CALENDAR 2012 – 2013

Cohort 1 (Saturday Track)

	First Day of Class	Last Day of Class	Dates for Instruction	Holiday
Term 1	Jul. 14, 2012	Aug. 18, 2012	7/14, 7/21, 7/28, 8/4, 8/11, 8/18	9/1
Break: 8/19/2012 to 9/7/2012 (no class: 8/25)				
Term 2	Sept. 8, 2012	Oct. 20, 2012	9/8, 9/15, 9/22, 9/29, 10/13, 10/20	10/6
Break: 10/21/2012 to 11/2/2012 (no class: 10/27)				
Term 3	Nov. 3, 2012	Dec. 22, 2012	11/3, 11/17, 12/1, 12/8, 12/15, 12/22	11/10, 11/24
Winter Break: 12/23/2012 to 1/11/2013 (no class: 12/29, 1/5)				
Term 4	Jan. 12, 2013	Mar. 2, 2013	1/12, 1/26, 2/2, 2/9, 2/23, 3/2	1/19, 2/16
Break: 3/3/2013 to 3/15/2013 (no class: 3/9)				
Term 5	Mar. 16, 2013	Apr. 27, 2013	3/16, 3/23, 3/30, 4/13, 4/20, 4/27	4/6
Break: 4/28/2013 to 5/10/2013 (no class: 5/4)				
Term 6	May 11, 2013	Jun. 22, 2013	5/11, 5/18, 6/1, 6/8, 6/15, 6/22	5/25
Break: 6/23/2013 to 7/12/2013				

HOLIDAY SCHEDULE

Please note that our Offices as well as Campus will be CLOSED on the following Federal Holidays:

May 28, 2012 (Monday) Memorial Day
 July 4, 2012 (Wednesday) Independence Day
 September 3, 2012 (Monday) Labor Day
 October 8, 2012 (Monday) Columbus Day
 November 12, 2012 (Monday) Veteran's Day Observed
 November 22-23, 2012 (Thursday-Friday) Thanksgiving Day
 December 25, 2012 (Tuesday) Christmas Day
 January 1, 2013 (Tuesday) New Year's Day
 January 21, 2013 (Monday) Martin Luther King Birthday (Observed)
 February 18, 2013 (Monday) Washington's Birthday

*Dates in the Academic Calendar may be subject to change.

RELIGIOUS HOLIDAYS

On religious holidays, professors of a particular faith will not be required to teach but are required to obtain a substitute professor. Students also are not required to attend class on a holiday requiring their absence, but are required to make special arrangements to make up the coursework with their professor. Similarly, administrators and staff will be granted release time from work. In all cases, as much advance notice as possible should be given, but no less than two weeks prior to the intended absence.

OFFICE HOURS

Our office hours are from 8:30 AM to 5:30 PM, Monday through Friday. CIAM offices are closed on Federal Holidays as shown above.

APPROVAL DISCLOSURE STATEMENT

California Institute of Advanced Management has been granted institutional approval to operate by the State of California Bureau for Private Postsecondary Education pursuant to California Education Code Section 94915. The Bureau's approval means the institution and its operation are in compliance with the standards established under law for occupational instruction by private postsecondary education institutions and does not imply any endorsement or recommendation by the State of California or by the Bureau. Institutional approval must be re-approved every three years and is subject to continuing review.

ADMISSIONS

The following prospective students are eligible to apply for the MBA program at CIAM:

- Any person possessing a Bachelor's degree in any field from an accredited institution with a 3.0 or higher GPA
- GMAT or GRE (*The candidate must have taken the exam within the five years prior to starting the program at CIAM*)
- One year organizational work experience

Please note: Candidates not meeting these eligibility requirements may petition a committee for entrance under exceptional circumstances such as: having to work while attending school, exceptional accomplishments as a student or post-graduate, hospitalization for exceptional periods, high GMAT/GRE score, etc.

Technical Requirements required for the MBA program

Access to a computer running:

1. Windows 7
2. Internet Explorer (v7 or higher), Chrome (v4 or higher) Web Browsers.
3. Microsoft Office 2010: Word, Excel, PowerPoint, and Outlook.

WHO should apply?

Students who have not already completed the enrollment process or attended CIAM previously.

HOW to apply?

Applications can be completed at our office located at:

California Institute of Advanced Management
9550 Flair Drive Suite #500
El Monte, CA 91731

WHEN to apply?

Applications are accepted all year round.

AFTER you apply...

1. Submit an application fee of \$100.00.
2. Complete Distance Learning Questionnaire.
3. Review Class Schedule and School Catalog.

REGISTRATION AND ENROLLMENT PROCEDURES

Registration is the process of becoming officially enrolled at CIAM.

Complete the Application Process:

Resume – Submit the most current copy of your resume to Admissions and Records Office.

Transcripts - Submit official transcript(s) to the Admissions and Records Office.

Tests – Take the GMAT or GRE with scores to be submitted to CIAM.

Complete the Acceptance and Enrollment Process:

Assessment – Write an Assessment Essay.

Sign – Sign a School Performance Fact Sheet and Student Enrollment Agreement.

Pay – Pay tuition fees and other applicable fees (payment plans are available, please consult with Admissions).

After Enrollment

Attend – Counseling/Orientation

Class Registration: Classes will be assigned on a first-come-first-served basis by the Admissions Office upon completion of the steps mentioned above.

ADMISSION POLICIES

Students will be admitted to the institution without regard to race, creed, color, ethnicity, religion, background, native origin, physical disability, or sexual orientation. Any students or prospective students that feel they have been a victim of discrimination should immediately report it to the Dean, who will conduct an investigation and will carry out any disciplinary action deemed appropriate. In addition, CIAM maintains and follows a strict policy prohibiting sexual harassment, in any form, including verbal, nonverbal, physical, and visual conduct and/or reprisal.

