



LESTON COLLEGE INC.
REGISTRAR OFFICE HANDBOOK

(Rev. 062021)

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INTRODUCTION

The Registrar Office Handbook has the objective of guiding the student candidate about topics related to registration processes. This handbook complements the Institutional Catalog published in the institution's webpage: www.lestoncollege.com; also available in print version in the Registrar's Office.

The Registrar Office Handbook is based on the state and federal regulations established by the corresponding authorities. If you need information about other areas, you can see the Institutional Catalog and handbooks of all departments. All institutional handbooks and disclaimers are available at www.lestoncollege.com

Leston College is a postsecondary institution authorized by the Council of Education of the Commonwealth of Puerto Rico and is accredited by ACCSCS (Accrediting Commission of Career Schools and Colleges).

REGISTRAR'S OFFICE SERVICES

REGISTRAR'S OFFICE

The registrar is in charge of safeguarding, evaluating, and updating the student's permanent educational records, establish enrollment procedures, issue student transcripts, certify the admitted applicant's classification, maintain attendance records, and determine the student satisfactory progress.

CERTIFICATIONS OF STUDIES, GRADUATION AND TRANSCRIPTS

Upon the student's authorization and after receiving clearance from the Administrative Office, the Registrar's Office, will issue certifications of studies/completion, clock hours and grades records, and any other official documents requested.

Normally, certifications of studies are issued within five (5) labor days, certifications of completion on or before the eighth (8th) week after the graduation date, and the clock hours/grades records within a week of submitting the appropriate form. The clock hours and grades records are mailed directly to the interested Institution, agency or employer, but are not issued personally to the student. The student may request a student copy of his/her transcript using the same form. Studies Certifications are free of charge; however the certification of completion and the clock hours/grades records are a courtesy of the institution. Students must have fulfilled all documentation and requirements to apply for any educational document.

Our Institution only handles requests of certification of studies/completion and clock hours/grades records for students who have fulfilled their academic and financial obligations.

If the student has authorized a third party to place the request, the Institution will only handle the documents to individuals who present a written student's consent and provide appropriate photo ID.

Certifications and clock hours/grades records will only be valid if they include the Registrar's signature and the Institution's official seal.

ACADEMIC CLOCK HOURS DEFINITION

The Institution measures its courses in clock hours awarded in semesters. A clock hour is defined as a 60-minute period. One academic clock hour is usually defined as 50 minutes of instruction per hour followed by a 10-minute break.

LENGTH OF TIME FOR EACH PROGRAM

PROFESSIONAL BARBER AND STYLING (1,350 HOURS)		
PROFESSIONAL COSMETOLOGY (1,350 HOURS)		
LENGTH	DAY	NIGHT
Time	8:00am-2:00pm	5:00pm-10:00pm
Days	Monday-Friday	Monday-Friday
Daily Hours	6	5
Weekly Hours	30	25
Weeks*	45	67.5
Months*	12	14
Semesters	3 (payment periods)	3 (payment periods)

*Academic weeks and months

PROFESSIONAL NAIL TECHNICIAN (900 HOURS)		
LENGTH	DAY	NIGHT
Time	8:00am-2:00pm	5:00pm-10:00pm
Days	Monday-Friday	Monday-Friday
Daily Hours	6	5
Weekly Hours	30	25
Weeks*	30	45
Months*	8	12
Semesters	2 (payment periods)	3 (payment periods)

*Academic weeks and months

BREAKS

The institution authorizes the following breaks:

Morning session: from 10:50 – 11:10

Evening session: from 7:50 – 8:10

Note: The above schedules do not include holidays or breaks that are not part of the study period.

Programs are offered in a continuous cycle, one a unit is completed we proceed to the next one as if a new program is started on each unit until the students completes all the curriculum.

