



# **Student Handbook 2018-2019**

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Floridian Institute does not discriminate on the basis of age, color, disability, national or ethnic origin, race, sex, or any other characteristic protected by law in the administration of its educational, admission or registration policies, scholarships, loan programs, employment practices.

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Welcome Dear Student,

Floridian Institute extends you a heartfelt welcome. At Floridian Institute you will find a friendly, supportive environment, with many opportunities for realizing your full potential as a learner.

Everyone here is committed to your success.

Your opportunities are limited only by the choices you make. Floridian Institute provides the faculty, staff, and facilities to enhance your educational experiences, but only you, the student, remains the vital component. In the end, you will be the one responsible for making the most of the educational experience the institution offers.

This Student Handbook has been designed to be a useful guide throughout your educational experience and outlines policies and procedures related to student life. We are very pleased that you have chosen Floridian Institute. Every administrator, instructor, and staff member looks forward to working with you in the years to come.

Best wishes for a successful year.

*Jesus A Perez*

Jesus A Perez  
President

Welcome to Floridian Institute!

The Division of Student Services provides a wide array of services intended to support the personal and academic success of our students. We want all of you to have a positive experience.

As Dean of Students, my goal is to help create a caring culture for students, their families, faculty and staff by providing proactive education, consultation, resources and assistance to students in crisis. We know that some students will face obstacles along the path to achieving their academic goals, such as personal distress, anxiety, depression, family emergencies, health issues and more. Here at Floridian Institute, we have staff dedicated to helping students get back on track.

If you or a fellow student needs our support, please stop by office and we will be happy to assist you identify the appropriate campus resources.

Best wishes for a successful year.

*Edith O. Perez*

Edith O Perez  
School Dean

## GENERAL INFORMATION

### MISSION STATEMENT

*The purpose of Floridian Institute is to contribute to the education of a population of diverse, presently predominantly Hispanic, cultures. We realize this mission through the employment and development of a faculty of scholars who are proficient in the art of teaching. We strive to prepare the students for employment in their chosen career or advanced studies through the acquisition of the required skills and knowledge needed for the successful completion of the program of studies.*

*Floridian Institute strives to provide the educational facilities and resources that support intensive sessions of study in small classes, in order to foster in the student, the attainment of a quality education according to the students' personal goals, and the advancement of modern technology.*

*Floridian Institute is a DBA for Floridian College, Corp. a registered Florida Corporation owned by Edith O Perez and Jesus A Perez.*

### LICENSURE & ACCREDITATION

Floridian Institute is licensed by the Commission for Independent Education, License # 5893. Additional information regarding about this institution may be obtained by contacting the commission at 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400. Toll free: (888) 224-6684 [www.fldoe.org/cie](http://www.fldoe.org/cie)

Floridian Institute is not currently accredited by an accrediting agency that is recognized by the United States Department of Education at this time.

## STAFF AND FACULTY

### STAFF

President/CEO	<i>Jesus A Perez</i>
School Dean	<i>Edith O Perez</i>
Financial Director	<i>Jesus A Perez</i>
Admissions	<i>Kayth Sanchez</i>
Student Services	<i>Alejandra Llauro</i>
Librarian	<i>Yudit Lam</i>

### FACULTY

#### RN TO BSN PROGRAM

- *Martha Alfaras*
- *Yanelle Alonso*
- *Rosa M Gonzalez*
- *Ileana Modelo*
- *Dixana Soto*
- *William E Toledo*
- *Edith O. Perez*
- *Dr. Jesus A. Perez*

#### HEMODIALYSIS TECHNICIAN PROGRAM

- *Jose J Millan*

(Floridian Institute will continue to hire instructors as the demand continues to increase)

## ACADEMIC CALENDAR

The school office hours are Monday through Friday from 9 AM to 10 PM and Saturday from 9 AM to 1 PM.

Classes are offered in the morning, evenings, and weekends.

The school has the right to change its schedule in the interest of the student education. Students will be notified in advance of any schedule change.