New students will attend an orientation before the start of the first class where important School policies and procedures will be discussed. Students will sign an acknowledgment for their file indicating that they have received all pertinent information, including specific directions for accessing the appropriate, current CIAM school catalog online at the CIAM website.

Transfer Credit

Students wishing to transfer credit(s) to CIAM from another institution must request that an

official transcript from the other institution(s) be provided to CIAM for evaluation. Course credit is granted for courses taken at the postsecondary level in accredited institutions when such courses cover the same material or equivalent material. A maximum of two (2) courses or eight (8 units) can be transferred in. CIAM will charge \$50/unit evaluation fee for transfer credits. Be aware that transcript transmission and evaluation may take several weeks or more.

If the student is dissatisfied with the number of transfer credits awarded, he/she can appeal to the President. The President will respond to the student within ten (10) working days. The request/complaint must be made within two (2) weeks of the student receiving the transfer credit. CIAM does not award any credit for prior experiential learning, challenge examinations or achievement tests. Foreign transcripts must be translated into English and the translation certified by the translator and notarized.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at CIAM is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the degree you earn in your educational program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or degree 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 CIAM to determine if your credits or degree will transfer.

Transfer or Articulation Agreements

This institution has not entered into any transfer or articulation agreements with any other college or university. However, the student may transfer up to 8 units from other institutions accredited by a U.S. government approved accreditor. These courses must be equivalent of the courses offered by CIAM. The equivalency will be determined by the Dean. The student might be asked to submit the official course descriptions of the courses for evaluation purposes.

FACILITIES

All courses at the California Institute of Advanced Management will be taught at the following address:

Asian American Center
9550 Flair Drive Suite #500
El Monte, CA 91731

Classrooms are subject to change every Term₁₀ and are TBD.

The College is located in the Asian American Center on the 5th Floor. Our current well-equipped classroom features a projector and projection screen, comfortable seating to accommodate the small classes that are a hallmark of CIAM. The Classroom conveniently adjoins our Administration Offices our library. There is a desktop computer reserved for student use located just outside the classroom, complete with all the necessary programs for research. There are student break areas on the 1st floor, including machines and an outdoor courtyard. There is also a restaurant conveniently located inside the building, with many other nearby restaurants and coffee shops just a few minutes' walk from the campus.

LOCATION

CIAM is conveniently located in the heart of the San Gabriel Valley, adjacent to the San Bernardino Freeway (Exit Rosemead Boulevard). The campus is served by public transportation, including metro-link and buses.

PARKING

Students who choose to use the Asian American Center parking lots are not required to pay a parking fee. There is parking available just steps away from the rear building entrance and also plenty of street parking even for classes held during business hours.

ADMINISTRATIVE STAFF

Dr. William A. Cohen
President, CEO

United States Military Academy, West Point

Bachelor of Science - Engineering

University of Chicago

Master of Business Administration - Research and Development Management

Peter F. Drucker and Masatoshi Graduate School of Management, Claremont Graduate University

Master of Arts - Management

Ph.D. in Executive Management

Dr. Cohen is a retired Air Force general with combat experience. He was President of a private graduate school and has held a variety of administrative positions in major universities, including Institute Director. He served two terms as Department Chair at California State University, Los Angeles. In addition, Dr. Cohen has three years of supervisory experience at TUI International (now Trident University International, the only 100% online university accredited by the Western Association of Schools and College through the doctoral level).

Harish Amar
Dean

Delhi University, India
Bachelor of Science - Biology
Punjabi University, India
Master of Business - Marketing
Cal State University Los Angeles
Master of Business Administration

Mr. Amar has been Dean at three Universities including Dean of the College of Business and Management at West Coast University, Academic Dean at New West Coast University, and Executive Director and Dean at Advanced Colleges of America. As an academic administrator, he has held both professorial and executive positions at a number of universities including Director of Academic Administration, Director of Education, Director of Academic Development, and Executive Director and managed a budget of \$9 million. He has evaluated Universities for accreditation at numerous universities in the U.S., Puerto Rico and Europe, and has presented various workshops and seminars abroad in Asia including China, Taiwan, and India.

Carl Selkin
Director of Development

Syracuse University
Bachelor of Arts – English
SUNY, Binghamton
Master of Arts and Ph.D. in English

Dr. Selkin served 12 years as Dean of Arts and Letters at California State University, Los Angeles. He was a chair and full professor at the same university and ran his own copywriting business. Through his internal and external contacts Dr. Selkin initiated and marketed interdisciplinary studies in film, TV and theater which resulted in a major program at CSULA.

Jennie Ta
Director of Administration, Director of Admissions, CFO

University of California, Riverside
Bachelor of Science – Business Administration

For several years, Ms. Ta held an advising role in the Tuition Assistance and Financial Aid Departments at Touro University International (now Trident University) an accredited online University. Afterwards she became an Assistant General Manager in the El Torito restaurant chain. She was then promoted to Accounting Manager at Real Mex Foods where she served for three years. Ms. Ta is a CPA student and will be enrolled in CIAM's MBA program beginning with the first class.

Sandy Chou
Receptionist, Executive Assistant

Ms. Chou has 11 years of office administrative experiences in the areas of import/export, travel, and private schools, including 3 years at a BPPE approved institution. She was a teacher assistant for several after-school programs and at a local Chinese school, helping students in grades K to 8. Eight years of promoter experiences in food, travel, and skin care helped her develop her marketing and sales interests and knowledge. She is currently a store senior assistant manager at a Chinese café chain, working for the company for seven years.

