



HIGH EXPECTATIONS Student Handbook

Commit ■ Persevere ■ Succeed

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Welcome to High Expectations English Language School

Dear Students:

Welcome to High Expectations, a private institution offering Intensive English Language training. Our mission is to help international and immigrant students become college and career-ready and eliminate barriers in achieving their academic, economic, and personal goals. We achieve this through student-centered, engaging, research-based language instruction and programs that explore American culture and society.

High Expectations offers a variety of English courses at different levels and employs a team of qualified and experienced teachers committed to your learning success. Our program is structured to allow students time to explore the sights of New England through social, cultural, and academic activities and to become immersed in the surrounding culture and lifestyle.

Our qualified faculty provides English language instruction responsive to the specific needs of the student. We provide students with an optimal learning environment, including the most effective instructional methods and materials, the latest technology, and modern office and classroom facilities.

Our professionally trained administrative staff is committed to providing support services essential to student adjustment in the U.S. Personal Advisors assist students in their transition to the U.S. and recommends outside services, as needed. Academic Advisors aid with academic challenges and guide students in the selection of and application to American colleges. Designated School Officials convey current immigration requirements.

High Expectations promotes the values of diversity, mutual respect, fairness, and open communication among faculty, staff, and the student body. This Student Handbook provides a guide to the school policies and procedures. Please read it carefully and do not hesitate to contact a member of the Student Services team if you have any questions that are not addressed in this guide.

Lynn A. Leonard
CEO



❖ Student Services

Students may direct questions to any member of our Student Services Team. Team members' specialized knowledge includes:

Lynn Leonard, CEO, PDSO, Immigration
lleonard@highexpectationsusa.com

- Immigration Advising
- Personal Advising
- Tuition and Book Payments

Michael Buckley, Director of School
mbuckley@highexpectationsusa.com

- Orientation
- Class Transfers
- Student Complaints
- Academic and Personal Advising

Guilherme Locks, Admissions
market@highexpectationsusa.com

- Admissions and Enrollment
- Extension of Stay
- Tuition and Book Payments
- Certificates of Enrollment

Dylan Snyder, DSO
dsnyder@highexpectationsusa.com

- F-1 Visa Immigration Regulations
- Vacation Requests
- Reduced Course Load
- Student ID cards
- Tuition and Book Payments

Kuntheroath Chiv, Student Services
Social Media Coordinator
kchiv@highexpectationsusa.com

- Volunteer Opportunities
- Campus Activities

Dennis Clough, School Safety Officer
dclough@highexpectationsusa.com

- Emergency Response
- Security
- Parking Tickets
- Tuition and Book Payments

Any member of our Student Services Team can help you navigate the personal, academic and immigration issues that arise during your enrollment.

❖ Programs

High Expectations offers an adult Intensive English Language Program (IEP). The IEP was developed using the Common European Framework of Reference (CEFR), an internationally recognized framework for benchmarking language proficiency. Each proficiency level offers descriptors of what language users can do. High Expectations uses the CEFR to create and differentiate the levels offered:



- A1 Beginner
- A2 High Beginner
- B1 Part A and B Pre-Intermediate
- B2 Part A and B Intermediate
- C1 Part A and B Advanced
- C2 Part A and B Proficient
- Advanced English for Business Communications

All of the courses offered combine academics with authentic off-campus social, cultural and historical activities.

❖ Level Placement

Before commencing our program, you will be tested in grammar, vocabulary, reading, and listening so that we can determine your level of proficiency. High Expectations utilizes the Oxford Placement Test (OPT). Assessment results and other important program information is communicated to students via email. Please ensure that HE has your current email address and check your emails regularly.

❖ Rolling Admissions

Rolling admissions allows students to begin the course at any time during the session. Students entering after the start of the course are notified verbally and in writing that late enrollment does not alter course completion requirements. Students must pass the course with a grade of 75% or higher to advance to the next level, regardless of the start date.

The Institution established the guidelines for students admitted to an existing class. These guidelines ensure the curriculum's planned and sequenced course goals, course objectives, and student learning outcomes while meeting the needs of the entering student:

- Students who enroll late must take at least one assessment and the midterm exam.
- Students have an opportunity to make up assessments given prior to admission.
- A student who fails to successfully complete the class requirements by the end of the session must repeat the class.



❖ Certificate of Proficiency

A Certificate of English Language Level of Proficiency is issued to all students who successfully complete the course or program of study. The Certificate states which course the student completed, the start and end dates of the course or program of study, and the level of proficiency the student attained.

❖ Textbook and Materials

Books, materials, and activity fees are not included in tuition. Students must purchase a book by the end of the first week of the session. Books are available for purchase from High Expectations during orientation and during the first week of classes.

