



PRODUCT SCHOOL
SILICON VALLEY

2020 Course Catalog New York

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ABOUT PRODUCT SCHOOL

Product School is an education company that offers Product Management courses in New York City.

Our instructors are professionals with over 5 years of real-world product management experience working at renowned tech companies like Google, LinkedIn and other technology startups. Our students are professionals with over 3 years of experience in technology, business or design roles.

All our classes are compatible with a regular work schedule and our campuses are conveniently located in each city where we operate.

This is not your traditional lecture class. Expect a healthy mix of group work, one-on-one time with mentors and hands-on experience building your own digital product from end to end.

MISSION AND OBJECTIVES

Institutional Mission Statement

The mission of Product School is to lower barriers to education and provide students with the tools and skills necessary for success in Product Management and the tech industry.

Courses Offered

Product School offers the following courses:

- Product Management
- Full Stack Product Management
- Product Leadership

Course Objectives:

Product Management

At the completion of this course, students will:

- Be prepared to apply for Product Management jobs after completion of the course
- Understand how to comfortably work with engineers, designers, and business professionals
- Understand frameworks, tools, and processes used by product managers including scrum, a/b testing, prototyping, user testing, and KPI definition

Full Stack Product Management

At the completion of this course, students will:

- Be able to implement a product marketing strategy and do market analysis
- Interpret robust digital marketing plans and budgets
- Understand users and how to deliver impactful design using the UX/UI design process
- Understand how to interpret product analytic dashboards
- Analyze the functions of databases and how to use SQL
- Interpret high-level data presented visually
- Analyze how to make data driven decisions
- Recognize the development stacks agile teams use to launch products

- Have an understanding of APIs and deployment web development

Product Leadership:

At the completion of this course, students will:

- Do an in-depth analysis on how to implement PM practices on a strategic level
- Learn soft skills to manage product teams and manage stakeholders to deliver performing products
- Understand how to lead-high performing Product teams
- Learn how to enhance and manage growth

At the completion of the course, students will:

Product School's course in Product Management is designed to provide instruction that will result in the student's acquisition of occupational skills for a particular job. Product School's courses in Data Analytics, Coding, Digital Marketing are courses that are not intended to provide instruction that will result in the student's acquisition of occupational skills for a particular job. Product School's educational programs are not designed to lead to positions in a profession, occupation, trade, or career field requiring state licensure.

FACILITY & EQUIPMENT

Classes are taught at the Product School campus located at: 1216 Broadway, 4th Floor, New York, NY 10001.

All programs are available via distance education.

All campuses are equipped with classrooms, restrooms and coffee/tea facilities. Equipment available to all students includes: desks, chairs, tables, whiteboards, HDMI cables, DVI <> HDMI adapters, projectors and projector screens. Students are required to provide their own computers. All Distance Education Programs require the student to have a standard computer with internet access, as well as specific software applications that are available for free on the internet. Students will be notified of the specific software applications required for the program in which they are enrolled prior to the first class-session, or as the sessions progress, as required.

HOLIDAYS

Product School is closed on the following federal holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Product School may choose to reschedule class at its discretion with advance notice to students. Opportunities to make up any material missed will be provided.

2020 COURSE SCHEDULE

Course Name	Start Date	End Date
Product Management Course	1/7/2020	2/27/2020
Product Management Course	1/11/2020	2/29/2020
Full Stack Course	2/4/2020	3/26/2020
Product Leadership Course	2/4/2020	2/27/2020
Product Management Course	2/4/2020	3/26/2020
Product Management Course	2/8/2020	3/30/2020
Product Management Course	3/3/2020	4/23/2020
Product Management Course	3/7/2020	4/27/2020
Product Management Course	4/4/2020	5/20/2020
Product Management Course	4/7/2020	5/28/2020
Product Management Course	5/2/2020	6/27/2020
Product Management Course	5/5/2020	6/25/2020
Product Management Course	6/2/2020	7/28/2020
Product Management Course	7/7/2020	8/27/2020
Product Management Course	8/4/2020	9/24/2020
Full Stack Course	9/8/2020	10/29/2020
Product Leadership Course	10/6/2020	12/1/2020
Product Management Course	10/10/2020	12/5/2020
Product Management Course	11/3/2020	1/12/2020
Product Management Course	11/7/2020	1/16/2020
Product Management Course	12/1/2020	2/4/2020
Product Management Course	12/5/2020	2/6/2020

HOURS OF OPERATION

Class Hours:

- Monday-Thursday: 6:30 pm – 9:00 pm

- Saturday: 9:30 am – 3:30 pm

Administrative Office Hours: Monday – Friday: 10:00 am – 6:00 pm

Student to Faculty Ratio: 15:1

COURSE DESCRIPTIONS AND OBJECTIVES

PRODUCT MANAGEMENT COURSE

The Product Management Course is a part-time course, which provides training in the fundamentals of product management a structured curriculum delivered by product management practitioners.

