

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