❖ Academic and Personal Advising

Students can make an appointment with a member of the Student Services team during designated office hours to discuss academic and personal needs, including:

- Requests for academic support or college planning
- Assistance with problems ranging from minor requests for information to major personal concerns (you are advised to contact a Student Services team member as soon as you become aware of a problem before it becomes more serious); and
- If needed, advisors will refer you to an outside resource who can assist with requests or provide supportive services that exceed our expertise.

❖ Immigration Advising

Throughout the school year, the Primary Designated School Official (PDSO), the DSO and the Immigration Officer are available to answer questions relating to immigration policies and laws.

The PDSO and DSO will provide you with an official link to the U.S. Citizenship and Immigration Services (USCIS) and other relevant government agencies to keep you updated on your obligations as F-1 students as well as any changes to USCIS rules and regulations. To the fullest extent possible, the DSO will also assist you in your interactions with USCIS.



❖ Satisfactory Academic Progress

- **IEP Grading Policy**

Academic progress is measured at the conclusion of each level based on assessments, a mid-term, and a final examination. These tools are used to assess student progress during the session and are visible to students via the online Moodle platform. Students must achieve a minimum score of 75% in the course to advance to the next level. Students who do not achieve a score of 75% must repeat the course.

Grading Policy for Levels A1 to B2

In-class Assessments (weighted)	50%
Mid-Session Examination	20%
Final Examination	30%

Grading Policy for Level C1

In-class Assessments (weighted)	50%
Mid-Session Examination	10 %
Project Assignments	20 %
Final Examination	20%

Grading Policy for Level C2

In-class Assessments (weighted)	20%
Mid-Session Examination	20 %
Project Assignments	40 %
Final Presentation	20%

Students who do not make satisfactory academic progress are notified in writing and offered academic assistance.

- **Test Make-ups**

It is the student's responsibility to schedule and complete make-up exams, as follows:

- Students must make up or retake an exam within one week of the date the test was administered.
- Students cannot retake a midterm or final exam.



- Students cannot make up or retake an exam during class time. Students may schedule a make-up exam with the classroom teacher.

- **Grade Appeal Process**

HE provides an appeal process for students who believe that a placement test or a final grade does not accurately reflect their academic performance. Students may submit a request to retake the initial placement test at their own cost. Grades may be appealed in instances where a student believes that a final grade is inaccurate for reasons such as issuance of an arbitrary grade, an inconsistent grading practice, or a calculation error.

Policy

As the initiator of the process, the burden of proof is on the student to demonstrate that the grade is inaccurate. It is incumbent upon the student, while attempting to resolve the issue, to strictly adhere to the established appeal procedure.

Procedure

The following procedure must be completed, in order, and within the published timeframes, or the appeal will not be reviewed. The student should clearly outline how the appeal meets the conditions of a grade appeal, as well as the intended outcome sought.

- **Level One: Informal Procedure**

The student contacts the faculty member to resolve the issue. This must happen by email, phone, or in person within 30 calendar days after the grade has been issued. The faculty member has 10 calendar days to respond to the complaint.

- **Level Two: Formal Procedure**

If the student is unable to resolve concerns informally with the faculty member, they may proceed to level two by submitting a written grievance to the Director of School with any supporting documentation. The Director of School will investigate and forward a written decision to the student and the faculty member within 10 days of receipt of the grievance. This decision is final and cannot be appealed further.



❖ Attendance Policy

All absences are considered **unexcused**. Students who fail to meet attendance requirements are subject to **termination from the program** and loss of their **F-1 visa status**.

- Attendance Requirements

Immigration regulations require that F-1 visa students attend a minimum of 18 in-person instructional hours per week. In addition, School policy requires an attendance rate of at least 80% in each academic session. Regular attendance is essential for satisfactory academic progress.

- Absence Limits

Absences are tracked using a period-based system. The maximum number of absences allowed per session is as follows:

- The **2-Day Program** (Mon & Tues) is divided into 3 periods per day. **Students may not miss more than 12 periods per session.**
- The **3-Day Program** (Mon-Wed) is divided into 2 periods per day. **Students may not miss more than 12 periods per session.**
- The **4-Day Program** (Mon-Thu) is divided into 2 periods per day. **Students may not miss more than 16 periods per session.**

Students who arrive 30 minutes or more after the scheduled start for each period will be marked absent for that period.

Students at risk of falling below the 80% attendance requirement will receive up to three official attendance warnings via email:

- **First Warning:** Issued when attendance falls below 90%.
- **Probation Warning:** Issued when the student is three periods away from violating the attendance policy.
- **Notice of Violation:** Issued when attendance is at or above 80%. The student will be required to meet in person with the Director of School or the Principal Designated School Official (PDSO) to discuss their status and possible consequences.