Penny Li
Assistant Director of Admissions

Liaoning Normal University, China
Bachelor of Law- Politics and Ideology Education
California State University, Northridge
Master of Public Administration

Ms. Li has 8 years of professional media experience as a TV executive in China. During the production of a televised charity event, she organized a media aid project/fundraiser that raised \$150,000 for 6,000 children with cerebral palsy. As an assistant counselor, Ms. Li assisted over 600 international and domestic students at California State University, Northridge, with their transition from their respective community colleges to CSUN. Ms. Li also has experience as a Chinese program coordinator at a Chinese language school in Los Angeles and was also a business assistant at the University Student Union, Inc. at CSUN and won an award for the most inspirational student assistant employee of the year.

CIAM PROFESSORS

All CIAM professors have their Doctorates. The student will be informed of their designated professor prior to the start of the course. However, in the event that class assignments may be subject to change, the replacement professor will be just as highly qualified to teach the class.

CIAM professors consist of the following:

Dr. Elijah Levy

California School of Professional Psychology, Los Angeles, CA
Ph.D. in Clinical Psychology
California State University at Dominguez Hills, Carson, CA
Master of Science - Community-Clinical Psychology
California State University at Long Beach
Bachelor of Arts - Psychology

Dr. Levy has been the Director of a number of psychological institutes including Thinking on Things Institute, Los Alamitos, CA; Founders Outreach, Artesia, CA; Crossroads Multiservice Rehabilitation Center, Bellflower, CA; Olive Vista Mental Health Center, Pomona, CA. He has taught as adjunct professor in psychology and management at many schools including the University of Redlands, New York Film Academy, West Coast University, California State University Long Beach, and others. He has received or been nominated for many teaching awards and is the author of books, speeches, etc. on diversity and other management topics.

Dr. Albert M. Randall

Richmond University Medical Center
New York Medical College Fifth Pathway Program
Universidad Autonoma de Guadalajara
Mexico Diploma of Surgery and Medicine (Medico Cirujano)
Claremont Graduate University, Claremont, CA
Coursework & Examination towards Ph.D., Master of Business Administration –
Executive Management
Ball State University, Muncie, ID
Master of Arts - Public Service
West Texas State University, Canyon, TX
Master of Arts - Education, with minor in Psychology and biology
California State University Los Angeles, CA
Bachelor of Arts – Physical Education with minor in biology

Dr. Randall has been teaching Mathematics and Science in Norco-Corona for many years. He has been an Aerospace Director as well as Project Manager for the Naval warfare systems as well as Electronic Hardware and Space systems. He was also Deputy Bureau Chief in the Illinois Department of Public Aid where he managed information systems directed to individuals such as pregnant women, medically needy individuals and people with disabilities. He was also a United States Air Force Officer at the rank of Colonel.

Dr. Jonathan Freeman

University of Toronto, Toronto, CA
Ph.D. in Marketing
York University, Toronto, CA
Master of Business Administration – Marketing
University of Manchester, Manchester, U.K
Bachelor of Arts – Economics

Dr. Freeman is currently a mentor and organizer for the Academies for Social Entrepreneurship as well as an Instructor for Elite Educational Institute. He has also had academic positions at undergraduate, graduate and doctoral levels at Trident University International, Warwick Business School and the University of Toronto. He has won many fellowship honors and awards including the most recent Warwick Business School MBA Teaching Excellence award. Some of his publications include “Hedonic Price Methods and the

Structure of High-Technology Industrial Marketing: An Empirical Analysis,” (Vol. 30, pp. 599-607) and "Psion: The Organiser" edited by Peter Doyle and Sue Bridgewater.

Dr. Michael D. Cortrite

University of California at Los Angeles, California

Ph.D. in Leadership

California State University at Northridge, California

Master of Arts - Public Administration

University of Redlands, California

Bachelor of Arts - Public Service Management

Dr. Cortrite is currently teaching at the MBA level at California State University in Northridge and is also an Educator at the Simon Wiesenthal Center Museum of Tolerance. He was a professor of Administration at Santa Monica College where he developed a new Ethics in Law Enforcement class. He has held many positions at the Santa Monica Police Department exceling to the status of Sergeant. His publications include "What Is the Best Method of Evaluating a Police Training Program?" (Vol.4) as well as co-authoring "Ethics Training: A passing Fad or Sustaining Component." He has also volunteered at various organizations including his current Board of Directors position at the Santa Monica Police Activities League.

ACADEMIC & ADMINISTRATIVE POLICIES

CIAM reserves the right to make changes at any time in regulations, policies, and programs.

Changes in Tuition and Fees

Prices are subject to change at any time.

Program Changes

Program schedules are subject to change. The School reserves the right to modify course content and the overall structure of the curriculum, which will be compliant with State and Federal regulations.

Policies and Procedures

Policies and procedures may be amended at any time in accordance with State and Federal regulations.

Student Records

Student records will be maintained at the school site for five years from the last date of attendance. Transcripts are maintained permanently.

Students who wish to review their educational records must submit a written request to Student Services. Arrangements will be made after the request is received.

Written consent is required before educational records may be disclosed to third parties, with the exception of accrediting bodies and government agencies so authorized by law.

CIAM transcripts will show all of the following:

1. The courses that were completed, or were attempted but not completed, and the dates of completion or withdrawal
2. The final grades for each corresponding course
3. Credit for courses earned at other institutions
4. Credit based on any examination of academic ability or educational achievement used for admission or college placement purposes
5. Degrees and diplomas awarded
6. The name, address, email address, and telephone number of the institution

Changes in Student File

It is the Student's responsibility to file any changes to their current name, address, email address, and telephone number with Student Services within five (5) days of such changes.