At the completion of this course, students will have:

- Be prepared to apply for Product Management jobs after completion of the course.
- Understand how to comfortably work with engineers, designers, and business professionals.
- Understand frameworks, tools, and processes used by product managers including scrum, a/b testing, prototyping, user testing, and KPI definition.

This program consists of 40 clock hours (one clock hour is defined as 50 minutes of instruction). 40 clock hours are required for completion.

Student Assessment: Students will be assessed based upon their weekly assignment submissions and final projects.

Graduation Requirements: In order to complete the course, students must attend 85% of the classes, submit a final project and receive a grade of 2.0 on a 4.0 scale on all assignments and projects. Completion of all assignments and the final project is required for graduation.

FULL STACK PRODUCT MANAGEMENT COURSE

Full Stack Product Management is a part-time preparatory course which introduces students to all the disciplines Product Managers engage with including concepts and tools in digital marketing, business strategy, data analytics, software engineering, and UX/UI Design to create and launch successful software products.

At the completion of this course, students will have:

- Essential competency in the work processes and jargon of different teams including engineering, design, and marketing.
- The ability to manage stakeholders and make data-driven decisions
- An understanding of business goals and how it relates to Product Management
- An opportunity to prepare a Product Presentation to stakeholders with viable arguments from ideation to launch.
- A basic competency in the following:
 - Web Analytics Tools such as Google Analytics

- Running A/B tests using Optimizely
- Running basic queries with SQL
- Basic understanding of statistics
- Growth hacking practices
- SEO & SEM
- Creating a basic digital marketing budget
- Prototyping & Customer Journey Mapping
- Product engineering stacks
- API Design

This program consists of 40 clock hours and is two months in length (one clock hour is defined as 50 minutes of instruction). 40 clock hours are required for completion.

Student Assessment: Students will be assessed based upon their submission of a final project.

Graduation Requirements: In order to complete the course, students must attend 85% of the classes, submit a final project and receive a grade of 2.0 on a 4.0 scale on all assignments and projects. Completion of all assignments and the final project is required for graduation.

PRODUCT LEADERSHIP COURSE

The Product Leadership is a part-time course that provides students with the soft skills and product knowledge on high-level to be elective Product Leaders.

At the completion of this course, students will:

- Execute a plan on how to create a winning product strategy.
- Apply the translation of strategy into a roadmap and understand how to manage product evolution.
- Build teams by understanding where/how to find talent the growing and developing talent.
- Manage team dynamics by discovering how to deliver feedback and handle difficult conversations effectively
- Effectively lead a product team and develop a culture of innovation
- Understand how to navigate product leadership challenges effectively through different stages of organizational evolution (startup, mid-size, enterprise)
- Analyze how to lead your team and organization through growth and change.
- Lead teams without formal authority by practicing interpersonal skills that achieve "willing cooperation" from cross-functional teams.
- Implement different techniques to navigate different power dynamics and understand the psychology of persuasion.
- Self-reflect on behaviors and strategies that can be implemented to become a great product leader.

This program consists of 20 clock hours and is two months in length (one clock hour is defined as 50 minutes of instruction). 20 clock hours are required for completion.

Student Assessment: Students will be assessed based upon their submission of a final project.

Graduation Requirements: In order to complete the course, students must attend 85% of the classes, submit a final project and receive a grade of 2.0 on a 4.0 scale on all assignments and projects. Completion of all assignments and the final project is required for graduation.

ADMISSIONS POLICIES AND PROCEDURES

Admission into any Product School course requires that students have a high school diploma or equivalent (General Education Diploma – GED) or a diploma from an institution of higher education accredited by an accrediting association recognized by the U.S. Department of Education. Students are expected to have at least two years of experience working in field of business. Product School does not admit ability-to-benefit students.

