

# Student Handbook

Manual del Estudiante



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## **LEGAL STATEMENT**

The ICPR Junior College reserves the right to change its regulations, norms, charges, tuition costs, study programs, requirements for granting degrees and any other regulation that, in the opinion of the Board of Directors and its advisory body, they understand to result in for the benefit of the students, the Institution or when external factors make such changes necessary.

Once the student has enrolled, they must comply with all the regulations and norms of the Institution. It will be the student's responsibility to observe said regulations and the academic requirements of their study program.

The Institution will not discriminate against any person for reasons of sex, gender, age, religion, physical or mental condition, origin or social condition, sexual preference, nationality, political or union affiliation.

## WELCOME MESSAGE



### FROM OLGA E. RIVERA PRESIDENT / CEO

Welcome to ICPR Junior College! I congratulate you for deciding in favor of your future by studying at our Institution. Since its inception in 1946, the programs offered by ICPR Junior College have responded to the needs of the Puerto Rico employment market. We are honored by the success that our graduates have achieved.

This catalog is a useful guide that will allow you to clarify your doubts with valuable information which will help you to perform successfully in your studies. I urge you to live your experience at ICPR Junior College with intensity. Take advantage of our teachers, allow our administrative team to serve you with care and make the most of the laboratories equipped with the most modern technology available for your learning.

The future of Puerto Rico is in the hands of those individuals who strive every day to be better professionals and human beings. I urge you to continue to improve yourself more and more and not to let obstacles stop you, but to strengthen you and serve as a stimulus to advance your professional career.

I hope that at ICPR Junior College your life is transformed and that from this moment you develop to the maximum as a professional of excellence.

**I wish you the best of success!**



## **MESSAGE TO THE STUDENT**

Dear Student:

Welcome to ICPR Junior College! We congratulate you for making ICPR Junior College your home of study. Since its inception in 1946, ICPR Junior College has responded to the needs of its students, and we are honored to serve them through excellent service and personalized support.

This manual is a useful guide with valuable information on institutional rules and procedures. It includes the services that the offices offer to students, and other normative documents that have the purpose of contributing to healthy coexistence and socialization in a multicultural environment and diverse which is significant in our academic, social, and cultural history.

I urge you to live intensely your experience at the ICPR Junior College. We hope to transform your life through your professional and personal development in our educational community together with the faculty and administrative staff. Allow our work team to serve you with care and make the most of the facilities and resources available for your learning.

We hope that our motto: TRANSFORMING LIVES, becomes a reality in your life and that from this moment you develop to the maximum as a professional of excellence.

**HERE, WE BELIEVE IN YOU!**

**WELCOME!**

## **PREFACE**

ICPR Junior College has developed this Manual as a guide to achieve an environment of healthy coexistence among students, faculty, and administration. It includes the services, rules, policies and procedures that apply to our student body. By this means we want to keep students oriented about their rights and duties.

The purpose of this Manual is to make known the duties and responsibilities that ICPR Junior College students have, to establish acceptable standards of behavior in the Institution to ensure a healthy and safe environment for all components of the educational community, who are aware of the sanctions applicable in the event of any violation of the rules established in the institutional facilities and during any type of curricular or extracurricular activity in which they participate. In addition, it is intended to assure every student that they will be treated fairly without discrimination against their person for reasons of race, color, age, gender, pregnancy, sexual preference, nationality, marital status, political or religious affiliation and ideas, physical condition and / or mental, origin or social condition, or any other discriminatory motive prohibited by law. This Manual allows you to be informed of the applicable institutional policies, rules, and procedures.

This manual is consistent with the institutional objectives and goals and applies to all students in our locations, in all activities sponsored in or outside the Institution.

We urge you to comply with what is stated in this Manual, which will allow you to fully enjoy your university life, develop your full potential and achieve your study goals.

## HISTORICAL REVIEW

The Commercial Institute of Puerto Rico, Inc., is a non-sectarian educational institution, founded on September 2, 1946, in Hato Rey, Puerto Rico by Pedro Negrón Echevarría (R.I.P.) and Dolores López de Coll (R.I.P.). The main reason for founding it was to provide the educational system with an additional private means for the academic and professional development of our people. In this way, opportunities were offered for adolescents and adults who wanted to study in a short and reasonable time, non-university commercial programs or obtain a high school diploma. The programs ranged from ninth grade to post-secondary level, organized in semesters. Bookkeeping, Secretarial and Office Clerk programs were offered.

After accreditation by the Puerto Rico Department of Public Instruction, the Institute continued to expand in quality and offerings. Thousands of veterans who wanted to take advantage of their right to study entered the Institute. In 1955, motivated by the reception of the Veterans Administration to its study program, its founders established another educational center in Mayagüez, which was known as City College. It operated until 1975, as a high school with a business and post-secondary level program. Later it was reorganized as a university level, changing its name to ICPR Junior College, Mayagüez Campus.

During the 1950s, the growth in quality and services of the Institution was accentuated. Among the significant events, the beginning of the organization of the faculty by departments and the incorporation of the Cooperative of Savings and Credit (ICPR Federal Credit Union) stand out.

In 1970, the Accounting and Executive Secretary concentrations were established to replace the original post-secondary courses. At the beginning of 1970, the official name ICPR Junior College, a university post-secondary educational entity, arises. The self-evaluation carried out in 1974 is followed by the accreditation of the Commission of the Association of Independent Schools and Colleges (AICS).

In 1976 educational services were extended to the Arecibo community. Subsequently, there was a need to expand the structures and a modern building was constructed. The Higher Education Council extended, in 1978, the accreditation as a Postsecondary University Institution and in 1979, the candidacy for the accreditation process was achieved with the Middle States Commission on Higher Education (MSCHE).

In 1985 the initial accreditation of MSCHE was obtained, for 1992 the original accreditation was reaffirmed, this same year the physical plant of the Mayagüez Campus was modernized with the acquisition of a spacious building, with an elevator, controlled environment, and multiple facilities. In 1994, the structure in the Arecibo Campus was remodeled. Attentive to innovations and the needs of the community we serve, in 1995 the ICPR Junior College Foundation was established whose main objective is to improve education in Puerto Rico by obtaining funds to provide financial assistance to those who qualify, and they can continue their studies.

In 2003, the IFAC (Institutional Faculty Advisory Committee) was created, an advisory committee that allows the Faculty to recommend institutional changes directly to the President. In March 2005, Dr. Olga E. Rivera was named President / CEO. In December 2005, the academic offer was increased,

especially in the area of Professional Certificates. That same year, the Puerto Rico Higher Education Council (CESPR) approved the Institutional Renewal License. In March 2007, CESPR authorized the Professional Certificate programs in the health area. In July 2007, the reaffirmation of the MSCHE accreditation is received. In February 2009, the Hato Rey Campus opened its first Additional Location on the premises of the Urban Train of Bayamón. In August 2010, the Manatí Campus was open. In 2012, the Associate Degrees in science were incorporated into the academic offer and we received the reaffirmation of the accreditation by the MSCHE. In September 2016, the institution celebrated its 70th anniversary, providing an education of Excellence to the people of Puerto Rico.

In 2018, the academic offer is expanded, and the Institution receives the reaffirmation of the MSCHE accreditation. Currently, ICPR Junior College has an academic offer of 10 Associate Degrees and 12 Professional Certificates. Our main commitment is to Transform Lives.

**ICPR JUNIOR COLLEGE  
ANTHEM**

*Author: Guillermo Rodríguez Fortier*

Cuando vaya por la senda de la vida,  
cuando mi cabello blanco esté,  
recordaré las gratas experiencias  
donde mis ilusiones forjé.

Cuando ya en la confusión del mundo,  
mi alma atribulada esté,  
pensaré en ésta, mi Alma Mater;  
con el recuerdo venceré.

Instituto Comercial de Puerto Rico,  
unido a ti estaré hasta el final,  
juntos ganaremos la batalla  
contra la ignorancia y contra el mal.

Instituto Comercial de Puerto Rico,  
que guías mi sendero a la razón,  
seguiré el camino que Dios fija,  
y venceré con alma , vida y corazón.

## **PHILOSOPHY, MISSION, VISION, VALUES AND GOALS**

### **PHILOSOPHY**

All human beings coming from different segments of society, have the potential to acquire the knowledge and skills needed to be a productive member of a democratic society, live better and be prepared to face the changing needs of an industrial and technological world.

### **MISSION**

ICPR Junior College promotes the transformation of the human being through diverse educational modalities that contribute to their academic and social development in order to successfully become integrated into a demanding and changing society.

### **VISION**

To be the leading Institution that provides students with an excellent educational experience and service with innovative offerings through advanced technologies and different instructional modalities either in class or online

### **VALUES**

To achieve a successful academic achievement and be an effective Institution through the development of institutional goals, ICPR Junior College promotes the following values:

**Service of Excellence** --- We believe in providing a quality educational service to every human being that we serve.

**Integrity** --- We are committed to develop a community whose actions reflect honesty, loyalty, respect, and solidarity with their peers.

**Commitment** --- We affirm our compromise to provide education focused on developing the potential of the members of the college community.

**Teamwork** --- We believe that diversity strengthens the process to achieve institutional goals, so we encourage solidarity among members of the college community.

**Continuous Learning** --- We believe in promoting and raising awareness of the value of lifelong learning for professional and personal development of all.

**Community Service** --- We demonstrate solidarity toward others by providing a community service program that improves their quality of life, appreciating every human being within their own social reality.

**Equity** --- We believe in social justice and fairness with acceptance recognition, and respect of every human difference.

The Institution aspires for the practice of these values to integrate the graduate's personal and

professional development.

## GOALS

The goals that ICPR Junior College has set are:

- Endorse the institutional philosophy and stimulate the integral development of the university community.
- Update and streamline administrative and academic procedures using technological resources.
- Offer students innovative programs and updated resources that facilitate their integration into the labor market.
- Increase and sustain the growth of the institution through the renewal and expansion of the academic offer, the development and maintenance of physical facilities, and technological and human resources.
- Ensure the regulatory compliance applicable to the operation of the Institution.
- Maintain an institutional assessment culture to facilitate the decision-making and promote the institutional continuous improvement.

## ACCREDITATION

ICPR Junior College is accredited at the national level by the Middle States Commission on Higher Education (MSCHE), 3624 Market Street, Philadelphia, PA 19104(phone number (215) 662-5606). This entity is recognized by the United States Department of Education. Locally ICPR Junior College is authorized to offer post-secondary academic programs by the Puerto Rico Postsecondary Board.



## **DIRECTORY**

### **CENTRAL ADMINISTRATION**

Tres Monjitas Industrial Park  
#381 Calaf Street, B Building  
San Juan, PR 00918  
P.O. Box 190304  
San Juan, PR 00919-0304  
Phone. (787) 753-6335 Fax: (787) 622-3416  
e-mail: [icproc@icprjc.edu](mailto:icproc@icprjc.edu)

### **HATO REY CAMPUS**

558 Muñoz Rivera Avenue, Hato Rey, PR 00918  
P.O. Box 190304 San Juan, PR 00919-0304  
Phone. (787) 753-6000 Fax: (787) 763-7249  
e-mail: [icprhr@icprjc.edu](mailto:icprhr@icprjc.edu)

### **BAYAMON ADDITIONAL LOCATION**

5th Street Bobby Capó Avenue Square, Urban Train Station Suite 101-A y Suite 102-A  
P.O. Box 55438 Station One, Bayamón, PR 00960  
Phone. (787) 523-6000 Fax (787) 523-6049  
e-mail: [icprba@icprjc.edu](mailto:icprba@icprjc.edu)

### **MAYAGÜEZ CAMPUS**

80 West, Candelaria Street  
P.O. Box 1108 Mayagüez, PR 00681-9913  
Phone. (787) 832-6000 Fax: (787) 833-2237  
e-mail: [icprma@icprjc.edu](mailto:icprma@icprjc.edu)

### **ARECIBO CAMPUS**

20 San Patricio Avenue  
P.O. Box 140067 Arecibo, PR 00614-0067  
Phone. (787) 878-6000 Fax: (787) 878-7750  
e-mail: [icprar@icprjc.edu](mailto:icprar@icprjc.edu)

### **MANATÍ CAMPUS**

Puerta del Norte Mall 4th floor, #2 Street, Km 49.93  
P.O. Box 49 Manatí, PR 00674  
Phone. (787) 884-6000 Fax: (787) 854-6049  
e-mail: [icprmt@icprjc.edu](mailto:icprmt@icprjc.edu)



## **GENERAL RULES**

Acts and omissions that infringe the essential norms of order, decorum, good customs, and coexistence will be sanctioned. The use of cell phones must be limited to emergencies and / or educational purposes. Please keep it in silent mode.

## **CODE OF ETHICS**

The ICPR Junior College philosophy and mission express a compromise with the individual's integral development. This compromise is shared by the faculty, the student, the administrative employee, and the Board of Directors reaffirms it. To achieve such a compromise, it is necessary that it is done within the highest moral and ethical coexistence among students, faculty, and administration.

In this process each member of the ICPR Junior College community must learn and make it their own the following expressions of the Code of Ethics:

- 1) I will respectfully obey the laws proclaimed by the Commonwealth of Puerto Rico, U. S. Federal Government, and ICPR Junior College in the use, possession, and distribution or trade of drugs, narcotics, and alcoholic beverages.
- 2) I will respect and promote free expression, and the exchange of ideas between professors, students, and other university personnel.
- 3) I will favor and encourage the discussion of political and religious themes that have foundation and a clear educational justification, and that are properly authorized by administrative officials of the campus.
- 4) I will demand and act with honesty in my academic tasks. All alterations, falsifications, plagiarism, or incorrect use of official documents will be considered a violation that results in disciplinary action.
- 5) I will accept that showing, possessing, or using knives or firearms in the Institution or in any ICPR Junior College activity violates this Code.
- 6) I will affirm that improper conduct that threatens the Institutional moral, order and peace, will be considered unacceptable inside the Institution.
- 7) I will reject any individual's or group's action which in any way goes against the physical, mental, emotional, moral, or social wellbeing of individuals, or which causes damage of any kind to institutional property, or that is in clear violation of the laws and statutes proclaimed by the Laws of the Commonwealth of Puerto Rico or the United States of America Constitution, and of this Code or any other regulations proclaimed by ICPR Junior College.

## STUDENT SERVICES OFFICES

Our services, programs, and support structure are designed to provide individualized assistance to each student. Each student is unique and therefore should receive personalized service. The offices have the function of providing the highest quality of service to support the educational process and guarantee the success of each one of our students.

### **ADMISSIONS OFFICE**

ICPR Junior College has an open-door admissions policy for the benefit of students who wish to pursue non-university college or post-secondary education. Our philosophy is based on providing students with the opportunity to overcome their previous academic experiences, taking as an essential point of view a democratic concept of educational provision for all. For this reason, our institutional purpose is rooted in the practice of considering everyone who comes to prepare in our classrooms with the possibility of self-realization as a person in an integral plane.

The ICPR Junior College Admissions Office informs and guides the Community in general and the students on the programs that the institution offers and the professional titles it grants. This orientation is carried out through visits to higher schools, institutions, communities, public and private entities and through letters, phone calls and personal interviews. In addition, information on the institution can be accessed through the Internet at the address [www.icprjc.edu](http://www.icprjc.edu). This information helps candidates select the program that best fits their needs and future plans.

The admissions office offers services to all those interested in studying at ICPR Junior College. Among the services offered are guidance on the programs offered by the Institution, services and benefits and prepares the registration of the new student.

The admission requirements are detailed in the General Catalog which can be accessed through [www.icprjc.edu](http://www.icprjc.edu). All students must complete, sign, and submit the application for admission to be processed. The evaluation of the application will be done after having completed all the admission requirements.

### ***School Immunization Policy (REG04-0600)***

ICPR Junior College understands that the immunization and, therefore, the health of the students contributes to the maximum development of their physical and intellectual capacities within the teaching-learning process.