ACADEMIC CALENDAR

HOLIDAYS AND BREAKS

JANUARY 1	NEW YEARS DAY
JANUARY 6	THREE KINGS DAY
JANUARY (4 th Monday)	MARTIN LUTHER KING, JR.
FEBRUARY (3 rd Monday)	PRESIDENTS DAY
APRIL (TBA)	HOLY WEEK
JULY 4	INDEPENDENCE DAY
SEPTEMBER (1 st Monday)	LABOR DAY
NOVEMBER 19	DISCOVERY OF PUERTO RICO
NOVEMBER (Penultimate Thursday and Friday)	THANKSGIVING
DECEMBER (Friday before Christmas)	CHRISTMAS BREAK
JANUARY 7	

STUDENT'S CLASSIFICATION:

Leston College classifies its students in one of the following categories:

- **Regular Student:** Is the student who fulfilled all admission requirements, is enrolled in a regular program, and upon completion of all graduation requirements becomes a candidate to obtain a Certificate.
- **Student under Probation:** Is any student who has successfully appealed determination of unsatisfactory academic progress. The elements that indicate unsatisfactory academic progress are: attendance, grades and pace. Additionally, a student may be placed on probation for violating the Institution's conduct policy (Student Conduct Probation).

ACADEMIC PROGRESS REPORT

At the end of each term, the Registrar's Office will **deliver** an academic progress report to all students. If a student believes that there are errors on his/her report card, he/she must contact the Registrar's Office within two weeks following the affected academic progress report. **Students must visit the Registrar's Office to receive the academic progress report, upon notification.**

The computation of the student's grade point average will only include the courses completed at **Leston College**.

STUDENT EVALUATION CRITERIA

When grading a student, the instructor will use all recognized evaluation methods, such as partial, final, verbal and written exams, observations, class participation, practical work, work projects (individual or in group), and student's attitude throughout the course, etc.

Upon concluding each unit, the student will receive a final score consisting of a theory grade, and if applicable, practical work grade that will be evaluated according to the **Practical and Clinical Work Progress Report**. This report will contain evidence of the practical jobs done by the student and it will be under the instructor's custody until the student has completed the program. The purpose this report is to guarantee objectivity when evaluating the student.

If a student misses an assignment, exam or other work, he/she must make up the work in agreement with the instructor on or before the end of the term. **It is the student's responsibility to make up all assignments, exams or other work missed as the result of any excused or unexcused absence.**

GRADING SYSTEM AND OTHER ACADEMIC STANDINGS

The grades indicate the student's progress during the clock hour's units. The grading system and other academic standings are:

A (90-100)	Excellent	(4.0 puntos)	interval 3.50-4.00
B (89-80)	Good	(3.0 puntos)	interval 2.50-3.49
C (79-70)	Average	(2.0 puntos)	interval 1.50-2.49
D (69-60)	Deficient*	(1.0 puntos)	interval .80-1.49
F (59-00)	Fail	(0.0 puntos)	Interval 00 - .79
V	Transferred Clock Hours	Not computable in the GPA	
W	Official Withdrawal		
WA	Administrative Withdrawal		
I	Incomplete		
IX	Incomplete not removed by the student		

* Minimum grade and point

PROVISIONAL GRADES

Incomplete: The instructor will grade a student with the letter "I" when, for justified and acceptable reasons, he/she could not fulfill the courses requirements. The Incomplete scores must be accompanied by a provisional grade computed by adding all the accumulated grades and assigning an F on the unsatisfied work. The Academic Director or the Registrar must previously authorize all incomplete scores. **Incomplete scores must be removed during the first three (3) weeks of the following term.** It is the student's sole responsibility to remove the incomplete grade, even if he/she is or not and active student during the following term. If the Incomplete is not removed, the provisional grade sent by the instructor will become the official grade of the clock hour unit (IX).

Course Repetition: All students who failed (F) or withdraw (W) a course must repeat it to complete the clock hour units and obtain a passing grade. Upon

personal determination, a student who obtained a below average (D) score is entitled to repeat it. **Course repetitions will be registered with both grades on the student's transcript, however the last score obtained will be the one used for commutating the student's grade point average.**

Students under probation must repeat all courses in which he/she obtained a D or F grade. Students will have the right to repeat a course **only once**. **A course repetition implies additional costs as it must be paid as a regular course.**

GRADE POINT AVERAGE

The grade point average is the numeric expression that represents the student's progress throughout the program. It is computed by dividing the total grade points by the total amount of cumulative courses with a final grade, including those courses in which the student obtained a failing (F) grade.

Example:

UNITS OR LESSONS	GRADE	POINTS
I	A	4
II	B	3
III	C	2
IV	D	1
V	F*	<u>0</u>
		10

Ten (10) grade points divided by five (5) courses results in 2.00, which is the student's grade point average.

