



**HOLLYWOOD
EDUCATION
INSTITUTE**

Catalog 2024

(January 2, 2024 – December 13, 2024)

3470 Wilshire Blvd. Suite # 350, Los Angeles, CA 90010
T. (213) 386-3800 | F. (213) 402-5533
info@hollywoodinstitute.net | www.hollywoodinstitute.net

Hollywood Education Institute | Catalog 2024

The *Hollywood Education Institute Catalog* is the document of authority for all students. The information provided in the *Hollywood Education Institute Catalog* supersedes any information that may be contained in any bulletin, newsletter, or other written form of communication. The Institute reserves the right to change its policies, rules, regulations, requirements for graduation, course offerings, and any other contents of this catalog at any time.

The *Hollywood Education Institute Catalog* was published in January 2024 as the document of authority for the following academic year 2024. It is also available on the institution's website www.hollywoodinstitute.net

The institution is a private institution approved to operate by the Bureau for Private Postsecondary Education, and approval to operate means compliance with state standards as set forth in the CEC and 5, CCR. An institution may not imply that the Bureau endorses programs or that Bureau approval means the institution exceeds minimum state standards.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Our in-resident location address:

Hollywood Education Institute
3470 Wilshire Blvd. Suite # 350, Los Angeles, CA 90010
T. (213) 386-3800 | F. (213) 402-5533
Monday-Friday: 8:40 AM – 5:00 PM
info@hollywoodinstitute.net | www.hollywoodinstitute.net

Disclosures:

- Hollywood Education Institute is Approved by the Bureau of Private Postsecondary Education (BPPE)
- Hollywood Education Institute is Accredited by the Distance Education Accrediting Commission (DEAC).
- Hollywood Education Institute is Accredited by the Accrediting Council for Continued Education & Training (ACCET).
- Hollywood Education Institute does not offer any licensure programs, and as such, students who enroll in any of Hollywood Education Institute's programs are not eligible to sit for licensure examinations in California and/or any other states.
- Hollywood Education Institute does not offer job placement
- None of the lessons will occur in a language other than English
- Class sessions will be held on address:

Hollywood Education Institute
3470 Wilshire Blvd. Suite # 350, Los Angeles, CA 90010

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 North Market Blvd., Suite 225, Sacramento, CA 95834, P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, telephone and Fax number's: (888) 370-7589 or by fax (916) 263-1897, (916) 574-8900 or by fax (916) 263-1897

Academic Calendar 2024

Winter Quarter

| | |
|------------------------|--------------------------------|
| December 11 - 15, 2023 | Registration |
| January 1 | New Year's Day |
| January 2 | Winter Quarter Starts |
| January 15 | Dr. Martin Luther King Jr. Day |
| January 18 | Module 1 Exam |
| February 15 | Midterm Exam |
| February 19 | President's Day |
| March 14 | Final Exam |
| March 15 | Winter Quarter Ends |

Spring Quarter

| | |
|---------------|-----------------------|
| March 11 - 15 | Registration |
| April 1 | Spring Quarter Starts |
| April 18 | Module 1 Exam |
| May 16 | Midterm Exam |
| May 27 | Memorial Day |
| June 13 | Final Exam |
| June 14 | Spring Quarter Ends |

Summer Quarter

| | |
|--------------|-----------------------|
| June 10 - 14 | Registration |
| July 1 | Summer Quarter Starts |
| July 4 | Independence Day |
| July 18 | Module 1 Exam |
| August 15 | Midterm Exam |
| September 2 | Labor Day |
| September 12 | Final Exam |
| September 13 | Summer Quarter Ends |

Fall Quarter

| | |
|-----------------|---------------------|
| September 9 -13 | Registration |
| September 30 | Fall Quarter Starts |
| October 17 | Module 1 Exam |
| November 11 | Veteran's Day |
| November 14 | Midterm Exam |
| November 28 | Thanksgiving |
| December 12 | Final Exam |
| December 13 | Fall Quarter Ends |

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Overview

History

Hollywood Education Institute is a private institution that was founded in 2006 with the goal of helping individuals improve their skills for academic and professional purposes. Located in a diverse community within the Greater Los Angeles area, the institute attracts many students who are seeking to improve their English language skills.

With its focus on helping students acquire the skills they need to succeed, Hollywood Education Institute is dedicated to providing high-quality, innovative educational programs that meet the needs of its diverse student body. The institute is committed to helping all of its students achieve their goals.

Mission Statement

The mission of Hollywood Education Institute is to provide quality, innovative in-person and distance programs which help students develop the competence necessary to be successful in their endeavor.

Purpose Statement

The purpose of Hollywood Education Institute is to enhance the quality of teaching and learning through academic rigor, student success, and meaningful curricular engagement. The Institute is committed to equipping students with practical knowledge and skills applicable to real-world challenges. Through the integration of innovative technology, in-person and distance education delivery, and a culture of continuous improvement, Hollywood Education Institute strives to maintain institutional effectiveness, promote accessible high-quality programs, and ensure long-term sustainability in support of its mission.

Goals

1. Enhance the quality of learning and teaching experience through academic rigor, student success, and curricular engagement.
2. Students will be able to apply the knowledge and skills they learn to other challenges.
3. Utilize integrated technology to enhance teaching and learning experiences that are both hybrid and offered at a distance.
4. Create a culture of continuous improvement and enhance institutional effectiveness.
5. Promoting distance and in-person programs that are quality and convenient to attract and recruit prospective students.
6. Accomplish the mission with sustainable financial resources.

Faculty and Staff Members

→ CEO/President

Dr. Samuel Rhee (100% ownership)

→ Faculty

Gabriela Guzman - Academic Director

- Master of Business Administration - Liberty University
- TESOL and TEYL Certificate
- ESL Subject Matter Expertise

Stephanie Innis- ESL Instructor

- BA, International Political Relation and affairs, Linguistic – University of Central Arkansas
- TEFL Certificate
- ESL Subject Matter Expertise

Jordan Zlotolow - ESL Instructor

- BA, English – California State University, Los Angeles
- AA, English – Santa Monica College
- ESL Subject Matter Expertise

→ **Staff**

Sunpob Deeprasertwit – Administrative Manager

Chitkapol Buasook – IT Manager

Rapeepong Yamsuwan – Marketing Manager

Azusa Oshimoto – Administrative Staff

Ubon Charasri – Marketing Staff

Advisory Council

→ **Chair**

Dr. Hae Kyung Hwang - SCSU Chief Academic Director

→ **Member**

Mr. Jason Cha - Educator

Mr. Peter Hurtgen - ESL Specialist

Programs

Programs

- Standard ESL
- Semi-Intensive ESL
- Intensive ESL

** Each program is delivered in-person and distance instruction. Hollywood Education Institute can only accept students who live in California (state of residence).*

All programs are a 24-month program that is divided into eight 11-week quarters. There are four proficiency levels: Beginning, Intermediate I, Intermediate II, and Advanced. Each proficiency level is divided into two quarters, and each quarter is divided into three modules. Students must complete an assessment at the end of each module and receive a cumulative score of 70% or higher in order to pass the quarter. Students who have successfully completed a quarter are evaluated for advancement to the subsequent level at the end of each quarter. A student has completed the entire program and is eligible to graduate upon completing and successfully passing the Advanced level. Students may also request a certification of completion for each level he/she has successfully completed.

Standard ESL (1636.8 hours)

This program has been designed to provide students with an opportunity to acquire language skills methodically using an integrated skills approach. Students improve language skills through qualified instruction in a small group setting. The skills-based curriculum ensures a system approach to language acquisition.

Program Objectives:

- 1) To build foundational skills in English grammar, vocabulary, sentence structure, and mechanics for effective written communication.
- 2) To develop students' ability to write various types of paragraphs—including narrative, descriptive, and process-based writing—with proper organization and word order.
- 3) To enhance students' speaking skills by focusing on pronunciation, stress, and intonation for clear and effective verbal communication.
- 4) To strengthen listening comprehension by interpreting spoken English in academic and everyday contexts.
- 5) To improve reading comprehension through analysis of different text types, enabling students to identify main ideas, supporting details, and vocabulary in context.

After successful completion of the program, students will be able to:

- Edit sentences and apply proper grammar, vocabulary, and mechanics rules across various topics.
- Compose narrative, descriptive, and process paragraphs in English using appropriate word order.
- Participate during class activities using comprehensible pronunciation, stress, and intonation to effectively communicate in English.
- Interpret speeches and presentations on a variety of topics.
- Define words used in different structures and style text types by recognizing the topics, main ideas, and supporting details in paragraphs.

Semi-Intensive ESL (2112 hours)

This program is designed for students who want a more immersive curriculum with extended study periods. The Semi-Intensive English classes combine formal instruction with fun, engaging activities that promote a deeper understanding of the English language.

Program Objectives:

- 1) To strengthen students' command of English grammar, including proper use of tenses, modifiers, noun clauses, and voice (active/passive) in both written and spoken communication.
- 2) To guide students in organizing and expressing ideas effectively through the development of well-structured and coherent paragraphs.
- 3) To build confidence in verbal communication by encouraging participation in discussions, presentations, and peer feedback activities.
- 4) To enhance listening and comprehension skills through exposure to a variety of authentic spoken materials and media.
- 5) To develop critical reading and thinking skills by analyzing texts to distinguish facts from opinions and summarize key ideas and details.

After successful completion of this program, students will be able to:

- Demonstrate proficiency using appropriate tenses, adverbs, adjectives, noun clauses, auxiliary, and passive and active voice applying English grammar rules.
- Structure ideas in the right order to compose coherent paragraphs in English.
- Engage in conversations by presenting ideas and giving constructive feedback on other students' work.
- Interpret and compare speeches, presentations, and other authentic resources on a variety of topics.
- Distinguish fact from opinion by summarizing main ideas and essential details on multiple subjects, whether stated or implied.