### ***2018 – 2019 School Calendar***

<b>2018 – Term I</b>	
Monday April 2, 2018	Semester starts
Sunday July 15, 2018	Semester ends
<b>2018 – Term II</b>	
Monday July 16, 2018	Semester starts
Sunday October 28, 2018	Semester ends
<b>2018 – Term III</b>	
Monday October 29, 2018	Semester starts
Sunday February 24, 2019	Semester ends
<b>2019 – Term I</b>	
Monday February 25, 2019	Semester starts
Sunday June 9, 2019	Semester ends
<b>2019 – Term II</b>	
Monday June 10, 2019	Semester starts
Sunday September 22, 2019	Semester ends
<b>2019 – Term III</b>	
Monday September 23, 2019	Semester starts
Sunday January 19, 2020	Semester ends

**The school remains closed during the following holidays:**

**2018 Holidays**

Martin Luther King Day, Monday January 15, 2018

President's Day, Monday February 19, 2018

Memorial Day, Monday May 28, 2018

Independence Day, July 4, 2018

Labor Day, September 9, 2018

Thanksgiving, Thursday November 22 and Friday November 23, 2018

Winter Holiday Break, Monday December 24, 2018 through Friday January 4th, 2019

**2019 Holidays**

New Year's Day, Tuesday January 1, 2019

Martin Luther King Day, Jr Monday January 21, 2019

President's Day, Monday February 18, 2019

Memorial Day, Monday May 27, 2019

Independence Day, Thursday July 4, 2019

Labor Day, Monday September 2, 2019

Columbus Day, Monday October 14, 2019

Veterans Day, Monday November 11, 2019

Thanksgiving, Thursday November 28, 2019

Winter Holiday Break, Monday December 23, 2019 through Friday January 3<sup>th</sup>, 2020

In the event of an emergency, the school will close as determined by the Miami Dade County Public School system due to inclement weather or natural disaster (hurricane, etc.).

## ACADEMICS

### CANCELLATION AND REFUND POLICY

When a student enrolls in a program of study, he has reserved a place that cannot be made available to other students. Once the Enrollment Agreement is signed by an institution's official it constitutes a contract.

#### ***Refund Policy***

Should student be terminated or cancel for any reason, all refunds will be made according to the following refund schedule:

1. Cancellation must be made in person, by electronic email or by certified mail.
2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the Student Enrollment Agreement and making initial payment.
3. Cancellation after the 3rd business day, but before the first class, will result in a refund of all monies paid, with the exception of the registration fee.
4. Cancellation after attendance has begun, through 40% completion of the program, will result in a Pro Rata refund computed on the number of hours completed to the total program hours.
5. Cancellation after completing more than 40% of the program will result in no refund.
6. Termination Date: The Termination date for refund computation purposes is the last date of actual attendance by the student unless earlier written notice is received.
7. Refunds will be made within 30 days of termination or receipt of Cancellation Notice.
8. Cancellation of classes by the institution after attendance has begun will result in 100 percent refund.

**Should the prospective student not meet the entrance requirements it will result in 100 percent refund, if applicable.**

## **ACADEMIC POLICY AND PROCEDURES**

### ***EVALUATION SYSTEM***

The School establishes its evaluations based on the results of the theoretical and practical examinations.

The following grading scale will be used:

### ***GRADING SYSTEM***

Excellent:	90% -100 %	=	A	4.0	****
Good:	89% - 80%	=	B	3.0	***
Satisfactory:	79% - 70%	=	C	2.0	**
Unsatisfactory:	69% - 0%	=	F	0.0	*
Incomplete:		=	I		
Withdraw:		=	W		
Transfer:		=	T		

### ***GRADE ASSIGNMENTS***

Grades will be based on the quality of work and level of understanding demonstrated in assessments. Faculty members are required to post grades through LMS for every student based upon the grading and evaluation response time schedule provided in this catalog. Grade reports will be made available to students through the Student Portal. No official grade results will be given to students by phone or e-mail.

### ***REPEATED COURSES***

Floridian Institute allows students to repeat a failed course once. A failed course is a course in which a student received an "F". The policy does not remove the previous grade and does not eliminate the effect of that grade on the cumulative GPA computation. Both the failed and passing grade and credits will be included in the SAP and GPA calculations. Students that fail a course twice will be automatically withdrawn from the program of enrollment.