****Note: In this case, the student must repeat unit V in order to be considered a candidate for graduation.***

APPEALS OR CORRECTIONS TO THE GRADE POINT AVERAGE

Students, who believe that their grades are incorrect or that an error has occurred, may request a revision through the Registrar's Office within the first 2 weeks after receiving their report card.

ATTENDANCE POLICY

COURSE ATTENDANCE

Attendance to class is compulsory and punctuality is required. The morning schedule for all educational programs is from 8:00 a.m. to 2:00 p.m., with a 20-minute break from 10:50 – 11:10. The evening schedule runs from 5:00 p.m. to 10:00 p.m. with a 20-minute break from 7:50 p.m. to 8:10 p.m. **A student shall not leave prior or return after the break time hours, unless authorized by the Academic Director or Registrar.**

Students will sign the attendance sheet at the beginning and end of each class. The instructor will verify them and will record the corresponding absences. At the end of the month, the attendance sheets are sent to the Registrar's Office who will post the hours on the Student's Attendance Record, which is placed on the student's permanent educational record.

ABSENCES, TARDINESS AND/OR INTERRUPTIONS OF THE CLASS' SCHEDULE

Students will only receive clock hour units for the hours attended and the hours of make-up work informed by the instructor. The hours accumulated by students who arrive fifteen (15) minutes after having started their class or who had to leave before the end of their regular schedule will be computed according to the following table:

LATE TIME (IN MINUTES)	DISCOUNT
15-22	0.25 HR
23-43	0.50 HR
44-52	0.75 HR
53-60	1.00 HR

The student must make up the time loss as the result of an excused or unexcused absence, tardiness or interruption of the class schedule.

CONSECUTIVE ABSENCES

Students who are absent for two (2) or more consecutive days must complete the Absence Report form to explain the reason(s). If a student is absent for fourteen (14) consecutive days that student will be withdrawn from the program.

CUMULATIVE ABSENCES

A student who incurs in more than five (5) cumulative absences will receive a written warning. On the eighth (8th) absence, the student will receive a second written warning. On the tenth (10th) absence, the student will receive a third (3rd) and last a written warning. In all these instances the student must meet with the Academic Director prior to be admitted to class. If a student is absent for fourteen (14) cumulative days that student will be withdrawn from the program.

LEAVE OF ABSENCE

A student may request a leave of absence for a maximum of one hundred eighty (180) calendar days, for the following reasons: pregnancy complications, maternity, prolonged illness, accident, hospitalization, medical treatment, death of an immediate family member, employment problems, drastic change on the family financial situation, child care, and divorce among other justified reasons. This permission will be granted once or more times throughout the duration of the program not exceeding (180) days in any 12 months period and cannot be transferred to other students. The Institution does not charge the student for the leave of absence. If the leave of absence is not approved then the student is considered withdrawn from the Institution, and the refund policy will apply. The student must follow the procedures detailed below, to request such authorization:

1. Visit the Registrar's office, the Academic Director or the designated official to request the Leave of Absence completing the appropriate form.
2. The official will evaluate the case and, if considered a valid request, will grant the permission. The Leave of Absence may extend the termination date stipulated on the Enrollment Agreement.

If the student does not return to class on the date established in the Leave of Absence form, will be withdrawn from the program using the last attendance date to complete the withdrawal process and to apply, if necessary, the Institution's Refund Policy.

MAKE-UP WORK AND HOURS

Student is responsible of making-up all assignments, exams, practical work, and/or clock hours missed as the result of any excused or unexcused absence.

Arrangements to make-up assignments, exams or practical work must be made with the instructor within two (2) days after returning from an absence. The instructor may assign additional outside make-up work if deem necessary.

Arrangement to make up clock hours will be made outside of the student's regular schedule in coordination with the instructor and the Registrar. The student will request, the Make-Up Clock Hours Form at the Registrar's Office, to record them. On the last day of each month, this form will be submitted to the instructor who will add up the make-up clock hours and will sign and approve the time. Finally, the form will be forwarded, together with the attendance sheet, to the Registrar who will record these hours in the Student Attendance Record applicable to the current term.

The Institution reserves the right to reject the amount of and/or method use to makeup the clock hours missed. The Make-Up Clock Hours Form will be kept on the student permanent educational record until the student fulfills the graduation requirements.