The Institution establishes that it will be the responsibility of the Admissions Office to request from the student the immunization form (P-VAC-3) (green paper) corresponding to the school year, as determined by the Department of Health. It will be the responsibility of the student to submit the form to complete the enrollment process. The Registrar's Office is responsible for maintaining the immunization record of each student under 21 years of age that will be available for inspection by the Department of Health. You are also responsible for submitting a report to them using the required electronic form within 60 days after the start of the school term. The report includes the number of students admitted with an immunization form, those exempt, and those provisionally admitted, as provided by law.

## ENROLLMENT PROCESS

### **Principles of Excellence Policy: Orientation to Prospective Members of the Armed Forces, Veterans, and their Beneficiaries (REG04-0611)**

ICPR junior College, in compliance with the Principles of Excellence and the regulations established by the Department of Veterans Affairs, provides active prospects in the armed forces, veterans and their beneficiaries, the information required so that they can evaluate the study alternatives for decision making at the time of enrollment.

ICPR Junior College is authorized by the Department of Veterans Affairs to enroll students of the armed forces, veterans, and their beneficiaries. The Admissions Officer is responsible for guiding the prospect through the Shopping Sheet, which provides information on academic offers, available scholarships, related costs, and graduation rates, before proceeding with the enrollment process. This institutional policy is based on Executive Order 13607 – Principles of Excellence of 2012 and the regulations of the Federal Department of Education 34 CFR 668.14.43.71, 75.

### **VETERANS SERVICES**

The Institution is authorized to enroll students who are members of the armed forces, veterans and their beneficiaries referred by federal and state agencies. They must meet all the admission requirements in addition to those related to their beneficiary status of the corresponding agency in the federal or state program. The Veterans Affairs Office establishes that the beneficiaries must complete their study program in the regular time (100%). However, any veteran student who complies with the ICPR Satisfactory Academic Progress Policy may continue to receive veteran benefits until completing the time and a half of the Study Program. In addition, you must maintain a minimum average of 1.60 to be considered in Satisfactory Academic Progress for the Veterans Agency. Veterans who wish to enroll and receive the educational benefits available to veterans must process their applications through the Registrar's Office of the Precinct in which they are going to study.

### **Declaration of Educational Services for Students with the Benefit of Veterans Studies**

- ICPR Junior College está aprobada por la Agencia Aprobadora de Servicios Educativos a Veteranos para proveer formación académica a los estudiantes bajo los diversos programas GI Bill®.
- Está aprobada para que los miembros del servicio militar y veteranos puedan utilizar sus beneficios educativos.
- Está aprobada para los estudiantes con beneficios educativos en los distintos programas del “GI Bill®”.

### **Veterans Student Policy**

The Institution is authorized to enroll veteran students and their beneficiaries referred by federal and state

agencies. They must meet all admission requirements in addition to those related to their beneficiary status of the corresponding agency in the federal or state program. The Veterans Affairs Office establishes that the beneficiaries must complete their study program in the regular time (100%). In addition, you must maintain a minimum average of 1.60 to be considered in Satisfactory Academic Progress for the Veterans Agency. Veterans who wish to enroll and receive the educational benefits available to veterans must process their applications through the Registrar's Office of the Precinct in which they are going to study and sign the document Responsibilities as a Beneficiary of Veterans (FICPR-207).

The Registrar's Office is responsible for evaluating, certifying, and monitoring the academic load of all students who receive benefits from the Veterans Administration. Students who are certified are all those who receive benefits from:

- i. Chapter 30 - *Montgomery GI Bill*®
- ii. Chapter 31 - *Veteran Readiness and Employment (VR&E)*
- iii. Chapter 33 - *Post 9-11 GI Bill*®
- iv. Chapter 35 - *Dependent Educational Assistance*
- v. Chapter 1606- *Selected Reserve*
- vi. Chapter 1607- *Reserve Educational Assistance*
- vii. *The Marine Gunnery Sergeant John David Fry Scholarship (Fry Scholarship)*

### **Other Policies for Veterans Student Beneficiaries:**

#### ***Admission***

All veteran and beneficiary students must submit the admission documents before the first day of classes.

#### ***Validation of Hours/Credits for Previous Studies (Academic and Military)***

Each Registrar (Veteran Certifying Officer) must ensure that the veteran student who has previous studies in another institution submits an official credit transcript or report of study grades from all the institutions and/or program of origin to be evaluated. If a validation of credits proceeds (FICPR-77), the student will have to submit an official transcript and request the validation of credits following processes established by the Institution. It will be guaranteed that when validating hours/credits for previous studies, the cost and duration of the program will be reduced proportionally.

#### ***Withdrawal Process for Failure in Academic Activities for Veteran Students (REG04-0602)***

ICPR Junior College establishes this policy in order to comply with the thirty days regulated by the Veterans Administration, to notify the withdrawal of students who participate in said benefits. This policy applies to all students under the Veterans program who do not comply with the academic activities of their courses, in the same way it applies to those students who receive the benefits of veterans who process an official withdrawal.

The Certifying Officer follows up with the Counselor to ensure that all their veteran students are kept in compliance with academic activities. In the retention process, it is established that the teacher maintains constant communication with his students. If the student does not comply with the requested academic activities and / or with the established agreements, the teacher makes a referral. The referral is work by the Mentor Coordinator Teacher and / or the Counselor.

If a student is referred by their teacher for non-compliance with academic activities, the Certifying Officer together with the Counselor, will offer the appropriate follow-up and guidance so they can comply with them. If

these efforts are unsuccessful, the Certifying Officer, after two weeks of not receiving news from the student, proceeds to make an administrative withdrawal for lack of academic activity with the date of the referral made by the teacher (this date is when he stops participating in his academic activities). Both, the administrative withdrawal for lack of academic and an official activity is notified by the Certifying Officer to the Veterans Administration, within the 30 days established.

### ***Course Repetition Policy (REG04-0613)***

The Veteran's Administration does not pay for repetition of courses with a grade of A, B, C, or D. The Veterans Administration will only pay for the repetition of failed courses ("F") or courses in which a minimum grade is required.

### ***Satisfactory Academic Progress (SAP) for Veteran Students***

A student who is receiving educational benefits from the Veterans Administration must maintain a minimum cumulative general average (GPA) of **1.60** in all evaluation periods, to be considered to be in satisfactory academic progress under the standards established by Veterans Administration and to continue receiving their educational benefit. Veterans Student Probation Period (to receive educational benefit).

Students who fail to accumulate a minimum general average (GPA) of 1.60 at the end of the first evaluation period or term, will be placed on probation of their benefit or be placed on an academic plan (see Appeals and Probation section). If the general minimum average (GPA) of 1.60 is not reached at the end of said term in which it is on probation, the benefit will be suspended. Up to two additional terms can be certified if academic progress were met.

### ***Reinstallation of the Educational Benefit***

After the educational benefit has been suspended for not complying with the Satisfactory Academic Progress Policy (under the standards established by Veterans Administration) and once the next term ends, after having accumulated a minimum general average of 1.60, the educational benefit will be reinstated to the veteran student once return from the suspension of your benefit, if you fail to reach the minimum of 1.60 GPA again, your benefit will be suspended for one year.

### ***Participation in Satisfactory Academic Activity (to continue receiving your educational benefit)***

The Veterans Administration will pay only for the total credits that the program consists of. The veteran student will be certified by the Certifying Officer (Registrar) according to the credits in which they enroll in the respective term. Therefore, a student who is receiving educational benefits will remain participating in academic activities.

### ***Authorized Absence (Leave of Absence, LOA, REG04-0609)***

The educational benefit will be suspended while the veteran student is absent with authorization. The benefit will be reinstated once the student returns to class. Section 103-PL 115-407

As of August 1, 2019, no school may deny a Chapter 31 and Chapter 33 student access to classrooms, libraries, or other institutional facilities.

Also, do not make the student borrow money to cover the cost while waiting for payment from the Veterans Office or charge the student a late fee or impose a penalty.

Note: All institutional policies mentioned in this General Catalog apply to students receiving Veterans benefits.

### ***Section 103-PL 115-407***

As of August 1, 2019, no school may deny a Chapter 31 and Chapter 33 student access to classrooms, libraries, or other institutional facilities.

Also, do not make the student borrow money to cover the cost while waiting for payment from the Veterans Office or charge the student a late fee or impose a penalty.

*Note: All institutional policies mentioned in this General Catalogue apply to students receiving Veterans benefits.*

## **VOCATIONAL REHABILITATION**

The student must inform that he/she is a beneficiary of the program. The representative of the Administration for Vocational Rehabilitation (the Counselor) sends the signed study authorization to the Registrar. The Registrar verifies that the student has met the admission requirements and academic activities within 30 days from the beginning of each term. Then sign the document, send it to the student's Vocational Rehabilitation Counselor with a copy to the Receiver. Finally, the Receiver processes the invoice with the Vocational Rehabilitation Administration.

### **REGISTRAR'S OFFICE**

The Registrar's Office safeguards the students' academic documents, ensures compliance with academic standards, and certifies compliance with all academic requirements leading to obtaining the degree.

In this office you can request the following documents and services:

- Preparation of Degree Certifications
- Preparation of study certifications
- Evaluation and determination of eligibility for the benefit of the honor roll and the honor roll
- Evaluation of Academic Progress for Financial Aid
- Inform and deliver the final grades to the student
- readmission
- Credit transcripts
- Change of Note
- Validations
- Removal of Incomplete
- Changes to Enrollment

Requests are completed for:

- Partial cancellation
- Total cancellation
- Change of Concentration
- Correction of Social Security, Name and/or Address
- Graduation
- Appeal to Academic Probation

- Request for Credits Transcript of active or inactive students

**DESCRIPTION OF THE REGISTRAR'S OFFICE SERVICES**

The Office of the Registrar offers services to the student aimed at preparing, updating, and maintaining the information on the academic status of the students in compliance with the established procedures and the pertinent regulation. The services as well as the policies and procedures that cover this Office are disclosed through the Institution's catalog and the Student Manual. The services that this Office offers are detailed below:

<b>SERVICE'S DESCRIPTION</b>
Provide an excellent service to the student.
Coordinate and schedule enrollment for students, guide them and process changes required in it.
Have student grades available in all terms
Manage with the teachers the requests of the students to change the grade.
Update student information in the physical file and in the system.
Remove incompletes in coordination and approval of the teacher.
Deliver and receive agreement documents and general guidelines
Receive the application for the Challenge Exam and coordinate its administration with the local Academic Coordinator.
Generate academic progress report and notify students by letter.
Carry out validation processes for courses required by the student.
Process partial or total withdrawals in compliance with the established institutional policy and provide guidance to students on their effect.
Receive the concentration change request and make the corresponding changes.
Prepare study certifications and credit transcripts at the request of the student.
Complete study certifications required by students for government agencies
Certify veteran students and complete documents required by this agency.
Complete the application for graduation and all matters concerning these acts.

***Enrollment Registration***

The enrollment process will be directed by the Director of the Campus or the Additional Location on the academic calendar established dates. Any change to the class program that the student wishes to make must be done within the time established in the academic calendar for these purposes. Every effort will be made to organize the courses according to the program offers, but the Institution reserves the right to remove any course from the itinerary.

***Conditional Enrollment / Extensions***

When a student presents a limitation during the enrollment period to complete the delivery of documents on time and the end date of the enrollment process is about to be met, the student can start

studies under the condition of conditional enrollment as long as it is authorized by the Director of the Campus or the Additional Location. In these cases, the Conditional Registration Form (FICPR-102) must be completed.

Students with conditional enrollments will have a maximum of one term or semester to satisfy their condition, delivering the documents they owe. A student who has a conditional enrollment by financial aid will not be given the package of materials by program, nor will they disburse F Pell scholarships. These students will become direct payment, until they have delivered the documents they owe. If at the end of the term any student has not delivered the documents owed, to the offices of Admissions and Financial Aid, they may not be enrolled in the next term, in this case, the student will be responsible for the payment of the registered classes.

## **Student Academic Records**

### ***Disclosure Policy for Student Records***

ICPR Junior College establishes the following policy for the review of Registrar's records according to the rights that a student has under the FERPA (Family Educational Rights and Privacy Act) Law.

The student will have the right to:

1. Inspect and examine your academic record within 45 days, from the date the Institution receives a request for access to it.
  - a. The student must file in writing the request to inspect his / her record, and present it to the Registrar, Director of Campus, or Additional Location, or another designated official. In it you must specify what you want to see in the file. The Registrar or official designated by the Institution will make the necessary arrangements and notify the student of the date and place indicated for the inspection of the file.
  - b. If it is a third party (parent or guardian) of that student who is independent, they must bring a signed authorization from the student to inspect the record.
  - c. If you are a law enforcement officer identified as such and request that student information be provided to locate you quickly (including physical address and portrait), the Director of the Enclosure, Registrar or other designated officer may not provide the required information in the absence of a court order addressed to ICPR Junior College or a subpoena.
2. Request that information in the file may be consider it incorrect or inaccurate (personal information) it will be amended or corrected. The student may also claim to be amended or corrected any qualification that he understands is incorrect, within the period of time established by the Institution (see in the General Catalog the Registrar Section, Final Qualifications).
  - a. The student must request it in writing to the Registrar (FICPR-210), who is the official custodian of the file and indicate what he wants to change and expose.
  - b. The reasons why he considers the information to be incorrect.
  - c. If, when evaluating the student's request, the Institution finds that it is not valid, it will notify the student of the decision and inform him of his right to a hearing related to his request.
3. Give consent for the information identified in the student's file to be provided as personal, except for the information that the FERPA Law authorizes to be offer without



the consent or authorization of the student.

- a. An exception that allows information to be offered without the consent of the student is to offer information to the officials of the Institution who have a legitimate educational interest. An officer has a legitimate educational interest if he needs to inspect an academic record to fulfill his professional responsibility.
  - b. An officer of the Institution is defined as a person employed by the Institution in an administrative, supervisory, academic, or other supportive position; a person or company contracted by the Institution (auditor or collection company); or a member of the Board of Directors.
4. The Institution may offer information from the student's file, with the authorization of the latter, to another educational institution in which the student is interested in enrolling.
  5. In case of emergency and in the absence of the Registrar, only the Director of the Campus or Additional Location may have access to them.
  6. If you are interested in submitting a complaint to the Department of Education of the United States of America related to alleged failures by the Institution to comply with the requirements of FERPA Law. You should direct your correspondence to:

Family Policy Compliance Office  
U.S. Department of Education 400 Maryland Avenue, SW  
Washington, D.C. 20202-4605

If additional information on the content of the Law is of interest, you can refer to the following Internet address: [www2.ed.gov/policy/genguid/fpco/index.html](http://www2.ed.gov/policy/genguid/fpco/index.html) Student Academic Records

### ***Student Record Privacy Policy (REG04-0612)***

All students will have the right to review the information contained in their academic record in accordance with the provisions of the Student Record Information Disclosure Policy by request completing form FICPR-195, Request for Copy of Academic Record, as well as the inspection and revision rules and procedures established. In the case of students who are not present at the time of the request, it will be necessary to present their written authorization to process and disclose personal information from their academic record. On the other hand, institutional officers who individually or collectively act in their educational interest or whose is authorized will also have access to the student's academic records.

### ***Transcripts and Certifications***

All students who are interested in receiving a credits transcript or information related to their academic history must complete the Request for Copy of Academic Record (FICPR-195) and contact the Registrar's Office, which will respond to their request in accordance with the provisions of the Family Educational Rights and Privacy Act of 1974 (FERPA Law). Transcripts and certifications are issued only by request with the written authorization of the student or for official use of the Institution officials authorized for such purposes.

Official transcripts are sent directly to the institutions or persons designated by the student. Transcripts as a copy of the student are those intended for the student's personal use. For a copy of the academic record or credit transcript to be considered official, it must bear the seal of the Institution and the signature of the Registrar or authorized officer. In order to issue official transcripts and certifications,

the following conditions must be met:

1. Having satisfied all obligations to the Institution.
2. Have completed the application form.

Official transcripts or certifications are part of the service offered to the student (see Additional Costs in the Bursar area). As established by FERPA Law (Family Educational Rights and Privacy Act), unofficial transcripts are considered part of the student's record, therefore, a student who has a financial obligation to the Institution and needs a copy of their credit transcript, may request an UNOFFICIAL copy. These documents must be requested at least one week in advance of shipment.