Intensive ESL (2464 hours)

This program is the most comprehensive program at Hollywood Education Institute and is designed for students who want to improve their English language skills at a rapid pace. This program is designed to include both formal instruction and fun, engaging activities to assist students in developing their language skills for both academic purposes & day-to-day English interactions.

Program Objectives:

- 1) To develop advanced proficiency in English grammar and composition, enabling students to write clear, coherent, and compelling multi-paragraph essays.
- 2) To teach students the academic writing process, including idea generation, drafting, revising, and editing, using various rhetorical modes.
- 3) To enhance students' oral communication skills by preparing and delivering structured presentations tailored to different audiences and purposes.
- 4) To improve listening comprehension and summarization skills through analysis of lectures, discussions, and multimedia content in English.
- 5) To strengthen reading comprehension and critical thinking by identifying key elements such as main ideas, supporting details, author intent, and bias.

To foster collaboration and academic writing skills by guiding students in developing clear thesis

After successful completion of this course, students will be able to;

- Recognize and correctly apply grammar rules to create well-structured, compelling, and coherent essays in English.

- Write a coherent and cohesive multi-paragraph essay using a logical sequence in rhetorical mode by generating ideas, drafting, revising, and editing in English.
- Deliver effective oral presentations on multiple topics in a public forum for various audiences and purposes with adequate control of English pronunciation.
- Accurately summarize information from the speakers, textbook, recordings, videos, and authentic sources presented in English.
- Identify the main idea, supporting details, audience, intent, and perspective based on the author's bias.
- Collaborate with peers to create a strong and clear thesis statement that guides the development of a well-structured academic essay.

Levels

ESL Level 1 – Beginning: These courses cover the beginning level of reading and vocabulary, listening and speaking, and grammar and writing. Upon completion of these courses, students should be able to correctly write basic sentences and comprehend conversational sentences. Class activities and assignments are geared towards expanding student knowledge and usage of English vocabulary and structure.

ESL Level 2 – Intermediate I: These courses cover the intermediate level of reading and vocabulary, listening and speaking, and grammar and writing. At the beginning of class, students are expected to correctly write simple sentences and cohesive paragraphs. Class activities and assignments are aimed towards expanding student knowledge and usage of English vocabulary and structure. In addition, these courses will focus on transitioning from paragraph to essay. Furthermore, students will review reading strategies, study skills, computer skills (word processing), and library and research activities. Finally, students will be writing both in and outside of the classroom.

ESL Level 3 – Intermediate II: These courses cover the high intermediate level of reading and vocabulary, listening and speaking, and grammar and writing. At the beginning of class, students are expected to correctly write complex sentences and cohesive paragraphs. Class activities and assignments are geared towards expanding student knowledge and usage of English vocabulary and structure. In addition, these courses will focus on transitioning from paragraph to essay. Furthermore, students will review reading strategies, study skills, computer skills (word processing), and library and research activities. Finally, students will be writing both in and outside of the classroom.

ESL Level 4 – Advanced: These courses cover the advanced level of reading and vocabulary, listening and speaking, and grammar and writing. Upon completion of these courses, students should be able to read and write college-level sentences and cohesive paragraphs. Also, students should be able to converse sufficiently and be prepared for college-level academic work. Class activities and assignments are aimed towards expanding student knowledge and usage of English vocabulary and structure. In addition, these courses will focus on transitioning from paragraph to essay. Furthermore, students will review reading strategies, study skills, computer skills (word processing), and library and research activities. Finally, students will be writing both in and outside of the classroom.

Job qualification each program prepares its graduate

- 25-3011.00 Adult Basic Education, Adult Secondary Education, and English as a Second Language Instructors

Completion requirements:

1. English as a Second Language program does not require any specific final tests or

examinations.

2. To complete English as a Second Language program student must meet our Satisfactory Academic Policy.
3. We do not require internships or externships.

All students are required to take the total of 1,080 clock hours of the courses.

Hours

- Standard ESL Classes are from 9:00 am – 12:45 pm (Mon-Fri)
- Semi-Intensive ESL Classes are from 9:00 am – 2:35 pm (Mon-Thu), 9:00 am – 12:45 pm (Fri)
- Intensive ESL Classes are from 9:00 am- 3:50 pm (Mon-Thu), 9:00 am – 12:45 pm (Fri)

Length of Programs

Standard ESL Program, Semi-Intensive ESL Program, and Intensive ESL Program are 24-month programs with four levels: Beginning, Intermediate I, Intermediate II, and Advanced.

Each level is broken down into two quarters and is completed in 22 weeks.

Student/Teacher Ratios

To maintain quality education, Hollywood Education Institute has set the maximum Student/Teacher Ratios per classroom to ensure that students will receive the highest quality of education. Hollywood Education Institute will increase the number of classrooms for that level when the number of students has exceeded the maximum student/teacher ratio. In addition, Hollywood Education Institute quarterly measures student/teacher ratios.

Maximum Student/Teacher Ratios

- Standard ESL: 18/1
- Semi-Intensive ESL: 18/1
- Intensive ESL: 18/1

Textbooks

Grammar and Writing

- Irene Schoenberg, Jay Maurer. Focus on Grammar Level 1, Pearson, 2017.
- Irene Schoenberg. Focus on Grammar Level 2, Pearson, 2017.
- Marjorie Fuchs, Margaret Bonner, Miriam Westheimer. Focus on Grammar Level 3, Pearson, 2017.
- Marjorie Fuchs, Margaret Bonner. Focus on Grammar Level 4, Pearson, 2017.

Listening and Speaking

- Polly Merdinger, Laurie Barton. NorthStar Listening and Speaking Level 1. Pearson, 2019.
- Laurie Frazier. NorthStar Listening and Speaking Level 2. Pearson, 2019.
- Tess Ferree, Kim NorthStar Listening and Speaking Level 4. Pearson, 2019.
- Sherry Preiss. NorthStar Listening and Speaking Level 5. Pearson, 2014.

Reading and Vocabulary

- John Beaumont, NorthStar Reading and Writing Level 1, Pearson, 2019.
- Natasha Haugnes, Beth Maher. NorthStar Reading and Writing Level 2. Pearson, 2019.
- Laurie Barton, Carolyn Dupaquier. NorthStar Reading and Writing Level 3. Pearson, 2019.

- Andrew K. English, Laura Monahan English. NorthStar Reading and Writing Level 4. Pearson, 2019.

Conversation

- Frances Eales, Steve Oakes. American Speakout Starter, Pearson, 2018.
- Antonia Clare, JJ Wilson. American Speakout Pre-Intermediate, Pearson, 2018.
- Frances Eales, Steve Oakes. American Speakout Intermediate, Pearson, 2018.
- Antonia Clare, JJ Wilson. American Speakout Advanced, Pearson, 2018.

English Literature

- Mark Twain. Adventures of Tom Sawyer, Pearson, 2008.
- Lewis Carroll. Alice in Wonderland, Pearson, 2008.
- Bram Stoker. Dracula, Pearson, 2019.
- John Escott. Detective Work, Pearson, 2020.

Academic Writing

- Linda Butler. Longman Academic Writing Series Level 1, Pearson, 2021.
- Ann Hogue. Longman Academic Writing Series Level 2, Pearson, 2021.
- Alice Oshima, Ann Hogue. Longman Academic Writing Series Level 3, Pearson, 2021.
- Alice Oshima, Ann Hogue. Longman Academic Writing Series Level 4, Pearson, 2021.

Admission / Academic Policies and Procedures

Admission Policy and Procedures

Hollywood Education Institute is committed to meeting the needs of English language learners and providing equal educational opportunities to all students, regardless of their race, color, national origin, sex, age, religion, disability, or any other legally protected characteristic. This policy and procedure outline the requirements for admission and the process that students must follow to apply and enroll to the program at Hollywood Education Institute.

Admission Requirements:

Applicants who gain admission to Hollywood Education Institute must meet the following requirements:

- Be at least 18 years of age.
- Submit a completed application form with all required documentation
- Submit a copy of a high school diploma or its equivalent (copy of a GED or state certificate awarded after passing an authorized test that the state recognizes as equivalent to a high school diploma)
- Submit a copy of passport or government-issued ID
- Submit an application fee
- Have access to minimum technology requirements

Admission Process:

- 1) Once prospective students submit a completed application with all required documentation, the administrative staff will review the application and determine if the prospective student meets the admission requirements.
 - If the prospective student meets the admission requirements, the administrative staff will proceed to the next steps;
 - If the prospective student does not meet the admission requirement, their applications will be denied;
 - The admission eligibility email will be sent to the prospective student within two (2) business days after receiving the completed application and all required documents.
- 2) When the prospective student chooses to move forward after receiving admission eligibility, the administrative manager or administrative staff will send over an English placement test, admissions disclosures and enrollment agreement to the student.
- 3) The student will then take the placement test to determine the student's level of English proficiency and review the admissions disclosures and enrollment agreement to ensure all information is accurate and fully understood by the student. The student is required to sign admission disclosures and enrollment agreement within one (1) week to complete the admission process.

- 4) Once the student is admitted to the program, they will be provided with an orientation session, including policies and procedures, facilities, and support services and enrollment materials such as catalog, and interactive distance learning manual to help them settle into the class.
- 5) Hollywood Education Institute requires all applicants who previously applied but did not complete the enrollment process to repeat the entire process. Any student who has withdrawn or has been dismissed from the institution and wishes to return must submit a new application for readmission to HEI.

Non-Discrimination Policy

Hollywood Education Institute is in accordance with the United States Equal Employment Opportunity Commission (EEOC) and is committed to providing equal opportunities to all applicants to programs and to all applicants for employment. Therefore, no discrimination shall occur in any program or activity of this institution, including activities related to the solicitation of students or employees on the basis of race/color, religious affiliation/belief, ethnic/national origin, sex/gender, sexual orientation, marital status, pregnancy, age, disability, veteran status, or any other classification that precludes a person from consideration as an individual. Please direct any inquiries regarding this policy, if any, to the CEO/President who is assigned the responsibility for assuring that this policy is followed.

