

deadlines will be purchased at used book prices (55 percent of purchase price). In determining the amount to be refunded, the bookstores will follow these guidelines:

- All refund requests must be accompanied by sales receipts.
- If purchased new, books must be unmarked and must not be defaced in any manner. Marked books will be purchased at used book prices. The bookstores are the sole judge of whether a book is in new or used condition.
- Each HCC bookstore will refund textbooks purchased at any other HCC bookstore.
- Books or merchandise that is defective should be exchanged as soon as the defect is discovered. Defective used books must be returned for exchange during the first two weeks of class.
- Students must provide a student ID and a government issued photo ID in order to receive refunds.
- Refunds are not given for merchandise other than textbooks.
- Refunds are not given for special-order books.
- When students' petitions for late drops are approved, the deadline for refunds will be waived.

Buy Back Policy

If a textbook is in good, resalable condition and is a required textbook for the next semester (except when the bookstore's current stock exceeds the anticipated demand), the bookstore may buy the book back at a price determined by the bookstore.

The buy-back period is the first two weeks and last week of each semester and on every Tuesday and Wednesday during the semester.

On each campus, bookstore hours are posted each term.

Threats of Violence

Threats by HCC students, staff or visitors to do bodily harm, damage property or disrupt the operation of the college are inimical with the goals of the College and will not be tolerated. Students or employees who make such threats, whether verbal or written, expressed or implied, will be disciplined according to the appropriate administrative procedures.

Records Policies

Confidentiality of Student Records

The Family Educational Rights and Privacy Act (FERPA) govern the confidentiality of student records. (Records are defined as all records, files and data directly related to students that are created, maintained, and used by HCC.)

HCC students have the right to

- inspect and review their educational reports and records;
- have privacy of their educational reports and records maintained;
- require the college to obtain written consent prior to disclosing personally identifiable information except in those instances specifically noted in the statute;
- challenge and request a hearing on requiring the college to amend any portion of the students' records that are inaccurate, misleading or otherwise in violation of the students' privacy.

Right of Access

Students and parents or guardians of dependent (per Section 152 of the Internal Revenue Code) students are entitled to these rights and to access to students' records. Parents or guardians of students will not be given access to the students' records without the written consent of the student or documentation that the student is dependent.

Students and eligible parents or guardians may request a list of the types of student records maintained by HCC. These records include but are not limited to

- academic records, i.e., application, transcript, enrollment verification, course records, grades, etc. (Direct requests to the appropriate campus admissions, registration and records office.)
- disciplinary records (Direct requests to the appropriate campus dean of student services.)
- financial aid records (Direct requests to the appropriate campus financial aid office.)
- student account and fee records (Direct requests to the College financial services department.)

Eligible individuals may inspect or review student records and reports and receive copies for the cost of producing such copies. College employees may review student records when the reason for their review serves a legitimate educational or administrative purpose. Unless conducting approved research, faculty members

may review the records only of students currently enrolled in their classes.

Right of Waiver of Access to Confidential Letters or Statements

A student, eligible parent, or guardian may waive the right of access to evaluations, confidential letters, or letters of recommendation. When requested, HCC will provide the names of individuals who have submitted such letters and evaluations. Moreover, HCC will endeavor to ensure the recommendations and evaluations are used only for the purpose(s) intended.

Corrections

HCC maintains student records electronically, on paper, and on microfilm. In order to provide students the opportunity to correct errors and appeal discrepancies, the College will maintain the original documents on which the records are based for one year. After one year, the source documents may no longer be available and documenting errors will become the students' responsibility.

Right to Challenge and Hearing

Students and eligible parents or guardians have the right to challenge the content and request amendment of records and reports they believe to be inaccurate or misleading. To present such a challenge, students, eligible parents or guardians should contact the appropriate campus admissions, registration and records office.

Challenges may be settled informally by a written agreement. If challenges cannot be settled informally, either party may request, within a reasonable period of time, that a formal hearing be held to settle the dispute. If a request is made, the appropriate campus president will appoint an administrator, without an interest in the outcome, to serve as the hearing officer. Students, eligible parents or guardians, and college employees whose testimony is relevant to the issue may present evidence. After reviewing all available evidence and testimony, the hearing officer will make a written recommendation to the appointing president. The campus president will issue a written decision.

Students and eligible parents or guardians have the right to appeal decisions of campus presidents' rulings on FERPA challenges to the Vice President of Education and Student Development.

Right to Privacy

Students have the right to privacy with respect to the educational records maintained by the College. Personally identifiable student records or reports are confidential and will not be released without the written consent of students, eligible parents or guardians. However, there are exceptions. HCC will release directory information on students unless students submit written requests to the appropriate campus admissions, registration & records office requesting that directory information be withheld. Directory information includes students'

- names, addresses and listed telephone numbers;
- date and place of birth;
- majors;
- participation in officially recognized activities and sports;
- weight and height (of members of athletic teams);
- dates of attendance;
- degrees and awards received; and
- most recent previous educational institution.

Complaints

Individuals who believe their privacy rights have been violated may petition the Family Educational Rights and Privacy Acts Office at the Department of Health & Welfare in Washington, D.C. or file suit in Circuit Court to request enforcement of the rights they believe to have been violated.

Rule and Procedure

Students may obtain a copy of the administrative rule and procedure on student records, including the requirements of the federal and state laws, from their campus dean of student services or at the campus libraries.

Release of Information

Upon request, HCC will prepare and certify statements relating to students' degrees earned, GPA, enrollment dates, etc. If students do not provide forms on which to report the information, it will be reported in a letter signed by a College official. Since the federal government requires educational institutions to take precautions to prevent the misuse of student data, HCC will release student information only upon receipt of a signed, written request by the student or other authorized requestor.

Parties requesting information should submit their requests, and any accompanying forms, to the campus admissions, registration and records office. The College will try to process requests for information within 10 working days.