During the periods of enrollment, graduation, final evaluations, and grade processing, as well as files whose information is not in the Institution's computerized system, the time required for the issuance of said documents may be two weeks. In special cases, when the urgency of this warrants it, the document may be issued in less time than indicated here.

### ***Address Registry***

The Registrar's Office is responsible for making the address changes that the student requests. If this address is not kept up to date, ICPR Junior College will not respond for the notifications sent to the students. The official or other notification sent by mail to a student's address, as it appears in their file, will be considered enough notice. The student who is interested in changing his address must go through the Registrar's Office and request the Academic Record Information Update form (FICPR-210) for change of address.

### ***Policy for Continuity of Course Offerings in Accordance with the Curricular Sequence of Academic Programs (REG04-0606)***

Those interested in completing a program at ICPR Junior College will receive an orientation from the admissions office about the courses that include the certificate or associate degree they are interested in taking. It is indicated to him that it is important that they can follow the order of the curricular sequence and that the Institution does everything possible so that they can comply with it and achieve completion in the time stipulated in the program.

As part of our policy, we want to:

- a. Keep students focused on how to complete their class schedule in the proper time.
- b. Get students to enroll in courses in the corresponding order to follow the curricular sequence until completing their study program.
- c. Ensure that students complete their academic degree as stipulated in the chosen program.

This policy is applicable to the academic programs of our Institution in all its study modalities.

### ***Academic Load***

A full load of 12 credits or more per semester or academic term in credit programs is considered a complete academic load. A credit hour corresponds to a teaching or instructional hour between 50 to 60 minutes using various teaching strategies under the direction of a teacher.

A student may enroll in 15 credits or more in the same academic term if his cumulative general

average (GPA) is 3.25 or more, except for those programs that require 15 credits in an academic term. If a student is a candidate for graduation and wishes to take 15 credits in the same academic term, but does not meet the average requirement, they will need the written authorization of the Campos or Additional Location Director.

### ***Assignment of Credit Hours***

For Associate Degrees one (1) credit is equal to 15 hours of theoretical (lecture) instruction, 30 hours of laboratory and/or 45 hours of Internship. A 30 hours of non-classroom work will be assigned for each credit.

In Professional Certificates, one (1) credit is equal to 37.5 hours, as established by the Federal Department of Education as of July 1, 2011. A semester or academic term is a study period of a minimum of 15 weeks.

### ***Satisfactory Academic Progress Policy (SAP Policy REG04-0614)***

ICPR Junior College has established a policy to determine if the student is making satisfactory academic progress toward earning his or her degree. This is based on a measurement in quantitative, qualitative terms and time to complete the study. All students must comply with this policy. A student complies with the Satisfactory Academic Progress Policy when:

- Has a minimum cumulative academic average (GPA) of C (1.60) each time it is evaluated (Qualitative Measure) and;
- you have approved no less than 67% of the credits you have tried each time it is evaluated (Quantitative Measure).

Institutional policy states that if a student begins studying at full load and then changes to partial load, the Satisfactory Progress Policy will be applied under the partial student policy. If the student then returns to study full time, the policy will continue to apply in the partial student category.

The student who, when evaluated, does not meet Satisfactory Academic Progress, will be warned that, if he does not meet said progress during the current term, he will be suspended the next term and will not be eligible to receive Title IV aid. The student may appeal by following the appeals procedure indicated in page 41 (Appeals and Evidence).

### ***Financial Aid and Suspension Warning on Satisfactory Academic Progress (SAP)***

All students must comply with the ICPR Junior College Satisfactory Academic Progress Policy (SAP). In case of not complying with it, the student will receive a Financial Aid Warning. During this time, the student will be considered to be making satisfactory academic progress towards obtaining his or her degree and may continue to receive the financial assistance received at the Institution.

At the end of that period, the student must comply with the afore mentioned policy to continue receiving financial aid. Failure to comply, the student will be suspended and will not be eligible for financial aid. The student may appeal the decision.

### ***Appeals and Evidence***

The student subject to suspension for not complying with the Satisfactory Academic Progress Policy may appeal to the Appeals Committee if he understands that overwhelming force conditions (e.g. accident, illness, death of a family member, among others) prevented him from complying with it. In such case, you must mention these conditions in your appeal and indicate what things have changed

that will allow you to comply with this Policy during the next academic term. The student must provide documentation that supports the above. The Appeals Committee may grant a new opportunity to the student placing him in probation status for an additional semester or academic term or refer him to the Academic Coordinator for the design of an academic plan.

Federal regulations state that the maximum time a student has to complete their program of study cannot exceed 150% of the length of their program. When the student has exceeded the maximum term established for their study program, become ineligible to continue receiving Title IV aid. If the student understands that overwhelming force conditions prevented him from complying with the policy, he must appeal for the reinstatement of his financial aid beyond his current eligibility.

This policy is applied in situations in which the student can clearly document that overwhelming force situations have occurred that prevented him from complying with the Satisfactory Academic Progress Policy. The Appeals Committee may consider placing the student in an academic plan, in which case it may be referred to the Academic Coordinator for its design. The student must complete the Appeal Form for the Reinstatement of Financial Aid (FICPR-137) and agree to the Academic Plan designed for him.

The student who is on probation or with an academic plan will be considered to have made satisfactory academic progress towards obtaining his degree, for which reason he may continue to receive the financial assistance he receives at the Institution. All students placed on probation must comply with the Satisfactory Academic Progress Policy (SAP) at the end of the academic term or comply with the academic plan that is prepared to direct them to comply with said policy. The student may appeal his suspension and be placed on probation more than once, but not consecutively.

### ***Appeals Committee***

The Appeals Committee will be composed of the Academic Coordinator, who will preside over it, the Registrar, the Financial Aid Officer, the Professional Counselor and the Coordinator of Placements and Internship Centers. The Appeals Committee will evaluate the appeal request, in accordance with the situations established in the Satisfactory Academic Progress Policy and the evidence provided by the student.

The Committee will take into consideration the possibility that the student has to overcome the academic suspension and obtain satisfactory academic progress. The Academic Coordinator will notify the determination to the Campus or Additional Location Director and will send it to the student in writing to the address that appears in his file, no later than two weeks after receiving the request for appeal. In addition, a copy of said determination will be sent to the Financial Aid and Registrar's Offices. The committee's decision will be final and firm.

### ***Students Enrolled with Full Academic Load in Associate Degrees***

Associate Degree students enrolled with full load are evaluated at the end of each term of study. All students must have a minimum cumulative academic average (GPA) of C (1.60) at the end of each term and have completed their study program in a maximum time of 1.5 times its duration to obtain their Associate Degree. In addition, they must complete the number of credits established at the end of each academic term, according to the table below:

**Table for Satisfactory Academic Progress in Associate Degrees:**

<i>TERM/ SEMESTER</i>	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>	7 <sup>th</sup>	8 <sup>th</sup>	9 <sup>th</sup>
<i>72 CREDITS</i>	8	16	24	32	40	48	56	64	72
<i>75 CREDITS</i>	10	18	26	34	42	50	58	66	75
<i>76 CREDITS</i>	8	17	25	33	41	49	57	65	76
<i>77 CREDITS</i>	9	18	26	35	44	52	61	70	77
<i>78 CREDITS</i>	10	18	26	36	44	52	61	70	78

*Note: The number of credits approved per term is based on the curricular sequence of each program.*

***Students Enrolled Partially in Associate Degrees***

Students with partial academic load in Associate Degrees must maintain a minimum cumulative academic average (GPA) of C (1.60) at the end of each term and maintain 67% of approved credits of what they have attempted each time they are evaluated. Assessments begin at the end of each term of study. In any case, students will be required a minimum academic index of 2.00 (GPA) at the time of conferring the corresponding associate degree.

***Students Registered with Full Load in Professional Certificates***

Students in Certificate Programs are evaluated at the end of each academic term. In addition, they must complete the number of credits established at the end of each academic term, according to the table below:

**Tables for Satisfactory Academic Progress in Professional Certificates:**

TERMS	1ro	2do	3ro
<b>24 CREDITS</b>	<b>8</b>	<b>16</b>	<b>24</b>

TERMS	1r	2do	3ro	4to
<b>36 CREDITS</b>	<b>8</b>	<b>16</b>	<b>24</b>	<b>36</b>

TERMS	1r	2do	3ro	4to	5to
<b>38 CREDITS</b>	<b>8</b>	<b>16</b>	<b>24</b>	<b>32</b>	<b>38</b>

TERMS	1r	2do	3ro	4to	5to
<b>42 CREDITS</b>	<b>8</b>	<b>16</b>	<b>24</b>	<b>32</b>	<b>42</b>

TERMS	1r	2do	3ro	4to	5to	6to
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48 CREDITS	8	16	24	32	40	48
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All students must have a minimum cumulative academic average (GPA) of C (1.60) at the end of each term and maintain no less than 67% of approved credits that they have attempted each time they are evaluated. In addition, you must complete your study program in a maximum time of 1.5 times the duration of this to obtain your Professional Certificate. Assessments are done at the end of each term. In any case, students will be required a minimum academic index of 2.00 at the time of conferring the corresponding professional certificate.

***Students Registered with Partial Load in Professional Certificates***

Students with partial academic load in the Professional Certificates must maintain a cumulative academic average (GPA) of “C” (1.60 GPA) at the end of each term and maintain no less than 67% of approved credits that they have attempted each time is evaluated. Assessments are done at the end of each term. In any case, students will be required a minimum academic index at the time of conferring the corresponding professional certificate.

***Withdrawal Policy***

When a student withdraws from a course, they are considered as attempted and unapproved credits when determining if the student meets 67% of approved credits, as required in the Satisfactory Academic Progress Policy.

***Registration Procedure After an Administrative Withdrawal***

This registration procedure is established as a general guide that allows the student to request registration in courses from which an administrative withdrawal has been awarded and establish an effective communication process in this regard between Registrar, Teacher, and Counselor:

1. The student requests registration in courses that have been administratively withdrawn.
2. The student visits the Registrar’s Office to complete the Application for Registration in Courses (FICPR-194) thus authorizing the process.
3. The Registrar notifies the corresponding teachers and the Counselor of the student’s Application for Registration in Courses by email, indicating that the student is returning to classes. It will include a copy of the Request in the email.
4. The Registrar signs the application and proceeds to activate the courses in Jenzabar, according to the established procurements will be required a minimum academic index at the time of conferring the corresponding professional certificate.

***Repeated Course Policy (REG04-0613)***

When a student repeats a course, only the highest grade obtained is considered to calculate their academic average. However, every time the course was attempted it will be considered when evaluating the maximum time, the student has to complete his Professional Certificate or Associate Degree. The student can repeat a course to improve the grade of this one-time payment, with Title IV funds. A student obtaining a grade of “F” may repeat the course with Title IV funds as many times as necessary until reaching a satisfactory grade, if it complies with the Satisfactory Academic Progress Policy established by the Institution. Any student who wishes to repeat a course to improve their grade and earns an “F” on their grade may not repeat the same course with Title IV funds.

### ***Maximum Time to Complete the Study Program***

All students with a full academic load must complete their study program in a maximum time of 1.5 times its duration to obtain their Associate Degree or Professional Certificate. Failure to comply with this stipulation will result in the student being suspended and ineligible for Title IV funds for the remaining period of the study program. If the student understands that overwhelming force conditions prevented him from complying with the policy, he must follow the appeal process.

Transfer students whose credits are validated will be counted the same as attempted and approved, when evaluating or determining if they are meeting the maximum time.

### ***Program Change***

Any student interested in changing from one program to another will complete the Application for Program Change, make the corresponding payment at the Reception Office, and deliver it to the Registrar's Office.

There are two levels of programs in the Institution, namely: Associate Degrees and Professional Certificates. When a student changes to a program belonging to a different level from their previous program, their accumulated general average (GPA) is considered non-existent for the purposes of the new level where a new average will be accumulated. This means that the accumulated general average (GPA) of one level does not affect the accumulated general average (GPA) of the other level. Nor is the average from the previous level used when evaluating whether the student complies with the Satisfactory Academic Progress Policy at the new level. When a student changes to a program belonging to the same level of his previous program, his accumulated general average (GPA) will only consider the marks obtained in those courses of the previous program that are also part of the program to which he was changed. The other courses taken in the previous program are not considered neither to determine the accumulated general average (GPA) nor when evaluating whether the student complies with the Satisfactory Academic Progress Policy.

In neither case are the courses of the previous program, which are not part of the new program, considered when evaluating whether the student complies with the Satisfactory Academic Progress Policy.

If a student is interested in requesting a third program change, the authorization of the Campus or Additional Location Director will be required.

### **Grading Scale:**

<b>Average</b>	<b>Note</b>	<b>Points System</b>
<i>4.00– 3.50</i>	<b>A</b>	<i>4</i>
<i>3.49- 2.50</i>	<b>B</b>	<i>3</i>
<i>2.49- 1.60</i>	<b>C</b>	<i>2</i>
<i>1.59- 0.80</i>	<b>D</b>	<i>1</i>
<i>0.79- 0.00</i>	<b>F</b>	<i>0</i>

## Definition of other Alternate Ratings

- P = Approved
- NP = Did not Approved
- I = Incomplete; It is necessary to cover the course requirements (it is accompanied by the note that would have during the course NOT meeting the requirements: I-B, I-C, I-D, I-F).
- W = Official Withdrawal
- AW = Administrative Withdrawal
- TC = Validated Course
- R = Repeated Course
- CE = Course approved through Flexible Access alternatives
- WLA = Administrative withdrawal due to lack of academic activity
- LA = Leave of Absence
- DS = Disciplinary Suspension

### Incomplete Policy (REG04-0608)

The incomplete corresponds to an evaluation that was not completed for various reasons. When calculating the cumulative general average (GPA) of a student who has an incomplete, the grade that accompanies the “I” is used as the grade obtained in that course, until the incomplete is removed.

This average will be used to determine if the student is making academic progress. To remove the incomplete, the student will contact the teacher of the course or, in his absence, the Registrar and will reach an agreement. The student must remove the incomplete within the semester or academic term following the verbal or written notification. The rule will apply, even if the student in question is or is not enrolled in the Institution in the following semester or academic term. The Campus or Additional Location Director may authorize the extension of the incomplete removal period.

The average obtained with the grade of incomplete "I" will be used to determine if the student meets Satisfactory Academic Progress (SAP). After removing the incomplete, the academic progress will be recalculated to determine if the student is in fact complying with it.

If the incomplete is removed after the recommended date and the student decides to appeal his academic status, even if the decision is favorably considered, the student may have to wait an academic term to resume his studies.

Supervised Internship courses that the student does not complete will receive an Incomplete with “F” (“I-F”), regardless of the grades the student has taken up to that moment or how many hours of Internship they have completed. Once the student meets all the requirements of the Supervised Internship course, his average is calculated in the traditional way on a scale of four (4) points.

Incompletes who are not finally removed will receive the final grade, which accompanies the incomplete. If any student candidate for graduation obtains an incomplete in the semester or academic term prior to the graduation ceremony and wishes to be recognized for their academic distinction, they must remove the incomplete within 30 days before graduation.

If the incomplete corresponds to a suspension or a conditioned evaluation for valid reasons, the student will complete form FICPR154, Request for Incomplete Removal and will contact the course teacher to reach an agreement on how the incomplete can be removed. The student must remove the incomplete within the semester or academic term following the notification of incomplete. This rule will apply to all incomplete students who are or are not registered in the next semester or academic term.



### ***Grades Review Procedure (REG04-1218)***

This procedure is a general guide that allows the student to request a Grade Review or appeal the decision made in this regard if they disagree with the grade (s) received (s) in their courses.