Disability Accommodation Policy and Procedure

Hollywood Education Institute aims to help students achieve their academic goals and succeed in their classes who may have special needs.

As stated in Section 504 of the Rehabilitation Act of 1973 and in accordance with the Americans with Disabilities Act (ADA), which states that "an individual with a disability is defined as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. The ADA does not specifically name all of the impairments that are covered".

In seeking to provide support and equal opportunities for students who request disability accommodations, students must submit the completed Disability Accommodation Request Form and documentation of the disability to the Administrative Manager or any Administrative Staff via email at info@hollywoodinstitute.net. Hollywood Education Institute will notify within one month of the decision of accommodations.

Hollywood Education Institute will provide reasonable accommodations to qualified disabled students based on these following:

- A request form submission:
 - Pre-existing conditions: submit at the time of enrollment process
 - Existing students: submit during the programs
- A specific diagnosis of the disability and severity of the diagnosis with names, dates, current medication side effects and results of all diagnostic tests.
- Description of the student's functional limitations in a living environment and educational setting which are caused by the disorder. Specifically, how does this disorder interfere with the learning and living process of the student?

- Recommendations for academic and/or assistive devices and the rationale for suggesting the accommodations or devices. The recommendations should be correlated with the specific, identified, functional limitations, and/or behavioral manifestations, and should include an explanation of the effect these functional limitations have on the student in the activities that are required in an academic environment.
- Establish the professional credentials of the evaluator that qualify him/her to make the particular diagnosis. Include information about license or certification and specialization.

The form must be completed and signed by a practitioner, certified, or licensed professional only.

Since disabilities often vary in degree and impact, reasonable accommodations will be made on an individual basis. The Management Team or any other authorized person will review the request and make a decision on how to accommodate the student needs. Students will be notified of these accommodations within fourteen (14) business days.

Hollywood Education Institute is committed to maintaining the confidentiality of all student records related to requests for disability accommodations.

F-1 Student

Students applying for F-1 student visas are required to show proof of enrollment by presenting an I-20 form to the consulate office. After Hollywood Education Institute provides a student with the I-20 form, a student must complete a SEVIS I-901 form, pay the SEVIS I-901 fee by themselves, and be enrolled in the Student and Exchange Visitor Information System (SEVIS). Hollywood Education Institute gives students information on how to complete SEVIS I-901 at an extra charge. I-20 forms are sent via Express Mail, and a \$120 Shipping and Handling fee is required prior to I-20 being mailed.

Visa Services

Hollywood Education Institute does not provide visa services and will not vouch for student status, and any associated charges.

Level Placement

Hollywood Education Institute's placement examination is designed to assess the level of English language proficiency as well as to evaluate the language-readiness of the students and is scored on the following point scale:

| Total Score | Level Placement |
|--------------------|------------------------|
|--------------------|------------------------|

| | |
|--------------|-----------|
| 59 and below | Beginning |
|--------------|-----------|

| | |
|-------|----------------|
| 60-79 | Intermediate I |
|-------|----------------|

| | |
|-------|-----------------|
| 80-99 | Intermediate II |
|-------|-----------------|

| | |
|---------------|----------|
| 100 and above | Advanced |
|---------------|----------|

Beyond the evaluation methods outlined above, students are not required to provide further proof of English proficiency.

Transfer of Credit Policies

Hollywood Education Institute admits students who possess a high school diploma, GED, or equivalent. The institution does not admit Ability-to-Benefit (ATB) students at this time.

Hollywood Education Institute does not award transfer credit from other institutions for any of its programs. Additionally, the institution does not grant credit based on challenge examinations or achievement tests.

Prior Experiential Learning

Hollywood Education Institute does not award credit for prior experiential learning. As such, there are no assessment procedures, appeals process, or fees associated with experiential learning evaluations.

All students are required to complete the full program curriculum at Hollywood Education Institute in order to receive a certificate of completion.

Articulation Agreement

The institution has not entered into any articulation or transfer agreements with any other college or university.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Hollywood Education Institute is at the complete discretion of an institution to which you may seek transfer. Acceptance of the certificate you earn in Hollywood Education Institute is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Hollywood Education Institute to determine if your certificate will transfer.

At this time, Hollywood Education Institute offers non-credit courses and therefore does not recognize any credits earned at the other institutions in the course of ESL study or through challenge examinations and achievement tests.

Notice of Student Rights and Responsibilities

Hollywood Education Institute is dedicated to supporting and maintaining an academic environment with values that include civility, dignity, diversity, education, equality, honesty, and safety.

When students choose to accept admission to Hollywood Education Institute, they accept the rights and responsibilities of its student body and are expected to uphold its previously stated values by maintaining a high standard of conduct.

Hollywood Education Institute has developed policies and procedures that outline specific standards to be followed and measures are taken when handling its state of affairs. The purpose of this Notice of Student Rights and Responsibilities is to inform students that they are endowed with certain rights and are expected to conduct themselves in an appropriate manner. It does not replace the aforementioned policies and procedures, nor does it constrain the procedures or guidelines outlined in those policies. As such, students are required to educate themselves on their rights and responsibilities by reading and confirming that they understand all student-related policies and procedures.

Student achievement

Hollywood Education Institute maintains high standards for student achievement and tracks completion rates, retention rates, and other outcomes for all programs. Detailed program-specific student achievement data, including graduation rates, retention rates. Information is available in our School Performance Fact Sheet and on our website.

Satisfactory Academic Progress Policy

Satisfactory Academic Progress is defined as each student maintaining a cumulative grade point average of 70% = C or better and minimum 80% cumulative attendance. Students are notified of their progress at the end of each module (three times per quarter) by email.

Grading Format:

| Grade | | Scale | Definition |
|--------------|---|----------|--|
| Excellent | A | 90 - 100 | Student consistently demonstrates a thorough understanding and skill application in the content area. |
| Good | B | 80 - 89 | Student demonstrates a high degree of understanding and skill application in the content area. |
| Satisfactory | C | 70 - 79 | Student demonstrates satisfactory understanding and skill application in the content area. |
| Poor | D | 60 - 69 | Student needs significant practice and instructional experiences to acquire the knowledge of basic content and skills specified content area. |
| Failure | F | Below 60 | Student has not demonstrated the basic knowledge of content and/or skills specified and requires additional practice and instructional experiences to succeed. |
| Incomplete | I | | Student does not complete the course due to circumstances. |

All students are expected to maintain a cumulative minimum attendance of 80% and a cumulative grade point average of 70% = C or better at the end of each 11-week quarter. The program of Standard ESL, Semi-Intensive ESL, and Intensive ESL consist of four academic proficiency levels (i.e., Beginning, Intermediate I, Intermediate II, and Advanced), and each level is divided into two 11-week quarters.

Each 11-week quarter has 3 examinations: Module 1 Test, Midterm, and Final.

| Program | Clock Hours |
|-------------------------------|-------------|
| Intensive ESL (4 Levels) | 2464.0 |
| Semi-Intensive ESL (4 Levels) | 2112.0 |
| Standard ESL (4 Levels) | 1636.8 |

Graduation Requirement

Students must maintain a cumulative grade point average of 70% or a "C" grade and minimum 80% cumulative attendance to meet graduation requirements. Certification of completion may also be requested for each level a student has successfully completed. The Advanced level is the final level, and upon passing it, the student has completed the program and will be eligible to graduate. Upon successfully graduating from the program level, and meeting all completion requirements, students receive a Certificate.

The Certificate will be available to graduates no later than 30 days from the last day of attendance unless Hollywood Education Institute receives a written request to provide it earlier.

Proficiency Levels

Students take a placement test to determine their proficiency level before being placed in one of four course levels: Beginning, Intermediate I, Intermediate II, or Advanced. If students do not achieve a 70% or a "C" at the end of current program level, they must repeat the current program level following a documented learning plan.

Program Length

Students can be enrolled in an ESL program for a maximum of 36 months.

Academic Probation

A student achieving a grade point average below 70% or a "C" at the time of evaluation will be advised of his/her unsatisfactory academic progress and placed on academic probation with a documented learning plan for 11 weeks in any programs until such time as his/her grade point average reaches a minimum of 70% or "C." If the student fails to achieve a "C" average within 11 weeks, he/she will be withdrawn. The students will get notified by email.

For the international student a student's visa remains active while on probation. In case of withdrawal, HEI reports this status to SEVIS.

Hollywood Education Institute will automatically administratively withdraw a student after s/he has been absent for a maximum of 30 consecutive calendar days (excluding any scheduled breaks of the institution).

The student will be notified verbally and in writing or an email if he or she is being administratively withdrawn for unsatisfactory academic progress.

Academic Dismissal

A student may be dismissed from Hollywood Education Institute for any of the following reasons:

- Failure to meet academic or attendance probation conditions
- Severe or repeated violations of the student code of conduct
- Dishonesty in admissions or documentation
- Any behavior deemed unsafe, unethical, or incompatible with the school's mission and values

Appeal

If a student does not agree with a progress report or probation status, the student may appeal the statements/decision. The student must submit a written or an email appeal to the President within seven (7) business days from the report receiving date with documentation to support the appeal, where appropriate. The President will respond within seven (7) business days and notify the student in writing.

Attendance Policy and Procedure

Attendance Policy

Hollywood Education Institute has developed the following policy and procedure to communicate the attendance requirement of students. All students at Hollywood Education Institute must maintain a total attendance percentage of 80 percent or higher (i.e., 80% overall attendance). A student is considered late if he/she is not in the classroom by the time their first class is scheduled to begin or in their assigned classroom within the first 5 minutes of the scheduled class time (e.g., if a class is scheduled to begin at 9:00 a.m., a student must have logged into the institution's attendance application by 9:00 a.m. and in their assigned classroom by 9:05 a.m.). A student is considered an early departure if he/she does not remain in their assigned classroom until the class has been dismissed (e.g., if a class is scheduled to end at 10:05 a.m., a student must remain in class until 10:05 a.m.) As an added measure, both tardiness and early departures are tracked with the use of an attendance roster, which is completed daily by the instructor for his/her class.

