



USILACS®

Student Handbook

USILACS STUDENT HANDBOOK

Official Institutional Publication

United States Institute of Language and Clerical Studies, Inc.
USILACS

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Board Adoption

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Applicability

This Student Handbook applies to students enrolled in USILACS High School Equivalency, Career Certificate, Associate Degree, Bachelor's Degree, and Master's Degree programs.

Institutional Authority

This Student Handbook is an official publication of USILACS and provides practical guidance concerning student procedures, responsibilities, academic participation, student services, conduct, complaints and appeals, safeguarding protections, financial responsibilities, records, and other student-facing operational matters.

The Handbook supplements the current USILACS Academic Catalog and formally adopted institutional policies. It does not supersede applicable law, the Articles of Incorporation, the USILACS Bylaws, formally adopted policies of the Board of Regents, or the Academic Catalog.

Publication and Revision Notice

USILACS may revise, amend, interpret, or update this Handbook through authorized institutional action. The most current officially published edition supersedes prior editions. Changes normally apply prospectively unless otherwise required by applicable law, accreditation requirements, or authorized institutional action.

This Handbook is informational and operational in nature and does not constitute a contract between USILACS and any student. Enrollment and continued participation are also subject to the current Academic Catalog, applicable Terms and Conditions, and other officially published institutional policies.

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Purpose and Document Hierarchy

This Student Handbook is the practical guide for students using USILACS academic systems and services. It explains day-to-day student procedures, responsibilities, support channels, complaint and appeal processes, conduct expectations, safeguarding protections, financial account responsibilities, inactivity/reactivation procedures, and completion processing.

The Academic Catalog is the controlling public publication for academic programs, admissions standards, academic policies, tuition and financial rules, student conduct standards, graduation requirements, and other student-facing institutional policies addressed there. This Handbook implements and supplements the Catalog; it does not restate every Catalog provision and does not supersede it.

If documents appear inconsistent, the governing order is: applicable law and mandatory legal requirements; the Articles of Incorporation; the USILACS Bylaws; formally adopted Board of Regents policies; the current Academic Catalog; this Student Handbook; then applicable Terms and Conditions, website pages, enrollment materials, FAQs, and other administrative guidance. Students should rely on the most current officially published materials.

1. Getting Started at USILACS

1.1 Institutional Status and Student Use of This Handbook

USILACS is a U.S.-based nonprofit educational institution organized under Section 501(c)(3) and headquartered in Ocala, Florida. The current Academic Catalog states the institution's Florida legal status and current institutional accreditation information. Students should use the Academic Catalog for formal institutional and program disclosures and this Handbook for operational guidance.

1.2 Programs Covered

This Handbook applies to students in the High School Equivalency Program, Career Certificate Programs, Associate Degree Programs, Bachelor's Degree Programs, and Master's Degree Programs, except where a rule or procedure is expressly limited to a specific program level.

1.3 Enrollment and Account Activation

A student receives academic access after USILACS confirms the required admissions, enrollment, policy-acceptance, and financial steps for the applicable program. Students must provide truthful and complete information and promptly respond to requests for required verification. Submission of false or misleading information may result in denial of admission, withdrawal, or disciplinary action.

1.4 Student Identity and Account Security

Students must use their own institutional login credentials and must not share passwords, examination access, or other secure account information. USILACS may use secure login controls and other reasonable identity-verification measures appropriate to online education. A student who believes an account has been compromised should report the issue promptly through an official support channel.

2. Using the Online Learning Environment

2.1 Official Communications

USILACS communicates with students through institutional email, the learning management system, enrollment systems, and other approved channels. Students are responsible for monitoring official communications, maintaining current contact information, and responding within stated timeframes.

2.2 Technical Access

Students are responsible for maintaining internet access and compatible technology sufficient to participate in their online program. Technical problems should be reported promptly. USILACS provides support for access to its learning platforms, but a technical issue does not automatically waive an academic deadline or requirement. When a documented institutional system problem materially interferes with participation, the institution may provide an appropriate administrative remedy.

2.3 Academic Engagement

Because instruction is online, attendance is demonstrated through academic engagement rather than physical presence. Engagement may include accessing course content, completing required activities, submitting assessments, communicating when required, and making progress within applicable program timelines.

2.4 Course Sequence and Prerequisites

Students must follow the course sequence and prerequisite requirements of their program. A requirement may be satisfied by applicable completed USILACS coursework, and eligible Bachelor's students may receive approved HESEAP® credit where the approved credit satisfies the applicable course requirement. Students should consult the Academic Catalog for the governing credit rules.

3. Assessments, Examinations, and Grades

3.1 Assessment Standards

Assignments, examinations, projects, and other assessments measure the learning outcomes established for each course. Students are responsible for reading course instructions before submitting work and for completing assessments under the conditions required by the course and institution.