### ***INCOMPLETES (GRADES OF I)***

Floridian Institute discourages in general the practice of Incomplete (I) grades. However, there are times where such a grade is warranted. Upon discretion of the instructor, a student may be assigned a temporary grade of incomplete (I) for a course to allow additional time to complete missing coursework or to take a required exam. Upon completion, the earned grade replaces the grade of "I" and is calculated into the grade average for the corresponding term and for the CGPA. If the missing work or exam is not completed within the timeframe agreed with the instructor, a grade of "F" will be assigned and computed into the final grade average for the course and into the CGPA.

### ***TRANSFER GRADES (GRADES OF T)***

A grade of T is assigned for a student's successful transfer of credits earned at another institution or credits earned at a previous program of enrollment completed at Floridian Institute. Neither the grade

nor the credits are included in the CGPA or credits attempted calculations. At least 25 percent of the credits or hours required for completion of a program must be earned through courses taken at Floridian Institute. The total number of credits transferred is deducted from the total number of credits needed for program completion.

**WITHDRAWAL FROM A COURSE (GRADES OF W)**

A grade of “W” is given when the last day of attendance is within the first half of the course. When the last day of attendance is within the second half of the course, the student receives a final letter grade. The grade of “W” has no effect on the student’s cumulative GPA. However, the grade of “W” is added to hours attempted within the specified maximum time frame.

**DEFINITIONS**

**Clock Hour Definition**

One clock hour constitutes 50 minutes of directed, supervised instruction and 10 minutes breaks.

**Semester Credit Definition**

A semester credit hour is equivalent to 15 lecture hours, 30 lab hours, or 45 externship hours.

**Term of Instruction Definition**

A semester is a term of instruction of 15 weeks of duration.

**Period of Enrollment or Payment Obligation**

A period of enrollment or payment obligation: the entire program.

**Academic Year**

Academic Year: a minimum of three semesters.

**COURSE NUMBERING SYSTEM**

The course numbers are based on course codes established by the institution and do not relate to state common course numbering systems. The course numbering system consists of an alpha prefix followed by a digit course number. The alpha prefix identifies the academic discipline and the first digit specifies if the course belongs to an upper or lower division. The numbers indicate the level of the course.

**PREFIXES**

DEP	Developmental Psychology	ENC	English Composition
HD	Hemodialysis	PSY	Psychology
MAC	Mathematics	MCB	Microbiology
NUR	Nursing	SPC	Speech Communications
STA	Statistics		

## ***GRADUATION REQUIREMENTS***

Students are responsible for satisfying the requirements for graduation in their specific program of enrollment and adhering to the academic policies of Floridian Institute. For a student to graduate, he/she must have completed the program with a minimum GPA of 2.0; fulfilled all financial obligations with FLORIDIAN INSTITUTE for the program of enrollment; and successfully completed an exit interview with the Student Services Department. After satisfying all these requirements, the student will be awarded the corresponding diploma or degree along with an official transcript.

## ***TRANSFER OF CREDITS***

### **Transfer of Credits between Programs within the Institution**

FLORIDIAN INSTITUTE gives credit for studies at a previous program within the institution. Such credits are accounted and considered if classes previously taken are part of the new program of study. The total number of credits transferred is deducted from the total number of credits needed for program completion. Neither the grades nor the credits are included in the CGPA or credits attempted calculations.

### **Transfer of Credits for Studies in Other Institutions**

FLORIDIAN INSTITUTE gives credit for studies at other institutions that are approved within the United States. The students shall provide an official transcript of credit, which will be evaluated by our institution. At least 25 % of the credits required for completion of a program must be earned through instruction taken at FLORIDIAN INSTITUTE. The total number of credits transferred is deducted from the total number of credits needed for program completion. Neither the grades nor the credits are included in the CGPA or credits attempted calculations.

### **Transferability of Credits earned at Floridian Institute to another Institution**

Transferability of credits earned at this institution is at the discretion of the accepting institution. It is the student's responsibility to confirm whether credits will be accepted by another institution of the student's choice.

## ***ACADEMIC ADVISING***

The institution assigns each student a dedicated member of the faculty as an advisor. The advisor may provide the student with all the assistance and or orientation they might need. The student is also free to direct any of their questions to the appropriate staff members.