Student Grievance Procedure

Students experiencing difficulty should immediately bring the matter to the attention of their instructor. The student should use the Grievance Resolution Form to express his/her concern. If the Instructor cannot resolve the problem, the matter should be referred to the Dean. The Dean has five (5) working days to resolve the issue. The Dean will call a meeting between the student and the instructor. The instructor and the student will be asked to present evidence regarding the incident or complaint. The Dean will distribute the findings/decisions to the instructor and the student within five (5) working days after the meeting. If the issue is not resolved at the level of the Dean, the President be the final reviewer and will resolve the issue.

All complaints should be resolved within the 30 days of the initial date on the Grievance Resolution Form.

Academic Freedom

California Institute of Advanced Management, as an institution of higher learning, upholds a policy of complete academic freedom. We define academic freedom as the freedom to conduct research, teach, speak, and publish, subject to the norms and standards of scholarly inquiry, without interference or penalty, wherever the search for truth and understanding may lead.

Satisfactory Academic Progress

CIAM requires all students to maintain academic progress throughout their educational program. Students will be evaluated to determine their satisfactory academic progress based upon the following criteria:

1. Students must maintain a cumulative GPA of 3.0 or better at any given time.
2. If a student's average falls below 3.0, he/she must improve the GPA to 3.0 or better in the following quarter.

The student cannot repeat more than three classes in the entire program. The student's original grade stays on the transcript; however, the grade point average will be re-calculated based on the better grade earned

Grading System

CIAM's grading system consists of the following designations:

Grade	Grade Points
A+	4.0
A	4.0
A-	3.7
B+	3.3
B	3.0

B-	2.7
C+	2.3
C	2.0
C-	1.7
F	0.0

Grades and Grade Point Average

All students must meet the minimum standards of academic progress while enrolled at CIAM. Failure to maintain the minimum GPA of 3.0 will result in the student being placed on probation.

Grades are based upon the quality of work completed, i.e., upon actual accomplishment in courses offered for credit. The GPA is computed by dividing all GPA hours/units into quality points received.

Incomplete Grades

Incomplete academic work for unforeseeable, emergency, and justifiable reasons within two weeks of the end of the term may result in an "I" (Incomplete) grade being entered in the student's record. A final grade will be assigned when the work assigned has been completed and evaluated. It is not used in calculating a grade point average and no credits will be earned. A course with a grade of "I" (incomplete) must be completed within one year.

Course Withdrawal

A student who withdraws from a course may do so only with the permission of the Dean. The student who withdraws from a course prior to its completion will be assigned the grade of "W" (Withdrawal). This grade is not calculated in the cumulative grade point average, and no credits will be earned. However, since all CIAM courses are required, the course will need to be retaken prior to awarding of the MBA degree. See "Course Repetitions" below.

Course Repetitions

A student is required to repeat any course in which a grade of "F" (Failure) or "W" (Withdrawal) was received. The new grade will replace the original grade for the purpose of calculating the cumulative grade point average. However, courses will be considered credit hours attempted for the purpose of determining successful course completion percentages. The student will be responsible for tuition fees incurred for any repeated courses.

Withdrawal from School

If a student chooses to withdraw from school, the student needs to provide a written notice. If a student does not attend class, is not on an approved Leave of Absence (please see Leave of Absence Policy below), and fails to notify the school for a period of three consecutive class sessions, the student will be deemed withdrawn as of the last date of attendance. The student will be eligible for reinstatement and receive credit for classes successfully attended and

monies previously paid, for a period not to exceed six months.

Reinstatement Policy

A student must successfully retake courses previously failed so that the re-calculated grade point average and successful course completion percentage meet or exceed the minimum requirements.

Leave of Absence Policy

The student must submit a written request to the Dean for approval. Supporting documentation may be required. A student may be granted a leave of absence (LOA) not to exceed 180 days in any 12-month period including breaks and holidays. If a student does not return at the expiration of a leave, the withdrawal policy above will apply. The request for a LOA may be based on but are not limited to: a medical condition of the student or a medical condition affecting a member of the student's family (under the Family and Medical Leave Act, FMLA), including birth or adoption of a child; military deployment; jury duty for a sustained period; other reasons to be considered by the University.

Appeals

Students may appeal any decision regarding their progress, probation, suspension, or dismissal. All appeals must be submitted in writing to the Dean within two (2) weeks of the action causing the appeal. The letter of appeal should include any reasons or extraordinary circumstances as to why the decision should be reversed. The appeal will be reviewed, and the student will be notified of a decision within 30 days.

Probation Policy

Students who fail to meet any of the "Standards of Satisfactory Progress" may be placed on Academic/Attendance Probation. However, at the end of the probationary period, the student must meet the stated minimum grade/completion standards. If the student meets these standards, the student will be removed from probationary status. If the student does not meet these standards at the completion of the probationary period, the student is subject to dismissal.

Students may be placed on Conduct Probation should the following behaviors occur: disruptive or disrespectful behavior toward staff, faculty, or other students; theft of property, use of indecent or profane language, cheating on examinations, repeated violations of the school dress code (please see page 25), harassment of instructors or other students, or discrimination of any kind. All conduct rules apply to the classrooms, school buildings, and parking areas.

A student placed on probation will meet with the Dean, who will outline a plan for the student to be removed from probation.

Suspension and Dismissal Policy

It is at the sole discretion of the Dean whether to take probationary action or terminate a student. Students may be suspended or dismissed for the following reasons:

Failure to adhere to any probation plan developed by the appropriate administrative personnel.

A third (3rd) probation of any kind, with the recommendation of the appropriate administrative personnel.

Excessive violations, based upon assessment and recommendation by the appropriate administrative/instructional personnel, with approval of the Dean.

In any event, should a student be on probation and found to be violating any school rules and/or attendance policy, the student may be terminated from school for "Probation Violation."