Acceptable indications of attendance include completing assessments and/or performing tasks or activities on a given day.

If you find that you cannot meet the class minimum discussion requirements due to such a circumstance, please contact your instructor as soon as possible.

Attendance Procedure

Attendance is critical to students' success in meeting the requirements of the Hollywood Education Institute program. The instructor is responsible for documenting student attendance. The instructor monitors and documents students' attendance during class time and online.

1. Students must log in to the Hollywood Education Institute's learning management system and attend the live class. Students who join the in-residence class must log-in and show up at the classroom.
2. Students must participate in the class and complete the assignments, classwork, quizzes, and examination according to the instructor's instruction,
3. Instructors must monitor students' attendance in each class.
4. There are 3 options to give student attendance:

(P) Present: 100%

Students log in, attend live class on time, actively participate in class, and complete assignments and examinations within a given time from the instructor.

(D) Deduction: 70%

Students who are more than 5 minutes late to a live class receive a deduction. Students who leave class early or do not remain in their assigned classroom until the class has been dismissed receive a deduction. Students who do not actively participate in the live class receive a deduction. Students who do not complete the assignments and examinations within the given timeframe set by the instructor receive a deduction.

(A) Absence: 0%

Students who do not attend the live class are considered absent. All Hollywood Education Institute's students are required to maintain a minimum of 80% attendance.

What does it mean to "attend" a class?

Attendance is critical to students' success in the ESL programs offered. Taking attendance allows the institution to make clear determinations of when a student last attended class. When it comes to attendance in a course, it may seem a little unclear how attendance is defined. Listed below is very specific information that can help guide our decision-making when designing courses for an distance environment.

What is an acceptable indication of attendance?

The acceptable indications of attendance in a course can include:

- Students' submission of an academic assignment(s)
- Students' submission of an exam
- Documented students' participation in an interactive tutorial or computer-assisted instruction
- The students participate in an distance/in-person study group that is assigned by the institution.
- The students in a discussion forum participate in distance/in-person discussion about academic matters.

What does not sufficiently indicate attendance?

In a distance education context, documenting that a student has logged into an distance class is not sufficient, by itself, to demonstrate academic attendance by the student." Students must complete an instructional activity to meet attendance requirements in a distance course. Students who attend an in-residence class and do not participate during in-class activities do not meet attendance requirements.

Assessment Policy and Procedure

At Hollywood Education Institute, assessment holds the clear and distinct purposes of supporting teaching and learning by identifying what students are capable of doing and their level of informational knowledge and assuring satisfactory progress.

Prior to enrollment, students are expected to complete a placement examination in order to determine their level of placement. Once enrolled, students are assessed three times during an eleven-week period via course-related module tests, midterm, and final examinations.

Post contract completion, students are asked to complete an achievement examination in order to measure their level of improvement, while enrolled at Hollywood Education Institute. The grading scale is as follows: A (90-100%), B (80-89%), C (70-79%), D (60-69%), and F (59% and below).

Grading Format:

| Grade | | Scale | Definition |
|--------------|---|----------|--|
| Excellent | A | 90 -100 | Student consistently demonstrates a thorough understanding and skill application in the content area. |
| Good | B | 80 - 89 | Student demonstrates a high degree of understanding and skill application in the content area. |
| Satisfactory | C | 70 - 79 | Student demonstrates satisfactory understanding and skill application in the content area. |
| Poor | D | 60 - 69 | Student needs significant practice and instructional experiences to acquire the knowledge of basic content and skills specified content area. |
| Failure | F | Below 60 | Student has not demonstrated the basic knowledge of content and/or skills specified and requires additional practice and instructional experiences to succeed. |
| Incomplete | I | | Student does not complete the course due to circumstances. |

Grading Criteria:

| Class Participation and Homework | Module 1 Exam | Midterm Exam | Final Exam | Total |
|----------------------------------|---------------|--------------|------------|-------|
| 10% | 30% | 30% | 30% | 100% |

Class participation (i.e., presentations and group projects) and homework are factored into numeric grades and accounts for 10% of the cumulative score.

Homework and Participation account for 10% of a student's final grade. Of that 10%, 5% comes from homework assignments, and the other 5% comes from participation points. All homework assignments are graded using a standardized grading rubric. Participation points are awarded based on students' in-class behavior using an electronic database.

- **Homework:** There are 10 homework assignments (one homework assignment per week, except for the final week). Each homework assignment is worth 9 points for a total of 90 points. The following is a conversion table. Homework is graded using a grading rubric.

Homework – Grade Breakdown

| Points Earned | | Percentage Worth |
|---------------|---|------------------|
| 82-90 | → | 5% |
| 73-81 | → | 4.5% |
| 64-72 | → | 4% |
| 55-63 | → | 3.5% |
| 46-54 | → | 3% |
| 37-45 | → | 2.5% |
| 28-36 | → | 2% |
| 19-35 | → | 1.5% |
| 10-18 | → | 1% |
| 1-9 | → | .5% |
| 0 | → | .0% |

- **Participation:** There are 10 available participation points (One point is awarded per week, except for the final week). Participation points are awarded based on students' engagement (e.g., a student pays attention and speaks during pair activities). Instructors use an electronic database to award participation points.

Participation – Grade Breakdown

| Points Earned | | Percentage Worth |
|---------------|---|------------------|
| 10 | → | 5% |
| 9 | → | 4.5% |
| 8 | → | 4% |
| 7 | → | 3.5% |
| 6 | → | 3% |
| 5 | → | 2.5% |
| 4 | → | 2% |

| | | |
|---|---|------|
| 3 | → | 1.5% |
| 2 | → | 1% |
| 1 | → | .5% |
| 0 | → | .0% |

Module tests, midterm, and final examinations account for 90% of a student's final grade. Of that 90%, 30% comes from Module 1 Exam, 30% comes from Midterm Exam And the other 30% comes from Final Exam.

Grades and all assessments are collected and maintained by the institution's administration. Instructors score all tests and examinations. Administrative staff and Instructors manage the grading and Satisfactory Progress Report electronically.

Placement and achievement examinations, which are administered prior to enrollment and post-contract completion, are administered electronically. Placement and achievement examinations are developed and maintained by the curriculum team. Course-specific assessments such as midterms and final examinations are developed by faculty members. All tests and assessments are reviewed and modified as needed by the Academic Director and the Curriculum Team.

Academic Integrity and Honesty Policy and Procedure

The purpose of this policy is to ensure that students enrolled in Hollywood Education Institute maintain the highest standards of academic integrity and honesty. Academic integrity is essential to the learning process and is a cornerstone of academic achievement. We strive to create a learning environment that is built on trust, respect, and integrity, and we expect all students to uphold these values. The consequences for plagiarism, cheating, unauthorized collaboration, and other forms of academic dishonesty can be very serious, possibly including expulsion, suspension, or given a less-severe disciplinary action.

All students are expected to adhere to the following principles of academic integrity and honesty:

- *Plagiarism*: the use of someone else's ideas, words, or work without proper attribution.
 - Students are not allowed to copy text from a source without quotation marks or a citation; summarize or paraphrase someone else's work without giving credit; submit someone else's work as your own.
- *Cheating*: the act of using unauthorized materials, information, or assistance intentionally during any examinations.
 - Students must not engage in any form of cheating when taking proctor exams, cheating including using the external assistance (e.g. notes, textbooks, or electronic devices) unless specifically authorized by the instructor; giving answers to another student or receiving help from others during the exams.
- *Fabrication*: the act of falsifying or inventing information or data in academic assignments or research papers.
 - Students must not falsify or fabricate data, research, or sources. (i.e. making up sources, data, or evidence to support a claim, or misrepresenting the extent of one's research or knowledge on a particular topic.)

The consequences of academic dishonesty:

Violations of this policy will not be tolerated and will be subject to disciplinary action. If a student is found to have cheated on an exam, the instructor is required to notify the Academic Director to determine what action is appropriate to take, the following consequences may be imposed:

- Retaking the exam under appropriate supervision.
 - the student retakes the exam in a proctored setting, with a supervisor present to monitor their behavior and ensure that they are not cheating.
 - the student retakes the exam in a different format or using different questions, to ensure that they are not able to simply memorize the answers from their previous attempt.
- Receiving a course grade of 'F' or another grade penalty at the discretion of the course instructor.
- Other Additional disciplinary sanctions determined by the Academic Director may include disciplinary probation, suspension, or permanent expulsion from Hollywood Education Institute, administrative hold on the release of records, and withholding of a certificate. Disciplinary probation shall be noted on the student's formal academic record only for the duration of the probationary period.

Reporting Academic Dishonesty: If a student suspects or witnesses academic dishonesty by another student, they should report it to the instructor or Academic Director immediately. The report should include specific details about the incident, including the date, time, location, and nature of the dishonesty. The instructor or Academic Director will investigate the report and take appropriate action based on the evidence presented.

Student Identity Verification Policy and Procedure

Policy:

This policy applies to all programs offered by Hollywood Education Institute, beginning with the application for admission and continuing through to a student's graduation, transfer, or withdrawal from study. Hollywood Education Institute is committed to ensuring the integrity of our academic programs and maintaining high standards of academic honesty. As such, Hollywood Education Institute reserves the right to request government-issued documentation of identity with other personal information from students for the purpose of ensuring that the person enrolled in the course is the person completing assignments, exams, and all other course requirements.

Procedures:

Initial Identity Verification Process:

During the admissions process, students are required to provide personal information, including their name, date of birth, government-issued identification (i.e. driver's license or passport), high school/college attended, and prior degrees received as well as other contact information (i.e. current home address and a valid email address). The administrative staff reviews and verifies the authenticity of the documents and confirms that they are valid and accurate prior to an admissions decision.