1. The student has an academic term to request a grade revision of courses taken in the previous term.
2. To request a grade review, the student must visit the Registrar's Office to complete the Request for Grade Review form (FICPR-156). In the Reasons section, it will explain the reasons for requesting it.
3. The Registrar delivers the Request to the Academic Coordinator so that he contacts the professor of the course for which the student claims the grade revision.
4. The Professor will be obliged to carry out a verification of the works and exams that the student presented in order to demonstrate the grade that the student obtained in the course. If the Professor is not working in the Institution, it must be contacted by the Academic Coordinator to request verification of the grade obtained. If he is not available to carry out the process because he is not hired at that time, he must submit the evidence to the Academic Coordinator and the Enclosure Director or the person designated by him will authorize the change, if applicable. It is vital for the faculty to know that they must maintain evidence of student work and exams for at least six months after the end of each academic term.
5. The response to the Request for Grade Review must be notified to the Registrar's Office no later than 30 working days, after the student has requested it.
6. After the evaluation has been carried out, if a revision of the note is appropriate, the teacher, the Enclosure Director, or the person designated by him, if the teacher is not available, fill out form FICPR-156 in the spaces provided to certify the change, if applicable, and delivery to the Registrar, no later than 30 working days, after receiving the request.
7. If required, the Registrar makes the corresponding changes in the student's academic record and communicates the result of the request to the student.

### ***Appeal Process***

1. If after re-evaluating the grade obtained, the teacher indicates that the change to the awarded grade is not applicable, and the student still disagrees with it, he / she has the right to carry out an appeal process, which is detailed below:
  - 1.2.1 Presents an appeal letter to the Registrar's Office, explaining their disagreement with the decision made and requesting that the Campus or Additional Location Director, or the person designated by him be able to evaluate the case.
  - 1.2.2 Once the letter of appeal is received, the Registrar delivers it to the Campus Director, or to the person designated by him, who evaluates the student's request. The professor provides the necessary documentation to the Director or the designated person for the pertinent evaluation.
  - 1.2.3 If necessary, the Enclosure Director, or the person designated by him may interview or quote the professor and the student to obtain more information.
  - 1.2.4 The Campus or Additional Location Director, or his designee shall issue his decision to the Registrar's Office in writing no later than 10 business days from the date he receives the appeal letters. The decision will be final and firm.
2. If the decision causes a modification of the note, the Registrar will proceed to carry out the review. The revised final grade must not be less than the one originally obtained by the student.
3. The Registrar will summon the student to communicate in writing the result of the appeal. The information and the outcome of appeals must be kept strictly confidential.

### ***Institutional Standard for the Authorization and Certification of Directed Courses (REG04-0600N)***

Directed study is a non-traditional educational practice to be used with the prior authorization of the Campus Director. It constitutes a privilege and an opportunity that the Institution grants to its students to complete courses that are not currently offered in the traditional way. This is based on an approach of personalized instruction of shared responsibility between student and teacher, both are required to meet in person, at least one (1) time per week. When implemented, it is rigorously conducted to achieve standards and competences that result in educational quality.

The Director of the Locality may authorize the modality of courses for directed studies if:

- You are a graduation candidate and need the course to graduate and / or to fulfill the order of your curriculum sequence.
- You need the course as a prerequisite for your next courses.
- Complies with the Institutional Academic Progress Policy.
- You have an attitude of commitment to your studies.
- There is a course in this modality.

The Director of the Locality reserves the right to provide this privilege in the following circumstances:

- The requested course is available as a regular day or night course.
- The student requested a withdrawal from the course on one or more occasions.
- The student did not pass the course previously.
- The student refused to have a regular academic load in any semester of his academic program.

### ***Leave of Absence Policy (LOA, REG04-0609)***

The student can request a license to be temporarily absent from the Institution if he has Satisfactory Academic Progress (SAP). Therefore, the Institution may grant a Leave of Absence (LOA), for the following circumstances:

1. Prolonged illness, temporary disability, or maternity.
2. Death in family or family illness.
3. Drastic change in the economic situation of the family.
4. Accident-causing temporary disability.
5. Military service.
6. Appearance in court or schools during election periods.

The student must complete the Student Form for Leave of Absence (FICPR-97) found in the Registrar's Office and submit documentation that supports the reason for the request such as: medical certificates, written statement of the student, among others that apply. Once the leave of absence is approved, a permit of up to 180 days will be granted to rejoin the Institution. The student may apply for this license only once per academic year.

This license does not entail economic charges for the student. This will be oriented around the effects or consequences of Title IV financial aid.

The student will not be academically penalized for this interruption, so the Institution agrees to offer tutoring services and academic assistance in the subjects for which they are enrolled once they are reinstated on the agreed date. However, the student will be responsible for the material covered in the courses. If you do not return to the Institution, the official withdrawal date for that term will be the date the requested license began. Returning later than the end of the term, the student will earn a LOA

(Leave of Absence) grade in all courses. All Leave of Absence will be authorized only by the Campus or Additional Location Director.

Veterans' benefits will be stopped when a leave of absence is granted. Once the student returns to class, they can continue enjoying these benefits.

***Policy on Protection of Higher Education Students Activated by the Armed Forces or National Guard.***

ICPR Junior College, in its commitment to facilitate the protection of students activated by the Armed Forces or National Guard, allows the student to request or be assigned a Leave of Absence, as established in the Regulations Approved by Certification No. CESPR 2008- 065.

***Attendance to Classes***

ICPR Junior College does not have a policy of taking attendance, therefore the responsibility for attending classes rests with each student. All students who are absent from classes will be responsible for catching up on their work complying with academic activities, as established by their teacher. Any student who does not comply with the required academic activities could be affected by their academic progress, which may be cause for an administrative withdrawal.

***Academic Activity Participation***

The faculty communicates with the student to promote their participation in the academic activities of their course. Cases that warrant special attention will be referred to the Counseling Office, or to the official designated by the Institution for the corresponding follow-up.

***Final Qualifications***

At the end of each academic term, the student will have access to their final grades through the MYICPR portal or request them at the Registrar's Office. Any student who believes that an error has been made on their report or that they have not received their report card should contact the Registrar's Office. The time available to make your claim will be during the next semester in which the alleged error was made.

***Validation in Case of Transfer (REG04-0607)***

The credit validation policy at ICPR Junior College is governed by the following statutes:

1. The applicant must have completed post-secondary studies at an accredited institution.
2. The applicant must meet all admission requirements.
3. Request an official transcript of credits from the post-secondary institution of origin, which will be sent by mail directly to the Registrar's Office.
4. The content of the subjects that are validated must correspond to the content of the courses that you wish to validate with the Institution, the credits must be of a number equal to or greater than that of ICPR. The credits of the general, related and concentration courses validated must have been approved with a grade of "C" or more. The courses of Internship must have been approved with a grade of "B" or more. The register may request a copy of

the catalog of the institution or institutions of origin with the description of the courses you wish to transfer.

5. Approved credits with the same academic content and rigor will be validated within a period not exceeding ten (10) years. The credits to be validated in the Information Systems specialization area must have been obtained in a period not exceeding five (5) years, before the date of the transfer.
6. If you are a former student of ICPR Junior College or graduated from an undergraduate program or graduated from another institution, the period will be limited at the discretion of the Campus Director.
7. Grades earned at other postsecondary institutions will not count toward the overall average. Validated courses will be considered as credits attempted and completed, for which they will be considered to determine Satisfactory Academic Progress.
8. In the case of a course from a post-secondary institution of origin that has a higher credit value than ours, the course will be validated with the number of credits from our Institution. If the number of credits is less, it will not be validated.
9. A transfer student will normally be validated up to 33% of the total credits of the program to follow. An ICPR Junior College graduate may validate up to 50% of the credits of the program to be followed.
10. All students who have completed a certificate may choose to request the validation of the courses individually or in their entirety to an academic program of a Higher Level (Associate) as long as their content is of the same rigor and corresponds to the less to a Higher Level program than those existing in the Institution. Similarly, Associate to Associate, Associate to Certificate, Certificate to Certificate and Certificate to Associate courses may be validated.

### **Flexible Academic Access**

The Flexible Academic Access program at ICPR Junior College aims to allow the student to accelerate their study program by validating learning experiences, challenging courses, tests to evaluate performance, among others. To request Flexible Academic Access, the student will complete form FICPR-138, Request for Flexible Academic Access Mode and will validate their learning through one of the following experiences:

1. *Validation of Courses:* Courses approved by a student may be considered individually to be validated in a program of another or the same level. They will be considered if the courses that are validated are part of at least one of the programs offered at the Institution and have the same content and the same rigor.
2. *Validation by Challenge Exams:* Consists of challenging the course content through an exam. This will be done as long as the appropriate medium and scale exists to check the expected run level of 70%. The student must request the challenge exam option at the Registrar's Office. The student may take the exam only once. The exam will be prepared by

members of the faculty of the Institution. As an institutional rule, a course in which the student has previously enrolled and attended cannot be challenged. In addition, to request the exam, the student cannot be enrolled in the course to which intends to challenge. The challenged courses will be considered within the maximum of 33% or 50% (as applicable) of validation allowed. The approval of these courses does not affect academic average, but approved credits do. Once approved, the credits will be identified by CE in the transcription of credits.

3. *Validation by Tests for the Evaluation of Execution:* It consists of validating a course by tests for the evaluation of execution in the courses of keyboarding, computer repair, conversational English, procedures in laboratories in areas of medical billing, among others. Once approved, the credits will be identified by CE in the transcription of credits.
4. *Accreditation for Previous Learning for the Internship Course:* It consists of allowing the student with experience in the labor field the opportunity to demonstrate that they have the skills and experiences in the labor field, in this way they can request that their years of experience be validated for their internship course. Once approved, they will be identified by CE on the credit transcript.

The evaluation and experience for validation purposes will be carried out by a professor from the Institution, a specialist in the discipline. To validate the Internship, it is required that the student have at least three (3) years of related experience.

Requirements:

- a. The student indicates in the Registrar's Office his interest in requesting Accreditation for Previous Learning for the Internship Course.
- b. The Campus Director or assigned resource, interviews the candidate, and requests the documentation.

The documents to evaluate the request are:

- a. Employment certification that evidences time and functions in the position.
- b. Copy of the Duties and Responsibilities Sheet.
- c. Copy of evaluations by supervisors.
- d. Evidence of professional development (Portfolio, Certificates of Participation, Licenses, and others), at the discretion of the Campus Director.

### ***Honor Roll***

Once a year, the ICPR Junior College Honor Roll is published, made up of students who have a cumulative average of at least 3.50 (GPA) and no less than 12 credits approved. These students receive recognition at a special ceremony held for this purpose each year.

### ***Graduation Requirements***

Students in the different programs must request graduation using the Graduation Request Form

(FICPR-75) no later than the date indicated in the academic calendar. To obtain an Associate Degree or Professional Certificate at the Institution, the student must:

1. Complete the academic requirements indicated in the curriculum of the study program of which the student is a candidate for graduation.
2. Achieve an overall average of 2.00 (GPA) points.
3. Have passed each concentration course and related courses with a minimum grade of “C” and a grade of “B” in the Internship courses, general education courses may be approved with a minimum grade of “D” in the Associate Degrees. In the Professional Certificate programs have passed all their courses with a minimum grade of “C”.
4. When the student does not accumulate the minimum graduation average, he may repeat with Title IV funds, only once, those courses in which he obtained low grades to reach the required average, taking into consideration that he must meet academic progress. If it is necessary to repeat courses more than once, it will be considered as private payment. The courses in which you obtained a grade of “F”, you can repeat them with Title IV funds as many times, as necessary, as long as you comply with the Satisfactory Academic Progress Policy and do not exceed 600% of the utilization of your Pell Grant.
5. By prior agreement between the Campus Director and the Director or Dean of another university institution, an ICPR Junior College student may take another course in another institution to complete the graduation requirements, with prior written authorization and approved by both institutions. At the end of the semester, the student will file with the other institution an official transcript of the course with the grade obtained and the value in credits. This will be included in the student's file and will be credited to complete their graduation requirements: it will not count towards the accumulated general average.
6. The graduation acts are carried out in person or virtually if a situation of force majeure so warrant.

***Graduation Requirements for the Associate of Science Degree Program in Diagnostic Radiological Technology***

1. Complete the academic requirements indicated in the curriculum of the study program.
2. Maintain a 2.00 GPA.
3. Have passed each concentration course with a minimum grade of “C”.
4. Have passed the clinical Internships with a minimum grade of “B”.
5. When the student has not accumulated the minimum graduation average, he/she may repeat with Title IV funds, only once, those courses in which he/she obtained low grades.
6. Students and graduates of this program must meet the current requirements of the Examining Board of Diagnostic Imaging Radiologic Technologists and Radiotherapy Technologists of Puerto Rico in order to revalidate and obtain the license or certification that authorizes them to practice their profession in Puerto Rico.

### ***Awarding of Honors for Associate Degrees***

*Summa Cum Laude* - Awarded to a student who reaches an academic average between 3.90 and 4.00 upon graduation.

*Magna Cum Laude* - Awarded to the student who at graduation reaches an average between 3.60 and 3.89.

*Cum Laude* - Awarded to the student who at the time of graduation reaches an average between 3.50 and 3.59.

### ***Awarding of Honors for Professional Certificates***

*High Honor* - Awarded to the student who at the time of graduation reaches an average between 3.80 and 4.00.

*Honor* - It is awarded to the student who at the time of graduation reaches an average between 3.50 and 3.79.

### ***Awarding of Diplomas***

ICPR Junior College will keep the diplomas for one year. After that time, they will be placed in the file of each student. The student will complete the Diploma Application Form (FICPR-90), which must be signed by the Registrar, the Bursar Office, and the Information Resource Center (CAI). Photo identification is required when picking up the diploma. Written authorization and photo identification are required if someone else picks up the diploma.

### ***Policy on Programmatic Offer and Degree Completion Guarantee (REG04-0610)***

The primary purpose of ICPR Junior College, in accordance with its philosophy, mission and vision, is the commitment that every student is assured of maintaining the academic offer and is guaranteed the opportunity to finish the degree in the event of closure of a program of study. If the Institution decides to terminate a programmatic offer, each student enrolled at that time is guaranteed that they will be able to complete the offer in the traditional way or by the variant of directed courses until the student completes the study program.

If a student abandons his studies for a semester or more, he must comply with any modification that the Study Program in which he was previously enrolled has undergone, including its potential closure (closure, elimination).

### ***Official Withdrawals***

Official withdrawal means the request by the student for the courses enrolled in an academic session. The calendar of an academic session indicates the business period for making partial or total withdrawals. To request withdrawal from the program, the student must receive due authorization from the official designated for such purposes, or from the Campus Director.

The Withdrawal Request Form (FICPR-53) without academic penalty, must be filed with the Registrar's Office within the term established by the academic calendar. When the student decides to withdraw from the Institution, they must notify the Office of the Professional Counselor or Registrar, completing the corresponding form. Regarding the courses in which you have officially enrolled, you

must complete the process of total withdrawal and satisfy in Reception the financial obligations that you had pending at the time of withdrawal. The withdrawal is official when it receives the approval of the Registrar.

### ***Administrative Withdrawals***

The administrative withdrawal is one that the Institution awards without prior request from the student. It is used in those cases in which the student does not sign the Census II, an academic activity carried out after sixty percent (60%) of the academic term. It is also awarded in those extraordinary and special cases such as: expulsion, disciplinary suspension, imprisonment, or death. Any administrative withdrawal will be authorized only by the Campus Director.

### ***Administrative Withdrawal for Lack of Academic Activity (WLA-Withdrawal Lack of Academic Activity)***

Withdrawal due to lack of academic activity occurs when a student, at some point after the II Census, ceases to have academic participation in all their courses. In that case you are awarded a WLA.

### ***Withdrawal Determination Date***

The institutional policy establishes the withdrawal determination date as the date on which the Institution became aware of the existence of the withdrawal. For administrative withdrawals, in those cases in which the student stopped participating in academic activities after sixty percent (60%), the withdrawal date is in the last week of Census II. Registration Cancellation Policy (REG04-0603)

The student's registration may be canceled under the following circumstances:

1. The student does not participate in any academic activity in his classes and informs the Registrar's Office of his desire to voluntarily cancel his registration.
2. The student stopped participating in academic activities during the signature collection process for the first Census and the teachers notified the Registrar's Office. The Registrar's Office will initiate the Total Cancellation process.
3. The student did not participate in the academic activities of a particular class during the signature collection process for the first Census and the teacher notified the Registrar's Office. The Registrar's Office will proceed to carry out the process of Partial Cancellation of the course before the first Census and the Finance and Accounting Office will proceed to make its respective registration cost adjustment. The Financial Aid Office will make the adjustment in the allocation of financial aid.