3.2 Final Examinations

Under current institutional rules, standard final examinations are timed at 45 minutes and require a score of at least 55% to pass. Each standard final-examination access entitlement provides one attempt. If a student does not pass, each additional attempt must be obtained through the current exam-retake process and is subject to the applicable retake fee. No more than four total attempts, including the initial attempt, are permitted unless a formally authorized

exception applies. Each of the four High School Equivalency examinations is timed at 45 minutes and permits up to four attempts under the current High School Equivalency examination policy. A student should verify any program-specific examination instruction displayed in the course or enrollment system before beginning an examination.

3.3 Previously Completed USILACS Coursework

When a completed USILACS course satisfies a requirement in a later USILACS credential, that course is already complete. The student is not charged tuition or a final examination fee for the same completed course again. Students should contact academic support if they believe applicable completed coursework has not been properly carried forward.

3.4 HESEAP® for Eligible Bachelor's Students

HESEAP® is a prior-learning evaluation process available only to eligible Bachelor's Degree students. It does not apply to Associate Degree or Master's Degree programs. HESEAP-approved credit waives normal tuition for the approved course, but the required final examination fee still applies and the student must pass the applicable final examination. The Academic Catalog contains the controlling HESEAP eligibility, submission, evaluation, and payment rules.

3.5 Grade Questions and Academic Appeals

A student who believes a grade or academic decision contains an error should first use the designated academic support or grade-review process. If the issue is eligible for a formal appeal, the student must submit the appeal in writing within the published timeframe and include the specific decision challenged, the reason for the appeal, and any relevant supporting information. Appeal determinations are issued through authorized institutional review procedures.

4. Academic Integrity and Use of Artificial Intelligence

4.1 Student Academic Responsibility

Students must submit work that honestly reflects their own learning and must comply with all course and examination rules. Academic misconduct includes plagiarism, unauthorized assistance, falsification or alteration of academic information, misrepresentation of authorship or identity, circumvention of assessment controls, and other dishonest conduct that undermines the validity of academic credit.

4.2 Artificial Intelligence Tools

AI tools may be used only when the use is permitted by the course or institutional rule and is appropriately disclosed when required. Students remain responsible for the accuracy, originality, and integrity of submitted work. Undisclosed or unauthorized use of AI to produce work submitted as the student's own may constitute academic misconduct.

4.3 Possible Academic Integrity Actions

Depending on the seriousness, frequency, and circumstances of a violation, actions may include a warning, an academic penalty, assignment or course failure, probation, suspension, or dismissal. Students are provided the notice and review rights applicable to the action taken.

5. Student Rights, Responsibilities, and Conduct

5.1 Student Rights

Within the framework of applicable law and institutional policy, students are entitled to accurate institutional information, fair and nondiscriminatory administration of published requirements, reasonable privacy of student records, access to available complaint and appeal processes, reasonable disability accommodations when applicable, and the ability to make good-faith complaints or protected reports without retaliation.

5.2 Student Responsibilities

- Follow the Academic Catalog, this Handbook, applicable Terms and Conditions, course instructions, and authorized institutional directives.
- Provide accurate information and keep contact information current.
- Complete academic work honestly and protect examination and account security.
- Treat students, faculty, staff, advisors, contractors, and other participants respectfully and professionally.
- Meet academic and financial responsibilities and promptly communicate when assistance is needed.
- Use institutional systems, records, and communications only for lawful and authorized purposes.

5.3 Prohibited Student Conduct

Prohibited conduct includes academic dishonesty; abusive, threatening, harassing, discriminatory, or exploitative conduct; misuse of institutional systems or records; falsification of information; retaliation; unauthorized access; conduct that materially interferes with institutional operations; and violation of applicable law or institutional policy in connection with USILACS activities.

5.4 Discipline and Immediate Protective Action

USILACS may impose proportionate disciplinary action when misconduct is substantiated. When conduct presents an immediate risk to a person, academic integrity, institutional systems, or operations, temporary protective or administrative action may be taken before the full review is completed. Students will receive notice and an opportunity to respond consistent with the circumstances and institutional procedure.

6. Safeguarding, PSEA, Child Protection, and Anti-Exploitation

6.1 Institutional Safeguarding Commitment

USILACS prohibits abuse, exploitation, harassment, trafficking, forced labor, sexual exploitation and abuse, child abuse, grooming, retaliation, and other conduct inconsistent with the safety and dignity of students, beneficiaries, children, personnel, and other persons who interact with the institution.

6.2 Protection from Sexual Exploitation and Abuse (PSEA)

No Regent, officer, employee, faculty member, advisor, contractor, volunteer, partner, agent, or other representative may exploit educational authority, access to assistance, economic influence, or a position of trust for sexual purposes. Grades, scholarships, educational access, employment-related assistance, documentation support, housing, transportation, or other benefits may never be conditioned on sexual activity, personal favors, or improper consideration.