Once admitted, each student is assigned a unique username and password to log into the HEI's learning management system (currently Moodle). Students are responsible for providing their complete and true identity information in any identification verification process.

Ongoing Identity Verification Process:

Throughout the student's enrollment, Hollywood Education Institute uses a variety of methods to verify the student's identity, including secure logins and passwords, proctored exams, and other technologies to verify the identity of students:

- Secure logins and passwords: Hollywood Education Institute requires students to create unique usernames and passwords, which are used to authenticate the student's identity

when they log in to Moodle (LMS), to ensure that only the student has access to their coursework and assessments.

- Proctored exams: Hollywood Education Institute verifies the student's identity by checking their ID and comparing it to the student on camera for distance classes or in-person for hybrid courses to ensure that the person taking an exam is the same person who was admitted.

Any student engaged in incidents of student identity fraud may face reprimand, disciplinary warning, a lowered or failing grade(s), and/or probation, suspension from the course, academic program, or expulsion from the Institution.

Confidentiality:

All identity verification documents will be handled in a confidential manner to the extent possible. Hollywood Education Institute protects the privacy of student information in accordance with the Family Educational Rights and Privacy Act (FERPA) and any other applicable laws or regulations regarding the confidentiality of personally identifiable information, and the Institute's Privacy Policy.

Leave of Absence Policy

A leave of absence is defined by Hollywood Education Institute as a temporary break in a student's attendance during which she/he is considered to be continuously enrolled. The student must sign and date the Leave of Absence Request Form together with the required documentation for the LOA request. No additional charges are assessed for applying or taking a Leave of Absence. Any Student enrolled under an F-1 visa, in addition to the institution's policy regarding leave of absence, needs to comply with the regulations of the Department of Homeland Security.

A leave of absence will be granted based on the following:

Medical Leave:

- a. medical letter from doctor
- b. the student remains in the United States for F-1 student
- c. written Leave of Absence Form

Vacation:

- a. completion of at a minimum of 6 months of enrollment
- b. the student remains in the United States for F-1 student
- c. no longer than 4 weeks of vacation
- d. written Leave of Absence Form

Personal Leave:

- a. only one Leave of Absence will be granted during any 12-month enrollment period
- b. must be out of the United States for F-1 student
- c. justifiable reasons for the leave
- d. no longer than 4 weeks of leave
- e. written Leave of Absence Form

1. Medical Leave Policy

A medical leave is a temporary break in the study for documented medical purposes during which time an international F-1 student remains in the United States and is considered to be continuously enrolled with a reduced course load, consistent with federal regulations. If a Medical Leave is required, a student must submit in writing to the Administrative Staff the request, expected

return date, and the initial date of request if unforeseen circumstances prevent the request prior to the leave date. The request must have the student's signature and have supporting medical documentation from hospitals, licensed doctors, and possibly medical records, business cards, and other related documents attached to the request. This request does not automatically reflect the approval.

If the Medical Leave is NOT approved, or the student does not return from an approved leave, the student will be considered to have withdrawn from the institution if not in attendance. Students with an F-1 visa will have the withdrawal entered into their SEVIS record, reporting the withdrawal to the Student Exchange Visitor's Program (SEVP).

If the leave is approved, the student may return prior to or at the end of the leave and resume training without paying additional tuition. Students requesting a Medical Leave must understand that upon return, a revised course completion date will be established, which will delay their graduation date. Remember, a Leave of Absence delays your graduation. Time taken on a Medical Leave does not count in the satisfactory academic and attendance formula.

Upon return from a Medical Leave, Hollywood Education Institute will administer the placement test for ESL classes that is used as a guide for English-level placement if a student is absent for over 4 weeks.

No additional charges are assessed for applying or taking a Medical Leave.

2. Vacation Policy

An international F student may be granted a vacation, which is a temporary break in the student's attendance during which s/he is considered to be continuously enrolled. F-1 students must remain in the United States. If a vacation is requested, a student must submit the basis of the request, the expected return date, and the initial date of request with the student's signature in writing to the Administrative Staff. This request does not automatically reflect the approval. A vacation request only be requested to begin at the completion of 6 months of enrollment. A vacation request can be submitted after completing a minimum of every 6 months of enrollment and cannot exceed a request of more than 4 weeks.

If the vacation request is NOT approved or the student does not return from vacation, the student will be considered to have withdrawn from the institution if not in attendance. Students with an F-1 visa will have the withdrawal entered into their SEVIS record, reporting it to the Student Exchange Visitor's Program (SEVP).

If the vacation is approved, the student must return prior to or at the end of the vacation and resume training without paying additional tuition.

At no time can the institution backdate a vacation request. Therefore, it is important that the vacation is approved prior to the requested start date. Time taken on a vacation does not count in the satisfactory academic and attendance formula.

No additional charges are assessed for applying or taking a vacation.

3. Personal Leave Policy

A leave of absence (LOA) is a temporary break in the study during which time an international F student must be out of the United States but considered to be continuously enrolled. If a Leave of Absence is required, a student must submit the basis of the request, expected return date, descriptive reason for leave of absence, and the initial date of request with the student's signature in writing to the Administrative Staff. This request does not automatically reflect the approval. A

Leave of Absence is limited to a specified amount of days (no longer than 4 weeks). Only one Leave of Absence will be granted to a student during any 12-month enrollment period. No leave of absence is permitted for the 4-week program. Students must submit all required documents for leave of absence in order to get considered by the institution.

If the leave of absence is NOT approved, or the student does not return from an approved leave of absence, the student will be considered to have withdrawn from the institution if not in attendance. Students with an F-1 visa will have the withdrawal entered into their SEVIS record, reporting the withdrawal to the Student Exchange Visitor's Program (SEVP).

If the Leave of Absence is approved, the student returns prior to or at the end of the Leave of Absence and resumes study without paying additional tuition. Students requesting Leave of Absences must understand that upon return, a revised course completion date will be established, which will delay their graduation date. Remember, a Leave of Absence delays your graduation.

At no time can the institution backdate a leave of absence. Therefore, it is important that the leave of absence is approved prior to any absent days. Time taken on a leave of absence does not count in the satisfactory academic and attendance formula.

No additional charges are assessed for applying or taking a leave of absence.

Current Tuition and Fees

Tuition Cost and Hours

The following are the tuition, hours, and fees necessary for the term of instruction and the completion of the course of study.

| Weeks | Standard ESL | Semi-Intensive ESL | Intensive ESL |
|-------|--------------|--------------------|---------------|
| 11 | \$2,300 | \$3,000 | \$3,400 |
| 22 | \$4,600 | \$6,000 | \$6,800 |
| 44 | \$9,200 | \$12,000 | \$13,600 |

The estimated total charges for each program (when paid in full) and total charges for a period of attendance would not exceed the amount listed below plus any appropriate fees:

- **Standard ESL (88 weeks): \$18,575**
- **Semi-Intensive ESL (88 weeks): \$24,175**
- **Intensive ESL (88 weeks): \$27,375**

All students are required to sign an enrollment agreement upon enrollment, which will detail the tuition and all other charges owed for the program and the payment terms.

Hollywood Education Institute may refuse to provide certain student services to students who have an outstanding balance. Hollywood Education Institute may also refuse re-admission to any student who has left the institution without paying all outstanding balances.

- ❖ All tuition and fees are due on the last day of the currently registered quarter.
- ❖ Students are contacted via telephone, email, and in person by the staff in order to collect any and all delinquent tuition and/or monies owed to Hollywood Education Institute.

NOTE: Tuition fees may vary depending on the length of course enrollment and the program students choose: Standard ESL, Semi-Intensive ESL, or Intensive ESL. Students who participate in hybrid courses may also incur additional third-party travel and lodging expenses.

Fees

- Application: \$75 (non-refundable)
- Registration fee: \$100 (non-refundable)
- Student Tuition Recovery Fund (STRF) (non-refundable)
**Effective April 1, 2024, the Student Tuition Recovery Fund (STRF) assessment rate will be \$0 per \$1,000 of institutional charges. Institutions shall collect the assessment from each student at the time it collects the first payment from or on behalf of the student at or after enrollment. The assessment shall be collected for the entire period of enrollment, regardless of whether the student pays the institutional charges in increments.
- Shipping and Handling fee: \$120 (optional)
- Bank Wire Transaction fee: \$50 (per transaction/optional)
- Return/Bounced Check: \$35

Methods of Payment: Cash, Check, Credit Card, Debit Card, or Bank Wire Transfer.

Student Records

Student Records Confidentiality Policy

All educational and financial records are confidential and are protected by the Family Educational Rights and Privacy Act (FERPA). Hollywood Education Institute is legally and ethically

obligated to safeguard the confidentiality of any information in these records, and therefore, the Authorized person only has access to the specific information required in the performance of their job functions.

Students may access their own personal records during regular business hours upon reasonable notice, but access can only be had in the presence of a duty authorized representative of the institution.

All student admission, academic, and financial files are securely filed in locked fireproof cabinets. Electronic files are safeguarded with passwords known only to the President and Administrative staff.

Documents or printed pages that contain personally identifiable information, such as student identification numbers, name, address, phone, etc., are shredded rather than thrown in the trash.

For information regarding the retention of records, see *the Institution's Record Retention Policy*.

Records Retention Policy

The Records Retention Policy and Procedure outlines the guidelines for the creation, management, and destruction of Hollywood Education Institute's records. The policy establishes a framework for maintaining records, including financial records, administrative records, and student records, that are essential for HEI's operations and ensures compliance with legal and regulatory requirements and risk management. It provides a roadmap for managing records throughout their lifecycle and ensures that HEI can operate effectively and responsibly.

Financial Records: HEI retains financial records in accordance with the Internal Revenue Service (IRS) regulations and generally accepted accounting principles. HEI keeps records of financial transactions, such as invoices, receipts, and bank statements, for a minimum of seven (7) years, in compliance with federal and state tax laws.