All students who have a Total Cancellation of their tuition during the first two weeks of class will be reimbursed 100% of the payment of the cost of the term, less 5% of administrative expenses of the cost of instruction or \$100, which be less. If said student wishes to return to study at the Institution, he will be classified as a new student or readmission accordingly. The Institution will carry out the process of return of funds (Return of Title IV), where applicable.



# BURSAR

## COSTS OF CERTIFICATE PROGRAMS AND ASSOCIATE DEGREES

As of September 2021, the new program costs are:

<i>Associate Degree and Professional Certificates - 12 credits or more per academic term.</i>	<b>\$ 3,400.00*</b>
<i>Other Associate Degree Programs and Professional Certificates (Associate Degrees in Nursing Science, Diagnostic Radiological Technology and Business Administration in Gastronomy. Professional Certificates in Adult Patient Care, Practical Nursing, Pharmacy Technician, Culinary Arts, Dental Technology, Baking and Bakery Commercial)</i>	<b>\$ 3,580.00*</b>

*Note: Upgrade, labs, Internship, and graduation fees are already included in these costs.*

***Fees***

Readmission fee	\$25.00
Additional fees:	
Official Transcript of Credits or Certifications	\$ 2.00 per document
ID Card Duplicate	\$ 5.00 per card
Challenge Exams	\$ 50.00 per exam
Internship Validation	\$ 100.00
Program Change	\$ 10.00
Cancellation of Registration	\$ 100.00
Online Degree Verification	\$ 5.00
Online Attendance Dates	\$ 5.00
Online Credit Transcript	\$ 2.00
Copy of Tuition	\$ 2.00
Returned Check	\$ 25.00
Collection Agency Fee	\$ 30.00

***Collection of Enrollment Drops Policy in Cases of Total Withdrawal as of the Third Week of the Beginning of Classes (REC04-0700)***

The withdrawal process will begin when the student requests it by completing Form ICPR-53 (Request for Partial or Total Withdrawal) or when the Institution is aware that the student will not return. If the student withdraws completely in the third week after the beginning of classes onwards, the collection policy will be applied according to the program the student is enrolled in.

## ASSOCIATE AND CERTIFICATE DEGREE PROGRAMS

<i>Credits</i>	<b>3<sup>rd</sup> &amp; 4<sup>th</sup></b>	<b>5<sup>th</sup> through 8<sup>th</sup></b>
	50%	100%
<i>12 or more</i>	\$1,700.00	\$3,400.00
<i>9 – 11</i>	\$1,275.00	\$2,550.00
<i>6 – 8</i>	\$850.00	\$1,700.00
<i>5</i>	\$515.00	\$1,030.00
<i>4</i>	\$412.00	\$824.00
<i>3</i>	\$309.00	\$618.00
<i>2</i>	\$206.00	\$412.00
<i>1</i>	\$103.00	\$20.00

## OTHER ASSOCIATE DEGREES AND PROFESSIONAL CERTIFICATES

Professional Certificates: Practical Nursing, Culinary Arts, Dental Technology, Pharmacy Technician, Pastry and Commercial Bakery.

Associate Degrees: Nursing Sciences, Medical Sonography, Diagnostic Radiological Technology and Business Administration in Gastronomy.

<i>Credits</i>	<b>3<sup>rd</sup> &amp; 4<sup>th</sup></b>	<b>5<sup>th</sup> through 8<sup>th</sup></b>
	50%	100%
<i>12 or more</i>	\$1,790.00	\$3,580.00
<i>9 – 11</i>	\$1,342.50	\$2,685.00
<i>6 – 8</i>	\$895.00	\$1,790.00
<i>5</i>	\$522.50	\$1,045.00
<i>4</i>	\$418.00	\$836.00
<i>3</i>	\$313.50	\$627.00
<i>2</i>	\$209.00	\$418.00
<i>1</i>	\$104.50	\$209.00

## FINANCIAL AID

### **Federal Funds Return Policy (AEC04-0300)**

Federal Financial Aid funds are reimbursed to the Federal Department of Education in accordance with the following policy:

The percent of federal aid returned is equal to the number of calendar days remaining in the term (semester) divided by the number of days in the term. Federal aid is not reimbursed if the student completes more than 60% + 1 of the term. If the student had to return federal aid; the student is considered to be overpaid, therefore, is not eligible for additional federal aid until the corresponding amount is paid. If the student receives more federal aid than the amount recorded in his account, after being withdrawn (post-withdrawal), the student is entitled to a refund. Pending tuition fees will be deducted from this refund and if there is a remainder, the student will be disbursed.

### **Verification Policy (AEC04-0303) and Verification Process**

Financial Aid officers at ICPR Junior College will collate the required information from those students chosen for verification by the Federal Department of Education. The student who was chosen for verification will be notified by verbal and written communication.

The information to verify will be family composition, number of students enrolled in a post-secondary institution, adjusted gross income, determined tax, number of people claimed, alimony received and paid, some income not subject to contributions and benefits received. In addition, the student must provide evidence of completing high school and present valid photo identification (Driver's License, Election Card, or passport). This applies to those students who receive federal funds, such as: FPELL, FSEOG, FWSP and state funds from the Postsecondary Institution Board (JIP, by Spanish acronym).

The Financial Aid officer may request additional documents to understand if necessary, or if there is any conflict with the information provided by the student. The required documentation must be delivered by the student before the expiration of the second census. Failure to deliver the documentation on the date indicated, the student will not be able to receive federal financial aid, and it will be considered direct payment.

If at the time of performing the verification process it is found that there is a conflict with the information provided by the student, the student or the Financial Aid Officer will correct it in the system. (Will be corrected by the student at [www.fafsa.ed.gov](http://www.fafsa.ed.gov) or by the Financial Aid officer in the CPS system). If, because of said correction, a change in the student's eligibility results, the Financial Aid Officer will notify the student of said change by written communication. If an overpayment arises because of the student's change in eligibility, the Institution will return the funds to the Federal Department of Education.

### **Disbursement Policy for Books and Materials (FIN04-0401)**

ICPR Junior College discloses its disbursement policy for books and materials as established in Federal Regulation 668.164 (i) effective July 1, 2011.

1. To receive the disbursement of books and materials, the student must meet the following requirements, within ten (10) days of the first day of school:
  - a. Have completed the eligibility requirements.
  - b. If you were chosen for verification by the federal government, have completed said process.
  - c. Have resolved some conflicting information reported by the Federal Government in ISIR (“C code”).
  - d. Have a credit balance after the award, in the enrollment process, of Title IV aid.
2. If the student meets all the requirements, may receive during the first seven (7) days of the payment period, an amount for books and materials established in the cost of attendance (informed in the award letter) or what the balance has credit in your account, whichever is less; according to the award of Title IV aid. This disbursement to the student will be made by institutional check.
3. Any other credit balance in the student's account that does not come from Title IV grants will be refunded on or before fourteen (14) days after the credit is created, as long as the student has not authorized the balance to be applied to future registrations.

## **FINANCIAL AID PROGRAMS**

What types of Financial Assistance are available?

### **SCHOLARSHIPS**

Free Financial Aid Programs to cover study expenses, which do not require reimbursement or work.

#### ***Federal Scholarships***

The Federal Pell Grant, unlike a loan, does not have to be repaid by the student. The Federal Pell Grant, established by the Education Amendment of 1972 (Public Law 92-318), is awarded only to undergraduate students who have not completed the academic requirements of a baccalaureate or other professional degree and who have not exceeded the maximum time allowed to complete a first baccalaureate (150%). At ICPR Junior College, the maximum time allowed is measured according to the duration in credits of the study program.

To determine student eligibility, the Federal Department of Education uses a standard formula, established by Congress, to evaluate the information the student submits when applying. The formula produces an Expected Family Contribution (EFC) number. The Student Aid Report (SAR) contains this number located at the top right of the first page. This number is used to determine how much scholarship the student is eligible according to their cost of education and academic load.

The student applies for the renewal of the Federal Pell Grant annually and is available to students with an academic load of less than part-time (1 credit). Credits in which the student is enrolled and do not correspond to their program of study are not eligible for the Federal Pell Grant payment. The student cannot receive Federal Pell Grant funds in more than one educational institution at the same time.

#### ***Federal Supplemental Grant (FSEOG)***

It is available to students who demonstrate extreme financial need and are recipients of the FPELL

Grant with an Exceptional Expected Family Contribution (EFC). The amount to be received varies depending on the financial need of the student and the amount of available funds to be granted by the Institution. This aid is a complementary federal scholarship that is offered to low-income students, based on available funds. Because it is a scholarship offered by the Federal Government, the student does not have to return it. To qualify, the student must be enrolled at least half-time (6 credits) and have an expected family contribution (EFC) of 0 on the answer to the Federal Pell Grant.

### ***Federal Work and Study Program (FWSP)***

Under this program of the Federal Department of Education, ICPR Junior College can offer students part-time employment, which allows them to pay part of their educational expenses. In allocating this aid, your class schedule, satisfactory academic progress, and financial need will be considered.

The payment will be equivalent to the federal minimum wage. You will be paid at least once a month, according to the hours worked. To the extent possible, the student will be assigned a job that is related to their field of study. The student may not exceed the assigned hours, work on class hours, or affect their academic progress. If the student agrees, will sign an agreement to pay the tuition debt, if any.

### **STATE SCHOLARSHIPS**

The funds come from the General Fund of the State Treasury of the Government of Puerto Rico to be administered and distributed through the Council of Education of Puerto Rico (formerly the Council of Higher Education of Puerto Rico), if available.

### ***Scholarship Program for Students with Academic Talent***

The purpose of this program is to benefit students with financial need and academic talent. This scholarship aids students with an annual family income not to exceed \$ 15,480.00, who are enrolled in a full-time vocational technical program, associate degree, or baccalaureate with an overall average of 3.00 (GPA) or more. The Institution will assign students an amount for the entire fiscal year equivalent to representing three (3) undergraduate credits, the graduation requirement of the program in which the student is enrolled for a maximum total of \$ 600.00. Between the two parameters: cost of three undergraduate credits and \$ 600.00, whichever is less.

### **Institutional Scholarships**

#### ***Security Scholarship***

This is an institutional security scholarship offered to students who qualify. Scholarships are awarded by term and the total of each scholarship is \$ 200.00. The scholarship is applied to the total payment of tuition and / or fees at the end of each term. The student performs around fifty (50) hours per term of functions according to the Responsibilities Guide for Security Personnel. Each Director selects and authorizes the students to be awarded said scholarships. The number of scholarships to be awarded shall not be greater than one for everyone hundred (100) or fraction of one hundred students enrolled in each Campus or Extension Center.

#### ***Imagine America Scholarship***

ICPR Junior College has joined the Imagine America Scholarship Program. This scholarship is offered through affiliation with Career Education College and Universities (CECU), two scholarships of one

thousand dollars (\$ 1,000.00) each will be awarded to two high school graduate students, from among the participating institutions.

The student is required to have an academic average of no less than 2.50 GPA, once the student is recommended by the principal or school counselor, the scholarship application is sent to ICPR Junior College, who will award the scholarship, subject to the availability of funds and the processing date. The \$1,000.00 scholarship will be awarded to a two-year Associate Degree program. It will be distributed in equal parts during the second and fifth trimester of studies if the student is enrolled full time (12 credits or more per semester or academic term) and meets all institutional regulations.

### **FEDERAL LOANS**

Our Institution does NOT offer federal loans.

### **HOW CAN I REQUEST FINANCIAL ASSISTANCE?**

Access the Internet page [www.fafsa.ed.gov](http://www.fafsa.ed.gov). If you do not have a PIN (Personal Identification Number) you have to request it on that page. This number is received immediately. The federal institutional code of ICPR Junior College is 011940. If you have any doubts or questions to complete this Application, the Financial Aid Officer of your Campus is in the best disposition to help you.

### **WHAT DOCUMENTS DO I NEED TO HAVE TO COMPLETE THE FPELL APPLICATION (FAFSA)?**

1. Evidence of income received for the year preceding your application (whichever applies) Copy of the parent or student's Income Tax Return, as applicable.
2. Certification of income received from Government Agencies (PAN, Public Assistance, Social Security, Veteran, etc.) and Alimony through the Court. Submit an official copy of the documents that are required to corroborate the veracity of the information in my application in case it is selected for the Federal Government Verification Process.

### **ELIGIBILITY REQUIREMENTS TO RECEIVE FPELL SCHOLARSHIP**

1. Be a graduate of High School or its equivalent.
2. File online the application for Institutional Financial Assistance and the Free Application for Federal Student Aid (FAFSA).
3. Meet the eligibility requirements as set forth by the Federal Department of Education, the Postsecondary Institutions Board, and ICPR Junior College.
4. Enroll in a study program leading to an associate or certificate degree.
5. Maintain a Satisfactory Academic Progress (as established in the General Catalogue).
6. Not be in default (Delinquency) of a Student Loan.
7. Be enrolled in the Selective Service (all males between the ages of 18 to 26 years).
8. Comply with the verification process (if apply).
9. Be an American citizen or resident.
10. Not be a debtor of a Federal Pell Grant or FSEOG refund, in any institution.
11. Not being a member of a religious society or order whose main objective is to

promote religious ideas associated with the existence of a supreme being; that it requires its members to renounce any economic income beyond the support it receives from said society and that it requires its members to follow a course of study, or that said society or order provides it with support for the subsistence of its members.

12. Not have graduated from high school or be simultaneously enrolled in any other post-secondary institution.
13. Not having exceeded 600% of the use of the FPell scholarship.

## **THE CAMPUS DIRECTOR OFFICE**

The Director is responsible for ensuring institutional effectiveness in academic and administrative matters of the Town. Among its functions are supervising the administrative staff, the faculty, and related areas such as: the teaching-learning process, that the staff offer a quality service and that the services that are contracted externally (security services and maintenance services) meet the expectations of our students.

In addition, the Director will intervene and take action in those cases in which it is pertinent for the benefit of the student and in compliance with institutional rules and policies.

## **COUNSELING OFFICE**

The Counseling Office offers the student community comprehensive academic, personal, and vocational guidance services, as well as channels the situations or needs presented by them or referred by the faculty. Students are oriented in the first week of class about the services offered by the Office and in the same way, these are disclosed through the Student Manual, Institutional Catalog, the boards, and common areas of each location throughout the academic term.

ICPR Junior College's counseling program has as its main objective the comprehensive development of the student. Work together with the student on their intellectual growth and their individual development as a professional. The program seeks to work directly with the student's needs such as: integration and adjustment to university life, academic achievement and making institutional values their own.

The Counseling Office offers the student general orientation services. The fundamental purpose of the services is to help the student to create an awareness of the importance of educational growth for his/her self-realization.

To achieve this general goal, this office has outlined the following objectives:

- Help the student to conceptualize the perception of her personal values and goals so that she can get to know herself better.
- Contribute to the development by students of a more comprehensive understanding of the nature and purposes of higher education.
- Provide broad knowledge about institutional policy: rules, internal procedures

and guidelines for coexistence.

- Contribute to the planning of educational programs based on the abilities, interests and needs discovered in the students.
- Keep the student informed about her academic progress and at the same time establish a follow-up that allows her to self-evaluate.
- Discover and integrate as effectively as possible the needs and aspirations of the student.
- Disseminate information related to security on the Campus and the informative and preventive program on the use, possession, sale, manufacture, distribution of drugs and improper use of alcohol.