According to our Attendance Policy, the student who finishes the term with less than the minimum required clock hours will be required to make up such hours through assignments, exams, and other class work.

SATISFACTORY PROGRESS POLICY

Satisfactory progress in attendance and academic work is a requirement for all students enrolled in **Leston College** in order to guarantee the completion of the selected educational program within its maximum length of time.

PROGRAMA	DURACIÓN NORMAL	TIEMPO MÁXIMO
Barbería y Estilismo Profesional	1,350 horas	2,025 horas
Cosmetología Profesional	1,350 horas	2,025 horas
Técnico de Uñas Profesional	900 horas	1,350 horas

MAXIMUM TIME

The program must be completed within 150% of the total program length:

If a student does not complete the educational program within the maximum time frame then the student will be dropped from the program.

SATISFACTORY ACADEMIC PROGRESS POLICY

1. The SAP progress for clock hour programs will be measured in quantitative terms. The grades achieved by the student reflect the quantitative aspect of the measurement. Leston College has established a grading system that assigns a grade point average to its students. This system allows the school to measure the minimum grade that a student can achieve to demonstrate academic development and be able to graduate.
2. Students are assessed throughout class attendance and achievement of the required grade point average needed for graduation. All student who attends classes but does not meet the minimum hours of attendance receives an incomplete (I) and the students is expected to improve this classification, otherwise at the next monitoring interval point, the Incomplete will convert to an F. W-is assigned when the student withdraws from the course in which the student is enrolled.
3. Students will be evaluated in all units within the programs, lecture, and laboratory based.
4. Academic progress is measured with 2 main components:
 - a. Quantitative (number of clock hours attended), which represents the hours completed by the students as scheduled in the program.

- b. Alpha numeric, which represent the grades achieved by the student that represent the academic achievement of the student through grades and retention efforts.

Students must meet the Satisfactory Academic Progress as follows:

1. Maintain a minimum cumulative GPA of 2.00 or 70% (equivalent to a “C” grade average).
2. Attain a minimum cumulative PACE of 67%, which represents the percentage of hours attended compared to the total hours scheduled in the programs.

Student attendance will be evaluated at the end of each payment period to determine if the student meets the required SAP requirements. If the student does not meet the minimum requirements at the end of the first period (450 hours and 19 weeks of instruction) the student will receive a **“Warning”** at the start of the next payment period. For students to be removed from the Warning, students must improve their deficiencies (meet 67% PACE and/or minimum 2.0 GPA requirements). Warning means that the student is working to improve its SAP and the student is eligible to participate in the Title IV program (Pell Grant). If the student does not improve at the end of the next payment period, then the student will be ineligible to participate in the Title IV program. Students who meet the SAP requirements at the end of the payment period will be considered eligible to participate in Title IV. During the first payment period, all students are considered to meet SAP, thus, they are eligible to receive financial aid, if eligible.

The following table outlines the minimum numbers of hours to be completed in order to meet the 67% attendance completion:

Programs of 1,350 hours

	50%	83%	125%	150%
Monitoring Intervals SAP	450	900	1350	1500
Minimum numbers of hours attended	302	603	904	2025
Required GPA	2.00	2.00	2.00	2.00

Programs of 900 hours

	50%	100%	150%
Monitoring Intervals SAP	450	900	1350
Minimum numbers of hours attended	302	603	900
Required GPA	2.00	2.00	2.00

PROBATION APPEAL

Students have the right to appeal to any decision that affects their satisfactory academic progress and the termination of financial aid. Special considerations will be considered in cases that demonstrate:

- Illness
- Death in the family
- Drastic financial changes that affect the family unit

The appeal will provide the opportunity to continue receiving financial aid, if successful. The appeal procedure is as follows:

- Submit a written appeal within 20 days from receipt of notification of loss of eligibility as well as circumstances that affected the student's academic progress.
- The Committee will decide and notify the student in writing no later than 10 days from the date the student submitted the appeal.

RULES OF CONDUCT

To guarantee an educational environment that encourages student academic and social development, **Leston College** enforces the compliance of its rules of conduct.

The ***Student's Handbook*** clearly establishes what types of conduct are unacceptable and what the consequences will be for violation, which may go from a verbal reprimand up to immediate termination. The following list, while not limited to, include violations of the Institution's rules of conduct.