Admissions Deadline

For all part-time evening and weekend courses, the admissions deadline is one (1) week before the first meeting of the course. Product School reserves the right to make exceptions and admit students to a given course after the admissions deadline has passed under special circumstances. Due to the short nature of the courses, students will not be admitted to a cohort after it has begun.

Transfer of Credit

Product School courses are not credit-bearing. Product School does not accept hours or credit from other institutions through transfer of credit, challenge examinations, achievement tests or experiential learning. Courses taken at Product School are unlikely to count as transfer credit at another institution. Product School does not give or evaluate experiential learning credit.

Transferability of Credentials at our Institution

Licensed private career schools offer curricula measured in clock hours, not credit hours. Certificates of completion, i.e., school diplomas, are issued to students who meet clock hour requirements. The granting of any college credit to students who participated in and/or completed a program at a licensed private career school is solely at the discretion of the institution of higher education that the student may opt to subsequently attend.

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 Product School to determine if your credits will transfer.

International Students and Language Services

Product School does not provide any visa services nor does it vouch for student status. Fluency in English is required as Product School does not provide any language instruction. All instruction takes place in English. TOEFL and other language related documentation is not accepted.

English language proficiency for the purposes of attending Product School is determined through the admissions process. The admissions process and interviews with the admissions team is designed to reflect the level of communication required to succeed in the course. Applicants who succeed in the application process possess sufficient English language capacity to succeed at Product School and as a Product Manager.

Required Equipment

The only required equipment is access to a computer with internet access. Product School does not supply computers for student use.

Licensure

None of the programs at Product School are designed to lead to positions in a field which requires licensure in this state.

ACADEMIC POLICIES

Hours

Academic credit is measured in clock hours. One (1) clock hour is defined as a fifty (50) minute period of instruction.

Probation

Product School does not provide a probation option. If a student is not making satisfactory progress as determined by the Student Assessment procedures described in the Course Description, he/she may be dismissed from the program.

Attendance

Product Management and Full Stack Product Management are 40-hour programs and Product Leadership is a 20-hour program. Students are required to attend 85% of classes in order to be eligible to graduate. Students are encouraged to attend each class. If a student fails to attend 12 hours of class and does not make up the missed work, the student may be administratively dropped from the course.

The classroom instructor maintains the attendance roster. The attendance roster is maintained electronically in Salesforce at all times. In the event that a substitute teacher is used, the substitute must initial the day's attendance.

Attendance will be taken in the following manner:

1. Approximately ten minutes after class begins
2. Approximately ten minutes before class ends

If absent a first, second, and third time, that student will be contacted by phone and the results will be recorded on the Absence/Drop Record Form.

If absent a fourth and fifth time, the student will be contacted by telephone and in writing and will be advised of possible consequences. A copy of the same letter will be given to the student the next time the student comes to class, at which time the student must sign the Absence/Drop Record Form acknowledging receipt of the letter.

If absent a sixth time, the student will be informed in writing that the course must be repeated and the student will be subject to paying additional tuition for the repeat. The student will not be able to repeat more than one course per program due to absences.

Measures Taken When a Student Drops

If absent three times consecutively without notifying the school, the student will be considered dropped. The school will contact the student by telephone and in writing and formally advise the student of this status. Results will be recorded on the

Absent/Drop Form. If appropriate, the student will be informed that a leave of absence status is available. The student will also be informed that the tuition paid will remain valid, unless there has been a significant financial or educational change to the program, in which case, extra tuition will be charged. The school will then request that the student respond in writing and provide reasons for withdrawal. The results will be recorded in the Absent/Drop Record Form.

Leaves of Absence

Should circumstances be such that a leave of absence is to be requested, a student must submit an application for a leave of absence to the main campus: Product School 415 Jackson St. Suite B., San Francisco, CA 94111 or to students@productschool.com. The written notice must contain a statement of the nature of the request. At the discretion of the Chief Academic Officer, a leave may be granted for a reasonable time, as warranted by the circumstances. If a student repeatedly resorts to the use of a leave of absence, and if such applications show a pattern of delays, or should the issuance of a leave of absence be such that it would significantly interfere with the planned completion of a program of study, the Chief Academic Officer may, in his/her sole discretion, dismiss a student from the program and issue the appropriate refunds as may be required.