Administrative Records: Administrative records include documents such as employment contracts, performance evaluations, and other personnel-related records. HEI ensures that these records are kept confidential and only accessible to authorized personnel. Administrative records are retained for the minimum seven (7) years.

Student Records: In accordance with the California Education Act Title 3 section 94900 and Title 5 section 71920 Hollywood Education Institute:

- a. Maintain records of the name, address, e-mail address, and telephone number of each student who is enrolled in an educational program in that institution;
- b. Maintain, for each student granted a degree or certificate by that institution, permanent records of all of the following:
 - (1) The degree or certificate granted and the date on which that degree or certificate was granted.
 - (2) The courses and units on which the certificate or degree was based.
 - (3) The grades earned by the student in each of those courses.

In addition to the requirements of section 94900, the file shall contain all of the following pertinent student records:

- (1) Written records and transcripts of any formal education or training, testing, or experience that

are relevant to the student's qualifications for admission to the institution or the institution's award of credit or acceptance of transfer credits including the following:

- (A) Verification of high school completion or equivalency or other documentation establishing the student's ability to do college level work, such as successful completion of an ability-to-benefit test if required by the institution. For the purposes of this section an "ability-to-benefit test" means an independently administered examination from the list of examinations prescribed by the United States Department of Education pursuant to Section 484(d) of the federal Higher Education Act of 1965 (20 U.S.C. Sec. 1070a et seq.) as it is, from time to time, amended, that is designed to help identify students who possess the basic skills necessary to succeed in a post-secondary education program, but who lack a high school diploma;
- (B) Records documenting units of credit earned at other institutions that have been accepted and applied by the institution as transfer credits toward the student's completion of an educational program;
- (C) Grades or findings from any examination of academic ability or educational achievement used for admission or college placement purposes;
- (D) All of the documents evidencing a student's prior experiential learning upon which the institution and the faculty base the award of any credit;
- (2) Personal information regarding a student's age, gender, and ethnicity if that information has been voluntarily supplied by the student;
- (3) Copies of all documents signed by the student, including contracts, instruments of indebtedness, and documents relating to financial aid;
- (4) Records of the dates of enrollment and, if applicable, withdrawal from the institution, leaves of absence, and graduation; and
- (5) In addition to the requirements of section 94900(b) of the Code, a transcript showing all of the following:
 - (A) The courses or other educational programs that were completed, or were attempted but not completed, and the dates of completion or withdrawal;
 - (B) Credit awarded for prior experiential learning, including the course title for which credit was awarded and the amount of credit;
 - (C) Credit for courses earned at other institutions;
 - (D) Credit based on any examination of academic ability or educational achievement used for admission or college placement purposes;
 - (E) The name, address, website address, and telephone number of the institution.
- (6) For independent study courses, course outlines or learning contracts signed by the faculty and administrators who approved the course;
- (7) The dissertations, theses, and other student projects submitted by graduate students;
- (8) A copy of documents relating to student financial aid that are required to be maintained by law or by a loan guarantee agency;
- (9) A document showing the total amount of money received from or on behalf of the student

and the date or dates on which the money was received;

- (10) A document specifying the amount of a refund, including the amount refunded for tuition and the amount for other itemized charges, the method of calculating the refund, the date the refund was made, and the name and address of the person or entity to which the refund was sent;
- (11) Copies of any official advisory notices or warnings regarding the student's progress; and
- (12) Complaints received from the student.
Student recordkeeping policy will require that all student records are retained onsite for five (5) years, and transcripts kept permanently. The academic and financial records shall be maintained in separate files.

The student records to be kept include:

- A copy of the signed and dated enrollment agreement
- A copy of the students' grades.
- A record of the courses attempted, whether or not completed.
- A record of the student's attendance.
- A copy of all documents signed by the student.
- A copy of all complaints received from the student.
- A record of any refund made, the date made, and the check number, as applicable; the refund record will show how the calculation for the refund was made.

The catalog shall be permanently archived. The physical record file cabinet is fireproof, lockable, and to be maintained at the Institution. In addition, as an extra measure for security and safekeeping of records, all records will be electronically scanned and/or photocopied and stored electronically in a secure encrypted storage. Only the authorized staff will have access to the records, and the privacy of these records is considered to be of paramount importance.

Responsibilities: The Administrative Manager is responsible for ensuring and reviewing the proper retention of all records quarterly and the President quarterly audits these records to ensure its accuracy and completeness.

Student Services

At Hollywood Education Institute, we aim to provide quality student services and help our prospects and current students with any support for their study experience. Listed below is information you can use as you prepare to study at Hollywood Education Institute.

- New Student Orientation
- Academic Advising
- Technical Support
- Distance Education Services
- Housing
- E-library
- Parking
- Transportation

If you need any additional assistance or have any questions, please contact our Administrative Team. We are here for you!

New Student Orientation

Hollywood Education Institute provides New Student Orientation for all incoming students, which will include information on the enrollment process, academics, student services, and much more.

Academic Advising

Students are provided assistance with gathering any necessary academic records from Hollywood Education Institute required as part of the university or vocational school's application process. Hollywood Education Institute also provides literature and informational material on some of the local universities and vocational schools but does not assist students in choosing any vocational or university programs. Students can make a request by email at info@hollywoodinstitute.net or make an appointment for academic advising through our administrative staff at the in-residence location.

Technical Support

Hollywood Education Institute IT Support assists all students in accessing and successfully using Hollywood Education Institute technology. We are staffed with the knowledge to provide any guidance and support for Moodle, Wi-Fi Access, View Grades, and other technical issues.

Distance Education Services

Hollywood Education Institute Distance Education offers support services for all students in distance-delivered courses. Students receive assistance with orientation to courses in a distance-delivered format (i.e., how to register for distance courses, how to get started in their courses, and how to sign up for a proctored exam).

The IT Support team is available Monday through Friday, from 9 a.m. – 5 p.m. via phone, email, and in person. Email support requests to: info@hollywoodinstitute.net or call: (213) 386-3800.

Housing

Hollywood Education Institute does not have a dormitory under control, but it does provide housing information regarding housing to students. Hollywood Education Institute has no responsibility to find or assist a student in finding housing. The decision to use or not use student housing is the sole responsibility of the student. However, there are many apartment buildings and housing available in the area, and the cost ranges from \$1,000 - \$1,500 for a studio or a one-bedroom apartment.

E-Library

Hollywood Education Institute does not have a physical library but does offer an E-library.



ERIC (Education Resources Information Center) is an online library of education research and information sponsored by the Institute of Education Sciences (IES) of the U.S. Department of Education. The website is a comprehensive, easy-to-use, searchable, Internet-based bibliographic

and full-text database of education research and information. More Information can be found on the website: <https://eric.ed.gov>

Procedures for student access:

To access ERIC, launch your web browser and type the URL <https://eric.ed.gov/> into the address bar.

1. Type the search terms or keywords in the search box.
2. A list of results will be displayed. Click on a result to view its contents.
3. Details about a document will be displayed, along with the available options and actions.



ProQuest is a leading provider of research resources and information. Their online library offers a wide range of materials, including academic journals, books, and dissertations, which can be easily searched and accessed through their comprehensive and user-friendly website:

<https://www.proquest.com/>

Procedures for student access:

To access ProQuest, launch your web browser and type the URL <https://pqdtopen.proquest.com/> into the address bar.

1. Type the search terms or keywords in the search box.
2. A list of results will be displayed. Click on a result to view its contents.
3. Details about a document will be displayed, along with the available options and actions.

Hollywood Education Institute E-Library also provides support for all in-residential and distance students to get access to ERIC (Education Resources Information Center) and ProQuest including general search assistance and a guide on how to use the website.

If you have any questions that you may have about E-library please contact Hollywood Education Institute Student Service at info@hollywoodinstitute.net

Parking

Hollywood Education Institute provides validation to our students.

Parking is available in a parking facility and/or area next to the building.

- Central Plaza Parking Garage: 3470 Wilshire Blvd, Los Angeles, CA 90010
- Payment Validation: 8 AM – 6 PM (Monday- Friday) = \$3
- For any parking issues:
 - Please see the parking attendant at the Pay Station
 - Parking Office: (213) 465-4847

Transportation

There are two public transportation options to go to Hollywood Education Institute, the Metro Purple line, located at Wilshire/Normandie station and, there are bus options, Bus 20, Bus 206 and Bus 720. Each of these transportation options costs \$1.75 per trip.

Facilities

The Hollywood Education Institute has a physical location at 3470 Wilshire Blvd., Suite 350, Los Angeles, CA 90010. This facility provides a variety of amenities to support students' academic and social needs.

The facility has one large classroom and three medium-sized classrooms. It also has a laboratory/e-library and a student lounge. The student lounge is a space for students to relax, socialize, and enjoy meals.

Inside the facility, there is a front desk area where students and visitors can seek assistance and find information. Students also have access to a photocopy machine and printer for document reproduction and printing needs. Additionally, there are computer labs equipped with desktop computers and internet connectivity for students to complete their academic tasks.

Equipment

There are numerous computers with internet access in the computer lab (to which students have full access). Projection machines, speakers, digital and video cameras, radio, CD players, and whiteboards are all available for in class use. Printers, copy machines and additional computers are located in the reception area and the CEO's office. There are also numerous chairs in the computer lab. The lounge is equipped with countertops, tables, microwaves, mini-fridges and chairs for the students and instructors to use. Foldable desk/chairs are utilized by students during class time. All the classes are equipped with projectors, which are used for audio/video visual material for the students. Also, students have access to Wi-Fi for academic and non-academic purposes.

Cancellation and Withdrawal Policies

Student's Right to Cancel

Hollywood Education Institute is in accordance with the California Private Postsecondary Education Act of 2009 (California Education Code, Title 3, Division 10, Part 59, Chapter 8, Article 13, Section 94920), which states that a student has the right to cancel an enrollment agreement or withdraw and obtain a refund of charges.