1. Destroying or damaging school property
2. Abuse of any illegal drugs or alcohol.
3. Engaging in any unlawful or improper action as described in the Student's Handbook.
4. Acting with disrespect toward a member of the Institution's staff or another student.

The Institution organizes a ***Disciplinary Committee*** chaired by the Academic Director and constituted by the Registrar, a Faculty member, and one (1) student of each educational program. The committee will evaluate the violations to the rules of conduct and will render to the President a recommendations report for his approval. The Registrar will send to the student a written notification with the final decision.

However, if the student incurs again in a violation during the disciplinary process, the Academic Director and/or the President may suspend or terminate immediately, until the Disciplinary Committee renders the recommendations' report.

WITHDRAWS

Leston College grants three (3) types of withdraw: Official and Administrative withdraws.

Official Withdraw (W): May be requested by a student who will no longer attend the course within the current term and is not interested in requesting a Leave of Absence (See Catalog, page 25). The official withdraw will prevail over any other grade that the instructor may inform.

Administrative Withdraw (WA): Granted by the Registrar under the following circumstances:

- Death of the Student or an Immediate Family Member – must present Death Certificate
- Major accident or hospitalization due to illness – must present evidence of medical condition
- Violation of the Institution Rules of Conduct
- Unsatisfactory Progress
- Excessive Absences
- Failure to meet all financial obligations

To request an Official Withdraw, the student must visit the Registrar's Office where he/she will receive the **Withdrawal Report** form. The process begins with a referral to the Academic Director and/or Counselor who will assist the student to review if this decision is the best option available. If so, the Academic Director and/or Counselor will proceed to sign the withdrawal report and will refer the student to the instructor, who will record and certify on the abovementioned form, the student's last date of

attendance. In order to complete the withdrawal process, the student must return the withdrawal report to the Registrar, who will certify the official withdraws. Finally, the student will visit the Financial Office with the Official withdraws Report to be informed about his financial responsibility, if any.

The Withdraw Report Form will only be valid, if it includes the Registrar's or the Academic Director's signature.

It is the student's responsibility to fulfill all financial obligations, independently of the type of withdraws granted, to receive his/her report cards, copy of the permanent educational record, or any other official document.

RE-ENROLLMENT POLICY

Re-enrollment: Students who have interrupted studies for one term or more, may request a **Re-enrollment Application** at the Registrar's Office, on or before the starting date of the next scheduled term. The re-enrollment will be subject to the approval of the Registrar and the Academic Director according to the re-enrollment approval regulations contained in this Catalog. The decision will be communicated to the applicant in writing.

All Re-enrollment Applications must be accompanied with a \$25.00 nonrefundable fee if the student requests re-enrollment after two (2) terms of leaving the Institution. If the student requests re-enrollment after leaving the Institution for only one (1) term, he/she will be exempt of the re-enrollment fee payment.

Re-enrollment Approval Regulations: The following rules will apply on all reenrollment applications:

- ✓ If the student interrupted studies prior to completing the first term, he/she must comply with all current admission requirements at the re-enrollment application date.
- ✓ If the student satisfactorily completed the first term or more and voluntarily interrupted studies, may request re-enrollment for the next scheduled term abided by the current curriculum and tuition fees at the re-enrollment application date. The Institution will consider the approved clock hour units according to the Clock Hours Validation Procedures.

- ✓ If the student satisfactorily completed the first term or more and upon termination, he/she did not achieve satisfactory progress, the re-enrollment will be granted and the student will be classified as **Student Under Probation**.
- ✓ If the student was terminated due to disciplinary reasons, he/she must have the approval of the Disciplinary Committee prior to obtaining the requested re-enrollment.
- ✓ If a student completes the educational program and wishes to continue further studies under a different program, he/she may request the validation of previous clock hours according to the Clock Hours Validation Policy.
- ✓ The student, who requests re-enrollment for the third time or interrupted studies due to physical or mental health reasons, must submit the reenrollment application accompanied by an explanatory letter and will be interviewed by the Academic Director or a designated official.
- ✓ **If the student interrupted studies for three (3) or more years without finishing the educational program, and wishes to re-enroll, he/she must begin studies under the current curriculum and tuition fees upon reenrollment application date as Clock Hours taken prior to this period have expired.**

GRADUATION REQUIREMENTS

The student must successfully complete the following requirements to be considered a graduation candidate:

1. Submit a completed **Application of Graduation** at the Registrar's Office, within the first three (3) weeks of the fourth (4th) and final term, or at the scheduled date to evaluate all graduation candidates.
2. Complete the educational program with a minimum grade point average of 2.00 points or higher on a 4.00 scale and within the maximum time frame established.
3. Attend the required clock hours, according to the educational program selected.
4. Comply with all the evaluation and assessment requirement

The Registrar will evaluate each application and will inform the student if he/she has met all graduation requirements. If the student becomes a graduation candidate, he/she must pay a \$ 50.00 non-refundable **Graduation Certification Fee** to the Financial Officer.

