



Kings New York

Address: 6301 Riverdale Avenue, Bronx, NY 10471

Telephone: (914) 222-0074

Email: newyork@kingseducation.com

Hours of Operation:

Kings New York

Monday - Friday: 9-5pm

Licensed Director

Name: Ned Corona

Tel: (914) 222-0074

Email: ned.corona@kingseducation.com

Kings New York is located on the campus of College of Mount Saint Vincent, in the safe and affluent Riverdale neighborhood of New York, only 30 minutes by train from the heart of Manhattan. Kings New York students enjoy attractive surroundings with many green spaces and impressive views of the Hudson River, but with the benefit of easy access to the bright lights of New York City. The campus has high quality on-site student residence accommodation along with a range of great facilities for learning, sport and recreation.

The residence halls are located just 1 to 2 minutes' walk from the main Kings New York office and teaching center in the Founders' Hall building.

The list of facilities available to Kings New York include:

- Large, Well-equipped, spacious classrooms
 - Can seat up to 15 students per classroom
 - Wifi accessible
 - Overhead projector
- Well-stocked library with computers
- Student activities center
- Outdoor athletic field with view of the Hudson River
- Performance and auxiliary gymnasium
- Fully-equipped fitness center
- Dance studios
- Black box theater and auditorium
- On-campus state-of-the-art dining hall and coffee shop
- Free WiFi for Kings students
- All classrooms are handicap accessible



Getting to and around Manhattan and other boroughs is very easy with the public transport options available. There is an extensive network of buses and subways to get you where you need to be, and over 13,000 taxis operating in the city.

A campus map and directions can also be found at the following website:
<https://mountsaintvincent.edu/about/the-college/map-directions/>

The following programs are available at **Kings New York**:

a. Course descriptions

General English, Intensive - The program aims to develop students' ability to communicate effectively in speaking and writing and to understand and use spoken and written English appropriately. The program focuses on grammatical, phonological and functional development, alongside lexical development and students' progression of functional skills.

General English, Compact - The program aims to develop students' ability to communicate effectively in speaking and writing and to understand and use spoken and written English appropriately. The program focuses on grammatical, phonological and functional development, alongside lexical development and students' progression of functional skills.

General English, Vacation - Designed for students who want a flexible, short-term General English course offering a combination of English language lessons and a program of optional sports and activities, including a weekly excursion.

General English, Diploma of Intensive English - The Diploma of Intensive English course is offered to students who commit to long-term study at Kings. The program is a long-term packaged course of Kings' Compact or Intensive program as booked by the student. The program aims to develop students' ability to communicate effectively in speaking and writing and to understand and use spoken and written English appropriately. The program focuses on grammatical, phonological and functional development, alongside lexical development and students' progression of functional skills.



English for Fashion, Art, and Design

English for Fashion, Art and Design in New York puts you at the center of one of the leading fashion centers on the planet. Students will discover different aspects of fashion, design and the creative heart of New York City. Students will develop English skills they can use within the creative sector and gain valuable real-life experience. This course is perfect if you want to experience one of the world's iconic fashion and design capitals – New York, maximize your English fluency, and use English within the fashion and design industries.

Discover New York

This course is a variation of our Vacation English course curriculum. Students receive the added service of optional guided trips to discover New York in the afternoons or weekends but not as part of the approved curriculum hours. In addition to set curriculum for Vacation English levels 1-8, teachers bring in supplemental material focusing on U.S. history, culture, and traditions

Exam Preparation, TOEFL iBT (Test of English as a Foreign Language Internet Based Test)

- The course is taught by specialist and experienced teachers. Students will receive instruction in Essential grammar, vocabulary and language skills required for TOEFL examination success. In addition, they will learn exam & self-correction techniques. Homework and guided independent study are integral to the course. Students will be expected to complete at least five hours of self-study assignments each week. There are regular progress tests and mock exams before the actual exam date.

Vacation TOEFL (Test of English as a Foreign Language) - The course is taught by specialist and experienced teachers. Students will receive part-time instruction in essential grammar, vocabulary and language skills required for TOEFL (Test of English as a Foreign Language) examination success. This is designed for students who want a flexible, short-term and part-time course offering a combination of lessons and a program of optional and activities.

GO: Prepared – GO: Prepared is designed to prepare students for the intellectual and linguistic demands of degree--level study in the USA. The program is closely aligned with Kings University English preparation programs (English for High School Studies and English for Graduate Studies) for students wishing to pursue higher education at an American college or university. Whether for high school, undergraduate, or graduate studies, the course is designed to follow a series of Academic modules pertaining to specific target areas in the student's academic profile. Each module builds on the one before it.