The students have the right to cancel the enrollment agreement and obtain 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), if notice of cancellation is made through attendance at the first class session, or the seventh day after enrollment, whichever is later.

Cancellation occurs when the student gives a written Notice of Cancellation to the Administrative Manager. The student can mail, hand deliver, email, or fax the cancellation; the cancellation notice cannot be accepted verbally (i.e. via telephone). Date of determination is defined as the date the written notification is postmarked or the date the letter is delivered to the institution in person. Cancellation notices are to be addressed to: Hollywood Education Institute, 3470 Wilshire Blvd., Suite 350, Los Angeles, CA 90010.

Withdrawal From Course

You may withdraw from the institution at any time. Withdrawal may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance. For the purpose of determining a refund under this section, the date of the student's withdrawal shall be deemed the last date of recorded attendance. The student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

1. The student provides Hollywood Education Institute with a written notice of withdrawal;
2. The student does not provide Hollywood Education Institute with notice of withdrawal (written or verbal) and is absent for a maximum of thirty (30) consecutive calendar days (excluding any scheduled breaks). In such a case, Hollywood Education Institute will administratively withdraw the student automatically after the thirty (30) consecutive calendar days have passed;
3. Hollywood Education Institute is provided a transfer form from another institution;
4. The institution terminates the student's enrollment for failure to maintain satisfactory academic progress, comply with the attendance policy, abide by the rules and regulations of the institution and/or meet financial obligations to the institution (including the requirement to pay all tuition and all other charges owed for the program of study within thirty (30) days of the due date) or;
5. The student fails to return from a leave of absence.

Refund Policy

The students have the right to cancel the enrollment agreement and obtain 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), if notice of cancellation is made through attendance at the first class session, or the seventh day after enrollment, whichever is later.

The institution's refund policy applies equally to in-person and distance education delivery formats.

After the end of the cancellation period, the students have the right to receive a pro rata refund if the students cancel enrollment agreement or withdraws during a period of attendance (11 weeks quarter), minus an application fee (\$75) and registration fee (\$100). If a student completes thirty-three (33) days from a total of fifty-five (55) days in a quarter (60 percent) or less of the period

of attendance, a pro-rata refund will be issued, calculated as the amount owed (daily charge for the program multiplied by the number of days attended or scheduled to attend prior to withdrawal) subtracted from the amount paid by the student. However, if a student completes more than thirty-three (33) days from a total of fifty-five (55) days in a quarter (60 percent) of the period of attendance, they will not receive a refund. Hollywood Education Institute processes refunds within thirty (30) calendar days of the documented date of determination or cancellation from withdrawal form. In the case that a student enrolls for more than one quarter but subsequently does not study during a particular quarter, they will receive a full refund of the tuition fees for that quarter.

As stated in section 71750(c)(1) of the California Education Code a pro rata refund pursuant of section 94920(d) of the California Education Code shall be no less than the total amount owed by the student for the portion of the educational program provided subtracted from the amount paid by the student, calculated as follows: the amount owed equals the daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days student attended, or was scheduled to attend, prior to withdrawal.

The student's enrollment may be terminated at the request of the President, if the student's academic progress, behavior, absences, tardiness or dress does not conform to the requirements, rules and regulations of the institution, the extent of the student's tuition obligation will be in accordance with the institution's refund policy.

Sample Refund Calculation: If a student withdraws from the Standard ESL Program after completing twenty (20) days, the student will receive a pro-rata refund.

| | | |
|----------------------------------|------------------------------------|---|
| Refund Percentage: 72.72% | Tuition & Fees: \$2,300 | Refund: $(\\$2,300/55) \times (55-20) = \\1463.63 |
|----------------------------------|------------------------------------|---|

Financial Aid and Loan Payment

Hollywood Education Institute is not participate in federal and state financial aid programs. The student is responsible for the amount of the contract.

- If the student has receives federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal financial aid funds.
- If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.
- If the student defaults on a federal or state loan, both of the following may occur:
 - 1) The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
 - 2) The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid.

Hollywood Education Institute does not provide any type of payment plans.

Bankruptcy

Hollywood Education Institute has no pending petition in bankruptcy and is not operating as a debtor in possession, has not filed a petition within the preceding five years or has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C Sec. 1101 et Seq).

Student Tuition Recovery Fund

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd., Suite 225, Sacramento, California, 95834, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have

otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Institution Policies

Minimum Technology Requirements

When participating in both distance and hybrid programs, it is vital to consider the technology needed in order to have a successful course. We recommend that you meet the technical requirements below when using the learning management system (LMS) of Hollywood Education Institute. Students will receive Minimum Technology Requirements for Distance Learning and the Interactive Distance Learning Student Handbook before enrollment starts. The students can receive IT support from our IT staff by sending an email to info@hollywoodinstitute.net.

Technology Proficiency

Students should be proficient in the following:

- basic computer skills
- sending/receiving email
- sending and receiving attachments via email
- using a web browser
- finding resources through search engines
- downloading and installing software
- familiarity with using browser plug-ins (e.g. PDF reader, video, audio)
- using a word processing, presentation software, or other productivity applications
- experience/familiarity with a variety of file formats such as: .pdf "Portable Document Format", .rtf "Rich Text Format", .doc or .docx "Microsoft Word Document", and .txt "Text document"
- the ability to be self-directed in learning new technology skills (e.g. following a handout, a step-by-step tutorial, online video help, or access to support to learn necessary skills)

Required Hardware

- A computer (desktop/laptop) or mobile device (smartphone/tablet) that is less than 5 years old will work.
- Speakers/headphones/earbuds for listening to audio or videos presented in courses.

Optional Hardware

Webcam for interacting in course activities that require video feedback from students, video test proctoring, or other third-party tools.

Required Software

- An Internet Browser, such as Mozilla Firefox, Google Chrome, or Microsoft Edge preferred.
- Adobe Acrobat Reader or other PDF readers.

Optional Software

- Microsoft Office (includes Microsoft Word, Excel, and PowerPoint).

Internet Connection

- High-speed Broadband Internet Connection is Required.

Recommended Internet speeds:

- Download speed is at least 8Mbps
- Upload speed is at least 2Mbps

Please consider the following while participating in courses:

- Using a shared Internet connection will impact connectivity, such as additional household members use of streaming TV, gaming, and other Internet usages.
- Wireless connections may be impacted by the distance from the router and interference from microwaves and other electronics. (Wired connections are recommended.)
- Your Internet Service Provider's performance may vary throughout the day based on community usage.

Internet Browser(s)

- Various browsers may be able to access the learning management system.

We recommend the following tips:

- Use the latest versions of Mozilla Firefox, Google Chrome or Microsoft Edge. (Please note that eLearning: Moodle's learning management system may not be fully compatible with the latest versions of each browser.)

NOTE: Avoid using Internet Explorer because this browser is obsolete.

Distance Education Delivery Methodologies

The distance courses are instructor-led, and the instructor is the primary source of learning. The distance courses are administered asynchronously through the HEI's learning management systems (Currently Moodle). Educational materials and assessments are delivered to students in different formats, such as text, image, audio, and video. The materials and assessments are organized by date, as specified in the syllabus.

Students log on to the Moodle LMS to take courses on their own schedule. Certain materials and assessments are given a timeframe in which students need to finish the work before the said contents are locked out. Assessments given on a specific day can be taken at any time but only on the same day. If the Institution is able to administer the courses synchronously, the instructors will notify the students using the Moodle LMS in advance so that the instructor and students will be available at the same time. The primary form of delivery will be audio and video.

Evaluation Timeline for Distance Education Submissions

For programs offered via distance education, Hollywood Education Institute is committed to providing timely feedback to support student progress. The approximate number of days that will elapse between the receipt of student-submitted lessons, projects, or written assignments (including essays, presentations, or dissertations) and the institution's response or evaluation is 10 business day.

Distance Classroom Environment:

1. All students are responsible for respecting and protecting the learning environment during class:
 - a. Except for unusual circumstances, to be discussed with the instructor, it is expected that students participate in every class on time.
 - b. Please enter each distance session with an open mind to experience and appreciate the thoughts and opinions of your classmates.
2. All students must engage in the learning experience. Your contributions to class activities are highly valued. This includes actively listening/ reading during the chapter summaries and participating in class activities/group work when applicable.

3. All students are responsible for keeping up with the pace of the course.
4. Assignments need to be completed on time.

Student Conduct and Termination

Hollywood Education Institute does not tolerate student misconduct of any nature and students may be disciplined or terminated for, but not limited to, any of the following types of misconduct:

- Academic dishonesty (e.g. cheating, fabrication or falsification, plagiarism, or forgery)
- Theft or damage or destruction of property
- Computer misuse (e.g. unauthorized entry, use, transfer, or tampering with the communications of others)
- Violation of any and/or all institution policy
- Conduct that threatens health or safety of others
- Sexual assault and/or sexual misconduct
- Obstruction or disruption of teaching, research, administrative duties
- Failure to comply with directions of an institution official or other public official acting in the performance of his/her duties while on institution property
- Manufacture, distribution, dispensing, possession, use, or sale of, or the attempted manufacture, distribution, dispensing, or sale of alcohol and/or controlled substances (including medicinal marijuana)
- Possession, use, storage, or manufacture of firearms or weapons capable of bodily injury, explosives, firebombs, or any other destructive devices
- Invasion of privacy by making a video recording, audio recording, taking photographs, or streaming audio/video of any person in a private location without that person's knowledge and express consent

Copyright Policy

Hollywood Education Institute is in compliance with the Copyright Law of the United States of America and Related Laws Contained in Title 17 of the United States Code, which states:

Any student, faculty and/or staff who violates any of the exclusive rights of the copyright owner as provided by sections 106 through 122 or of the author as provided in section 106A (a), or who imports copies or phonorecords into the United States in violation of section 602, is an infringer of the copyright or right of the author, as the case may be. For purposes of this chapter (other than section 506), any reference to copyright shall be deemed to include the rights conferred by section 106A (a). As used in this subsection, the term "anyone" includes any State, any instrumentality of a State, and any officer or employee of a State or instrumentality of a State acting in his or her official capacity. Any State, and any such instrumentality, officer, or employee, shall be subject to the provisions of this title in the same manner and to the same extent as any nongovernmental entity.