6.3 Child Protection

For institutional safeguarding purposes, a child is a person under 18 unless a higher protective standard is required. Child abuse, child sexual exploitation, grooming, trafficking of children, exploitative child labor, sexual activity with children, and other conduct inconsistent with child safety are prohibited.

6.4 Trafficking, Forced Labor, and Exploitation

USILACS prohibits trafficking in persons, forced labor, involuntary servitude, debt bondage, exploitative recruitment, commercial sexual exploitation connected to institutional activities, improper withholding of identity or immigration documents, prohibited recruitment fees, and materially false recruitment representations.

6.5 How Students May Report a Concern

A student may report a safeguarding, harassment, exploitation, trafficking, discrimination, retaliation, fraud, or other serious concern through the institution's designated complaint or reporting channels. A report should identify the concern and provide available facts, dates, persons involved, and any immediate safety issue. A student does not need to prove misconduct before making a good-faith report.

Reports are handled with appropriate confidentiality and may be anonymous where permitted and practicable. Information may be shared when necessary for safety, referral, investigation, child-protection or other mandatory reporting, accreditation, grant or donor obligations, law enforcement, or other lawful purposes.

6.6 Non-Retaliation

Retaliation against a person who makes a good-faith complaint or safeguarding report, participates in an investigation, cooperates with an auditor or regulator, or makes another legally

protected disclosure is prohibited. A report is not considered false merely because it is not substantiated. Knowingly false or malicious allegations may themselves violate institutional policy.

7. Complaints, Grievances, and Appeals

7.1 Informal Resolution When Appropriate

Many routine concerns can be resolved promptly through the responsible academic, records, financial, technical-support, or student-services channel. Students are encouraged to use the appropriate operational channel first when the issue does not involve safety, retaliation, serious misconduct, or a matter requiring independent review.

7.2 Formal Complaint

A formal complaint should be submitted in writing through the designated institutional channel and should include the nature of the concern, relevant facts and dates, steps already taken if any, supporting information reasonably available, and the requested resolution when applicable. USILACS may request additional information necessary to review the complaint.

7.3 Review and Written Resolution

The institution assigns complaints to appropriate personnel for review. Material concerns involving senior leadership, a Regent, a significant conflict of interest, serious safeguarding, major fraud, or a substantial grant or compliance issue are escalated to disinterested governance authority consistent with institutional policy. The student is informed of the outcome through an authorized communication channel.

7.4 Board of Regents Escalation

When institutional policy permits final internal escalation, a student may request review by the Board of Regents or an appropriate disinterested Regent or Board committee. Board-level review is not a new trial of the entire matter; it ordinarily considers whether applicable policy, authority, fairness, and required procedure were appropriately applied. The Board-level determination constitutes the final internal decision unless another process is required by law or an applicable external obligation.

7.5 External Reporting and Complaint Rights

Nothing in the USILACS complaint process prohibits a student from making a lawful or protected report to a governmental authority, law-enforcement agency, accrediting body, funding agency, Inspector General, safeguarding authority, child-protection authority, or other authorized recipient. USILACS provides current external complaint information when applicable through official institutional disclosures or upon request.

8. Student Services and Accommodations

8.1 Academic Advising

Academic advisors help students understand program requirements, course sequence, policies, and institutional procedures. Advisors cannot independently waive academic requirements, change grades, modify tuition, approve HESEAP credit, or make binding exceptions outside authorized institutional processes.

8.2 Accessibility and Accommodations

Qualified students with disabilities may request reasonable accommodations through the designated institutional process. Requests should be made as early as practical. Appropriate supporting information may be requested when reasonably required under current policy. Approved accommodations generally operate prospectively, do not automatically alter prior academic requirements or results, do not alter essential academic standards or learning outcomes, and are implemented through authorized institutional channels.

8.3 Records and Administrative Assistance

Students may request assistance with enrollment records, transcripts, credential documentation, and other student records through designated administrative channels. Identity verification, processing requirements, and applicable fees may apply.

8.4 Employment, Immigration, and Transition Assistance

Academic student services do not guarantee employment placement and do not constitute legal representation. USILACS may separately conduct charitable workforce-development or education-to-employment activities and may provide lawful non-legal practical assistance relating to education, documentation, relocation, visa processes, work authorization procedures, or international transition where such assistance is actually offered. Such assistance is administrative or educational and is not legal advice unless provided by a person authorized by law to provide it.

