

**Attention:**

To view the bookmarks that have been created in accordance with the *Electronic SER Submission Instructions*, simply move the mouse to allow the arrow to swipe the lower half of the screen/letter. A menu bar in gray highlight will appear. Click the Adobe Acrobat symbol (last symbol on the right) to view the Adobe Reader Tool Bar, which will appear to the left of the document. You may then click the second symbol in the row, a blue ribbon, to view the bookmarks that have been created to go to specific points of interest in the sample.

Please note that the following is a formatting sample with examples of detailed responses required when an institution/program describes how it complies with a given standard.

April 15, 2012

Ms. Carol MoneyMaker  
Executive Director  
ABHES  
7777 Leesburg Pike, Suite 314N  
Falls Church, VA 22043

Dear Ms. MoneyMaker:

***ABC College, Chicago, Illinois – ABHES ID#: I-123***

Following this letter is ABC College's Self Evaluation Report (SER) including the Renewal Application Fee payment and Audited Financial Statements.

Sincerely,

*John Smith*

John Smith  
Executive Director  
Enclosures



ACCREDITING BUREAU OF HEALTH EDUCATION SCHOOLS  
7777 Leesburg Pike, Suite 314 N. · Falls Church, Virginia 22043  
Tel. 703/917.9503 · Fax 703/917.4109 · E-Mail: [info@abhes.org](mailto:info@abhes.org)

## ACCREDITING BUREAU OF HEALTH EDUCATION SCHOOLS

### INSTITUTIONAL SELF-EVALUATION REPORT

INFORMATION AND DOCUMENTS FOR CONSIDERATION BY THE  
ACCREDITING BUREAU OF HEALTH EDUCATION SCHOOLS  
7777 LEESBURG PIKE, SUITE 314 N., FALLS CHURCH, VIRGINIA 22043  
(703) 917-9503, (703) 917-4109 facsimile  
E-Mail: [info@abhes.org](mailto:info@abhes.org) \*\*\*\*\* Website: [www.abhes.org](http://www.abhes.org)

Submitted by: ABC College  
Name of Institution

200 Airport Boulevard  
Address

Chicago, Illinois 34976  
City/State/Zip

(703) 917-9503 [jsmith@abc.edu](mailto:jsmith@abc.edu)  
Telephone & Facsimile Numbers E-Mail Address

I-123 [www.abccollege.edu](http://www.abccollege.edu)  
ABHES Identification Number (Member Schools Only) Website

\_\_\_\_\_  
Separate Classroom Location Address (if applicable)

**The information and data submitted herewith are certified to be correct and current to the best of my knowledge**

*John Smith*

\_\_\_\_\_  
Signature of Chief Executive Officer or Authorized Institutional Representative

John Smith  
Name (please print)

May 1, 2012  
Date

**Sample SER Narrative:**

**CHAPTER IV  
EVALUATION STANDARDS APPLICABLE TO INSTITUTIONALLY-  
ACCREDITED MEMBERS**

**SECTION E – Representations, Advertising and Recruitment**

| <b>Standard</b>   | <b>Narrative</b>   |
|---|--|
| <b>IV.E.1.a.<br/>Advertising and promotional materials contain clear and provable statements.</b> | <p>The marketing strategy used by ABC College includes television commercials, the Internet and print media. This advertising is ethical in every respect and does not include misleading or erroneous statements, only clear and provable statements.</p> <p>Advertising and promotional materials clearly indicate that education, not employment, is being offered. These materials use the correct name and address of the school (<i>ABC College, 200 Airport Road, Chicago, IL 34976</i>) and correctly reference accreditation. Graduate videos and testimonials that appear on the website, prior written consent has been obtained (these signed consent forms are maintained at the school in each student’s file). These endorsements are factual and portray current conditions.</p> |

