



COLUMBIA COLLEGE

8620 Westwood Center Drive
Vienna, Virginia 22182
703-206-0508

Form 020-003
Rev. 06/2025

STUDENT ENROLLMENT AGREEMENT

Student Name: _____
First Name Middle Name Last Name

Date of Birth: _____ Nationality: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Contact Number: _____ SSN: _____

I agree to enroll in the _____ of Columbia College. The beginning date is
Program Name/ Credential

_____ and the expected completion date is _____.
MM/DD/YYYY MM/DD/YYYY

The total expected number of program hours/credits is _____.

The transferability of credit and credentials earned is at the sole discretion of the receiving institution. For enrollees in programs leading to professional licensure, annual pass rates for the last three years of massage therapy were 81%, 100%, and 71% respectively. For Cosmetology, the licensure pass rates for the past 3 years are N/A, N/A and 100% respectively.

<OFFICIAL ONLY>

Estimated Cost	APPLICATION FEE	\$ _____
	TUITION	\$ _____
	BOOKS/SUPPLIES	\$ _____
	OTHER	\$ _____
	TOTAL COST	\$ _____

TUITION PAYMENT

All students must make the first tuition payment and register for a class by or on the last day of the registration period. Students may not be allowed to enter or continue attending class without tuition payment.

STUDENT'S RIGHT TO CANCEL

Students may cancel the Enrollment Agreement within 3 days (Saturdays, Sundays, legal holidays or days when the College is closed not included) of signing the agreement and obtain a full refund of all amounts paid for tuition, if the student has not actually attended classes except the application fee \$100 which is non-refundable. Following the cancellation period, an applicant may cancel his/her enrollment agreement, by written notice, at any time prior to the first day of class for which application was made and the student may obtain a full refund except the application fee \$100.



COLUMBIA COLLEGE

8620 Westwood Center Drive
Vienna, Virginia 22182
703-206-0508

Form 020-003
Rev. 06/2025

REFUND POLICY

1. The entire amount except the application fee (\$100) paid by the student will be fully refunded if the student chooses not to enroll before the first day of instruction or withdraws during add/drop period.

* Federal Student Aid will be refunded according to the Federal Refund Policy found in the regulations.

2. If a student decides to withdraw or drop out, a refund will be made according to the following schedule.

Proportion of Total Course Taught by Withdrawal Date	Tuition Refund
Through 25%	50% of course cost
After 25% through 50%	25% of course cost
After 50%	No Refund

3. If the school closes, cancels, or discontinues a course or program, the full amount of tuition and fees will be refunded to all enrolled students.

4. All refunds due will be paid within 30 days of the student's last day of attendance.

5. Purchased books and tool kits are students' property and they are not refundable.

COMPLAINT PROCEDURE AND GRIEVANCE POLICY

1. Purpose

Columbia College is committed to providing a fair, respectful, and transparent learning environment. This Complaint and Grievance Policy outlines the formal process for students to raise concerns, ensuring timely, professional, and equitable resolution in compliance with state and accreditation standards.

2. Filing a Formal Complaint

To initiate a complaint, students must complete a formal complaint form, which requires the following information:

- Type of complaint:
 - **Academic:** Concerns regarding registration, advising, course content, grading, instruction, or faculty conduct.
 - **Financial Aid:** Issues related to financial aid processing, awards, or disbursements.
 - **Student Services:** Concerns regarding student support services
 - **Environmental:** Issues related to the physical campus environment including health and safety concerns.
 - **General:** Any other concerns not covered under the specific categories above.
- A clear description of the issue or concern
- Any relevant supporting documentation (if applicable)

The complaint form is obtained through the designated point of contact (POC) in the following table.

Completed complaint forms should be submitted to the appropriate POC based on the nature of the issue as shown for review and investigation.