Students who exceed the absence limits are considered in violation of the Attendance Policy. **Students who violate the Attendance Policy may be terminated from the program and reported to SEVIS for failure to maintain F-1 visa status.**

If you have any questions, please speak to a member of the Student Services Team.



❖ **Reduced Course Load**

Students may be eligible for a Reduced Course Load (“RCL”) due to illness or medical condition or academic difficulties.

- **Guidelines for RCL due to Illness or Medical Condition**
 - Cannot exceed 12-month aggregate per program level
 - May excuse a student from all classes
 - Student must provide medical documentation from a licensed medical doctor or clinical psychologist
 - DSO must renew the RCL each term, based on new or continuing medical information
 - May be used nonstop or at different times during a program level
 - Start date should be the date DSO approved the RCL
- **Guidelines for RCL due to Academic Difficulties**
 - Can only be used for the initial academic term
 - Student must maintain a minimum six-credit course load, or half the clock hours required for a full course of study
 - Student must begin a full course of study at the next offered term
 - RCL start and end dates must correspond to the school session start and end dates
- **Procedures for Use of RCL**
 - A student who requests an RCL shall inform the DSO of the reason for the request and the intended duration/use of the RCL.
 - A student may choose to remain out for an entire session or reduce the number of days/hours attended during a session.
 - The student and teacher must discuss the impact of the RCL on teaching and learning
- **Academic Accountability**
 - A student who elects intermittent RCL audits the course and is not accountable academically
 - A student may pass the course only if all course requirements have been satisfied



- **Tuition Payments During RCL**

Students are required to make monthly tuition payments while on an RCL, unless within the same year, the student has already taken a vacation or a prior RCL during which tuition payments were made. There is no waiver of tuition payments during an intermittent RCL.

❖ **Repeating Courses or Levels**

Students who fail to pass a course level with a minimum score of 75% in all core subjects and/or an 80% attendance rate are subject to termination from the program. Attendance and satisfactory academic progress are required to maintain F-1 visa status. Students shall receive a written warning for failure to make reasonable academic progress. Students may request a level change (including repeating a level if they have passed it) during the program of study but must demonstrate consistent progress to remain in the program. The maximum time allowed to complete the IEP course of study from Level A1 through C2 is three years. This may be extended for cause, in the discretion of the Director of School.

❖ **Refusal or Cancellation of Enrollment**

HE may cancel an enrollment, refuse to enroll, or refuse to re-enroll a student for the following reasons:

- Misconduct (See Student Code of Conduct)
- Failure to satisfy the minimum program requirements
- The student has gained admission by misrepresentation, falsification of documents or other fraudulent means
- Failure to fulfill admission or enrollment requirements
- Non-payment of tuition fees
- Failure to maintain current visa status
- Other reasons deemed by the Director of School to warrant refusal or cancellation of enrollment.

❖ **Responsibilities of F-1 Visa Holders**

Students with F-1 visa status are responsible for learning, understanding and complying with U.S. immigration laws. Please review the last page of your Form I-20 to be sure that you understand the terms and conditions of your admission and stay in the U.S. as a nonimmigrant student, including:



- **Course Requirements**

- Enroll as a full-time student at least 18 hours per week
- Attend a minimum of 80% of all classes
- Remit tuition fees on time
- Submit Financial Certification of sufficient funds for living expenses and tuition
- Satisfactory Academic Progress

- **ID and Personal Information Requirements**

- Always keep your passport, I-94 card and I-20 updated and in your possession. For information on renewing your passport, visit the website of the U.S. embassy in your home country or the consulate in the U.S.
- Make sure your I-20 does not expire. If you intend to remain enrolled at HE and cannot complete your program by the expiration date, you must apply for an extension before your I-20 form expires. Requests for an extension may be submitted up to 60 days prior to the expiration date of the I-20 form. See the DSO for required paperwork, which must be submitted prior to the expiration of your I-20 form.
- Report any address changes within 10 days to the DSO. The DSO is required to enter international students' immigration data into SEVIS. Address changes must be reported to USCIS within 10 days.
- Report any name change. Any name changes or change in the spelling of your name must be documented and reported to the DSO immediately. It is very important that your records (passport, I-20, visa, student records) be consistent. Please make sure that all spellings, as well as your date of birth, are correct on all documentation.

❖ **School Policies and Procedures**

HE is committed to providing a safe, positive, and productive educational environment where students can achieve the highest academic standards. Toward that end, we have established school policies and procedures to guide our students. The Student Services team will review all policies and procedures during the student orientation and is available to answer questions any time an issue arises.