The main services of this office are described below:

SERVICE AREA	SERVICES DESCRIPTION
Academic	Provide an excellent service to the student.
	Orient the student on the academic sequence of the student's program so that he knows the courses and requirements to complete his program.
	Attention to academic difficulties presented by the student or referred by the teacher.
	Provide educational options available for program changes or to continue studies in others.
	Guide the student on Satisfactory Academic Progress to outline action plans that help them continue receiving economic benefits to carry out their studies.
	Coordinate workshops or internal and external activities related to the academic area.
	Coordinate tutoring services which are offered through students of the Study and Work program who are previously evaluated and authorized to perform this function. Tutorials are coordinated by the counselor and supervised by a faculty member.
Personal	Identify and discuss with the student about required areas of personal improvement.
	Coordinate appointments to receive psychological services with the Institution's Psychologist
	Orient the student who requests reasonable accommodation services on the procedures established for these purposes.
	Coordinate workshops or activities related to the personal area
	Provide guidance on available leave due to illness or other matters.
	Provide guidance on specific careers and occupations according to the interests, values, characteristics and abilities of the student.
	Support the student in matters of protection orders and others protected by law. given by a faculty member.
Institucional	Provide guidance on institutional rules, policies and procedures.
	Explain the procedures for filing complaints and the processes for dealing with them.
	Coordination of internal and external educational, social, vocational and sports activities.



	Attention and channeling of academic, personal, and vocational situations according to established institutional procedures.
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## **PLACEMENTS AND INTERNSHIP OFFICE**

The Internship and Placement Office offers services to the student for their placement in an Internship Center and to support them in completing all the documentation and process required as a requirement to complete their certificate or academic degree. In the same way, it supports the student in the search and preparation to be placed in a direct job or one related to the career that he/she completes in the Institution. All services and activities related to Internship and Job Placement are disclosed in person in the classrooms or in the Office and published on the boards and common areas of each location. The services that this Office offers are detailed below:

<b>SERVICE AREA</b>	<b>SERVICES DESCRIPTION</b>
<b>INTERNSHIP</b>	Provide an excellent service to the student.
	Guide students on the processes and documentation of Internship to complete.
	Identify and visit Internship centers either on your own or suggested by students.
	Prepare hiring documents for Internship Centers to deliver to students and renew them if required.
	Have a bank of Internship Centers to offer them to students.
	Manage insurance endorsements for internship centers.
	Establish communication with students, professors who offer Practicum courses and health coordinators to follow up on the placement process of Practicum students and to complete and deliver documentation.
<b>PLACEMENT</b>	Orient students, graduation candidates and graduates about employment opportunities and how to prepare for them.
	Provide support in the preparation of resume and preparation for interview.
	Hold job fairs and activities related to job search and placement.
	Carry out simulated and individualized interviews by programs and in conjunction with the professors who offer Internship courses.
	Post weekly job opportunities on bulletin boards, Facebook page and faculty mailboxes so that students are informed.
	Refer graduates to companies that request job candidates.
	Make visits, calls and send emails to employment sources to offer ICPR as a talent bank for employment opportunities.
	Coordinate workshops for students with internal and external resources on job search topics, appropriate clothing for interviews, preparation of Resume and job interviews, among others.
	Guide on processes and documentation required to take revalidation exams.
	Make calls and follow up with graduates by program to inform them about job offers.
	Offer service of preparation and sending to employers of resume of students or graduates by email, mail, or fax.

	Identify potential non-profit agencies to place work-study students in temporary employment (Community Service and American Reads).
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## **OFFICE OF STUDENT AFFAIRS**

The Office of Student Affairs is responsible for ensuring institutional effectiveness in this area, focusing on registration services, professional counseling, readmissions, retention, tutorials, student activities, Internship centers, and placements.

### **ARTICULATION AGREEMENTS WITH OTHER ACADEMIC INSTITUTIONS**

In accordance with the goals of the Institution, it has formalized Credit Transfer Agreements with several university institutions with the purpose of motivating the student to continue studies towards Baccalaureate degrees. Agreements have been formalized with the following educational institutions:

- NUC University
- Atenas College
- UCB University

## **OTHER INSTITUTIONAL POLICIES**

### ***Student Dress Policy (AES04-0200)***

ICPR Junior College recognizes dress as a form of individual expression. Throughout history the human being has dressed to demonstrate his position in the social group, to advertise his trade or profession, to express pain or joy or to display his attractiveness in the best light.

As an educational institution we are, however, obliged by our mission and philosophy to direct and develop students for the world of work. Part of this professional development includes a commitment to limits of prudence in dress, within the premises of the localities and in the activities sponsored by them. Everyone is expected to dress decently, keeping the image of a university student and future professional.

### ***Non-Discrimination Policy (CUM04-0504)***

ICPR Junior College in compliance with the provisions of the law, protects the civil rights of all components of the university community and prohibits discrimination in the Institution.

We are an inclusive educational Institution and we do not discriminate directly or circumstantially based on race, color, national origin, sex, disability, age, social status, political or religious beliefs in compliance with civil rights laws. Discriminatory acts will not be tolerated.

### ***Title IX***

Title IX of the Education Amendments of 1972 is the federal Civil Rights Act that prohibits

discrimination on the basis of sex in educational institutions that receive federal funds. This law establishes that no person in the United States, for reasons of sex, may be excluded from participating in, being denied benefits, or being subject to discrimination, under any educational program or activity that receives federal financial aid. (Legal basis: 34 CFR Part 106- Nondiscrimination on the basis of sex in education programs of activities receiving federal financial assistance).

In compliance with the provisions of law under Title IX, ICPR Junior College designates a Title IX Coordinator as the primary contact at the Central level and the Professional Counselors of each of the Precincts as responsible for handling complaints based on sex.

***Institutional Security Policy (CUM04-0508)***

ICPR Junior College recognizes that all students, members of the Faculty and Administration, as well as the general public, deserves an environment free of risks to their safety. All criminal activity, actual or potential, is investigated, documented, and reported in order to keep the entire community on alert to the entire university community and provide them with critical information for making prudent and successful decisions.

The Institution maintains statistics and annually publishes the security report on criminal acts on its website [www.icprjc.edu](http://www.icprjc.edu), Intranet page and on the bulletin boards of the Localities. In addition, a daily record of criminal activities is kept for the knowledge of the entire university community. Any person who violates any state or federal statute is subject to disciplinary measures of the Institution or legal actions if applicable.

Additional information is found in the Manual of Security Procedures and Management of Criminal Activities (MANICPR-19).

***Equal Opportunity Policy for People with Disabilities and Reasonable Accommodation Need (CUM04-0503)***

ICPR Junior College has established an institutional policy to serve people with disabilities, which is governed and based on State and Federal Laws. This policy is intended to guarantee equal educational opportunities for our disabled population.

In 1990, the United States Congress passed Public Law 101-336: American with Disabilities Act (ADA), which aims to eliminate discrimination against people with disabilities, guarantee equal employment opportunity, access to public services, and promote the full participation, independent life, and economic self-sufficiency of people with disabilities.

To comply with the requirements of state and federal law, the ICPR Junior College Counseling Office is responsible for coordinating and providing the necessary services to people with disabilities throughout the university community. This office is located in the facilities of each Campus. Each Campus will be governed by this policy, and in coordination with the Campus or Additional Location Director, the Academic Coordinator and the Professional Counselor will ensure compliance with this.

The Professional Counselor will be responsible for planning, organizing, and evaluating all services for people with disabilities who request them. (A copy of the Public Policy and the Manual is available at the offices of the Professional Counselors).

***Policy for Prevention and Intervention Against Sexual Harassment, Bullying and Cyberbullying (CUM04-0502 and AES04-0200)***

Sexual harassment is defined as unsolicited sexual approaches, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- The conduct is carried out as a term or condition for employment, education, living conditions or the participation of an individual in the University Community.
- Accepting or denying such conduct is used as a basis or as a factor in decisions that affect, employment, education, living conditions or the participation of an individual in the University Community.
- Unreasonable conduct impacts employment, academic performance, or creates a hostile or offensive environment for an individual or participation in their University Community.

Sexual harassment is defined by law and includes requests for sexual favors, sexual advances, and other sexual conduct when (1) submission is explicitly or implicitly a condition that affects academic or employment decisions; (2) the behavior is severe or intimidating enough to create an intimidating, hostile, or disgusting environment; or (3) the behavior is persistent regardless of the objection of the person to whom the behavior is directed.

ICPR Junior College will not allow any type of harassment, intimidation or cyber bullying in its localities as established by Law # 37 of 2008. These rules and regulations are intended to provide the student with an adequate study environment, where respect and consideration for other colleagues, teachers and administrative employees, correct use of language in tune with the image of a university student and future professional. employment, education, living conditions.

The consequences of violating this policy are found in the Student Handbook. Any type of punishment against a person who files a complaint or who is a witness in a sexual harassment case is prohibited. ICPR Junior will take the necessary preventive measures to avoid sexual harassment, intimidation and cyber bullying and will apply all necessary disciplinary measures.

***Drug and Alcohol Use and Abuse Policy (CUM04-0510)***

ICPR Junior College in compliance with the provisions of law and with the objective of providing a healthy and safe environment for the university community, prohibits the possession, purchase, sale, manufacture, distribution, and use of drugs declared illegal or the use of alcoholic beverages in their Campuses or Additional Location. For additional information you can refer to the Informative and Preventive Manual on the Use, Possession, Sale, Manufacture, Distribution of Drugs and Alcohol Misuse (MANICPR-8).

***Firearms Possession Policy (CUM04-0507)***

To provide a healthy and safe environment for the ICPR Junior College university community, possession and carrying of weapons within the Campuses or Additional Location is prohibited. We recognize the need to provide a safe environment in our localities, therefore, during working hours and during academic or external activities of the Institution, the possession or carrying of firearms is prohibited. This policy allows an exception when it comes to Law Enforcement Agents, as defined by Law 404 of September 11, 2000, and related amendments and holds a license to possess and carry

weapons. The individual cannot carry the weapon without a cow and must be hidden from the public eye. Any other exception requires a written authorization from the President of the Institution.

Any individual who does not comply with this policy will be considered in violation of this and will carry disciplinary sanctions, as provided in the Institution's Code of Ethics.

***Non-Violence Policy in the Workplace or Studies (CUM04-0506)***

Based on Law 156 of August 5, 1975, "Law on Safety and Health at Work", as amended, and Law 217 of September 29, 2006, "Law on Domestic Violence in the Workplace" and with the objective to provide a healthy and safe environment to the ICPR Junior College community, violence in the workplace or study is prohibited. Any form of violence, whether verbal or physical, by written or electronic means in the workplace or studies will not be tolerated. This policy applies to all the components of the university community, in all its Localities and activities sponsored by the Institution.

***Policy for Students Suffering from Asthma (AES04-0203)***

ICPR Junior College recognizes the right of students suffering from asthma or some related condition that they can self-administer medications in educational institutions, as established by Law # 46 of 2006.

***Policy on Confidentiality in the Use of Social Security Number (AES04-0202)***

To protect the confidentiality of students' personal information and based on Law 186 of September 1, 2006, "Law to prohibit the use of the Social Security number as routine identification in public and private educational institutions from the elementary level through postgraduate", ICPR Junior College, restricts the use of the Social Security number. A student's social security number will not be displayed on their ID card, in a place or object visible to the general public, in a grade publication document, on a list of enrolled students, or any other list given to teachers or administrative personnel, student directory or similar lists, nor will be available to people who do not have the authority or need of access. Exceptions will be considered when, by legal provision, the use of the social security number is specifically compulsory or for internal confidential use for identity verification.

***Policy on the Use of Cell Phones in the Place of Study or Work (CUM04-0509)***

To protect the quality of teaching to students and the productivity of employees, rules are established for the proper use of the cell phone by employees and students in the Institution's localities.

We recognize that the cell phone has become the primary communication tool for students and employees. Seeking that the use of this valuable communication tool is adequate and that interruptions in the teaching-learning and work processes are minimized, the following rules are established:

- Cell phone use includes, among others, calls, text messages, emails, access to social networks, games, and videos, so in the classroom both students and teacher must put the phone in vibration to avoid interruptions during class, however, it can be used as a tool in the teaching-learning process.
- In the workplace, all employees, even those with the Institution's telephone, must demonstrate prudence in using it during working hours. It is important to avoid distractions so that the work of the employee or his partner is not affected.

- It is forbidden, during work or study hours, to access social networks, games, and videos, unless they are for the teaching-learning process. Recording confidential information or taking photos without proper authorization is also prohibited.
- It is prohibited to use the cell phone while driving an Institution vehicle.

### ***Technology Management Security Policy (CUM04-0511)***

To protect the security of the university community, the technological equipment, information systems and the confidential information of the Institution, ICPR Junior College establishes rules to be followed in the correct use of the Internet, computers, and email.

Based on Law 267 of August 31, 2000, known as the "Law for the Protection of Children and Young People in the Use and Management of the Internet," ICPR Junior College understands that access to the Internet is a vital part of academic and administrative activities, so it must be available to the entire university community. The correct use of the Internet network must be in accordance with institutional rules and applicable regulations. The Internet must be used exclusively for the teaching-learning process or to carry out authorized work related to institutional processes. Downloading, viewing, or searching for non-educational or non-work-related material, including material of a pornographic or obscene nature, is strictly prohibited. Violators of this policy will be subject to disciplinary measures that may include up to the separation or expulsion from the Institution.

All information created and stored in computer files is the exclusive property of ICPR Junior College and may only be used for institutional purposes. Authorized users have no expectation of privacy. The Institution reserves the right to inspect computers and systems at any time to ensure their correct use. For additional information on rules, regulations, and disciplinary measures, you can access the Technological Security Policy Manual (MANICPR-27).

### ***Policy for Students with Asthma (AES04-0203)***

ICPR recognizes the right of students who suffer from asthma or any related condition to self-administer medications in educational institutions, as established by Law #46 of 2006.

### ***Accommodation Policy for Pregnant Students of the Diagnostic Radiological Technology Program (REG04-0601)***

ICPR Junior College establishes that a student of the Diagnostic Radiological Technology Program has the option of reporting or not her suspicion or certainty that she is pregnant before starting her Clinical Internship. The Institution, knowing the condition, assures the student the necessary accommodation to meet the requirements of the program, offering several available options, if the Clinical Institution authorizes it. Additional information is found in the General Catalog.

### ***No Smoking Policy (CUM04-0505)***

With the purpose of protecting the health of the university community, ICPR Junior College establishes the No Smoking Policy, based on Law 40 of 1993 of the ELA, known as "Law to regulate the Practice of No Smoking in Certain Public and Private Places". Our policy establishes that no employee, student, or visitor may NOT smoke at the ICPR Junior College Locations or its grounds. In addition, it prohibits the sale and distribution of tobacco or the promotion of its use in the Locations and premises of the Institution, including electronic cigarettes.

### ***Copyright Policy (Copyright CUM04-0500)***

ICPR Junior College with the objective of protecting, recognizing, and disclosing the rights and responsibilities of Intellectual Property of the members of the university community, establishes an Institutional Copyright Policy. This Policy offers support and the necessary guidance for the protection of the rights of teachers, non-teaching employees and students, or whoever is in title of the Institution.

The Institutional Policy on Copyright fulfills the following objectives:

1. Provide a procedure to make protected intellectual work accessible to the public, which is the product of institutional intellectual work.
2. Encourage research and the development of ideas, as well as the publication of research, through proper guidance and advice on how to protect and register Copyright.
3. Define the institutional interpretation on the applicability of the jurisprudence and current regulations, both in the jurisdictional scope of the United States and in that of the Commonwealth of Puerto Rico, on the intellectual product subject to protection under Copyright.
4. Protect the interests of the Institution and guide its employees and students on how to protect their Copyright.

### ***Restrictions Related to Copyright***

The Copyright Act (Title 17 United States Code) controls photocopying or other forms of reproduction of copyrighted resources. Under certain specific conditions in the Law, libraries and archives are authorized to provide photocopies or reproductions. One of these conditions is that the Photocopy or reproduction "will only be used for private study, academic or research purposes" or "Fair Use".

If the user uses a photocopy or reproduction for other purposes that exceed the "Fair Use", it may be processed for infringement of Copyright. Determining what constitutes "fair use" depends on subjective factors. Here are several guides or recommendations to help us determine the "fair use" of a book or work.

Below, you will find a table in which what is considered Fair Use and Not Considered Fair Use in the field of Copyright is established.