Completion

A Certificate of Completion is issued within 30 days of the end of the course to each student who has successfully completed a Product School course.

Standards of Progress and Student Achievement

Product School assesses students on a 4.0 scale. Students must achieve a 2.0 on a 4.0 scale rating on all homework assignments and final projects.

Pass / Fail Standards on Homework Assignments

All students must have passing marks on all assignments in order to complete the course. Passing or failing marks on weekly assignments are evaluated by the student's cognitive understanding of the skills and achievement of the assignment objectives.

Product School measures student progress carefully through weekly assignments and a final project. Assessments are reviewed on a completion basis. To complete all courses, students must attend the course regularly and submit all required assignments.

If the student has not completed the coursework and earned a grade at the end of the course, the instructor may issue one of the following grades:

I – Incomplete – If the course has not been completed, the instructor may grant an I on a one-month extension of the term, at no additional tuition cost, when the student is making satisfactory progress and the instructor believes that an extension of time will permit satisfactory completion. At the end of this period, a final grade must be recorded.

W – Withdraw – The student may withdraw from any course before the end of the term. At the end of the term, the instructor may withdraw the student from the course and issue a W when the instructor believes the student's progress is insufficient to warrant an extension. A student who withdraws or is administratively withdrawn must retake the course and is responsible for a new tuition payment for that course of study.

Student Rights

Students have the right to equal opportunity education and non-discrimination based on sex, race, color, religion, ancestry, national origin, disability, medical condition, genetic information, marital status, sexual orientation or other categories protected by law of the states in which we operate.

1. Students have the right to view their own academic records.
2. Students have the right to cancel or withdraw from their course, per Product School's Cancellation, Withdrawal and Refund Policy.
3. Students have the right to file a grievance, per Product School's Grievance Procedure

Code of Conduct

Product School promotes freedom of expression and places an emphasis on open communication. However, we expect all participants to follow our code of conduct. Participants should avoid offending, participating in serious disputes and/or disrupting our overall work/learning environments. We also expect all participants to cultivate a well-organized, respectful and collaborative work/learning environment. All students are expected to adhere to Product School's code of conduct which is located on our website at <https://www.productschool.com/code-of-conduct/>

STUDENT SERVICES

Housing

Product School neither offers any dormitory housing nor student housing assistance. Services such as craigslist.com and rentals.com may be used to find rental units. Product School does not assume any responsibility for student housing.

Library

Product School maintains a regularly updated collection of additional resources and materials to which all students who are enrolled in courses at Product School receive access. These materials are available in the course handbook which is provided to each student upon enrollment and Talent LMS (the institution's learning management system), which all students receive access to upon enrollment. Materials are available 24 hours a day and accessible with an internet connection. Students are required to obtain their own internet access.

Career and Job Placement Services

Product School does not offer Career Services or job placement services to students or alumni.

Student Records

Student records for all students are kept for seven years. Transcripts are kept permanently.

Student transcripts and all records are maintained electronically and permanently.

Product School takes reasonable precautions to protect the privacy of personal student information.

GRIEVANCE PROCEDURES

Internal Grievance Procedure

Persons seeking to resolve problems or complaints should contact the Program Manager for any ethics issues or grievances about classes, students, instructors, staff members or situations. Any contact/discussion with the Program Manager is completely confidential, and every effort will be made by Product School to resolve a student's grievances swiftly and fairly.

External Grievance Procedure

A student or any member of the public may file a complaint about this institution by writing to the New York Department of Education at 116 West 32nd Street, 5th Floor, New York, New York 10001, Attention: Bureau of Proprietary School Supervision or calling the Department at (212) 643-4760, to request an interview for the purpose of filing a written complaint. Additional information on the process can be found at on their website:

<http://www.acces.nysed.gov/bpss/student-rights>

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the New York State Education Department at 116 West 32nd Street, 5th Floor, New York, New York 10001, Attention: Bureau of Proprietary School Supervision or by calling the Department at (212) 643-4760.

CANCELLATION, WITHDRAWAL, DISMISSAL AND REFUND POLICY

Student's Right to Cancel

The student has the right to cancel their enrollment agreement without any penalty or obligation through attendance at the first class-session or seven days after enrollment, whichever comes later. Cancellation is effective when the student provides a written notice of cancellation to the Program Director. This can be done by email 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 the \$100 non-refundable registration, within 30 days after the notice of cancellation is received. Cancellation requests must be submitted in writing to Product School 415 Jackson Street or to students@productschool.com.