- **Student Code of Conduct**

At High Expectations English Language School, we value:

- Diversity
- Respect
- Tolerance
- Freedom of expression balanced with social responsibility

While on campus or engaged in any HE sponsored activity, all students are expected to behave in a considerate and courteous manner. The purpose of the Student Code of Conduct is to clearly define student rights and responsibilities that relate to appropriate behavior. The intent is to foster a learning environment in which all students can participate safely and effectively.

Expected classroom conduct:

- Engage actively in class activities, discussions, and assignments
- Refrain from distracting others or engaging in behavior that disrupts the learning environment
- Avoid personal use of phones or electronic devices, except in emergency circumstances with the permission of the classroom teacher

Unacceptable Student Conduct:

- Disobeying any reasonable direction by a High Expectations' staff member
- Smoking or vaping in the building
- Endangering the lives of others
- Possessing, using, selling, distributing or being under the influence of illegal drugs
- Selling, consuming, distributing or being under the influence of any illegal substance on the premises
- Accessing, storing, processing or transmitting any information deemed to be threatening, obscene, or harassing in nature
- Unauthorized use of High Expectations' intellectual property including school name, logo, training manuals/materials, trademarks, designs, confidential information and copyright material
- Behaving in a manner that interferes with the learning of others
- Viewing or distributing offensive material via the Internet, e-mail or other means
- Discrimination and harassment
- Bullying and intimidation



- Behaving in a disruptive manner such as swearing, yelling or using offensive language
- Stealing, vandalizing or causing willful damage to HE's school or property entrusted to the school's care
- Assaulting or attempting to assault anyone while on HE's premises
- Inappropriate possession of guns, knives, or other weapons while on HE's property or during off campus, school-related activities

The Director of School will investigate reported violations of the Student Code of Conduct. Students found to be in violation of the Code, after a full and fair investigation, shall be subject to appropriate remedial action such as a verbal warning, a written warning, probation or termination from the program.

- **Academic Integrity Policy**

High Expectations is committed to academic integrity. Academic integrity impresses upon members of the school the values of honesty, trust, fairness, respect, responsibility, and courage (International Center for Academic Integrity, 2014).

High Expectations promotes independent and original scholarship, and academic integrity is essential in promoting academic excellence. Students are responsible for their own work, and any misconduct will be addressed as a violation.

Violations of academic integrity include:

- Plagiarism: Submitting work by another author as your own; and/or using another's work without proper crediting of the source
- Cheating: Altering your performance on an examination or assignment by using unauthorized materials (notes, phones, other's work, etc.)
- Misrepresenting, falsifying, or fabricating data or knowledge
- Collaborating with others and submitting it as an individual work
- Allowing another student to represent your work as their own
- Sharing or duplicating course materials to others or uploading to sites

Disciplinary Procedure:

First violation

- The student will be given the opportunity to resubmit with a reduction in the letter grade of the resubmission
- A meeting between the student, the academic advisor, and the teacher will be held to address the violation and create a plan of action for the student's study



Second Violation

- The student will be given a zero on the assignment
- The student will be placed on academic probation, which requires regularly scheduled meetings between the student and academic advisor and/or teacher

Third Violation

- The student will be terminated from the school

- **Policy Against Discrimination**

HE prohibits discrimination toward any group or individual in the admission process or in obtaining the advantages, privileges, and courses of study of the school. Students who believe they have been subject to discrimination should file a Complaint, as outlined in the Student Complaint Procedure section below.

- **Policy Against Sexual Harassment**

Sexual harassment of a student, an employee or any other person is unlawful and will not be tolerated at HE. Sexual harassment is described as unwelcome advances, requests for sexual favors and other physical or verbal conduct of a sexual nature when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's education; (2) submission to or rejection of such conduct by an individual is used as the basis for academic decisions affecting that individual; or (3) such conduct has the purpose or effect of substantially interfering with an individual's academic performance or creating an intimidating, hostile or demeaning educational environment. Students who believe they have been subject to sexual harassment may file a Complaint, as outlined in the Student Complaint Procedure section.

- **Policy Against Bullying**

No student shall be subjected to harassment, intimidation, bullying, or cyber-bullying. Bullying is the repeated use by one or more students or school staff members, including but not limited to staff, faculty, and administrators, of a written, verbal, or electronic expression, or a physical act or gesture, or any combination thereof, directed at a target that:

- Causes physical or emotional harm to the target or damage to the target's property
- Places the target in reasonable fear of harm to themselves, or of damage to their property
- Creates a hostile environment at HE for the target



- Infringes on the rights of the target at school
- Materially and substantially disrupts the education process or the orderly operation of the school

"Cyber-bullying" means bullying using technology or any electronic communication. Bullying and cyber-bullying may occur in and out of school, during and after school hours, at home and in locations outside of the home. When bullying and cyber-bullying are alleged, the full cooperation and assistance of parents and families are expected.