The school will notify the student in writing of the suspension or dismissal. Any student suspended or dismissed may appeal that decision as per the appeal procedure noted previously. Any student suspended or dismissed may apply for reinstatement only upon approval of the Dean. Reinstatement is subject to space availability. Students suspended or dismissed will be required to return all materials loaned to them by the school.

Should a student fail to respond to a "Student Notice" issued by any administrative/instructional personnel, that student will be suspended from class until proper contact with the issuing department has been made and a signed return slip is given to him/her for re-admission to class.

Attendance Policy

California Institute of Advanced Management emphasizes the need for all students to attend classes on a regular and consistent basis. Students are expected to maintain 100% attendance in all courses. Students are required to report absences by telephone to the school before class starting time on the day of the absence.

Attendance will make up a percentage of grading criteria for final grades in each course. Regular attendance is expected of every student. Any student not attending the first class meeting may be dropped by the instructor. Since our program includes an online component, the students must log in and complete the assignments for that week. If the student fails to participate on the Discussion Board or does not submit online homework for that week, this will be considered absent from the online class. The class participation starts with one student answering the question posted by the instructor. Other students then enter into the discussion based on this initial response. The instructor may enter into the discussion at any time and student's comments can continue based on the instructor's new comment. The students will be graded on the basis of the quality of their contribution to the discussion, as well as the of the sum total of their participation in the discussion.

The week for online classes is considered from 12AM Sunday morning to 11:59PM of the following Friday. The student must finish the assignments within this time period for that week. The instructor must post the response/feedback/evaluation within 3 business days after

the deadline for the students to submit their assignments. In other words, the instructor's response/evaluation/feedback must be posted by 11:59PM of the Wednesday following Friday deadline for students.

After a student accumulates three (3) or more absences (in class and online combined), consecutive or nonconsecutive, in any class, an instructor may drop the student. In the event a student is absent for a prolonged period of time, it is expected that contact will be made with the respective instructors immediately to advise the instructor of this absence and the reasons for it. The instructor may then decide whether or not the student may continue in the class or withdraw. It should be noted that failure to make this contact and follow through with the decisions made at this time could result in the student receiving a grade of "F" or "W" in the class.

Arriving late more than 10 minutes is counted as a tardy and counts as 1/3 of an absence (tardy 3 times = 1 full absence). Also, returning late from a break 10 minutes counts as 1 tardy. Leaving before the end of class is also counted as absence from class.

Excused and Unexcused Absences

CIAM does not differentiate between an excused or unexcused absence in computing the maximum number of absences allowed.

Mitigating Circumstances

The Dean may waive the Standards of Satisfactory Progress for circumstances of personal illness, unusual family responsibilities, military service, unexpected consequences arising in the student's homeland, or other significant occurrence outside the control of the student. These circumstances must be documented by the student to demonstrate that the cited circumstances have had an adverse impact on his/her performance. No waivers will be provided for graduation requirements.

Graduation Requirements

The student must have completed the program with a 3.0 GPA ("B" average) overall in the program to graduate from the California Institute of Advanced Management and receive the MBA degree. The Registrar maintains academic records of all course work completed at the school. Transcripts will be released only after receipt of a signed, written request from the student. A Diploma will be issued when all required classes in the program have been successfully completed (with a cumulative minimum of 3.0 GPA) and all financial obligations have been satisfied.

Transcripts

Students are allowed one transcript at no charge upon graduation. A fee of \$10.00 is charged for each additional transcript. No official transcript(s) may be released if records are on hold for financial reasons or missing documentation.

STUDENT SERVICES

Admissions and Records

Admissions and Records is the first contact students will generally have with CIAM. The Office provides clear and concise information to all members of the community, and admits and registers students in a timely and proficient manner. The Office provides supportive contacts with students, faculty, and the administration by maintaining and retrieving student records. The Admissions and Records Office serves as the final evaluator of all certificate and graduation applications, distributes student records (including grades and transcripts), and certifies and reports attendance data to appropriate agencies.

Career Services

“Living in fear of loss of job and income,” management guru Peter F. Drucker once wrote, “is incompatible with taking responsibility for job and work group.” This is why CIAM’s teaching model integrates career development, such as job search, into our academic program. Our teaching model also incorporates consulting in each course, allowing showcasing of the MBA student’s abilities to potential employers. There are also visiting executives in every face-to-face class meeting. Our President, Dr. William A. Cohen, who is a bestselling author of job finding books and a former executive recruiter, can assist graduates in career planning with such advice as exercises in advertising and selling one’s self, interviewing techniques, negotiation and more. CIAM has unique contacts abroad in China and Hong Kong for those who are interested in international ventures.

All CIAM students are eligible for Career Services. The Institute does not make any promise of employment or starting salaries for current students or graduates. The University reserves the right to refuse employment assistance to graduates who do not conform to its policies.

Housing

CIAM does not assume responsibility for student housing, does not have dormitory facilities under its control, nor offers student housing assistance. According to rentals.com for Los Angeles, CA rental properties start at approximately \$1,000.00 per month.

Textbooks

CIAM does not require students to purchase textbooks. Cyber-textbooks are provided at no cost by CIAM to students.

Library

LIRN - CIAM will use the services of LIRN, an online library that can be accessed by students 24 hours a day. LIRN provides a core library collection with access to 60 million journal articles, books, encyclopedias, newspapers, magazines, and audio and video clips. The website is www.LIRN.net.

Ebrary - CIAM subscribes to the Business & Economics database collection of Ebrary. It has

a growing online collection of over 2,500 full text, searchable books and reports. The Ebrary link is inserted in each online syllabus so that the student can get access at any time, from anywhere. Three quarters of the Business & Economics database collection books have been published in the last two years.