9. Financial Account Responsibilities

9.1 Controlling Financial Information

Applicable Board-adopted policy and the Academic Catalog control the institution's tuition, fee, payment-plan, refund, and other financial rules, in that order. The official Tuition Access Portal, applicable Terms and Conditions, and enrollment materials implement those rules and provide the student's applicable pricing and enrollment-specific terms. Because USILACS uses country-based tuition pricing and personalized enrollment calculations, students should rely on the official pricing presented for their enrollment rather than a general example or informal statement.

9.2 Payment Plans and Account Status

When an approved payment plan is available, the student must comply with the payment schedule accepted at enrollment. Failure to remain current may result in suspension of academic access, administrative withdrawal, or other action described in the controlling financial policies. A student experiencing a payment issue should contact the designated financial or enrollment channel promptly.

9.3 Refund Requests

Refund eligibility is determined under the policy in effect for the student's enrollment. Students requesting a refund should submit the request through the designated institutional channel as soon as possible and should not rely on inactivity or non-use of courses as a substitute for a formal request. The Academic Catalog contains the controlling current refund conditions and identifies non-refundable fees.

9.4 Holds and Credentials

Outstanding financial obligations may result in holds or withholding of transcripts, credentials, or other academic documents as permitted by current institutional policy and law. Students should resolve account questions before expected completion or credential processing.

10. Student Records, Privacy, and Information Security

10.1 Student Record Accuracy

Students should review important personal and academic information for accuracy and promptly report errors or changes. USILACS may correct clerical or administrative errors in official records when necessary to maintain record integrity.

10.2 Access to Records

Students may request access to official academic records and order transcripts or other available documents through established procedures. Identity verification, processing timelines, document requirements, and applicable fees may apply.

10.3 Privacy and Confidentiality

USILACS limits access to student information to authorized persons and permitted purposes consistent with applicable law, institutional policy, academic administration, accreditation, credential processing, and other legitimate requirements. Third-party technology platforms used to deliver instruction or services may also be subject to their own applicable terms and privacy practices.

10.4 Student Security Responsibilities

Students must protect passwords, authentication information, personal devices, and access to institutional systems. Suspected account compromise, unauthorized access, or misuse should be reported promptly through an official support channel.

11. Inactivity, Withdrawal, Readmission, and Reactivation

11.1 Academic Inactivity

Under the current Academic Catalog, a student who fails to enroll or participate academically for 120 consecutive calendar days may be administratively withdrawn and placed in inactive status. Inactivity does not by itself eliminate financial obligations incurred under applicable tuition and refund policies.

11.2 Voluntary Withdrawal

A student who wishes to withdraw should use the designated institutional process rather than simply stop participating. Financial responsibility and refund eligibility are determined under the controlling financial policy, not solely by the date on which the student stopped accessing coursework.

11.3 Readmission or Reactivation

Readmission or reactivation is not automatic. USILACS may require updated information, satisfaction of outstanding obligations, acceptance of current policies, confirmation of current program requirements, and applicable reactivation, access, examination, technology, processing, administrative, or re-enrollment fees before access is restored.

12. Program Completion and Credentials

12.1 Completion Review

USILACS reviews the student's academic record and administrative status before conferring a credential. Completion requires satisfaction of the published academic requirements, required standing, program-specific requirements, and applicable administrative and financial obligations.

12.2 Credential Processing

The Registrar or designated records authority verifies completion before a degree, diploma, certificate, transcript, or other official credential is issued. Processing time may vary based on final academic review, record verification, document preparation, and any applicable legal or administrative requirement.

12.3 Replacement or Reissued Documents

Requests for replacement or reissued credentials are subject to identity verification, institutional procedure, and applicable fees. USILACS may delay or deny reissuance when records are incomplete, unresolved obligations exist, or fraud or document misuse is reasonably suspected.

13. Policy Updates and Student Responsibility

13.1 Policy Changes

USILACS may revise institutional policies through authorized action. Formally adopted Board policies and the most current officially published Academic Catalog control in accordance with the governing hierarchy stated in this Handbook. Students are responsible for reviewing material policy communications issued through official institutional channels.

13.2 No Informal Modification

A faculty member, advisor, recruiter, contractor, or other representative may not create a binding exception to an academic, financial, admissions, conduct, or graduation rule unless that person has been formally authorized to make the applicable determination. Students should request written confirmation when an exception or special approval is granted through an authorized process.

13.3 Contacting USILACS

USILACS maintains designated contact channels for academic support, technical assistance, student records, financial questions, complaints, safeguarding reports, and other student needs. Current contact information is provided through official institutional systems and publications. The institutional headquarters is 2800 E Silver Springs Blvd, Suite 202, Ocala, Florida 34470, and the principal public telephone number is 305-330-2202.

Handbook Interpretation

This Handbook is intended to make USILACS procedures understandable and usable for students without duplicating the full Academic Catalog or standalone institutional policy manual. If a subject is only summarized here, students should consult the current Academic Catalog or the applicable formally adopted policy for the complete governing standard.