Withdrawal

You may withdraw from the school at any time after the cancellation period (described above) and refunds are determined in accordance with the Refund Policy stated below. For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a course of instruction when any of the following occurs:

- **Student-Initiated Withdrawal:** The student notifies the institution in writing of the student's withdrawal or as of the date of the student's withdrawal,

whichever is later. The notification is effective when Product School receives notice, or the date the notice is mailed, whichever is sooner.

- **Administrative Withdrawal:** 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. If the student has failed to attend or make up more than 25% of instruction, the student may be administratively withdrawn and issued a pro rata refund per our refund policy.

Students who withdraw due to an emergency, such as personal or family illness or national service, may be re-enrolled into another Product School course following approval by the Program Director.

Dismissal

Product School reserves the right to terminate a student's training at any point and remit a pro-rata refund in accordance with the Refund Policy stated below.

Refund Policy

All refunds will be paid within 30 days of withdrawal. Refunds will be less a \$100 registration fee. 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 applicable, to the state or federal agency that guaranteed or reinsured the loan. Product School does not participate in federal or state financial aid programs. A pro rata refund pursuant to the Code shall be no less than the total amount owed by the student for the portion of the educational program provided subtracted from the amount paid by the student. 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 hourly charge for the course (total institutional charge, minus non-refundable fees, divided by the number of hours in the course), multiplied by the number of hours scheduled to attend, prior to withdrawal. The failure of a student to immediately notify the school director in writing of the student's intent to withdraw may delay a refund of tuition to the student pursuant to Section 5002(3) of the Education Law.

Prorated Refund Chart First Quarter

If Withdrawal Occurs	School Retains	Student Refund (less non-refundable fee)
Prior or during week one	0%	100%
Week Two	25%	75%
Week Three	50%	50%
Week Four	75%	25%
After Week Four	100%	0%

Prorated Refund Chart Subsequent Quarters

If Withdrawal Occurs	School Retains	Student Refund (less non-refundable fee)
Prior or during week one	25%	75%
Week Two	50%	50%
Week Three	75%	100%

After Week Three	100%	0%
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Tuition Liability Chart*

If Withdrawal Occurs	School Retains	Student Refund (less non-refundable fee)
Prior or during week one	\$0	\$4,199
Week Two	\$1,049	\$3,150
Week Three	\$2,099	\$2,100
Week Four	\$3,149	\$1,050
After Week Four	\$4,199	\$0

*Rounded to nearest whole dollar.

Mini Refund Policy

A student who cancels within 7 days of signing the enrollment agreement but before instruction begins receives all monies returned with the exception of the non-refundable registration fee.

1. Thereafter, a student will be liable for
 - o the non-refundable registration fee plus
 - o the cost of any textbooks or supplies accepted plus
 - o tuition liability as of the student's last date of physical attendance. Tuition liability is determined by the percentage of the program offered to the student.
2. The student refund may be more than that stated above if the accrediting agency refund policy results in a greater refund.

Amount of Course Completed	School May Keep	Student Refund
0-15%	0%	100%
16-30%	25%	75%
31-45%	50%	50%
46-60%	75%	25%
After 60%	100%	0%

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

If the 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. If the student defaults on a federal or state loan, both of the following may occur: (1) The federal or state government or a loan guarantee agency may take action against the student, including garnishing an income tax refund; and (2) The student may not be eligible for any other government financial assistance at another institution until the loan is repaid.

TUITION AND FEES

Product School offers various tuition credits for students in certain areas and engaging in certain payment plans. Unless otherwise agreed to in a private lending agreement and as approved by Product School, students must issue payment for 100% of the total tuition by the due date.

COURSE	REGISTRATION FEE (non-refundable)	TUITION	TOTAL COST
Product Management	\$100	\$4,099	\$4,199
Full Stack Product Management	\$100	\$4,099	\$4,199
Product Leadership	\$100	\$4,099	\$4,199

FINANCIAL ASSISTANCE AND STUDENT LOANS

Product School is not accredited by an accrediting agency recognized by the United States Department of Education.