CONSIDERED FAIR USE	NOT CONSIDERED FAIR USE
<ul style="list-style-type: none"> <li>• Educational purposes (including multiple copies for classroom use)</li> <li>• Research and academic purposes</li> <li>• Use nonprofit-non-educational institutions</li> <li>• For criticism and comment</li> <li>• For news reports and skits</li> <li>• Educational purposes (including multiple copies for classroom use)</li> <li>• Research and academic purposes</li> <li>• That it is a published work</li> <li>• That the work is based on true facts</li> <li>• Necessary to achieve academic objectives</li> <li>• A small amount in relation to the entire work</li> <li>• The portion that is used is not central or significant, in relation to the rest of the work</li> <li>• The amount is adequate to promote an educational purpose</li> <li>• The user acquired or has purchased the rights to the original work</li> <li>• Does not cause effect significant in the actual or potential market for the work being produced</li> <li>• There is a reasonable procedure to obtain a license for the use of the work.</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial activity</li> <li>• To obtain profit from the use</li> <li>• For entertainment purposes</li> <li>• If used in bad faith</li> <li>• If no credit is offered to the original author</li> <li>• Make it an unpublished work</li> <li>• Works of fiction</li> <li>• Make it a work of high creative content</li> <li>• A large portion or all of the work</li> <li>• The part used is core in the work</li> <li>• You can replace the purchase of the original work</li> <li>• Significantly affects the real market and its derivative works</li> <li>• Numerous copies of the work are made</li> <li>• It was made accessible through the Internet or other public forum.</li> <li>• Repeated or long-term use of the work</li> <li>• Lack of procedures to obtain a license</li> </ul>

All of these guides help us determine the fair use of a work. However, it is recommended at all times to obtain authorization from the author of the work or notify of the intended use of the work.

Information taken from: Certification No. 140, 1992-1993 of the Higher Education Council (currently the Postsecondary Institutions Board) - Institutional Policy on Copyright.

***Health and Safety Standard (CUM04-0501N)***

ICPR Junior College understands that health and safety in all facilities is everyone's responsibility. The individual and collective health and safety of all employees and students is of utmost importance to the Institution. It is the responsibility of the administration, faculty, students, and subcontracted staff to maintain a safe environment. Based on the federal law known as the Occupational Safety and Health Act of 1970, we always promote safety and health in our institutions.

The Director of each Location must ensure that the facilities provide a safe environment. Problems or risk situations observed by any member of the university community or subcontracted personnel, which may affect health or safety, must be reported immediately to the Director of the Location or



person designated to be attended.

Injuries or accidents must be reported as soon as they occur to the Director of the Location or designated person, who will attend to them and notify the Compliance Office and the Human Resources Office. Suggestions and recommendations from all members of the university community are welcome and essential to maintain and promote a safe environment.

***Standard for Purchases, Sales and Distribution of Articles or Printed Material (CUM04-0500N)***

We promote a productive and distraction-free study and work environment, for which any type of purchase, sale or distribution of articles, services or printed material not related to the Institution is prohibited, within its Locations during working hours. This policy applies to both students and employees. The only exception to this rule is any activity promoted by the Institution and authorized by its President. Any type of activity related to the sale, purchase or distribution of articles, services or printed material not related to ICPR Junior College in its locations or premises, by people outside our university community, is strictly prohibited.

***Regulation for Visitors (CUM04-0502N)***

ICPR Junior College establishes that visitors to the Institution's facilities must comply with the policies established for the safety of the entire university community. Among these policies are:

- No Smoking Policy
- Drug and Alcohol Use and Abuse Policy
- Sexual Harassment Policy
- Policy of Not Carrying Firearms
- Policy of Non-Violence in Place of Study or Work
- Policy on Domestic Violence in the Workplace

Visitors must report to the Facility Security Officer to be directed to the reception area for registration. The visitor's presence is limited to the administrative area. If you need access to another area, you must be accompanied by an employee of the Institution. The visitor must be always accompanied by the employee who will assist him. Any strange person observed inside the Institution must be reported to Security, Reception or Administration immediately.

Taking photos of the Institution is not allowed without written authorization from the Location Director. Visitors who do not adhere to the established rules will be asked to leave the facilities or will be escorted out of the facilities.

**DISCIPLINARY RULES**

ICPR Junior College students must observe the institutional rules and regulations (Code of Ethics) that govern their conduct both in the classroom. As in the Access to Information Center or any other structures of the Institution. These rules and regulations are intended to provide the student an adequate study climate, where respect and consideration for other colleagues, teachers and administrative employees will prevail; correct use of language and good dress in keeping with the image of a university student and future professional.

ICPR Junior College honors federal and state regulations that clearly prohibit the use, possession and distribution of drugs and alcoholic beverages. The Institution will provide its students with information

on the Rules and Regulations during the Orientation Week for newly admitted students, in the Student Manual and in the Informative and Preventive Manual on the Use, Possession, Sale, Manufacture, Distribution of Drugs and Alcohol Misuse.

***Violation of Institution Rules***

Any student who alters or violates any of the institutional norms (Code of Ethics) will be subject to disciplinary action by the corresponding Location Director. This official will determine the suspension of the student for a semester, for an academic year or permanently. Any decision may be appealed.

***Right of appeal***

If the sanctioned person considers that he has valid reasons to reconsider the applied sanction, he must request a hearing of his case. This request must be submitted in writing to the Director no later than ten (10) calendar days after the decision is made. The case will be analyzed by a four-member board composed of a representative of the faculty, a representative of the administration, a student representative and the President of the Institution or her authorized representative, who will preside over the reconsideration hearing. The final decision of the board will be made based on analysis and consensus and will be communicated to the interested party no later than ten (10) days after the hearing is held.

## **PARTICIPATION IN ACADEMIC ACTIVITIES AND PUNCTUALITY**

### **PARTICIPATION IN ACADEMIC ACTIVITIES**

Academic participation in classes is required. Responsibility for completing all coursework rests with the student. Any student who does not show academic participation in all his courses will be responsible for catching up on his work, as established by his professor. Lack of participation in academic activities or little participation may affect the student's academic progress and may be sufficient cause for an administrative withdrawal.

The student is responsible for keeping up to date in all their courses and constantly communicating with their professors to meet academic progress. Follow-up will be given by the professor and the Counseling Office to keep the student focused on their courses.

### **Punctuality**

The student will be responsible for complying with the class schedule designated for their courses, for maintaining a constant pattern in which they do not comply with this, the professor will discuss the situation and/or make a referral to be worked on by the official designated to follow up.

## **STUDENT SERVICES**

### **STUDENT LIFE**

In principle, the Institution is based on fraternization free of hierarchical limitations. An atmosphere of cordiality is fostered among the administration, faculty, students, and employees in general.

Every day you can appreciate the family character that guides the university community towards the goals it has set for itself. The belief in democratic and effective coexistence within a real context is the basis for institutional growth. The Introduction to Student Development course complements the growth function.

### **GUIDANCE AND COUNSELING SERVICES**

ICPR Junior College's counseling program has as its main objective the comprehensive development of the student. It works together with the student on their intellectual growth and their individual development as a professional. The program seeks to work directly with the student's needs such as: integration and adjustment to university life, academic achievement and making institutional values their own.

### **OFFICE OF PLACEMENTS AND INTERNSHIP**

ICPR Junior College has a Placement Office and Internship Centers which supports the student in the processes for job placement in procedures such as: resume preparation and workshops to be successful in the job interview, among others. This office coordinates job fairs and has an information board in each locality where it publishes job opportunities. In the same way, it contributes to the search for

Internship Centers, orients and guides the student in everything related to the Internship course, and the documentation required to complete it.

### **CENTER FOR ACCESS TO INFORMATION (CAI) AND LEARNING RESOURCES (LIBRARY)**

The function of the Center for Access to Information (CAI) of ICPR Junior College is to support the educational philosophy and mission of the Institution. It provides the materials, resources, facilities, and library services that support and enrich the curriculum of educational programs and facilitate the learning process. In addition, it serves as an information center for all members of the university community.

The CAI in each Campus is located in accessible areas. It contains collections of printed and non-printed materials organized and updated to meet the academic, social, and cultural needs of users. To promote greater and faster information services, the catalogs have been automated and there are trained librarians who guide and instruct users in the search and location of information.

Each CAI has a Periodical Publications Section, which gives users access to the latest in educational resources including the Internet. The collection of literary works of Puerto Rican authorship is made up of valuable books, magazines, and manuscripts. ICPR Junior College libraries process interlibrary loans, circulate material for study and research, and others for recreational purposes. These have a scheduled time, according to the needs of their users.

Each CAI has a Library User Manual available (MANICPR-03), in order for it to take full advantage of the resources and services offered by these centers.

### **AUDIOVISUAL SERVICES**

The basic function of the Audiovisual Resources Center of the ICPR Junior College is to enrich the curricular offerings of the Institution through the use of audiovisual materials and equipment, at the same time that it responds to the educational and social objectives of the Institution in a more effective way.

### **COMPUTER LABS**

Computer Labs provide services to our university community for curriculum enrichment. Its function is to complement the Institutional Curriculum by providing information, material, Internet access and equipment necessary for word processing, data, and other courses. It is also a computing process center. In addition, each Campus and Extension Center have areas to access the Internet wirelessly (WIFI). The center is open during the day and part of the night and has a trained laboratory technician to satisfy users' concerns and provide the necessary help to users, during flexible hours.

### **VIRTUAL LIBRARY**

ICPR Junior College has an electronic library where we have a basic collection of documents in digital format such as: EBSCO Host, Lex Juris, and Digital Ocean accessible remotely, Electronic books (e-books). Access to it is located in our portal icprjc.edu and then we select the Library link, only exceptionally they require a username and password, our users can access resources from outside the institution's network.

- o Databases: Many of them, in addition to the bibliographic reference, offer or link to the full

text of the document.

- o Electronic journals: These include those to which the institution is subscribed or found on the Internet with free access. Most of them offer their articles in full text.
- o Books, Dictionaries and Electronic Encyclopedias: made up of individual books or sets of books that can be consulted online in full text.

Resources available with limited face-to-face access due to COVID-19, according to the executive order of the Government of Puerto Rico for security.

### **STUDENT DEVELOPMENT CENTER (CDE, BY ITS SPANISH ACRONYM)**

The CDE serves and supports students in the learning processes. The administration of diagnostic tests can be coordinated through the SDC, its correction and tabulation. Students also receive tutoring services, such as peer tutoring that supports them in their classes, such as written content orientation, document production, and the use of technology tools to complete assignments and projects.

### **ID CARD**

All students are required to have their identification card, which is usually obtained during the registration process or on the determined date established for this purpose. The presentation of this card is a requirement for the use of the facilities and services of the Access to Information Center, as well as for participating in general student activities.

### **CAFETERIA**

The Localities have coin-operated machines that serve light refreshments and snacks. In addition, adjacent to the Towns there are cafeteria facilities accessible to students.

### **REMOTE SERVICES**

Some student services are available remotely through the MYICPR Portal and the MOODLE Platform. Students can receive remote help through Technical Support with the system administrators of each Location and on the MOODLE Platform through the Intercom tool with the Innovation Coordinators.

Students have access to face-to-face, hybrid or distance learning (in some programs).

## **STUDENT ACTIVITIES**

The Institution sponsors different activities to promote the personal, cultural, and social growth of students. These activities may vary from one locality to another.

### **RECOGNITION OF ACHIEVEMENTS**

This is a socio-educational activity that is held once a year in each Campus and the Additional Location. The fundamental objective is to recognize students with a cumulative academic average of 3.50 or more points and who have completed 12 or more credits at ICPR Junior College. Through this activity, the fraternization between students, faculty, administration, and distinguished members of the community is encouraged.

### **EDUCATION WEEK**

During this week, each Campus and the Additional Location coordinates activities related to educational topics.

### **ATHLETIC ACTIVITIES**

Students interested in sports activities participate in intramural and extramural tournaments. Community sports facilities are used in coordination with their administrators.

The Mayagüez Campus sponsors the ICPR Junior College Marathon, a marathon where students and other staff from different locations are invited, as well as the entire Puerto Rican community. It is a very popular event for the most outstanding athletes on the Island, as well as members of the Institution's staff.

### **OTHER ACTIVITIES**

Various activities are held to commemorate different dates, such as: Easter, Thanksgiving, Education Week, Administrative Assistant Week, Teacher's Day, Women's Day, Library Week, Puerto Rican Week, and others.

### **STUDENT ASSOCIATIONS**

The Institution sponsors the formation of student associations whose purpose is to enrich and complement the curricular offerings while providing the opportunity to develop leadership and grow socially and culturally. The type and number of associations varies by Campus.

## **OTHER SERVICES**

### **MYICPR STUDENT PORTAL**

The Institution has a portal for students which is accessed through MyICPR (<https://myicpr.icprjc.edu>). Through it, the student can access calendar information, activities, messages and access to documents or academic and financial information.

## **COMPETENCES OF THE GRADUATED STUDENT**

Competencies are all those skills and abilities that will be developed by the student during the study period and that are distributed in seven (7) particular areas to be successful in their area of study.

### **1. Professional Competence**

They are all those skills and aptitudes that people have that allow them to carry out a job successfully, within a particular context.

### **2. Communication skills**

Verbal communication skills. They are thinking skills to devise, select and organize a language in order to produce understandable and coherent messages. It is the ability to properly use the Spanish language and have command of the English language.

### 3. Critical and Creative Thinking

It is the ability to question, inquire, ask questions, and seek answers. The student must be participatory and interested in their training. achieves skills, intellectual abilities, and its purpose is to learn to interpret, analyze, synthesize, and evaluate the information received from observation to communication. Critical thinking is used in mathematical, historical, anthropological, scientific, economic, and philosophical thinking. Creativity is the ability to go beyond what is given and to create new ideas and solutions for adaptation and generation of changes while properly handling a situation.

### 4. Logical-Mathematical Reasoning

It is the ability to use quantitative and qualitative information to solve problems.

### 5. Digital Competence

It is one that involves the creative, critical, and safe use of information and communication technologies to achieve objectives related to work, employability, learning, the use of free time, inclusion, and participation in society.

### 6. Ethical and Moral Behavior

It is the ability to reason ethically and morally when facing complex situations, making decisions, and solving problems according to honesty, laws, social responsibility, moral judgments, respect for life and conservation.

### 7. Respect for Diversity

It is the ability to respect, recognize and value multicultural diversity and be able to learn from them, not incurring in discriminatory practices.

# INSTITUTE OF CONTINUING EDUCATION

Continuing education is an alternative for professionals who need to update their knowledge, improve skills in a certain area of training and retrain in another career with greater occupational demand. The program is aimed at adults who have achieved formal academic preparation or have specific knowledge in a particular area and are motivated to improve their performance not only from the perspective of complying with a legal requirement, but also to keep up to date in their profession. . Its principles are based on permanent education and continuous learning. Universities include continuing education programs to contribute to the training of employees of public and private companies or the community in general. Continuing education is an instrument to generate change, both to individuals and to the institutions for which it works. Through planned learning experiences, competencies are developed according to learning styles. ICPR Junior College is an institution committed to serving the community. The academic offerings respond to the needs of the company and the community in general, which have arisen as a consequence of the economic and technological changes resulting from globalization. Educational activities are based on the andragogical foundations of adult learning and pragmatism. New academic offerings are designed, responding not only to the needs of the community or companies and/or in accordance with the requirements established by the Continuing Education Regulations of the various Examination Boards or organizations that regulate the various professions. The trainings are designed by experts in the fields and with up-to-date information. The Institute of Continuing Education receives academic proposals from specialists, a committee of experts evaluates their content and makes the pertinent recommendations in such a way as to guarantee their effectiveness.

## **MISSION**

Offer a broad Continuing Education offer for professionals in Puerto Rico, aimed at updating specialized knowledge to make them competitive in the world of work.

## **VISION**

Become the best educational offer for professionals and the general public, promoting a constant desire to excel and improve in different areas of knowledge.

## **GOAL**

The Continuing Education Institute's goal is to provide education and training to individuals in order to contribute to their professional development and to Puerto Rican society.