The program aims to develop students' ability to communicate effectively in speaking and writing and to understand and use spoken and written English appropriately. The program focuses on grammatical, phonological and functional development, alongside lexical development and students' progression of functional skills.

b. Refund Policy

Cancellation

- If you are unable to begin your course, we will refund all fees paid minus any non-refundable charges (i.e. enrollment fee, courier fee) with a maximum total of \$500.

Withdrawal

If you are unable to begin your course, we will refund all fees paid, minus any non-refundable charges (i.e. enrollment fee, courier fee). Such refund shall have a maximum total of \$500.

If you are unable to complete your course after beginning studies or your enrollment is terminated by the School, the following tuition refunds apply:

- If cancelling during your first 4 weeks, tuition paid less 4 weeks tuition and non-refundable charges (i.e. enrollment fee, courier fee).
- If cancelling after the first 4 weeks but before the midpoint of your enrollment, you will receive a pro-rata refund of tuition paid less non-refundable charges.
- If cancelling after the midpoint of your course, there is no refund.

All refunds will be calculated using regular published tuition rates. All refunds will be made within 45 days of written notification.

If an applicant accepted by Kings enters the U.S. on a Kings I-20 and subsequently cancels enrollment prior to the start of scheduled classes or never attends class, Kings may retain:

- For a program less than 12 weeks, all the tuition charges for up to the first four weeks, and a maximum total of \$500 for non-refundable charges.
- For a program of 12 weeks or more, all the tuition charges for up to six weeks of the enrollment, and a maximum total of \$500 for non-refundable charges.

Refunds will be paid or credited within 45 days of a student's cancellation or withdrawal.



Kings' Student Code of Conduct

The Kings Code of Conduct is designed to complement the policies of its campus partner, to help students exhibit acceptable college level behavior, and to instill in students the academic expectations in the American university system. To avoid problems, it is important that you understand these policies.

The Code of Conduct introduces the rules regarding student behavior at Kings and describes the disciplinary system to be implemented by Kings concerning transgressions by students, and their refusal to adhere to the academic standards and requirements of the institution. The Code of Conduct applies to all students while they are enrolled in Kings' programs, whether on premises or when they are away from the campus representing it or attending a Kings or partner campus function.

Residential Policy and Community Standards:

<https://mountsaintvincent.edu/campus-life/student-life-on-campus-beyond/student-handbook/>

General Principles -----

Kings is committed to providing an environment for the delivery of quality teaching and learning by:

- Promoting the rights and safety of all students, teachers and administrators.
- Ensuring learners' responsibility for their own actions and behaviors.
- Securing learners' success in the academic program.
- Prohibiting all forms of unfair discrimination and intolerance.
- Eliminating disruptive and offensive conduct.

Academic Policies -----

Attendance Expectations and Policies

If you are studying at Kings New York, you are expected to make reasonable progress towards your academic goal of improving your English language proficiency. Attending your classes contributes greatly to your ability to make such progress and, as such, is a requirement for ALL students studying at Kings New York. All students are required to maintain a minimum of 80% attendance at all times during their studies.

Attendance Expectations



In addition to maintaining 80% attendance, it is expected that students attend all classes for the entire duration of the class.

Failure to maintain the minimum 80% attendance rate will result in your dismissal from school. If you are on an F-1 student visa, this will result in termination of your I-20 and visa status.

Your teachers will be tracking your attendance on a daily basis. Attendance will be taken within the first ten minutes of the start of any class segment – if you are not present at that time (that is, you are tardy), you will be counted absent. Additionally, students who are not present at the beginning of class will need to get a late slip at the front desk before being allowed into class. If you leave class before it officially ends (that is depart early) or leave the class for 10+ minutes while it is in session you will be counted absent. All absences, even those that you have a doctor's note for, will be unexcused. To account for some inevitable absences, all students are allowed to miss up to but never more than 20% of their classes to maintain status. Any student who is absent for more than 10 consecutive school days, will be automatically withdrawn from the program and must reapply for admission.

In order to ensure that students do not fall behind academically if they are ill or absent for a legitimate reason, students may request make-up work from their teacher(s) before or during their absence. Make-up work would allow the student to catch up on any homework assignments or projects that they would otherwise receive a grade of zero for. Make-up work will need to be completed by the student him/herself and handed in to the teacher within no more than 48 hours of returning to classes. Kings New York does not offer make-up classes or make-up tests for students who are absent.