CSU Libraries - CIAM offers students the opportunity to access any CSU (California State University) library collections with borrowing privileges and on-site access to information specialists and electronic collections. CIAM will reimburse student costs against their receipt when they sign up with any CSU Library as a "Friend of the Library." Some nearby CSU libraries include:

CSU Los Angeles
CSU Northridge
CSU Long Beach
CSU Fullerton

CIAM maintains a small on-site library which includes Peter F. Drucker books for use primary by faculty. A Librarian will be available to students for assistance with any library issues three (3) times a week. Librarian hours will be designated at the beginning of each cohort. The Dean's office will also be available to assist. Please note that the Librarian will follow the Office and Campus close dates, please refer to the Federal Holidays on page 7.

Computer Access

A computer for academic use only is available on-site at CIAM.

STUDENT CONDUCT

Students are expected to abide by ethical standards in preparing and presenting material that demonstrates their level of knowledge and that is used to determine grades.

The following are considered violations of acceptable student conduct and may result in dismissal:

- Cheating in any form on academic work.
- Use of alcoholic beverages or drugs.
- Use of indecent or profane language.
- Failure to follow common sense rules of safety and/or posted safety regulations.
- Harassment or discrimination of any kind.
- Possession or use of a weapon of any kind.

Drug and Alcohol Policy

Possession of alcohol, drugs, or any indication of substance abuse will be grounds for immediate dismissal from CIAM without probationary status.

Lost or Stolen Personal Property

CIAM is not responsible for lost or stolen personal property - valuables should not be left unattended on school grounds or facilities.

Dress Code

All students will be expected to dress in an appropriate manner, to convey a professional appearance or image, and to be neat and clean. "Business Casual" is strongly encouraged. Attending class or entering any campus building while barefooted or bare-chested is specifically prohibited.

Foreign Students

CIAM does not offer visa services to prospective students from other countries or English language services. CIAM does not offer English as a Second Language instruction. All instruction occurs in English.

English Proficiency

Our MBA program is taught in English language. Therefore, it is imperative that the student has sufficient language skills. CIAM assesses the English proficiency of students by requiring that they complete a Writing Assessment Essay on site at CIAM under supervised conditions. The essay is evaluated by faculty trained in assessing student writing and experienced in applying standards and performance expectations. Oral English skills are tested as well during a recorded Communication Video with the student as required for Admissions that will demonstrate the students' presentation and speaking skills.

PROGRAMS

MBA in Executive Management & Entrepreneurship

The Master's Degree program prepares students with the necessary skills and knowledge to understand, manage or create financial, business, and leadership careers at the upper level of management. The program provides the tools for business and leadership professionals to develop knowledge, attitudes, and skill sets that will equip them to perform effectively, ethically, and creatively in the corporate or entrepreneurial environment. Completion of this program requires about 11 months of study if the student takes two classes per Term.

PROGRAM OBJECTIVES AND PROGRAM DESCRIPTION

PROGRAM OBJECTIVES

1. California Institute of Advanced Management offers an MBA program based on the principles and values of Peter F. Drucker, "the Father of Modern Management" to

enable students to immediately apply their knowledge and ability with integrity and success

2. This program is comprehensive and covers all the essential elements of business education including Accounting, International Business, Ethics, Marketing, Finance, Organizational Behavior, Quantitative Analysis, Entrepreneurship, Leadership, and Strategy.
3. The students will apply their skills learnt in the above areas while the degree program is in progress in terms of consulting projects with small businesses.
4. This program will teach CIAM students to think critically, solve problems and make decisions effectively.
5. The students will learn to communicate intelligently and articulate ideas and information effectively in the business context.
6. The students will learn how to collaborate in teams.
7. The students will learn how to motivate, lead and mentor others.
8. The students will learn how to be ethical in terms of integrity and accountability espoused by Peter F. Drucker.
9. The students will learn the effective use of technology to solve management problems.
10. To learn and apply basic principles of Entrepreneurship.
11. The students will demonstrate their competency in the global aspects of business.

INSTRUCTIONAL METHODS

Our instructional methodology includes lecture, experiential learning exercises, individual and group presentations, and the application of principles to the student's current job or profession. Students will also be exposed to speakers from the industry on a regular basis. In addition, our students will be involved in consulting projects with small businesses as a way of putting into practice many of the concepts they are learning in the classrooms.

Credits Hours/Units

Quarter hours are awarded per course. Each course taken at CIAM is equivalent to four (4) Quarter hours. Each course meets once a week for six (6) weeks in class. Each class meets for four (4) hours per week. In addition, there are five (5) online lessons in each course. Each online lesson is of equal quantity of material presented, assignments, and other requirements.

Each course will have twenty-four (24) class hours and twenty (20) online Hours. The total classroom hours (in class and online) is forty-four (44) hours, which is equivalent to four (4) quarter units. In addition, students are required to do considerable amount of reading of the related material, assignments, and consulting for each class.

There are six (6) Terms in a year. Two courses are taken per Term, so that the student may complete the MBA program in about 11 months.

Advanced Teaching Model

1. Every course has 11 lessons: 6 face-to-face and 5 online lessons given simultaneously, one lesson each week over Saturday, Sunday or weekday.

2. The face-to-face lessons are four hours long. The face to face lessons may have the following format:

Topic	Time
Executive Speaker	60 minutes
Professor's Lecture	60 minutes
Individual Informal Student Presentations	30 minutes (1-2 minutes each); professor assigns topics
BREAKS	30 minutes
Student Discussion of Lesson's Principles Applied to their Work or Short Experiential Learning Exercise	20 minutes
Class/Group Discussion of Theory/Principle Application (Progress with Consulting Assignment)	40 minutes

3. The 6th and final in-class lesson consists of team presentations of the students group consulting projects. Clients attend. All students participate and are graded, including by the class and clients. Presentations are a maximum of 30 minutes. Five minutes are allowed for Q and A. The professor leads discussion after all presentations are made.
4. The 5 online lessons are taught simultaneously with the face-to-face lessons. Online lessons require a written submission (short paper) to the professor which involves both theory and application of the online readings. They may incorporate information on the consulting project. Online submissions will be graded and returned online. They are not discussed in class. In addition participation in "Discussion Board" led by the professor is required.