The school does not participate in either State or Federal financial aid programs, nor does it provide financial aid directly to its students. A student enrolled in an unaccredited institution is not eligible for federal financial aid programs. No financial aid is offered.

If a student obtains a loan to pay for Product School, the student will have to repay the full amount of the loan plus interest, less the amount of any refund. If a student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

Private Student Loans

Students may be eligible for a loan with Climb Credit, a private lending partner of Product School's. Students should apply directly on Climb Credit's website at <https://climbcredit.com/>.

GENERAL STUDENT INFORMATION

The Product School catalog contains information, policies and procedures about the school. The catalog is updated and published to the Product School website at least annually. Product School reserves the right to change or update the catalog at any

time. The most current version of the catalog can be found on the Product School website. Any such changes will not adversely affect currently enrolled students.

Disclosure Statement

The student should be aware that some information in the catalog may change. It is recommended that students considering enrollment check with the school director to determine if there is any change from the information provided in the catalog. In addition, a catalog will contain information on the school's teaching personnel and courses/curricula offered. Please be advised that the State Education Department separately licenses all teaching personnel and independently approves all courses and curricula offered. Therefore, it is possible that courses/curricula listed in the school's catalog may not be approved at the time that a student enrolls in the school or the teaching personnel listed in the catalog may have changed. It is again recommended that the student check with the school director to determine if there are any changes in the courses/curricula offered or the teaching personnel listed in the catalog.

INFORMATION FOR STUDENTS – STUDENT RIGHTS

Schools are required to give this disclosure pamphlet to individuals interested in enrolling in their school.

What is the purpose of this pamphlet?

All prospective and enrolled students in a non-degree granting proprietary school are required to receive this pamphlet. This pamphlet provides an overview of students' rights with regard to filing a complaint against a school and accessing the tuition reimbursement fund if they are a victim of certain violations by the school.

Licensed private career schools which are licensed by the New York State Education Department are required to meet very specific standards under the Education Law and Commissioner's Regulations. These standards are designed to help ensure the educational appropriateness of the programs which schools offer. It is important for you to realize that the New York State Education Department's Bureau of Proprietary School Supervision closely monitors and regulates all non-degree granting proprietary schools. The schools are required to have their teachers meet standards in order to be licensed by the Department. Schools are also required to have their curriculum approved by the New York State Education Department, at minimum, every four years, thereby helping to ensure that all curriculum offered in the schools are educationally sound.

In addition, staff members of the Bureau of Proprietary School Supervision are often in the school buildings monitoring the educational programs being offered. The interest of the New York State Education Department is to ensure that the educational program being offered meets your needs and that your financial investment is protected. The New York State Education Department's Bureau of Proprietary School Supervision wishes you success in your continued efforts to obtain the necessary skill training in order to secure meaningful employment. In addition, Bureau staff will continue to work with all the schools to help ensure that a quality educational program is provided to you.

Who can file a complaint?

If you are or were a student or an employee of a Licensed Private Career School in the State of New York and you believe that the school or anyone representing the school has acted unlawfully, you have the right to file a complaint with the New York State Education Department.

What can a student or employee complain about?

You may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment agreement, methods of collecting tuition and other charges, school license or registration, school and student records, and private school agents.

How can a complaint be filed by a student or employee?

You should try to resolve your complaint directly with the school unless you believe that the school would penalize you for your complaint. Use the school's internal grievance procedure or discuss your problems with teachers, department heads, or the school director. We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department, please advise the Bureau of any action that you have taken to attempt to resolve your complaint.

The steps you must take to file a complaint with the New York State Education Department are:

1. Write to the New York State Education Department at 116 West 32nd Street, 5th Floor, New York, New York 10001, or telephone the Department at (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial aid application, transcripts, etc. An investigator from the Department will meet with you and go through your complaint in detail.
2. If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. You must file a complaint within two years after the alleged illegal conduct took place. The Bureau cannot investigate any complaint made more than two years after the date of the occurrence.
3. The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that violations of law have been committed and the school fails to take satisfactory and appropriate action, then the Department may proceed with formal disciplinary charges.

What is the Tuition Reimbursement Fund?