Attendance Tracking

All students will be informed of their attendance according to the following schedule:

1. Every two weeks attendance percentages will be posted at a designated location for all students. If you do not want to have your attendance percentage posted, you must inform us in writing of your request. In such cases we will give you a private note with your attendance percentage.
2. Every two weeks students who have fallen below 80% attendance will be notified via the following attendance warning system.

Attendance Warnings

Students who have fallen below 80% attendance will be informed according to the following warning schedule:



1. First attendance under 80% = **Verbal Warning**
Student has two weeks to show improvement and maintain at least 80% attendance.
2. No improvement or second time under 80% = **First written warning**
Student has two weeks to show improvement and maintain at least 80% attendance.
3. No improvement or third time under 80% = **Second written warning**
Student has two weeks to show improvement and maintain at least 80% attendance.
4. No improvement or fourth time under 80% = **Termination Letter**

Classroom Policies

Students are expected to attend the entire length of each lesson. An early departure from a lesson will result the appropriate reduction of credit for attendance.

Participation

Participation is a key component of the learning experience. Students are expected to actively participate in classroom activities. Students should avoid repeated in-class interruptions that disrupt the progress of learning.

Class Concerns

Students are encouraged to raise any concerns about any class situation or about the course to the attention of the program manager in a timely manner, and in an atmosphere that is non-confrontational and respectful of issues of confidentiality.

Food and Drink

Students are permitted to bring beverages to class, but they must have a closable lid to prevent accidental spills. Food, candy, gum, etc. are not permitted in class.

Valuables and Personal Belongings

Kings is committed to providing a safe and secure environment. However, students must take personal responsibility for monitoring and securing his/her personal belongings. We recommend that students always keep their belongings within view. Kings is not responsible for their safekeeping.



Kings Curriculum Policy

The Academic Department selects text(s) that most clearly explicate the main objectives. Course outlines are constructed in accordance with the selected texts, which have been approved by the department. Supplementary materials are included as possible resources dependent on instructor. Materials express integrative content so that teachers may be able to create corresponding lessons, which incorporate all of the necessary language skills. Course texts are changed based on an as-needed basis.

Performance Objectives

Each student level has specific course aims that follow the Common European Framework of Reference for Languages: Learning, Teaching, and Assessment (CEFR). Student progress is tracked through student performance on in-class achievement tests and quizzes. Typically, students progress up one Kings level every 6 – 10 weeks for General English courses.

For English for Academic Studies (EAS), students progress up one Kings level every 6-12 weeks.

Test Preparation: Kings cannot establish a specific performance standard for its Test Preparation courses because of the individual differences of its students. The educational objective of the Test Preparation programs is to help students earn the highest possible score on the examination by providing as many tools as possible to prepare. With diagnostics profiles, practice tests, in-class tests, and released tests, students can easily identify their strengths and weaknesses by section and overall scores. The student is, therefore, fully apprised of areas that require concentration thus defining the performance standard for that individual student.

Academic Counseling and Progress Reports

Kings is dedicated to ensuring all students progress well in their English and academic studies. In order to support this, students are required to meet with the Academic Department to create a personalized study plan. In addition, progress reports from instructors will be sent on a regular basis so students can track their own development. Below are specific General English and English for Academic Studies procedures to do so.

General English Communication of Performance Objectives



All students enrolled in General English and related courses will meet with the Academic Department during his/her first week and develop an individual study plan. Academic and Attendance policies are also communicated at orientation and during their first classes. Additionally, students must complete a weekly academic progress worksheet that describes the work they accomplished towards meeting specific academic goals and turn this into the Academic Department. This worksheet will be filed as part of a regular weekly progress report for the student. All students must be engaged in an extensive reading program and provide weekly reports on that reading. All of these methods are designed to promote an active and open communication channel between students and staff, pertaining to their learning objectives.

Students in violation of academic policies will be required to meet with the Academic Department and their individual circumstances will be investigated. Students will be advised of a suggested plan and timeframe for improving their performance, at which point their case will be reviewed again.

General English Level promotion is determined by three specific criteria:

- 1) Students who have been enrolled in their course for 8 weeks or more will be considered for level promotion through a level test.
- 2) Students under 8 weeks will be assessed on a case-by-case basis. The weekly course outlines show skills and functions that students need to master in order to level up.
- 3) Students must maintain the minimum attendance required for F-1 status and be making regular and consistent academic progress in their classes. A student who demonstrates strong language skill but is consistently absent and not making progress will not be recommended.