## ***Objectives:***

- Provide courses with or without university credits leading to certifications or professional improvement of the individual.
- Offer an academic offer that responds to the particular needs of society and business.
- Prepare professional development plans for public or private companies and identify the training needs of their personnel.
- Design personal and professional development training tailored to the client (company, government, or industry).



- Establish alliances with professional associations and associations to expand the academic offer and strengthen our services as educational providers for their members.
- Promote the updating of ICPR Junior College staff in their administrative functions, mastery of technology and student service.
- Develop conferences, workshops, seminars, symposiums, conventions, congresses that provide professional training on current issues.

The Continuing Education Institute offers its services in the Hato Rey, Arecibo, Manatí, Mayagüez, Bayamón Extension Center and adjacent geographic areas. Also, coordinates training in the facilities of government agencies, companies or the community that require it.

### **ADMISSION REQUIREMENTS OF THE INSTITUTE OF CONTINUING EDUCATION**

1. Complete the Enrollment Application (FICPR-096).
2. Make the required payment.

### **CONTINUING EDUCATION TUITION PAYMENT CANCELLATION AND REFUND POLICY (REC04-0700N)**

The Institution reserves the right to cancel courses due to lack of minimum enrollment and will fully refund the payments made. In the event that the participant processes a drop in their registration (FICPR-208) before starting the course, they will be reimbursed 100% of the total amount paid. Once the course has started and the participant cancels their enrollment, they will receive 75% of the amount paid if the withdrawal is registered before the second class, otherwise they are not entitled to a refund. Registration is not transferable or delegable. If the course is one day, the participant must cancel it twenty-four (24) hours in advance and will receive 75% of the amount paid.

### **CONTINUING EDUCATION TUITION PAYMENT REIMBURSEMENT POLICY (REC04-0700N)**

The Institution reserves the right to cancel courses due to lack of minimum enrollment and will fully refund the payments made. In the event that the participant processes a drop in their registration (FICPR-208) before starting the course, they will be reimbursed 100% of the total amount paid. Once the course has started and the participant cancels their enrollment, they will receive 75% of the amount paid if the withdrawal is registered before the second class, otherwise they are not entitled to a refund. Registration is not transferable or delegable. If the course is one day, the participant must cancel it twenty-four (24) hours in advance and will receive 75% of the amount paid.

### **DISCOUNT FOR GRADUATES IN CONTINUING EDUCATION**

ICPR Junior College has a Continuing Education Institute which coordinates workshops and seminars in all locations for the professional development of the entire community. Active students and graduates can be part of this opportunity.

The costs of continuing education courses are varied and depend on the course to be offered. Active students and graduates can benefit from a reduction in the enrollment cost of these courses, subject to what is established in them.

# **RIGHTS AND DUTIES OF THE STUDENT OF ICPR JUNIOR COLLEGE**

## **STUDENT RIGHTS**

- ❖ Receive a quality academic education through a competent and professional teaching process with accessibility to modern technological resources in the selected area of study.
- ❖ Know the Mission, Vision, goals, and institutional values.
- ❖ Participate in examining, questioning and freely sharing ideas or concepts within the teaching process enjoying the right of free expression
- ❖ Participate in all activities, programs, and services of the Institution free from any type of harassment or discrimination.
- ❖ Access the physical facilities and resources intended for students following the rules established for their enjoyment.
- ❖ Obtain privacy of personal information except when provided by law.
- ❖ Request from the admission process all the support services available for the student with a disability (please refer to the Policy Manual on Equal Study Opportunities for Persons with Disabilities and Request for Reasonable Accommodation)
- ❖ Request and receive information on available financial aid, as well as any other information related to the financial area.
- ❖ Obtain and discuss with teachers the syllabus of each class at the beginning of each academic term.
- ❖ Receive academic support according to their particular needs and according to the institutional resources available.
- ❖ Receive the qualifications and academic evaluations of the works or course evaluations in the established time.
- ❖ Request and receive support in particular situations through the Local Counseling Office.
- ❖ Receive a fair process, including an appeal process, when subject to academic or disciplinary actions for violation of Institution rules.

## **STUDENT RESPONSABILITIES**

- ❖ Verify all the information and documents received from the Institution in a way that you can know and understand them.
- ❖ Exhibit and maintain conduct that respects the rights of all members of the educational community.
- ❖ Participate actively in the courses and Internship of the program to which it belongs.
- ❖ Notify and justify absences and tardiest, being clear that they are responsible for the material offered in class and the related tasks. The justification for the absence must be presented to the professor of each course.
- ❖ Comply with the academic activities and successfully complete all the courses of the chosen academic program.
- ❖ Familiarize yourself with and comply with the policies, regulations and rules published as established in the Code of Ethics.
- ❖ Respect the rights and property of all members of the university community, whether

- they are classmates, faculty members or administrative staff.
- ❖ Preserve, care for, and prevent damage to property, equipment, and instructional materials.
  - ❖ Dress and maintain a decent personal appearance, hygiene appropriate for performance in the learning environment.
  - ❖ Use the uniform, as required, by your study program.
  - ❖ Comply with the economic commitments contracted with ICPR Junior College.
  - ❖ Maintain an appropriate level of behavior consistent with the favorable learning environment promoted by the Institution, including compliance with all applicable federal, state, or institutional laws.
  - ❖ Use the identification card and show it when requested.
  - ❖ Support the academic, intellectual, cultural, and social mission of the Institution.

# GENERAL RULES AND REGULATIONS

## DISCIPLINARY ACTIONS/RULE VIOLATIONS

### *Disciplinary Actions*

ICPR Junior College students should follow the Institutional rules and regulations (including Code of Ethics) that govern conduct in the classroom and the CAI as well as in all other Institutional facilities. The purpose of these rules and regulations is to provide students with the necessary learning environment where respect and consideration among students, professors and administrative employees, the use of proper language and the appropriate dress code in the image of a university student and future professional prevail.

ICPR Junior College honors federal and state regulations that clearly prohibit the use, possession, and distribution of drugs and alcoholic beverages. The Institution will provide its students with information on the aforementioned policies, rules, and regulations during the Orientation Week for newly admitted students, in the Student Manual and in Institutional Manuals, including the Informative and Preventive Manual on Use, Possession, Sale, Manufacturing, Drug Distribution and Alcohol Abuse.

Any student who alters or violates any of the institutional policies, rules, or regulations (Code of Ethics) will be subject to the corresponding disciplinary action by the Location Director. This official will determine the suspension of the student for one semester, for one academic year or expulsion from the Institution. Any decision may be appealed.

### *Acts constituting norms infractions resulting in disciplinary action:*

1. Violation of established norms in this Manual, in the Code of Ethics or any other norm or ruling adopted and properly published by ICPR Junior College authority.
2. Peace alteration or improper conduct in and outside the Institution when acting in the name of the Institution or representing ICPR Junior College, or in activities sponsored by the Institution.
3. Interrupt, obstruct or disturb standard ICPR Junior College activities or celebration acts properly authorized in or outside the Institution.
4. Smoking in the ICPR Junior College facilities.
5. Publish and distribute, within the Institution facilities, any defamatory, obscene, or inflammatory material.
6. Offensive conduct towards any university community member.

7. Celebrate unauthorized activities including, but not limited to, assemblies, marches, protests, or similar acts.
8. Use of obscene vocabulary.
9. Draft, distribute or publish unauthorized material according to the established procedures.
10. Participate in dishonest or fraudulent activities, gambling, or unauthorized collections in the Institution.
11. Violation of the Transit and Motor Vehicle Access norms to ICPR Junior College Campuses.
12. Failure to comply with instructions given by any Institution officer.
13. Failure to comply or violation of any probation condition or disciplinary action imposed by Institutional authority.
14. Failure to appear before an authorized Institution officer after an official citation has been issued.
15. Acts and omissions implying infringement of essential order norms, respect, good habits, and coexistence according to moral principles, even when the acts and omissions do not violate a specific rule or disposition. 16. Offer incomplete, inaccurate or false information in any document.
16. Offer incomplete, inaccurate, or false information in any document.
17. Induce or incite any person to commit an act or omission that constitutes a violation of this Manual, the Code of Ethics, or any existing rule.
18. Dressing inappropriately, without keeping the image of a university student and future professional.
19. Use or possess weapons of any kind within the Institution or in any institutional activity inside or outside the Institution (persons who are public order agents are excepted from this provision).
20. Any attempt to commit any of the acts sanctioned by the aforementioned Disciplinary Rules will be considered a violation regardless of whether or not it is completed.

The Administration will have available in the library copies of the policies, regulations, manuals, catalogue, and any other student related document. It is the student's responsibility to learn about the institutional regulations and comply with the dispositions. Being unaware of the norms and procedures will not exempt students' compliance. Any student who alters or violates any Institutional norm such as the Code of Ethics will be subject to disciplinary action by the corresponding Campus Director. The Director will determine the student's warning or suspension

for the term, the year or permanently. All decisions can be appealed.

### ***Applicable Sanctions***

Institutional Norm's violations are subject to disciplinary actions which could result in one or more of the following sanctions:

1. Verbal or written warning.
2. Defined period probation during which another violation could result in suspension or separation from the Institution.
3. Monetary reimbursement for damage caused to ICPR Junior College property or for inappropriate possession of Institutional property.
4. Privilege suspension to participate in activities and programs, including teaching, facilities use, or university dependencies for a determined period.
5. Prohibition of entry to ICPR Junior College for a determined period.
6. Suspension from the Institution for a determined period.
7. Definite separation or expulsion from ICPR Junior College.

### ***Additional Procedures***

A professor could take disciplinary action towards a student incurring in conduct norm violation related to academic work or against the Code of Ethics or committing in the classroom any of the specified acts in the Disciplinary Norms list. The professor could:

1. Warn the student.
2. Cancel the student's evaluation in which the student violated the norm assigning 0 or F.
3. Arrange a make-up evaluation or assigned work.
4. Assign additional work.
5. Suspend the student temporarily. In this case the following procedure will be observed:
  - a. The professor will send, in written form, the case to the Campus Director after the violation occurs.
  - b. The Campus Director will meet with the professor and the student to determine if there was a misunderstanding or if indeed the student incurred in a norms violation.

If the Director determines, in effect, that there was an established norms violation, the corresponding disciplinary measures will be taken. In all cases where disciplinary actions are imposed, the person imposing the sanction should notify the Registrar and concerning professors.

### ***Appealing Right***

If the suspended student believes he/she has valid reasons for reconsideration, the student should request a case appeal. This request should be presented to the Campus Director no later than ten (10) days after the suspension was awarded. The case will be analyzed by a committee made up of four people, a faculty representative, administrative representative, student representative, and the Institutional President or an authorized representative who will preside over the reconsideration process. The committee's decision will be based on analysis and consensus and will be communicated no later than ten (10) days after the appeal was submitted.

### ***Complaint Management Policy (CUM04-0512)***

ICPR Junior College has a Complaints Management Policy to provide students, administrative staff and faculty with the mechanism so that they can present complaints about any matter and that they be dealt with quickly and fairly.

ICPR Junior College recognizes the right of the university community to have a place of study and employment where various situations that may undermine the service and the environment, both of study and work, can be addressed. Based on this, this policy has been established to file complaints on any matter related to the ICPR Junior College.

This policy establishes that the complaints of faculty, administrative employees will be attended by the Director of Location. Student complaints will be dealt with by the Town Counselor. If you are not satisfied with the care provided, it will be addressed by the Director of Student Affairs, for students, or by the Director of Human Resources if the complaint comes from a member of the faculty or an administrative employee. If you continue to be dissatisfied with the attention given to the filed complaint, any person can send it to the President/CEO. If the President/CEO understands that after going through the corresponding channels the complaint has not been adequately addressed, she will assign an investigator from the Central Office who will collect, review, and analyze the existing facts and evidence in relation to the complaint made. This will send a report with its recommendations to the President/CEO who will make a final decision based on the report presented by the investigator.

This policy establishes that the final decision regarding the complaint will be sent in writing no later than 30 days after receipt of the complaint.

If not satisfied with the process for the solution of the complaint, the complainant can contact:

**Accrediting Agency**

Middle States Commission on Higher Education  
1007 North Orange Street  
4th Floor, MB #166  
Wilmington, DE 19801  
Telephone: (267) 284-5000  
[www.msche.org](http://www.msche.org)

**Licensore State Agency**

Junta de Instituciones Postsecundarias  
PO Box 19900  
San Juan PR 00910-1900  
Telephone: (787) 722-2121  
<https://agencias.pr.gov/agencias/cepr/inicio/Pages/default.aspx>

***Procedure for Filing Complaints***

This procedure offers the opportunity and openness to students to formally express complaints about situations that may impact their satisfaction, expectations or the favorable study environment that should prevail in the Institution.

## **1.0 CRITICAL POINTS**

- 1.1 Complete the Complaint Form (FICPR-149).
- 1.2 Convene the parties involved in the complaint filed by the student.
- 1.3 Document all the interventions and collect the signatures of the participants in the investigation process of the presented complaint.
- 1.4 Provide follow-up to the complainant on the process that is carried out.
- 1.5 Complete the FICPR-220 by term and submit it to the Director of Student Affairs at the end of each term.

## **2.0 PROCEDURE**

- 2.1 The procedure to deal with student complaints begins in the Counseling Office.
  - 2.1.1 The student will visit the office of the local Counselor to formally file a complaint.
  - 2.1.2 The Counselor will listen to the situation presented by the student and will deliver the Complaint Form (FICPR-149). In said document, the student will write in detail the facts that lead him to file the complaint, will identify the person or the reason why he presents the situation and must indicate what he requests to resolve it. The student will indicate if she has tried to solve the situation and what has been the result.
  - 2.1.3 Before the student leaves the office, the Counselor will guide him/her on the steps that will be followed to deal with the complaint, will inform him/her how the process will be carried out to deal with it and will provide him/her with a date soon which will be communicated to provide information on the status or solution to it, which will not exceed 30 days from the date on which it was filed.
  - 2.1.4 After the Counselor reads the information received, he will proceed to carry out the corresponding procedures to attend to it urgently. If the complaint is related to another student, he will proceed to summon the student who is said to be causing the situation, giving him the opportunity to listen to him and respond to the arguments presented.
  - 2.1.5 When the complaint presented by the student is related to a professor, the Counselor will present the written complaint to the Academic Coordinator to summon the professor together with him and be able to discuss the situation presented.
  - 2.1.6 If the student's complaint involves an administrative staff or is due to a situation with the physical plant, established policies or procedures, the Counselor will present the same to the Director of the location for due process.
  - 2.1.7 The Counselor will keep the student notified about the process that is being carried out to address the complaint. If necessary, you will be summoned to clarify doubts, answer questions, or request additional information that has arisen during the process of dealing with the complaint.
  - 2.1.10 The final decision of the complaint will be sent in writing to the person who filed it no later than thirty days after submitting. In this way, the process



will be completed.

2.2 Process of appeal or reconsideration on the solution of the presented complaint:

2.2.1 The student may appeal to the Counselor's office the decision that has been made regarding the filed complaint. He will meet with the Director to evaluate said appeal.

2.2.2 If, even so, the student is not satisfied with the decision made regarding the complaint, the Counselor will submit it to the attention of the Director of Student Affairs and the later, in turn, will contact the student to quote him and address the complaint.

2.2.3 If not satisfied with the intervention of the Director of Student Affairs, the Counselor can submit the complaint to the President/CEO so that the latter assigns an investigator from the Central Office who can analyze the existing facts and evidence, and the letter will send the President/CEO a report with its recommendations for it to issue its final decision.

2.2.4 The student does not agree with the results of the attention to the complaint in the locality and the intervention at the level of the Central Office and the President, can submit it to the accrediting agencies Middle States Commission on Higher Education and the Postsecondary Institutions Board.

The revision of this Student Handbook was completed on December 29,2021.

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THE SPANISH VERSION OF THIS HANDBOOK PREVAILS, THE ONLY PURPOSE OF THE  
TRANSLATED IS TO FACILITATE THE UNDERSATNDING OF CONTENT.