| <b>Standard</b>   | <b>Narrative</b>  |
|---|---|
| <b>IV.E.3.<br/>An institution adheres to its admission policies and enrolls only students who can reasonably be expected to benefit from the instruction.</b> | <p>ABC College adheres to a policy of enrolling only students who can reasonably be expected to benefit from instruction. A signed attestation verifying proof of high school diploma or GED is required at the time of enrollment. Applicants under the age of 18 can be accepted only with the consent of a parent or guardian.</p> <p><b>Admissions Procedures</b></p> <p>It is recommended that applicants visit the college to gain an understanding of the school and view its facilities and equipment. A personal interview should be scheduled with a member of the Admissions staff. To apply at ABC College, an appointment with an Admissions Coordinator is scheduled. Applicants will receive a copy of the catalog during this appointment. Applicants will be given the opportunity to review and discuss enrollment documents. Upon the decision to enroll, the applicant will be asked to complete an Enrollment Agreement. The following enrollment documents must be completed in order for the school officials to review the applicant’s enrollment:</p> <ul style="list-style-type: none"> <li>Enrollment Agreement</li> </ul> <p>A signed attestation verifying proof of high school diploma or GED is required at time of enrollment.</p> <p>Other enrollment documents will be required on the day of enrollment.</p> <p>Applicants who intend to use financial aid will schedule an appointment at that time.</p> <p><b>Acceptance of Credits on Transfer</b></p> <p>Transfer of credits from other institutions accredited by an agency recognized by the United States Department of Education (USDE) or the Council for Higher Education Accreditation (CHEA), including military training, will be evaluated prior to enrollment with the following considerations:</p> <ul style="list-style-type: none"> <li>It is the responsibility of the student to provide ABC College with official</li> </ul> |

|  |  |
|--|--|
|  | <p>transcripts and a catalog with course descriptions from their previous institution.</p> <p>Evaluation will be on a case-by-case basis to ensure that the contents of the course and the academic period length are comparable to that of a related ABC College course.</p> <p>A "C" or better grade was earned in the course.</p> <p>Students who transfer in credit must complete a minimum of 50% of the course work required for graduation at ABC College.</p> <p>Eligibility for Federal Financial Aid programs can vary for transfer students.</p> <p>ABC College does not provide advanced placement or credit for experiential learning or life experience.</p> <p>ABC College does not accept non-high school graduates (ability to benefit students).</p> |
|--|--|