English for Academic Studies Academic Requirements and Progress Reports

Students are expected to meet the academic requirements of each of the classes, and maintain at least a 70% in order to pass the course.

In order to provide regular, objective feedback about academic progress, teachers will complete status updates every 3 weeks for a total of 4 reports per term.



- The first and third reports (generally weeks 4 and 9) are brief updates detailing student grades, attendance, and optional teacher feedback. These brief updates are referred to as "snapshots". Generally, snapshots are only given if the student is at risk or if requested by the student or overseas stakeholders.
- The midterm and final reports (generally weeks 7 and 12) are more comprehensive, they include teacher comments, midterm and final test grades, attendance, as well as strengths and areas for growth. Students, agents, and parents will receive copies of the report.

Disciplinary Policy

Kings New York is dedicated to identifying, addressing, and supporting students' attendance and academic challenges. To this end, Kings New York believes early intervention and continuous follow up is key to student success. The student must take responsibility for his/her actions and act in accordance with Kings New York's recommendations.

Student Expectations and Support

A General English student in "good standing" maintains at least the required attendance rate for F-1 status and has completed all classroom assignments and examinations to a satisfactory level. Academic progress is closely monitored by their individual teachers and the Academic Department.

The ramifications for failing to meet assessment standards include repetition of a level and, in the instance of attendance under the required rate, termination. Students are made aware of their status and the potential for such ramifications through progress meetings and warning letters for attendance.

An English for Academic Studies student in "good standing" maintains a "C" (70%) average and meets the attendance requirements. Once a student fails to meet the academic and/or attendance requirements, students will meet with an administrative staff member to discuss the ramifications of poor performance and/or low attendance.

- Students' attendance is monitored weekly. If a student falls below the required attendance rate he or she will be required to meet with the school's Designated School Official (DSO) and adhere to immigration policies and procedures.



- Students' academic progress will *officially* be checked four times during a term; two snapshot periods, midterms, and finals.
- Teachers and/or Kings' staff will ask to meet with students following these four periods if a student falls below 70%.
- Students are placed on Academic Success Plans (ASP) after midterm and finals if they fall below 70%.
- Teachers and Kings' staff will guide the student to success, but it is the responsibility of the student to show natural academic progression when placed on an ASP.

Academic Warnings and Disciplinary Policy

If at any time, in the judgment of an instructor or a member of the Kings' administrative team, a student has been consistently disruptive, late in handing in work, shown little to no interest in making natural academic progression, or has failed to satisfy other course requirements, an *academic warning* is given to the student and concerned parties in the student's home country.

This warning is an extra document in addition to the normal reports given in regards to progress. The academic warning is a completely separate document so the seriousness of the situation is very clear; classroom performance and/or behavior must *immediately* improve.

For English for Academic Studies students, an academic warning is automatically issued if the student falls below 70% during one of the four progress reporting periods. If the student receives an academic warning in three consecutive progress reporting periods, he or she will be removed from the program. This would only happen if the student's grade dropped three consecutive periods in a row and there was no evidence of noticeable academic progression after each period. Once improvement has been made it would take another three consecutive low performing periods (each period lower than the previous) for the student to be removed from the program.

Example scenario:

- Week 3: Snapshot Reports are distributed and a student receives a 68%. This means the student is given an academic warning stating that the student has three weeks to show noticeable academic progression, earning higher than a 68%
- Week 6: Midterm Progress Reports are distributed and the same student



- receives a 65%. This is lower than the previous period's 68%. Another academic warning is issued stating that the student has three weeks to show noticeable academic progression or the student will be *dismissed from the program*.
- Week 9: Snapshot reports are distributed and the same student once again drops and now has a 63%. This student would be dismissed from the Academic Preparation Program.

If students' work, attendance, or conduct is unsatisfactory, they will be subject to Kings New York's disciplinary procedures. These procedures may lead ultimately to expulsion. In the event of expulsion, fees are not refunded. Travel and other costs incurred as a result of expulsion must be met by the student or by the student's guardian. Attendance is compulsory for all students and is a condition of a US visa. Noticeable academic progression is also a condition of a US visa. If one or both of these are not met, students are subject to expulsion.

Academic Dishonesty

Academics are the cornerstone of each student's experience at Kings and the ticket to a bright future. The following list serves as examples of behavior that is strictly prohibited, but is not meant to be exhaustive. Other acts could be classified as academic dishonesty and subject to the same sanctions. If students are concerned if a certain act could be included, they can ask their teacher or staff member.