## **ATTENDANCE POLICY**

### *SATISFACTORY ACADEMIC POLICY (SAP)*

All students are required to meet the standards of academic progress that are outlined in the sections below and they are evaluated regularly to determine that the standards are met. These standards have multiple components (qualitative and quantitative measurements) that include: a minimum cumulative grade point average requirement (CGPA); a minimum successful completion rate based on all credit hours attempted; and, a maximum time frame requirement to successfully complete all required credit hours for the program.

### **SAP - Quantitative Criteria**

Students must complete at least 67% of credit hours attempted each semester to remain compliant with SAP Policy. Credit hour progression will be based on a cumulative total of attempted hours to earned hours. For example, a student enrolls for twelve term credit hours the student is required to successfully complete a minimum of eight term credit hours ( $12 \times 67\% = 8$ ) for the term. Failure to meet these standards may result in dismissal from the academic program and an ineligibility to earn the Degree.

### **SAP - Qualitative Criteria**

Under the qualitative criteria, to make Satisfactory Academic Progress (SAP), the student must comply with the following two criteria:

1. Demonstrate a minimum overall cumulative grade point average of 2.0 at the end of the student's second term of enrollment, and at the end of each subsequent term thereafter.
2. Demonstrate successful completion of the required percentage of the total cumulative credit hours he or she has attempted in the program of study.
3. To maintain Satisfactory Academic Progress, a student must establish and maintain at least a 2.0 overall cumulative grade point average by the end of the student's second term of enrollment and all subsequent terms of enrollment. Also, to maintain Satisfactory Academic Progress, the student must complete the required percentage of coursework attempted. Any student who fails to establish or maintain Satisfactory Academic Process must meet with the School's Dean.
4. A student who fails to establish or maintain Satisfactory Academic Progress will be placed on academic probation and maintain this status of academic probation during the following semester. At the end of the semester in which the student is on probation, the student's overall GPA and Credit Completion Percentage will be recalculated. A student will be removed from academic probation only if the student completes the appropriate percentage of coursework and earns a "C" or better in all courses attempted during the semester in which he or she is on academic probation and earns a cumulative GPA of 2.0 or higher.

### **SAP - Evaluation**

1. Students are evaluated after the completion of every course and at the end of an academic semester.
2. If a student fails a course before the semester ends, he is immediately placed on academic probation.

3. The student will remain on academic probation until:

- ✓ The student retakes the failed course when it is next offered and passes on the next attempt; or,
- ✓ The student retakes the failed course and fails it again; or,
- ✓ The student takes another course (before retaking the first course) and fails it.

4. If the student takes the course a second time and passes it, the student is removed from academic probation.

5. If the student fails the course for a second time, the student is academically dismissed from the institution.

6. If the student takes another course (before retaking the first course) and fails it, the student is academically dismissed.

### **SAP Evaluation - Timeframe to Complete (MTF) Policy**

The maximum allowable timeframe for receiving aid is equal to 150% of the length of the program. For a credit hour program, the credit hours attempted cannot exceed 1.5 times the credit hours required to complete the program. The student will be withdrawn once it is determined that he/she has exceeded the allowable maximum time frame. For transfer students, accepted transfer coursework will be counted in the maximum timeframe. Students can repeat a course, but the credits will also be applied toward the maximum timeframe. Required remedial coursework will not be counted toward the student's maximum timeframe.

1. At the end of a semester, any student whose cumulative grade point average (CGPA) is below 2.0 or whose successful completion rate is less than 67% of all credits attempted will be placed on academic probation.

2. The student will have one semester to raise his or her CGPA to 2.0 or higher and/or their completion rate to 67% or better.

3. Any student who fails to earn the minimum CGPA or the required completion rate by the end of the probationary semester will be academically dismissed from the institution.

### **SAP - Appeals**

Any student who has been placed on academic probation for the first time but who feels that there were mitigating circumstances that caused him or her to fail the SAP standard, may file a written appeal with supporting documentation to the School's Dean will make the decision whether to accept the student's appeal within 5 days. If the student's appeal is granted, the student will be considered to be making satisfactory academic progress.

### **Academic Dismissal**

Any student who has been academically dismissed will not be considered for readmission to the institution until 6 months have passed. The student will have to reapply for admission, satisfy all admissions criteria in effect at the time, satisfy any outstanding financial obligations to the institution, and retake any failed classes before proceeding to other courses.