## CHAPTER V

### EVALUATION STANDARDS APPLICABLE TO ALL EDUCATIONAL PROGRAMS

#### SECTION A – Goals and Oversight

| Standard   | Narrative  |                          |                  |                          |            |            |           |            |           |           |            |           |           |             |                  |                          |            |           |           |            |           |           |           |           |           |             |                  |                          |               |           |          |               |           |           |               |           |           |
|--|--|--------------------------|------------------|--------------------------|------------|------------|-----------|------------|-----------|-----------|------------|-----------|-----------|-------------|------------------|--------------------------|------------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-------------|------------------|--------------------------|---------------|-----------|----------|---------------|-----------|-----------|---------------|-----------|-----------|
| <b>V.A. 4.<br/>Instructional continuity is maintained through faculty retention.</b> | <p>ABC College is an equal opportunity employer that hires applicants of any race, color, sex, religion, age, political affiliation or belief, or national origin and does not discriminate on the basis of handicap. The faculty members for the Dental Hygiene, Medical Assistant, and Pharmacy Technology program have met all employment requirements, including background and reference checks prior to being offered a position with ABC College. Faculty members are required to actively participate in both in-service training and professional development activities. The fees for credentialing examinations and licensing fees are reimbursed to the faculty member when appropriate documentation is provided to the Campus Director. In order to promote and instructor continuity, ABC College offers faculty members more competitive salary than industry standards, including a first-rate benefits package that is available to full-time and part-time employees.</p> <p><b><u>Dental Hygiene Faculty Members</u></b></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><u>Name</u></th> <th style="text-align: left;"><u>Hire Date</u></th> <th style="text-align: left;"><u>Length of Service</u></th> </tr> </thead> <tbody> <tr> <td>Jane Smith</td> <td>01/04/2011</td> <td>12 Months</td> </tr> <tr> <td>John Jones</td> <td>9/02/2010</td> <td>16 Months</td> </tr> <tr> <td>Sally Wops</td> <td>9/02/2010</td> <td>16 Months</td> </tr> </tbody> </table> <p><b><u>Medical Assistant Faculty Members</u></b></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><u>Name</u></th> <th style="text-align: left;"><u>Hire Date</u></th> <th style="text-align: left;"><u>Length of Service</u></th> </tr> </thead> <tbody> <tr> <td>Bill Macks</td> <td>5/20/2010</td> <td>20 Months</td> </tr> <tr> <td>Ella Graco</td> <td>5/13/2010</td> <td>20 Months</td> </tr> <tr> <td>Sara Blue</td> <td>8/19/2010</td> <td>17 Months</td> </tr> </tbody> </table> <p><b><u>Pharmacy Technology Faculty Members</u></b></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><u>Name</u></th> <th style="text-align: left;"><u>Hire Date</u></th> <th style="text-align: left;"><u>Length of Service</u></th> </tr> </thead> <tbody> <tr> <td>Bradley Smith</td> <td>3/23/2011</td> <td>9 Months</td> </tr> <tr> <td>Tracey Austin</td> <td>8/18/2010</td> <td>17 Months</td> </tr> <tr> <td>Nathan Devine</td> <td>9/08/2009</td> <td>28 Months</td> </tr> </tbody> </table> | <u>Name</u>              | <u>Hire Date</u> | <u>Length of Service</u> | Jane Smith | 01/04/2011 | 12 Months | John Jones | 9/02/2010 | 16 Months | Sally Wops | 9/02/2010 | 16 Months | <u>Name</u> | <u>Hire Date</u> | <u>Length of Service</u> | Bill Macks | 5/20/2010 | 20 Months | Ella Graco | 5/13/2010 | 20 Months | Sara Blue | 8/19/2010 | 17 Months | <u>Name</u> | <u>Hire Date</u> | <u>Length of Service</u> | Bradley Smith | 3/23/2011 | 9 Months | Tracey Austin | 8/18/2010 | 17 Months | Nathan Devine | 9/08/2009 | 28 Months |
| <u>Name</u>  | <u>Hire Date</u>   | <u>Length of Service</u> |                  |                          |            |            |           |            |           |           |            |           |           |             |                  |                          |            |           |           |            |           |           |           |           |           |             |                  |                          |               |           |          |               |           |           |               |           |           |
| Jane Smith   | 01/04/2011   | 12 Months                |                  |                          |            |            |           |            |           |           |            |           |           |             |                  |                          |            |           |           |            |           |           |           |           |           |             |                  |                          |               |           |          |               |           |           |               |           |           |
| John Jones   | 9/02/2010  | 16 Months                |                  |                          |            |            |           |            |           |           |            |           |           |             |                  |                          |            |           |           |            |           |           |           |           |           |             |                  |                          |               |           |          |               |           |           |               |           |           |
| Sally Wops   | 9/02/2010  | 16 Months                |                  |                          |            |            |           |            |           |           |            |           |           |             |                  |                          |            |           |           |            |           |           |           |           |           |             |                  |                          |               |           |          |               |           |           |               |           |           |
| <u>Name</u>  | <u>Hire Date</u>   | <u>Length of Service</u> |                  |                          |            |            |           |            |           |           |            |           |           |             |                  |                          |            |           |           |            |           |           |           |           |           |             |                  |                          |               |           |          |               |           |           |               |           |           |
| Bill Macks   | 5/20/2010  | 20 Months                |                  |                          |            |            |           |            |           |           |            |           |           |             |                  |                          |            |           |           |            |           |           |           |           |           |             |                  |                          |               |           |          |               |           |           |               |           |           |
| Ella Graco   | 5/13/2010  | 20 Months                |                  |                          |            |            |           |            |           |           |            |           |           |             |                  |                          |            |           |           |            |           |           |           |           |           |             |                  |                          |               |           |          |               |           |           |               |           |           |
| Sara Blue  | 8/19/2010  | 17 Months                |                  |                          |            |            |           |            |           |           |            |           |           |             |                  |                          |            |           |           |            |           |           |           |           |           |             |                  |                          |               |           |          |               |           |           |               |           |           |
| <u>Name</u>  | <u>Hire Date</u>   | <u>Length of Service</u> |                  |                          |            |            |           |            |           |           |            |           |           |             |                  |                          |            |           |           |            |           |           |           |           |           |             |                  |                          |               |           |          |               |           |           |               |           |           |
| Bradley Smith  | 3/23/2011  | 9 Months                 |                  |                          |            |            |           |            |           |           |            |           |           |             |                  |                          |            |           |           |            |           |           |           |           |           |             |                  |                          |               |           |          |               |           |           |               |           |           |
| Tracey Austin  | 8/18/2010  | 17 Months                |                  |                          |            |            |           |            |           |           |            |           |           |             |                  |                          |            |           |           |            |           |           |           |           |           |             |                  |                          |               |           |          |               |           |           |               |           |           |
| Nathan Devine  | 9/08/2009  | 28 Months                |                  |                          |            |            |           |            |           |           |            |           |           |             |                  |                          |            |           |           |            |           |           |           |           |           |             |                  |                          |               |           |          |               |           |           |               |           |           |