Members of certain student groups may be more vulnerable to becoming targets of bullying based on actual or perceived characteristics, including race, color, religion, ancestry, national origin, sex, socioeconomic status, homelessness, academic status, gender identity or expression, physical appearance, or sensory, disability, or by association with a person who has or is perceived to have one or more of these characteristics. HE will take specific steps to create a safe, supportive environment for vulnerable populations in the HE community and provide all students with the skills, knowledge, and strategies to prevent or respond to bullying, harassment or teasing. Students who believe they have been a victim of bullying may file a Complaint, as outlined in the Student Complaint Procedure section below.

- **Disciplinary Guidelines**

Students are expected to respond promptly and respectfully to the instructor's verbal or written direction. More severe infractions may result in probation, suspension, or expulsion depending on the severity of the violation and the totality of the circumstances. The reporting faculty or staff member must submit an incident report to the Director of School, who will investigate the matter and determine appropriate disciplinary action.

- **Appeal of Disciplinary Action**

Students may appeal disciplinary action by submitting a written grievance together with any supporting documentation to the Director of School for further review. The purpose of the appeal process is to ensure fairness and transparency in the treatment of students accused of serious behavioral infractions and to give such students the opportunity for a review of their case. The Director of School will review the grievance and issue a written decision to the student within 30 days of receipt of the grievance. This decision is final and cannot be appealed further.

- **Complaint Procedure**

High Expectations is committed to providing students with the best learning environment and ensuring access to appropriate procedures for reporting concerns and filing appeals.



Faculty and staff are available to answer student questions and address student complaints.

- Informal Complaint Procedure

It is recommended that students first contact the staff or faculty member directly connected to the issue at hand, unless there are good reasons for not doing so, such as a desire to remain anonymous. For example, issues regarding faculty performance or your academic standing should first be directed to the faculty member involved. If the problem is not resolved to your satisfaction through the informal complaint procedure, contact the Director of School to initiate a formal written complaint or further course of action as appropriate.

- Formal Complaint Procedure

Students may request a complaint form from the Director of School. If you are not sure where or to whom to file a formal written complaint, a member of the Student Services team will assist you in identifying the appropriate person.

In the complaint, describe the reasons for the grievance including relevant dates, names of individuals involved and current status. A student will be assisted with the English translation if necessary. The person who receives the written complaint will investigate and may request a meeting with the student and the other parties involved. Reasonable efforts will be made to maintain confidentiality during the complaint process.

If the complaint involves harassment, bullying, or any other serious offense, the Director of School will ensure that the parties involved have no contact during the investigation and will make a decision. The student will receive notification of the outcome of the investigation within fourteen days of filing the complaint. The complaint will remain in the student's file.

- Anonymous Complaints

If a student does not want to personally or directly contact an instructor or staff member to discuss a complaint or grievance, the student may bring their complaint to the Director of School. The student can make an appointment to meet with the Director of School or send a written description of the issue or problem and request that their identity remain confidential. That request will be honored unless there are overriding reasons to do otherwise.

When a student believes they have been the subject of discrimination, harassment or bullying, the complaint process is a mechanism for redress. Whether a complaint is formal or informal, the Director of School will conduct a prompt, thorough, fair and objective investigation, and will take appropriate corrective action under the circumstances. Reasonable efforts will be made to



maintain confidentiality during the grievance process. A student, an employee, or any other person who is found to have engaged in discrimination, harassment or bullying is subject to discipline up to and including termination of employment or expulsion from the school.

No student or employee shall be retaliated against for filing a complaint of discrimination, harassment or bullying or for cooperating with the school's investigation. For further information or to file a complaint, contact the Director of School.

- **Students with Disabilities**

High Expectations is committed to the inclusion of all students. If you have a documented disability or if you believe you may have a disability that presents a physical or academic barrier to your full participation in the program, please contact a member of our Student Services team. You may confidentially discuss and request reasonable accommodations that will allow your successful completion of the program.

- **Refund Policy**

- Tuition payments are non-refundable after the start of the session.
- If High Expectations cancels a program after enrollment, students shall receive a full refund for tuition, books, materials and activities.
- High Expectations is not responsible for costs incurred due to flight delays or cancellations.
- Refunds or partial refunds are not available for public holiday, days missed during the program or late arrival or early departure.
- If High Expectations cancels a student's enrollment due his or her unsatisfactory attendance or unacceptable behavior, according to the USCIS requirements for international students, no refunds shall be made.
- The student is responsible for international bank transaction fees.
- Application fees are non-refundable if a visa application is denied. However, first-time international applicants may re-apply at no extra cost for up to one year from the initial application.