Course Structure

<u>Course No.</u>	<u>Title</u>	<u>Quarter Credits</u>
DRU501	Leadership based on Drucker's Principles	4.0
DRU502	Innovation and Entrepreneurship based on Drucker's Principles	4.0
DRU503	Managing One's Self and One's Career	
	Based on Drucker's Principles	4.0
ACC501	Accounting For Decision Making	4.0
IB 501	International Business Concepts	4.0
ETH501	Business Ethics	4.0
FIN501	Corporate Finance	4.0
IS501	Management of Information Systems	4.0

MGT501	Management and Organizational Behavior	4.0
MKT501	Marketing Management	4.0
BUS501	Quantitative Analysis for Decision Making	4.0
MGT 599	Practicum on Applied Strategy and Research	4.0
TOTAL		48.0

A Diploma will be awarded to the Student upon completion of the 12-course program of study if all other requirements are met. It will be generally issued within the 30 days of the end of the last term.

COURSE DESCRIPTIONS

ACC501: Accounting for Decision Making

This course examines how accounting information is used in managerial decision-making and control. The course stresses how to use rather than how to prepare accounting reports. Topics to be covered include: basic cost concepts, cost volume profit relationships, product costing, differential analysis, strategic product pricing, cost allocation, budgeting, and the evaluation of financial performance.

IB501: International Business Concepts

Today's markets are becoming increasingly global, and it is imperative that managers understand the theories, institutions, and environmental elements that underlie international commerce. This course will equip students to manage using a comprehensive framework to formulate strategies in the global marketplace. The course covers competitive advantage, competitive strategies, alternative modes of market entry, including import and export through intermediaries, contracts with suppliers and distributors, and foreign direct investment (FDI).

ETH501: Business Ethics

This course will prepare students to face the ethical challenges that they are likely to experience as managers. Students will come to realize that ethical dilemmas are common aspects of the business decision-making process. As a result of taking this course, students should become more proficient at issue recognition, application of ethical principles, and analysis of the consistency of corporate decision-making processes with such principles. While we never expect managers to be joyful when they encounter ethical dilemmas, our goal is to help students develop the competence, courage, and character that will enable right action for the good of all.

FIN501: Corporate Finance

This course introduces the student to the basic decision models of financial management and prepares them to take an active role in financial decision-making in their organization. It provides an introduction to the theory, the methods, and the concerns of corporate finance.

The main topics include: 1) the time value of money and capital budgeting techniques; 2) uncertainty and the trade-off between risk and return; 3) security market efficiency; 4) optimal capital structure, and 5) dividend policy decisions.

IS501: Management of Information Systems

In this class, students will review the current and future state-of-the-art information and telecommunication technology used in management and application for personal business usage. It will cover MIS theory and practice as they relate to management and organization theories; current trends in MIS; managerial usage of information systems; computer hardware, software, and telecommunications; information systems for marketing, finance, accounting, and other business areas; systems development process; and the role of microcomputers. Understanding and using Web 2.0 applications will be an important outcome for students taking this course.

MGT501: Management and Organizational Behavior

This course deals with human behavior in organizations. It will employ a number of conceptual frameworks, case discussions, and skill-oriented activities and challenge students to apply these to our course topic. In part, these will include: motivation, learning and development, group dynamics, leadership, communication, power and influence, change, diversity, organizational design, and culture.

MKT501: Marketing Management

Peter Drucker said that marketing was too important to be left to marketers. Indeed, marketing is one of the most important, complex, and fascinating management disciplines, and is closely tied to other functions of the firm such as R&D, operations, and finance. An understanding of marketing fundamentals is an essential component of management knowledge. The roles of ethics, corporate social responsibility, and public policy intrinsic to marketing decision making in global environments are explored.

BUS501: Quantitative Analysis for Decision Making

Metrics and analysis are hallmarks of outstanding management. Managers must understand the basics and application of descriptive and inferential statistics including basic descriptive statistics, statistical inference, hypothesis testing, correlation and regression, time series forecasting, inventory models, simulation, queuing, and decision under uncertainty. Students will also learn how to present data effectively using graphs and charts. The course will also address decision trees and expected value of information.

DRU501: Leadership based on Drucker's Principles

Drucker's view of leadership is critical to becoming an effective executive: the fundamental decision for the leader, the leader's role in shaping the organization's future, how a leader must develop, what he should and should not do. This class will cover Drucker's models of ethics, duty, motivation and leadership, and marketing, which are fundamental to sound leadership. Students who take this course will develop a deep understanding of leadership and an appreciation that courage, commitment, careful thought and analysis, and character are the foundations they will need to develop over lifetime of service.

DRU502: Innovation and Entrepreneurship based on Drucker's Principles

This course will provide the student with an opportunity to learn about Drucker's ideas about the practice of innovation, the seven sources for innovative opportunity, his principles of

innovation, the practice of entrepreneurship, entrepreneurial management, and the entrepreneurial business, entrepreneurship in the service institution, the new venture, and entrepreneurial strategies. This course discusses the basics every manager needs to organize successful technology and/or market-driven innovation in both entrepreneurial and established firms. The course will examine how entrepreneurs and managers can shape their firms so that they continuously build and commercialize valuable innovations.