### **Academic Honesty**

Students must submit work that represents their original words or ideas. Students must make it clear the extent to which external sources were used. Words or ideas that require citation include, but are

not limited to, all hard copy or electronic publications, whether copyrighted or not, and all verbal or visual communication when the content of such communication clearly originates from an identifiable source.

It is possible that an act of academic misconduct may not be discovered until credits are issued or a degree is awarded. In such a case, the school reserves the right to revoke credits or degrees based on discovery of improper scholarly conduct. Individual instructors may fail a student for an examination, assignment or course that contains a violation of the school's academic honesty policy. The instructor may refer the circumstances to the Academic Policy Committee for review and final action.

The School's Dean may expel a student for cheating or plagiarism. No credit will be given for homework that is not the original work of the submitting student. Students will receive credit only for their own original work. Plagiarism is grounds for dismissal from the institution.

## **PROCESS OF CORRECTIVE ACTION**

### *WARNING*

In the event of non-compliance with School rules and regulations, academic attendance or professional image, a student will be issued a written warning from his or her instructor. The instructor will advise the student of the non-compliance issue and proceed to identify a corrective action with the student.

### *PROBATION*

As policy of the institution it is established that the maximum time on probation for a student is 60 days. Within that period, the student should improve his/her satisfactory progress by completing additional hours and taking additional examinations provided by the instructor, and by completing those examinations with a minimum grade average of "C" (2.0). Meanwhile, the student should be fulfilling the minimum attendance requirements. If a student does not fulfill satisfactory progress up to the time of completing each evaluation period of the program, the institution places him/her under probation. If a student restores his/her satisfactory progress, but does not maintain that satisfactory progress status, then he/she will be removed from the program.

### *APPEAL PROCESS*

Policy of the institution indicates that all students should have the right to appeal a decision that can harm his/her interests. Appeals must be received within 10 days of dismissal.

A student may appeal the school's determination of unsatisfactory progress by submitting a written explanation of his/her reasoning to the Student Services Department. The Student Services Department will confer with the School's Dean, who will determine, in this case, the final decision. The student will be notified of the final determination within 10 days.

### *READMISSION TO A PROGRAM*

A student who withdraws from their respective program, due to unsatisfactory progress, may be re-admitted to the school on probation status. All former students who apply for readmission one year (i.e., 12 months) after the effective date of their withdrawal will be required to pay a readmission fee of \$50.00.

## *SUSPENSION*

The institution reserves the right to suspend any student for lack of payment and/or breach of the rules and regulations of the School.

## **STUDENT RESPONSIBILITIES**

### *CODE OF CONDUCT*

1. The students will bring books, educational equipment and material to the school daily.
2. All students must be punctual to class.
3. In case of absence, the student will be responsible to obtain the covered material from a classmate or instructor, to maintain his/her daily progress.
4. The institution will make reasonable arrangements for the recovery of hours and work missed. It is encouraged that all students take advantage of this option.
5. In case of absence due to medical conditions, a medical certificate is required.
6. The School provides a comfortable atmosphere, free of intimidations, hostilities, or other offenses. Conduct such as sexual harassment, or any type of physical or verbal threat that interferes with educational development of the student will not be tolerated.
7. Student must pay all financial obligations in due time.
8. Visits from children and/or relatives and friends are not allowed on Campus.
9. The student who is caught destroying or damaging school property will be expelled and/or legally processed.
10. The Institution does not allow sales, promotions or any other forms of commercial activities within the premises. The student who participates in these practices may be suspended or dismissed from the School.

### *PERSONAL PROPERTY*

The student is responsible to identify and protect his/her personal belongings, materials and equipment at all times. The school will not take any responsibility for lost or misplaced personal property.

### *SMOKING AND DRINKING ON PREMISES*

Smoking or drinking alcoholic beverages is not allowed on campus. Students are encouraged to help maintain campus premises safe and clean always.

### *USING AND CARING FOR THE EQUIPMENT*

The students are responsible for their materials and equipment. The equipment of the school should be used in a suitable and professional manner. Any damage caused to equipment or malfunction detected must be immediately communicated to the school director.

## **STUDENT RIGHTS**

### *EQUALITY OF OPPORTUNITIES*

FLORIDIAN INSTITUTE does not discriminate because of sex, age, origin, disability, race, religious beliefs, or social origins and does not exclude any applicants for any of these reasons.