- **Refund Procedure**

- A request to cancel enrollment or for a refund must be made in writing to the Admissions Officer. Any refund will be paid directly to the person who originally paid the program fees.
- If a refund is approved, the funds will be transferred to the original account within 14 days of approval. Refund method will be the same as the original payment method.



- Students may submit a formal grievance within 30 days of receipt of notice of denial of their refund. Grievances must be submitted in writing to the Director of School.

After consideration of all available evidence, the Director may: (1) issue a refund of the appropriate amount, or (2) dismiss the grievance.

- **Tuition Payment Policy**

Tuition

Tuition for one session is \$1,800. There are four sessions each year. Therefore, annual tuition is \$7,200. Books, materials, and activity fees are not included in tuition. Students must purchase a book by the end of the first week of the session. Books are available from High Expectations during orientation and during the first week of classes.

Payment Policy

High Expectations offers tuition financing, on the following terms:

- Annual tuition may be paid over 12 months
- Payments are \$600 per month and are due on the 1st of the month
- Tuition payments are due during annual vacation
- Tuition payments are due during one Reduced Course Load per year
- Students must pay in person with cash or card.

Students are responsible for full payment of the session in which they are currently enrolled, even if they transfer or withdraw before the end of the term. **Students who are more than ten days past due shall be suspended from class until the outstanding balance is paid in full.** Absences due to nonpayment of tuition are unexcused.

When to Pay

- Payments are \$600 per month due on the 1st of the month
- Payments can be made Monday through Thursday from 9:00 a.m. to 9:00 p.m. and on Friday from 9:00 a.m. to 3:00 p.m.
- Payments may be made before class or during break time.
- Payments will not be accepted during class time.



Where to Pay

Cash

Guilherme Locks, Room 306
Lynn Leonard, Room 307

Credit Card

Dylan Snyder 3rd Floor Reception
Dennis Clough, 2nd Floor Reception

- **Dress Code Policy**

High Expectations provides a casual learning environment for its students. Even though the dress code is casual, it is important to project an appropriate image. Students are expected to dress in a manner consistent with good hygiene, safety and common sense. Gym workout clothes and unreasonably revealing attire are not permitted.

- **School Closure Policy**

Periodically, weather or other emergency conditions necessitate that schools close. The decision to close High Expectations is based on the following:

- If the Malden Public Schools are closed due to inclement weather or other emergency, High Expectations will also be closed. CLASSES WILL BE HELD REMOTELY. You will receive notice on WhatsApp NEWS group and there will be a post on the school Instagram page. You will receive a link to the remote class through Moodle. Attendance on school closure days is mandatory.

Notice of school closures in Massachusetts and Southern New Hampshire can be found at: [School Closings & Delays in Massachusetts - CBS Boston \(cbsnews.com\)](http://www.cbsnews.com/news/school-closings-delays-in-massachusetts/).

- If the Malden Public Schools are open, then High Expectations will also be open and in-person attendance is required. EXCEPTION: If the public schools where you reside are closed, you may attend class remotely. If you fail to attend class remotely, you will be marked absent.
- Students must contact their teacher for a link to the online class, if they need to attend remotely due to weather conditions in their hometown

High Expectations may in its discretion close the school at any time due to inclement weather or remain open for either the morning or afternoon session.



- **Children in the Classroom**

High Expectations is an adult only institution. We are not licensed/insured to provide daycare or equipped to accommodate the needs of infants and babies; therefore, children are not allowed in the classroom. If faculty or students have an occasional issue with care providers for school aged children, we will make an exception with advance notice to the Director or School and proper supervision.

- **Vacation**

F-1 visa students must complete at least one full academic year (nine months) at an SEVP-certified school to be eligible for an annual vacation. The nine months may be completed at one or more schools consecutively. Additionally, students must intend to register for classes in the academic term following their annual vacation. Vacation requests must be made to the DSO in writing at least two weeks in advance.

Vacation Travel

Students who plan to travel during vacation must follow the visa requirements of the country they plan to visit. If you are unsure about visa regulations for your destination country, please consult with the DSO.

Students who leave the country without a valid F-1 visa stamp in their passport - such as students granted a Change of Status - must re-apply for and obtain the appropriate passport visa stamp at a U.S. Embassy or consulate before re-entering the U.S.

Tuition Payments During Vacation

High Expectations finances annual tuition for payment over twelve months. Therefore, students must continue to make monthly tuition payments on the 25th of each month even during the months they are on vacation.

- **Holidays**

High Expectations will be closed for the following public holidays:

- New Year's Eve and Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day

School is closed for the Winter break including Christmas Eve and Christmas Day



- **Student Privacy Policy**

High Expectations is committed to protecting the privacy and confidentiality of our students. This policy outlines how we collect, use, store, and disclose personal information in accordance with applicable laws and best practices.