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending non-degree proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be

eligible for a refund of all tuition expenses which you have paid. If you drop out of school prior to completion and you file a complaint against the school with the State Education Department, you may be eligible to receive a tuition refund if the State Education Department is able to provide factual support that your complaint is valid and to determine that there was a violation of Education Law or the Commissioner's Regulations as specified in Section 126.17 of the Commissioner's Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State Education Department at the address included in this pamphlet. The staff of the State Education Department will assist you in the preparation of a tuition reimbursement form (a sample of this form should have been provided to you upon enrollment).

What is the tuition refund and cancellation policy?

All schools must have a tuition refund and cancellation policy for each program included in the catalog and in the student enrollment agreement.

Read and understand the school's policy regarding tuition refund and cancellation before you sign the enrollment agreement. If you do not understand it, or are confused by the school's explanation, get help before you sign. You may ask for assistance from the Department at the address included in this pamphlet.

What should students know about "private school agents?"

Private School Agents are employed by schools for the purpose of recruiting or enrolling students in the school; they are not school counselors. Private school agents cannot require a student to pay a placement or referral fee. Each school agent must be licensed by the New York State Education Department, must have an Agent identification card and must be a salaried employee of the school. School agents who cannot show an Agent Identification Card are breaking the law if they try to interest students in enrolling in a particular school or group of schools. The name(s) of the agent(s) who enrolled a student must appear on that student's enrollment agreement.

Therefore, you should write down the name of the agent who talked to you. Each student will be required to confirm the name(s) of the agent(s) when signing the enrollment agreement. A full refund shall be made to any student recruited by an unlicensed private school agent or even by a licensed agent if there is evidence that the agent made fraudulent or improper claims. To find out if you are eligible to receive a refund, you must follow the complaint procedures included in this page.

What should students know about "grants and guaranteed student loans"?

A grant is awarded to a student based on income eligibility, and it does not need to be repaid (for example, New York State Tuition Assistance Program (TAP) grants or Pell grants provided by the federal government).

Guaranteed student loans are low interest loans provided under the Federal Guaranteed Student Loan Program. The decision to apply for such a loan is yours-- the school cannot require that you apply for a loan. You should understand that if you pay school tuition with money loaned to you from a lender you are responsible for repaying the loan in full, with interest, in accordance with the terms of the loan agreement. A failure to repay the loan can hurt your credit rating and result in legal action against you. Even if you fail to complete your educational program, you are still responsible for repaying all of the money loaned to you.

It is your right to select a lender for a guaranteed student loan. The school cannot require you to apply to a particular lender or lending institution. However, the school can recommend a lender, but if it does, the school must also provide you with a statement about your right and ability to obtain a loan from another lender and the interest charged on these loans.

Read and understand all the information and applications for financial aid grants and loans before signing.

Where can students file a complaint, file a claim to the tuition reimbursement fund, or get additional information?

Contact the New York State Education Department at:

New York State Education Department 116 West 32nd Street, 5th Floor
New York, New York 10001
Attention: Bureau of Proprietary School Supervision
(212) 643-4760

This information is provided to you by the New York State Education Department (NYSED). The NYSED regulates the operation of Licensed Private Career Schools.

EXHIBIT A: FACULTY AND STAFF

Ownership

Product School, Inc. is owned by Carlos Gonzalez de Villaumbrosia and Fernando Gonzalez de Villaumbrosia

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Current Visiting Instructors

The visiting instructors at Product School are professionals in the industry with at least 3 years' experience in their field. New Instructors are always being brought in to provide instruction.

Fred Rutherford	Fred is a Senior Product Manager at CBS Interactive, where he focuses on video production workflows. Fred is one of the top instructors at Product School.
Jesse Owens	Jesse Owens is a Director of Product at MasterCard building innovative Consumer and API payment products globally. Prior to MasterCard, he was a Product Manager at Imagine Easy Solutions (recently acquired by Chegg).
Joel Palathinkal	Dr. Joel Palathinkal is the Senior Director of Product at Northwestern Mutual. He has extensive experience in fintech on enterprise web & mobile cross platform solutions.
Nyasha Gutsa	Nyasha is a Senior Product Manager at WeWork, leading the company's efforts to build a platform for creators that enables them to craft their life's work. On top of his leadership and financial reporting skills, Nyasha is also a certified flight instructor.
Dan Durkin	Dan is Sr. Product Manager, Account Management at American Express.
Alex Vaughn	Alex Vaughn has been working in product for 7+ years and would describe herself as a digital product strategist with multi-channel experience and a passion for native apps.