- **Plagiarism:** This consists of offering as one's own work the words, ideas or arguments of another. Appropriate citation (including page numbers) with quotation marks, references or footnotes, is required when using another's work; the failure to do so constitutes plagiarism. Copying homework and answers on an exam or report, submitting a term paper from the archives of a group or from another student, procuring a paper from any source (electronic or otherwise) and submitting it as one's own are further examples of plagiarism. If a student would like to utilize material from previous works, he/she must request for permission from the instructor.
- **False citation:** Providing false information about a source.
- **Cheating on exams.** Some examples of cheating are looking for vocabulary definitions on a cellular phone, using one's cellular phone during exams, glancing over and speaking with a classmate while the examinations are ongoing.



- Forgery: Signing someone else's name to a document.
- Falsification: The altering of documents or verbal misrepresentation of facts to mislead others.
- Technology abuse: Adding, deleting or altering files on or settings on school computers and related technology, as well as mishandling loaned technological devices such as iPads and other tablets.
- Destruction, theft or displacement of library materials, including eBook tablets.
- Multiple submissions: Work done for one course cannot be submitted for another course without the express permission of the professor.
- Unauthorized collaboration on academic assignments.
- Aiding another student in committing any of the above offensives.

Community Policies

Kings has an obligation to uphold the rules and laws of a greater community. This includes the university campus, the local community, state and country. Kings students must respect all of the rules and laws and understand that they are not exempt from campus, local, state or federal laws, but in fact have the additional obligation of abiding by Kings policies and procedures.

Students are asked to respect all public areas, and help maintain them for other students. Students should remove their garbage and return furniture or equipment to its original place. If students notice that something is damaged or being misused, they should report it to a staff member.

In order to provide a safe community, controlled substances are strictly prohibited. This includes the manufacturing, distributing, possessing, using, and/or selling of any controlled substance, including medical marijuana.

To ensure a professional learning environment, romantic relations between a student and a faculty or staff member, including voluntary and consensual relations, are prohibited.

In addition, every member of the Kings community has the right and responsible to treat others and be treated with respect regardless of race, sex, ethnicity, class, religion, sexual orientation, marital status, nationality, disabilities, medical conditions, pregnancy status, age, and background. Students are strongly encouraged to report to a Kings instructor or staff member if they are threatened,



harassed, and/or assaulted by a Kings community member. Kings will immediately investigate and take the necessary steps to address the violence.

Reports of any violent felony offenses committed on campus will be immediately referred to campus police and/or the local police department by the Center Director.

Student Complaint Policy and Procedure

Kings Education believes in a study environment that promotes student responsibility and learning while providing the support needed to attain learning goals. We believe in treating each student equally and applying rules and policies equally to each and every student we serve. If you feel that you have been treated unfairly or unequally by someone at Kings (staff member or instructor) or by another student, we want you to come speak with us immediately. It is our policy to not only listen to your concerns but also follow up on any complaints or concerns that you bring to us within a reasonable time frame. Please review the following process and timelines and, if you have a complaint or concern, come speak with us right away so that we can address the issue.

If you are unhappy about something at Kings or if you have a complaint, please use one of the procedures below:

- Make an appointment to speak with the Director or one of the other Kings staff members. This is the quickest way to get your concerns addressed – you can usually speak with a staff member on the same day or latest the following day of when you come see us.
- Make your comments on the survey form that is completed by all Kings students at the beginning, the midpoint and/or end of your program. If you want us to follow up with you, you should provide your name or Student ID. We review surveys within a week of collecting them and will respond to any non-anonymous concerns or complaints within five school days letting you know what we are planning to do or in some instances, such as complaints about cafeteria food, letting you know that we cannot do anything other than share your feedback.
- To make a formal complaint, complete a “Grievance Form,” which is located on the Kings website: <http://www.kingseducation.com/about-us/policies-and->



[procedures.html](#). Once you submit this form, the Director or another staff member will reach out to you within no more than 48 hours to schedule a meeting.

If you have a complaint about a specific staff member or instructor, you will be speaking with a person who is at a level of authority higher than the person you have a complaint about. For example, if you have a complaint about a teacher you would be speaking with the Academic Affairs Manager that the teacher reports to. Depending on the severity of your complaint, we may also involve your agent and may document the situation and any actions taken in writing.

Please note that in order to address complaints, sometimes a face-to-face conversation with the person that you have a problem with is helpful. We understand that it is not necessarily easy to address someone you have a problem with directly but may ask you to do so in order to be able to help in effectively addressing your concern

Information for Students

Student Rights

What is the purpose of this disclosure?