Information We Collect

- Name
- Contact details (address, phone number, email)
- Date of birth
- Gender
- Nationality
- Bank records
- Passport and Visa
- Payment information
- Emergency contact details
- Academic progress and attendance records

How We Use Information

- Enrollment and administration purposes
- Communication regarding courses, schedules, and school updates
- Processing payments and managing financial accounts
- Monitoring and reporting academic progress
- Ensuring the safety and security of students and staff

Personal information is not shared with third parties, except as follows:

- With your consent
- To comply with legal obligations and regulatory requirements
- To protect the rights and safety of our school, students and staff
- With service providers who perform functions on our behalf, such as payment processing, provided they agree to keep the information confidential and use it only for the specified purposes

Data Security

We implement appropriate technical and organizational measures to protect personal information against unauthorized access, alteration, disclosure, or destruction. These measures include secure storage systems, data encryption, access controls, and regular security reviews.



Retention of Information

Personal information is retained only for as long as necessary to fulfill the purposes for which it was collected, or as required by law. Once no longer needed, information is securely destroyed. Student have the right to:

- Access their personal information
- Request correction of inaccurate or incomplete information
- Request deletion of their personal information, subject to legal and contractual restrictions
- Object to or restrict the processing of their personal information in certain circumstances

Electronic Privacy

Students should not have an expectation of privacy or confidentiality in the content of electronic communications or other computer files sent and received and/or stored on the school computer network. Students should be aware that the data they create, receive, or send on the Network is the property of HE, and that the data may be recovered and reviewed, even after it has been deleted. HE also reserves the right to monitor use of the Network and to examine all data stored on servers. All communications, regardless of content or purpose, are public and are not private.

Consent

By enrolling in our school, you consent to the collection, use, and disclosure of your personal information as described in this policy.

- **Books**

Physical textbooks are required. iPad/tablet versions are not allowed as the primary in-class textbook. Students must purchase a book by the end of the first week of the session. Books are available for purchase from High Expectations during orientation and during the first week of classes. Books fees are not included in tuition.

- **Meal/Coffee Breaks**

Your class schedule includes a 30-minute meal break. Please note that is not allowed in the classroom. The outside doors to the school shall be locked at 8:00 p.m. for safety purposes.



- **Valuables**

HE is not responsible for items of value that are stolen or missing from the school premises. Please make every effort not to bring these items to school. Keep your purse, wallet, or other items of value with you always. Students who are found to have in their possession the property of other students or staff without express permission risk expulsion from HE and further legal action.

- **Bulletin Boards**

Important notices and items of general interest are posted on HE's bulletin boards. Please review the information posted frequently to learn about school-related events including community and cultural events. It is your responsibility to read the posted information. Please do not remove any material from the bulletin board. Students may not post notices or information on the bulletin boards without prior approval from the Director of School.

- **Student Network Acceptable Use Policy**

HE offers network access to its students, faculty, and staff. Access to the school network and the Internet is a privilege, not a right. The intent of this policy is to ensure that students utilize this access in a manner consistent with the purpose of providing this service.

Purpose

The primary purpose of HE's Computer Network ("the Network") is to support the educational objectives of HE. Network use provides valuable opportunities for research, curriculum support, and career development. The Network is not a public forum, and HE reserves the right to place reasonable limits on materials posted or accessed through this network.

Network Usage Guidelines

Students are expected to conform their actions with the purpose, spirit, and examples set forth in this policy and to abide by the rules of acceptable use, which include, but are not limited to, the following:

- Students shall observe HE's antidiscrimination policy while using the Network. Employ digital etiquette by using appropriate, non-abusive language, refrain from making defamatory remarks or racial slurs, bullying, and from the use obscene or profane language.



- Do not use the Network in such a way as to disrupt its use by others. Students must not vandalize school computers by causing physical damage, re-configuring the computer system, or introducing malicious programs into the Network (for example, computer viruses).
- Any use for, or in support of, illegal purposes or activities is prohibited.
- Business use is prohibited. Students may not create web pages to advertise or sell products or services and may not offer, provide, or purchase products or services through the Network.
- Any use for political purposes is prohibited except for using the Network to communicate with elected officials.
- Unauthorized printing of copyrighted materials is prohibited.
- Students are expected to refrain from seeking, accessing, uploading, downloading, transmitting, or distributing material that is not relevant to their course work.
- Students shall not access, upload, download, transmit, or distribute material that is pornographic, obscene, sexually explicit, threatening, discriminatory, intimidating, abusive, harassing, or offensive.
- Students must not access chat rooms or social networking sites. Students are also prohibited from using the Network to blog or to send or receive instant messages. Games must not be played, accessed, or downloaded.
- Students shall neither download nor install any commercial software, shareware or freeware onto network drives or disks without prior permission of the CEO. Students shall not change settings on the browser or any other application.
- Students shall not access, receive, upload, download, transmit, or distribute information pertaining to dangerous instruments such as bombs or other explosive devices, automatic weapons or other firearms, or other weaponry.
- Students must not attempt to gain unauthorized access to any file servers or data in HE's system, outside file servers or data, or go beyond the user's authorized access. This includes logging in through another person's account and/or accessing another person's files.