#### SECTION B – Curriculum, Competencies, Externship and/or Internal Clinical Experience

| Standard   | Narrative  |
|--|--|
| <b>V.B.2. Competencies required for successful completion of a program are identified in writing and made known to students.</b> | <p>The required competencies for each course of the Medical Assistant program are published on each course syllabus, as applicable. Each course syllabus is reviewed on the first day of class for each course. Students are made aware that all course competencies for the Medical Assistant program must be satisfactorily completed as a requirement to attain successful course completion.</p> |

## **SECTION D – Student Progress**

| <b>Standard</b>  | <b>Narrative</b>   |
|--|--|
| <p><b>V.D.3.</b><br/> <b>Students are provided academic progress reports and academic advising to meet their individual educational needs.</b></p> | <p>The Campus Director holds regular meetings with each student to review his/her progress. For the Dental Hygiene and Medical Assistant programs, there are four distinct progress reporting periods. For the Pharmacy Technology program there is a progress report distributed at the end of every module, for a total of six evaluation points throughout the program. During the progress review meetings, the Campus Director will discuss any personal issues or areas of concern the student might have that would impede the student’s satisfactory progress. The Campus Director is also available to meet with students at any time. If instructors become aware of personal concerns they will refer the student to the Campus Director for advising. To guarantee sufficient time for student/instructor contact, instructors are required to be in the classroom at least five minutes before the class begins and remain in the classroom five minutes after class ends.</p> <p>The institution recognizes that the majority of its students have responsibilities outside of school. Therefore, the curriculum was designed so that most of the course work is completed during scheduled class hours. In order to address the different learning styles of the students, a variety of teaching techniques are used by faculty members. The small class size allows the students to receive individual attention when needed, but also to progress at their own pace in certain subjects.</p> <p>Each Dental Hygiene, Medical Assistant, and Pharmacy Technology program instructor schedules weekly office hours in order to be available for tutoring of students or for classroom preparation. These sessions are conducted outside of scheduled classroom hours. Students requiring extra help beyond this seek the assistance of the classroom instructor on an individual basis.</p> |

- Institutions seeking **institutional accreditation** are to complete Chapters II, IV, V and applicable program chapters, such as MA, MLT, ST, etc. **Chapter V must be completed for each program.** For institutions with multiple-credentials offered in the same program area, complete only once to include all credential levels. Institutions offering degree-level programs must also complete Chapter VI.
- Institutions seeking **programmatic accreditation** are to complete Chapter II, V and applicable program chapters, such as MA, MLT, and ST for each program. For institutions with multiple-credentials offered in the same program area, complete only once to include all credential levels.

|                                      | <b>Chapter IV</b> | <b>Chapter V</b> | <b>Chapter VI</b> | <b>Program-Specific VII and VIII</b> |
|--------------------------------------|-------------------|------------------|-------------------|--------------------------------------|
| Institutional Applicants- Non-degree | X                 | X                |                   | If program offered                   |
| Institutional Applicants- Degree     | X                 | X                | X                 | If program offered                   |
| Programmatic Applicants- Non-degree  |                   | X                |                   | If program offered                   |
| Programmatic Applicants- Degree      |                   | X                | X                 | If program offered                   |

## EXHIBITS REQUIRED

1. Completed ABHES Application for Accreditation
2. A copy of the current state license to operate, including educational programs approved, and documentation of other accreditation(s) held, if any
3. Organizational Chart (identify names, titles, relationship of component parts, responsibilities, committees, advisory boards)
4. Completed Profile of Clock to Credit Conversion for each program at each credential level ([Please download this form at www.abhes.org – FORMS tab](#))
5. Current catalog with current addenda (**indicate catalog page numbers where each of the requirements of Appendix C, Catalogs are located**)
6. Current enrollment agreement (**indicate on the enrollment agreement where each of the requirements of Appendix D, Enrollment Agreement are located**)
7. Completed ABHES Faculty Data Form for each current part-time (including adjunct) and full-time faculty member and program supervisors ([Please download this form at www.abhes.org – FORMS tab](#))
8. Equipment list for each program
9. List of general library resource materials available to all programs and a list by program of library resources specific to each program including information available through arrangement with other external entities and technological resources.
10. List by program of all textbooks used in each program (include title, author, and publication date)
11. One competency checklist and evaluation form for each program evidencing continued review of student performance.
12. List of advisory board members by program, including employer, employment title and contact numbers.
13. Program Effectiveness Plan(s)
14. Most recent ABHES Annual Report (RENEWAL APPLICANTS ONLY)

\* \* \*

**Remove all pages of instructions before submitting this SER.  
Please print SER on both sides of paper.**