COLUMBIA COLLEGE

8620 Westwood Center Drive
Vienna, Virginia 22182
703-206-0508

Form 020-003
Rev. 06/2025

Below are the designated contacts:

Point of Contact (POC)	Contact:	Type of Complaint
Program Coordinator or Director	Room 201 - Academic Programs debbiel@ccdc.edu - ESL: katerinel@ccdc.edu - Online VESL: jenniferk@ccdc.edu - VESL: vesl@ccdc.edu	Academic-related
Director of Financial Aid	- financialaid@ccdc.edu	Finance-related
Business Office	- arank@ccdc.edu	
Director of Student Services	Room 201 studentservices@ccdc.edu	Student Services or General (Environmental, Health, Safety, Facilities, etc.)

Upon receiving a complaint, the POC will acknowledge the complaint within 3 business days and provide an estimated timeline for resolution.

3. Investigation and Resolution Process

- 1) **Investigation:** The POC will investigate the complaint thoroughly, gathering relevant information and consulting with appropriate staff members as needed.
- 2) **Resolution:** Once the investigation is complete, the POC will notify the student of the findings and any actions that will be taken to address the issue. If a resolution is reached, the student will be informed of the outcome and any corrective steps taken.
- 3) **Follow-up:** The POC may follow up with the student to ensure the resolution was effective and the issue has been satisfactorily resolved.

4. Appeal Process

If the student is not satisfied with the resolution of their complaint, they may appeal the decision by submitting a written appeal to the school's Dean within 5 business days of receiving the resolution. The appeal should clearly outline the reasons for the appeal and any additional supporting documentation. The committee will review the appeal and provide a final decision, which will be communicated to the student in writing.

5. External Appeals

If the student is dissatisfied with the final outcome of the internal complaint or grievance process, they may escalate the complaint to the following:

- **Council on Occupational Education (COE):** Complaints may be filed with the COE if the grievance cannot be resolved at the institutional level.

The Council on Occupational Education (COE)
7840 Roswell Road Building 300, Suite 325
Atlanta, GA 30350
Tel: (770) 396-3898, Fax: (770) 396-3790
Website: <https://council.org/>



COLUMBIA COLLEGE

8620 Westwood Center Drive
Vienna, Virginia 22182
703-206-0508

Form 020-003
Rev. 06/2025

- **State Council of Higher Education for Virginia (SCHEV):** Students may contact council staff to file a complaint about the school as a last resort.

The State Council of Higher Education for Virginia (SCHEV)
James Monroe Building 10th Floor
101 N. 14th Street
Richmond, VA 23219
Tel: (804) 225-2600, Fax: (804) 225-2604
Website: <https://www.schev.edu/>

- **Commission on English Language Program Accreditation (CEA):** Students may contact CEA to file a complaint about the English as a Second Language if complaints cannot be resolved by the program and college.

Commission on English Language Program Accreditation
1001 North Fairfax Street, Suite 630
Alexandria, VA 22314
Tel: (703) 665-3400
Website: <https://www.cea-accredit.org/>

*Students who initiate a complaint will not be subject to unfair actions by the school.

For any questions or assistance with filing a complaint, please contact the appropriate point of contact listed above.

STUDENT ACKNOWLEDGEMENT

I have read and understood the enrollment agreement. I understand that this is a legally binding agreement. My signature below certifies that I have read, understood and agreed with my rights and responsibilities. Further, I certify that I understand the cancellation and refund policies and I understand and agree to these policies. I attest that I am at least 18 years of age. I understand that I will pay the tuition and fee amount. I have been advised to keep a copy of this document as well as copies of all financial documents.

By signing below, I also certify that I have been provided access to the school's electronic or print catalog, bulletin, or brochure. The grievance policy is included in the catalog and student handbook.

SIGNATURE OF APPLICANT

DATE

SIGNATURE OF PARENT
(IF APPLICANT IS A MINOR)

DATE

SIGNATURE OF SCHOOL OFFICIAL

DATE

Columbia College is certified to operate in Virginia by the State Council of Higher Education for Virginia (SCHEV).

101 N. 14th Street, 10th Floor, James Monroe Building
Richmond, VA 23219
Phone: 804-225-2600