Violations

HE reserves the right to deny, revoke or suspend, without prior notification, specific user privileges and/or to take other disciplinary action, including suspension or expulsion from school, for violation of this policy.

❖ Health and Safety

• Student Health Insurance

Health coverage is compulsory for international students residing in Massachusetts. Coverage must remain in effect during your entire stay. Students are responsible for payment of medical bills if they fail to maintain health coverage.

Recommended Coverage

- Adequate Policy Maximum - Usually, students are asked to purchase a plan with a policy maximum of at least \$50,000.
- Relatively Low Deductible - Schools often require a deductible limit per condition, or per policy period, as part of their waiver requirements, so that students can have out of pockets costs as low as possible.
- Mental Health Coverage - This requirement is included since universities want to make sure their students are not only physically healthy but also mentally.
- Maternity Coverage - Adequate maternity coverage will be required for female students, with at least an 80% coverage in-network for prenatal, delivery and post-natal care.
- Pre-existing Condition Coverage - If you have an existing condition i.e., diabetic, you will have to include it in your insurance plan.
- Repatriation of Remains Coverage - In the event where you pass away, coverage for repatriation of remains provides financial assistance to your family to return your mortal remains to your home country.

The cost of health insurance depends on where you live, your age, level of coverage, and duration of coverage. High Expectations does not provide health insurance but recommends the following companies based on the 2025 Forbes Advisor: Kaiser Permanente, Blue Cross Blue Shield, UnitedHealthcare, Cigna, Aetna, and Oscar.



- **Safety**

Safety of Personal Property

- Always be alert to your surroundings. Be aware of your location and situations that could make you vulnerable.
- Avoid people and situations that make you nervous. Trust your instincts.
- Never leave valuable items unattended, even for a short time.
- If you leave bags or valuables in a car, try to put them out of sight.
- If you are carrying a backpack or bag, carry it securely against you.
- If a thief tries to take an item from you, give it up rather than risk injury.

Safety After Dark

- Don't let yourself be distracted by devices while walking.
- Avoid wearing headphones while walking. If possible, remove one so you can hear what is going on around you.
- Walk with friends or colleagues when possible. Avoid areas or situations that make you uncomfortable.
- Park in well-lit and regularly traveled areas. Avoid remote or isolated areas.

Campus Buildings Safety FAQs

- Don't let someone you don't know "tailgate" or follow you through locked doors into campus buildings or your apartment complex.
- Always lock your doors and windows when you go out or before going to sleep. Burglars often enter through doors or windows that are left open or unlocked.
- Place valuable items, such as laptops, out of sight and away from windows.
- Try to know your neighbors, as they can be a resource for reporting suspicious activity.

Scams and Frauds

- A request for money or gift cards from someone you do not know by phone, email, text or other messaging is very likely a fraud. Legitimate entities are not likely to contact you for payment via the phone.
- Do not send money or gift cards in response to these calls or messages.
- If you think you have been/are a victim of fraud, contact the police.



Emergency Contacts

- Malden Police Department (781) 397-7171
- Malden Fire Department (781) 397-7383
- Cataldo Ambulance (781) 873-4301
- Melrose-Wakefield Hospital (781) 979-3000
- AFC Urgent Care (781) 322-7300

For immediate assistance, dial 911 or notify a faculty or staff member. School buildings are equipped with hard-wired fire alarms, fire extinguishers and first aid. Each building has a primary and secondary evacuation pathway in the event of an emergency. Students will be notified immediately of any emergency that requires evacuation, lockdown or shelter-in-place response.

- **Active Shooter Response**

Quickly determine the most reasonable way to protect your own life. People are likely to follow the lead of people who take control during a situation such as this.

Run: If there is an accessible escape route, attempt to evacuate the premises or the area. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

Hide: If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)



- Not trap you or restrict your options for movement
- To prevent an active shooter from entering your hiding place:
- Lock the door
- Block the door with heavy furniture or other items

If the active shooter is nearby:

- Lock/barricade the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

Fight: As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items to distract the individual and improvising weapons, if needed
- Yelling
- Moving as much as possible
- Committing to your actions

If you have any questions regarding the content of the Student Handbook, please contact a member of our Student Services Team.

Revised: January 7, 2026