DRU503: Managing One's Self and One's Career based on Drucker's Principles

We live in an age of unprecedented opportunity. We all like to think that with ambition, drive, and talent, you can rise to the top of your chosen profession regardless of where you started out. But companies today are not managing their knowledge workers' careers. Instead, you must be your own chief executive officer; you must become more deliberate in managing yourself and your career. In this class, we consider how Peter Drucker explained how to manage your career.

MGT599: Practicum on Applied Strategy and Research

This course introduces the student with the concepts of vision, mission, and determination of the basic long term goals and objectives of a company, and the adoption of course of action and the allocation of resources for carrying out these goals. This course will also discuss opportunities for gaining sustainable competitive advantage.

The practical aspect of this course will be demonstration of MBA mastery by which the student proves by an accomplishment under the guidance of the professor teaching the course his ability at the MBA level. This may be:

1. A solo consulting engagement (equivalent of Thesis) with an organization in which the student recruits the client, completes the initial interview which defines the goals, methodology, and timing, executes the consulting assignment and develops the consulting report and presents the results of the engagement to the client and the class
2. A presentation at an academic conference, or an article in a peer-reviewed academic or practitioner's journal which may be co-authored by the student's professor.
3. An overseas work assignment in China or Hong Kong. This alternative is still under development. It will require work overseas for a foreign company and a report made in written form and to the class at the end of the term.

TUITION REFUND POLICY

Student's Right to Cancel

The Student has the right to cancel the program of instruction, without any penalty or obligations, through attendance at the first class session or the seventh calendar day after enrollment, whichever is later. After the end of the cancellation period, you also have the right to stop school at any time; and you have the right to receive a pro rata refund if you have completed 60 percent or less of the scheduled days in the current payment period in your program through the last day of attendance.

Cancellation may occur when the student provides a written notice of cancellation at the following address:

California Institute of Advanced Management
9550 Flair Drive Suite #500
El Monte, CA 91731

This can be done by mail or by hand delivery.

The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement.

If the Enrollment Agreement is cancelled the school will refund the student any money paid, less a registration fee of \$100.00 within 45 days after the notice of cancellation is received.

Withdrawal from the Program

As stated above, you may withdraw from the school at any time after the cancellation period (described above) and receive a pro rata refund if you have completed 60 percent or less of the scheduled days in the current payment period in your program through the last day of attendance. The refund will be less a registration or administration fee not to exceed \$250.00, and less any deduction for equipment not returned in good condition, within 45 days of withdrawal. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The student notifies the institution of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.
- The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the School.
- The student has failed to attend class for three (3) weeks.
- The student fails to return from a leave of absence.

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. The amount owed equals the daily charge for the program (total institutional charge, minus non-refundable fees, divided by the number of days in the program), multiplied by the number of days scheduled to attend, prior to withdrawal. For the purpose of determining when the refund must be paid, the student shall be deemed to have withdrawn at the end of three (3) weeks. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

For programs beyond the current "payment period," if the student withdraws prior to the next

payment period, all charges collected for the next period will be refunded. If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loan. Any amount of the refund in excess of the unpaid balance of the loan shall be first used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received, and any remaining amount shall be paid to the student.

If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

FINANCIAL AID

CIAM offers a payment plan that requires no interest and is designed to be fully completed by graduation. Consequently, CIAM does not sponsor nor is it affiliated with student loan programs of any type, either Federal or State. It may offer work study programs for selective students, but this is not commonplace.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and if the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program funds.

TUITION & FEES

Program	Applicaition Fee <i>Refundable upon graduation</i>	Student Tuition Recovery Fund <i>Non-Refundable</i>	Textbooks	Tuition	Total Cost for Entire Program
MBA	\$100.00	\$37.50	\$0.00	\$15,000.00	\$15,137.50

**Estimated charges for the period of attendance and the entire program.*

STUDENT TUITION RECOVERY FUND (STRF)

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by California residents students were attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education. You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

- The school closed before the course of instruction was completed.
- The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.

- The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other cost.
- There was a decline in the quality of the course of instruction within 30 days before the school closed or, if the decline began earlier than 30 days prior to closure, the period of decline determined by the Bureau.
- An inability to collect on a judgment against the institution for a violation of the Act.

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

- You are a student, who is a California resident or are enrolled in a residency program, and prepays all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
- Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.
- You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:
- You are not a California resident, or are not enrolled in a residency program, or
- Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

CATALOG DISCLOSURES

California Bureau for Private Postsecondary Education

California Institute of Advanced Management is a non-profit institution and approved to operate by the Bureau for Private Postsecondary and Vocational Education. For more information, please call the Bureau for Private Postsecondary Education at (916) 431-6959, or toll free at (888) 370-7589, or visit its website at: www.bppe.ca.gov.

Any questions a student may have regarding this catalog should be referred to the Director of Administration. If after consultation with the CIAM Director of Administration and the CIAM President, a question is not resolved satisfactorily, further inquiries can be made to:

Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818
<http://www.bppe.ca.gov>
P: 888.370.7589 or 916.431.6959, F: 916.263.1897

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

A student or any member of the public may file a complaint about this or any institution with the Bureau for Private Postsecondary Education by calling 888-370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site <http://www.bppe.ca.gov>. Of course, it is usually better to attempt to resolve an issue directly with CIAM first.

CIAM's approval to operate as a private postsecondary school in the State of California is based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which is effective January 1, 2010. CIAM under section 94802 (a) of CPPEA, will by operation of law, be approved upon the Bureau's approval pending approval. The Act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs. The Bureau can be reached at: P.O. Box 980818, West Sacramento, CA 95798-0818, 888.370.7589.

Should you have an issue at CIAM; we would appreciate the opportunity to resolve it through our own grievance procedures first before filing a complaint as direct resolution is usually faster and easier

CIAM has never filed for bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it under Federal law.