### *STUDENT RECORDS DUPLICATES*

The student may request a copy of his/her record in person or through a representative authorized by them in a written consent, provided that all financial obligations have been met. The school safely and securely maintains the files of students in fire-proof file cabinets. Student records remain active in the institution permanently. Financial records are held for seven (7) years.

### *STUDENT PRIVACY RECORDS (ACT OF 1974)*

The Federal Student Privacy Act of 1974 relates to the privacy of students, and it is designed to protect the privacy of their records. Students and parents of dependent students have the right to inspect and review the student's records safely stored in the premises. The School requires written authorization from the student or the designated representative before disclosing any individual information. All information requested for by the U.S. Department of Education will be provided in accordance with applicable laws and regulations.

### *INFORMATION DISCLOSURE*

In order to disclose student's personal information, written authorization is required. All information asked for by the United States Department of Education will be provided, in accordance with all applicable laws and regulations.

### *GRIEVANCE POLICY*

The administration, faculty and staff of FLORIDIAN INSTITUTE maintain an open-door policy for students to voice their concerns or complaints. Occasionally, a student or former student will require assistance with a problem at a level outside of FLORIDIAN INSTITUTE.

FLORIDIAN INSTITUTE grievance procedure is as follows:

1. The student attempts to handle the grievance with the instructor in a calm and professional manner.
2. If the grievance cannot be settled at this level, the student may ask for the intervention of the Dean to attempt to mediate, arbitrate, or rectify the situation. In most cases, complaints can be discharged at this level of intervention.
3. If a satisfactory result cannot be accomplished at this level, a written description of the grievance can be directed to Dean of Academics or Student Services. The Dean of Academics will evaluate the grievance and gather information. The student will be kept informed by the Dean of Academics as to the status of the grievance, as well as the resolution of the problem.

4. In cases where the grievance is not settled at the institutional level, the student may also contact the Florida Department of Education as follows:

The Commission for Independent Education (CIE)  
325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400  
Phone: (850) 245-3200, Toll free: (888) 224-6684  
[www.fldoe.org/cie](http://www.fldoe.org/cie)

## **STUDENT SERVICES**

### *CAREER SERVICES*

It is the policy of Floridian Institute to assist students in finding employment upon graduation. Prior to and after graduation, the Student Services Department advises students on career development skills and assists them in finding employment in their chosen career field.

### *COUNSELING*

Counseling is available to all students for career and academic reasons. Students with issues of a personal nature will be referred to local public or private agencies for professional assistance.

### *MEDIA SERVICES*

The school Media Center houses additional learning resources for active students and graduates. Resources include two computers connected to the internet, additional textbooks, reference materials, as well as program appropriate subscriptions. The media center is open during normal business hours.

### *HOUSING*

Floridian Institute does not maintain housing for students but provides information and resources about local apartments and rental opportunities for students interested in living near campus.

### *TRANSCRIPT REQUESTS*

Student transcripts are permanently maintained at the institution and are available from the Student Services Department. One copy of the official academic transcript is provided to each student upon program completion and satisfaction of all financial obligations to the school. Students may request, in writing, additional copies of transcripts for a fee.

Provided a hold does not exist, a student may request a transcript from the Student Services Department by completing and delivering a transcript request form. Transcript requests may be made in person or by mail. There is a charge of \$25 for official transcripts, and \$5 per non-official transcript. Official and non-official transcript requests may take approximately five (5) to ten (10) business days to process.

### *STUDENTS' RIGHT TO KNOW*

Floridian Institute's students have access to records as provided under federal and state law. Floridian Institute is in compliance with the Student Right to Know Act (PL 101-542).

### *MAINTENANCE OF STUDENT RECORDS*

Official academic records are maintained in the Registrar Department. Included are admission applications and associated documentation, the registration forms for each semester, the records of grades and credits received in courses at this institution or accepted from other institutions, and other documents directly relating to the student's academic progress and status.

### *DISCRIMINATION AND HARASSMENT POLICY*

Floridian Institute prohibits discrimination or harassment based on race, ethnic or national origin, religion, age, sex, color, physical or mental condition, marital status, or veteran status under any program or activity under its purview. Sexual harassment includes unwanted inappropriate sexual advances made on another individual in a work or professional setting.