The legal or beneficial owner of an exclusive right under a copyright is entitled, subject to the requirements of section 411, to institute an action for any infringement of that particular right committed while he or she is the owner of it. The court may require such owner to serve written notice of the action with a copy of the complaint upon any person shown, by the records of the Copyright Office or otherwise, to have or claim an interest in the copyright and shall require that such notice be served upon any person whose interest is likely to be affected by a decision in the case. The court may require the joinder and shall permit the intervention of any person having or claiming an interest in the copyright.

Intellectual Property

All content or other materials available on the Hollywood Education Institute LMS, including but not limited to code, images, text, layouts, arrangements, displays, illustrations, audio and video

clips, HTML files, and other content, are the property of Hollywood Education Institute and/or its affiliates or licensors, and are protected by copyright, patent, and/or other proprietary intellectual property rights under the United States and foreign laws.

In consideration of your agreement to the Emergency Use Authorization (EUA), Hollywood Education Institute grants you a personal, non-exclusive, non-transferable license to access and use the Site. You may not commercially exploit content from the Site, nor may you distribute derivative works from the material on the Site. The burden of determining that your use of any information, software, or any other content on the Site is permissible rests with you.

Student Rights and Grievance Policy

The purpose of this policy is to provide a process for students to raise complaints or grievances regarding Hollywood Education Institute's services, policies, procedures, or decisions. The policy aims to ensure that all complaints and grievances are addressed promptly, fairly, and in a transparent manner. In the event that a student has a complaint, grievance or dispute, the student has the right to seek a satisfactory resolution through the following process:

- 1) Hollywood Education Institute encourages students to first attempt to resolve complaints or grievances informally with the Academic Director for Academic complaints or grievances and Administrative Manager for other reasons than Academic. This may involve discussing the issue with the instructor or staff member involved. If the student is not comfortable discussing the issue with the person involved or if the issue is not resolved to the student's satisfaction, the student may proceed to the next step.
- 2) If the issue is not resolved through informal means:
 - The student may submit a formal complaint in writing to: Hollywood Education Institute (HEI), 3470 Wilshire Blvd., Suite 350, Los Angeles, CA, 90010 or submit an email at info@hollywoodinstitute.net

The complaint should include a description of the specific allegations and the desired remedy, accompanied by any necessary documentation. The student services can, if necessary, submit the complaint to the President for final resolution. Hollywood Education Institute shall take each/every concern into consideration and shall respond within fourteen (14) days. The response will include a summary of the investigation, any findings, and the resolution of the issue. If the President determines that further action is required, they will provide an estimated timeline for the resolution of the issue.

- The student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet website www.bppe.ca.gov

Bureau for Private Postsecondary Education (BPPE)
1747 North Market Blvd., Suite 225, Sacramento, CA 95834
Phone: (916) 574-8900 | Toll Free: (888) 370-7589 | Main Fax: (916) 263-1897
Website: www.bppe.ca.gov

- The student may also submit complaints and grievances directly to the Distance Education Accrediting Commission (DEAC):

Distance Education Accrediting Commission (DEAC)
1101 17th Street NW, Suite 808

Washington, D.C. 20036
Phone: (202) 234-5100
Website: www.deac.org

- The student may also submit complaints and grievances directly to the Accrediting Council for Continuing Education and Training (ACCET), 1722 N St NW, Washington DC, 20036, Phone: (202) 955-1113, Fax: (202) 955-1118, complaints@accet.org
- 3) If the student is not satisfied with the outcome of the complaint, the student must submit a written appeal to the President within fourteen (14) days of receiving the initial resolution. The appeal must include a detailed explanation of why the student is not satisfied with the initial resolution and what outcome the student is seeking.
- The President will review the appeal and any relevant documentation. The student may be asked to provide additional information or attend a meeting to discuss the appeal.
 - The President will make a final decision regarding the appeal within fourteen (14) days of receiving the appeal. The decision will be communicated to the student in writing and will include an explanation of the rationale behind the decision.

Privacy Policy

Hollywood Education Institute respects and honors the privacy of all its students, applicants, and personnel, to protect the confidentiality of its students' educational records. Except as provided by law, as set out in terms of its Privacy Policy, or as provided in other Hollywood Education Institute policies, the institute will not publish or reveal the academic records or confidential information of a student, applicant, or member of its personnel team to a third party.

Breach of Privacy

If a student, applicant, or member of the institute's personnel team believes that his or her privacy has been breached by the institute, he or she should follow the grievance (formal complaint process) procedure outlined in the Catalog.

All alleged breaches of privacy will be investigated thoroughly, and disciplinary actions may be imposed on any member of the institute's personnel team found to have breached the privacy of any applicant, student, or other members of the institute's personnel team.

Family Educational Rights and Privacy Act (FERPA) of 1994

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records:

- 1) The right to inspect and review the student's education records within 45 days of the day the Institution receives a request for access. Students should submit to the Registrar or other appropriate official written requests that identify the record(s) they wish to inspect. The Institution official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the Institution official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
- 2) The right to request an amendment of the student's education records that the student believes are inaccurate or misleading. They should write the Institution official responsible for the record, clearly identify the part of the record they want to be changed, and specify

why it is inaccurate or misleading. If the Institution decides not to amend the record as requested by the student, the Institution will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

- 3) The right to consent disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception which permits disclosure without consent is disclosure to institution officials with legitimate educational interests. An institution official is a person employed by the Institution in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the Institution has contracted (such as an attorney, auditor, or collection agent); or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another institution official in performing his or her tasks. An institution official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility. Upon request, the Institution discloses education records without consent to officials of another institution in which a student seeks or intends to enroll.
- 4) The right to file a complaint with the U.S. Department of Education concerning alleged failures by Hollywood Education Institute to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

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

Disciplinary Actions:

If a student fails to abide by the aforementioned standards of conduct, disciplinary actions will be applied in the following sequential steps:

- 1) The student will receive a warning from the instructor
- 2) If the student fails to heed the instructor's verbal warning, his or her attendance will be deducted by the instructor
- 3) If the student continues to breach the standards of conduct, the student will be issued an initial warning letter by Academic Director
- 4) If the student's breaching of the code of conduct persists, the student will be issued a final warning letter by Academic Director
- 5) If after the four initial steps the student still does not abide with the aforementioned standards of conduct, the student will be terminated by the President.

USCIS - F-1 Regulations Policies and Procedures

United States Citizenship and Immigration Service (USCIS) F-1 Regulations Policies and Procedures

Maintaining Student Status

A student admitted to the United States of America with an F-1 visa status must follow and comply with the policies and requirements of USCIS. The following guidelines are set by the USCIS:

- Maintain and keep a valid passport.
- Maintain and follow the attendance policy at the school listed on the form I-20.
- Maintain a full-course/full-time study, which requires a minimum of 18 clock hours a week.
- Maintain current enrollment at the school listed on the form I-20.
- Follow all the rules and regulations of the school listed on the form I-20.
- Limit engagement of any employment to either 20 hours a week on or off-campus and obtain the required authorization to work if employed off-campus.
- Report any change in address and/or telephone number to the school and USCIS within 10 days.
- Meet Satisfactory Academic Progress, including attendance policy and program completion.

Hollywood Education Institute will automatically administratively withdraw/terminate a student after s/he has been absent for a maximum of 30 consecutive calendar days (excluding any scheduled breaks of the institution).

The student will be notified verbally and in writing, if he or she is being administratively withdrawn for unsatisfactory academic progress.

Hollywood Education Institute staff have sessions with international students at least once a quarter to communicate up-to-date information on maintaining nonimmigrant student status and institution rules and regulations.

Hollywood Education Institute records international student data electronically. The Administrative Manager reports data to PDSO/DSO, which monitors the up-to-date status of international students in SEVIS weekly.

Concurrent Enrollment

An F-1 student can be enrolled in two different SEVIS-approved F-1 schools at the same time as long as enrollment in both schools amounts to a full-time course of study. The school that the student is attending for the purpose of completing a specific program and that is to maintain the student's form I-20 will be responsible for ensuring that the student is pursuing a full course of study.

Transfer from another school procedure

Students currently attending a postsecondary institution in the USA will be able to transfer their I-20 from their current institution to Hollywood Education Institute. After completing the application form and procedures, a Transfer Form will be sent to the admitted student. To complete the SEVIS transfer procedure, we must verify that the student is in valid F-1 status/attendance at the school in the term preceding the student's transfer or preceding an authorized vacation. The form will be completed by the student's current international student adviser.

Transfer to another school procedure

If a student decides to transfer to a different institution after or prior to his/her studies, as well as the end date of the form I-20, the student must inform the school of the intention to transfer and complete the Intent to Transfer Form provided from the new school. The student also needs to complete the cancellation process. Hollywood Education Institute will execute the form and return it to the new school. The Transfer process must be completed within 60 days from the program

end date at Hollywood Education Institute. There are no fees or conditions required to transfer to another school.

Inform to school regarding your plan

Students should inform the school ahead of time. School should be the first person you talk with if you have any questions regarding the legal requirements of your stay in the United States

Students should report if they are planning to do any of the following:

- Change program or enrollment status.
- Transfer to a new school or take a leave of absence.
- Take a break/vacation from school.
- Travel outside the United States.
- Move to a new address.
- Request a program extension.
- Change of USA Address

For more information, please visit: <https://studyinthestates.dhs.gov/>

Catalog Update Policy

Hollywood Education Institute updates its catalog annually. Hollywood Education Institute reserves the right to change the catalog information when necessary.