The Graduation Ceremony is conducted once a year for all educational programs at a date scheduled by the Registrar and the Academic Director. The institution will not allow

the participation on this event, of any student who as not fulfilled all graduation requirements.

Leston College reserves the right to retain the Student's Permanent Educational Record, Graduation Certificate and Certifications, or any other official document, of those students who have not fulfilled their financial obligations.

GRADUATION DIPLOMA AND OTHER ACADEMIC DISTINCTIONS

Graduation Diploma: Students who successfully complete and fulfill all graduation requirements will receive a **Graduation Diploma** from **Leston College**. This document certifies that the student has completed studies at a Post-Secondary Vocational Level, identifies the student's name, the educational program, and the required and completed clock hours.

Academic Distinctions: In recognition to the efforts, commitment, and academic improvement, **Leston College** presents the award:

- **ACADEMIC EXCELLENCE:** To one (1) student from each educational program, who has achieved the highest grade point average, has demonstrated major commitment towards his/her studies, excellence on his/her actions, and has been a role model of responsibility, improvement, and friendship.

The Institution also awards the following academic distinctions:

- **HIGH HONOR:** To all students who have maintained a grade point average between 3.8 and 4.0.
- **HONOR:** To all students who have achieved a grade point average between 3.5 and 3.79.

HALL OF FAME

At the end of each term, the Registrar's Office publishes a list per educational program with the names of all the students who achieved a grade point average of 3.50 or more and who complied with the minimum hours required. This list, named **Hall of Fame**, will be placed on each Bulletin Board.

CHANGE OF ADDRESS

In the admission process the student must provide his/her postal and physical address, as well as a telephone number where the student can be reached. Changes of address and/or telephone number must be notified **immediately** to the Registrar's Office. Failure to do so relieves **Leston College** from all responsibility pertaining to the delivery of written notifications or correspondence.

The Institution will consider that the student has been duly notified when official correspondence is sent to the last address available on his/her permanent record.

PRIVACY OF STUDENTS'S RECORDS

The Family Educational Rights and Privacy Act of 1974 (FERPA), approved as part of the act widely known as Buckley Amendments, guarantees the right of the student pertaining to the privacy and confidentiality of his/her educational record. The act establishes the rules and regulations to be followed by the institutions when granting students access to their permanent educational records. It also provides the instruments to dispute any document that the student considers incorrect or inadequate. Additionally, it stipulates that the student must provide a written consent authorizing the Institution to disclose information related to his/her academic performance. The act guarantees:

- That students or parents/legal tutors have the right to personally examine and review all information contained in the student's permanent educational record, upon student's approval.
- That students or parents/legal tutors who believe that the student's permanent educational record is incorrect or confound, have the right to request that the Institution rectifies it.
- That the disclosure of all information pertaining to the student's academic performance will **only be provided with a written consent from the student** through a form designed for such purpose.

A student, parent/legal tutor, or other authorized person who requests to review the student's permanent educational record must schedule an appointment at the Registrar's Office to be informed of the procedures. A student, parent/legal tutor who requires additional information of the FERPA legislation or confronts difficulties in exercising their

rights pertaining to this act may call at (202) 401-2057 or write to: —Family Policy Compliance office, Department of Education, 400 Maryland Avenue, S. W., Room 3017, Washington, DC 20202-4605.

SECURITY AND DISCLOSURE OF ACADEMIC IMPROVEMENT STATISTICS

In accordance to the Public Decree 101-542 widely known as the —Student Right to Know and Campus Security Act of 1990, **Leston College** publishes annually the statistics relating to:

- The delinquency incidence on the Institution and its premises, and
- The academic improvement of its students (completion, placement, and state licensing examination outcomes)