All prospective and enrolled students in a non-degree granting proprietary school are required to receive this disclosure. This disclosure provides an overview of students' rights with regard to filing a complaint against a school and accessing the tuition reimbursement fund if they are a victim of certain violations by the school.

Licensed ESL schools which are licensed by the New York State Education Department are required to meet very specific standards under the Education Law and Commissioner's Regulations. These standards are designed to help insure the educational appropriateness of the programs which schools offer. It is important for you to realize that the New York State Education Department's Bureau of Proprietary School Supervision closely monitors and regulates all non-degree granting proprietary schools. The schools are required to have their teachers meet standards in order to be licensed by the Department. Schools are also required to have their curriculum approved by the New York State Education Department, at minimum, every four years, thereby helping to insure that all curriculum offered in



the schools are educationally sound.

In addition, staff members of the Bureau of Proprietary School Supervision are often in the school buildings monitoring the educational programs being offered. The interest of the New York State Education Department is to ensure that the educational

program being offered meets your needs and that your financial investment is protected.

The New York State Education Department's Bureau of Proprietary School Supervision wishes you success in your continued efforts to obtain the necessary skill training in order to secure meaningful employment. In addition, Bureau staff will continue to work with all the schools to help insure that a quality educational program is provided to you.

Who can file a complaint?

If you are or were a student or an employee of a Licensed ESL School in the State of New York and you believe that the school or anyone representing the school has acted unlawfully, you have the right to file a complaint with the New York State Education Department.

What can a student or employee complain about?

You may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment agreement, methods of collecting tuition and other charges, school license or registration, school and student records, and ESL school agents.

How can a complaint be filed by a student or employee?

You should try to resolve your complaint directly with the school unless you believe that the school would penalize you for your complaint. Use the school's internal grievance procedure or discuss your problems with teachers, department heads, or the school director. We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do



this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department, please advise the Bureau of any action that you have taken to attempt to resolve your complaint.

The steps you must take to file a complaint with the New York State Education Department are:

1. Write to the New York State Education Department at 116 West 32nd Street, 5th Floor, New York, New York 10001, or telephone the Department at (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial aid application, transcripts, etc. An investigator from the Department will meet with you and go through your complaint in detail.
2. If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. You must file a complaint within two

years after the alleged illegal conduct took place. The Bureau cannot investigate any complaint made more than two years after the date of the occurrence.

3. The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that violations of law have been committed and the school fails to take satisfactory and appropriate action then the Department may proceed with formal disciplinary charges.

What is the Tuition Reimbursement Fund?

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending non-degree proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be eligible for a refund of all tuition expenses which you have paid. If you drop out of school prior to completion and you file a complaint against the school



with the State Education Department, you may be eligible to receive a tuition refund if the State Education Department is able to provide factual support that your complaint is valid and to determine that there was a violation of Education Law or the Commissioner's Regulations as specified in Section 126.17 of the Commissioner's Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State

Education Department at the address included in this disclosure. The staff of the State Education Department will assist you in the preparation of a tuition reimbursement form (a sample of this form should have been provided to you upon enrollment).

What is the tuition refund and cancellation policy?

All schools must have a tuition refund and cancellation policy for each program included in the catalog and in the student enrollment agreement.

Read and understand the school's policy regarding tuition refund and cancellation before you sign the enrollment agreement. If you do not understand it, or are confused by the school's explanation, get help before you sign. You may ask for assistance from the Department at the address included in this disclosure.

What should students know about "ESL school agents?"

ESL School Agents are employed by schools for the purpose of recruiting or enrolling students in the school; they are not school counselors. ESL school agents cannot require a student to pay a placement or referral fee. Each school agent must be licensed by the New York State Education Department, must have an Agent identification card and must be a salaried employee of the school. School agents who cannot show an Agent Identification Card are breaking the law if they try to interest students in enrolling in a particular school or group of schools. The name(s) of the agent(s) who enrolled a student must appear on that student's enrollment agreement.

Therefore, you should write down the name of the agent who talked to you. Each student will be required to confirm the name(s) of



the agent(s) when signing the enrollment agreement. A full refund shall be made to any student recruited by an unlicensed ESL school agent or even by a licensed agent if there is evidence that the agent made fraudulent or improper claims. To find out if you are eligible to receive a refund, you must follow the complaint procedures included in this page.

What should students know about "grants and guaranteed student loans"?

A grant is awarded to a student based on income eligibility, and it does not need to be repaid (for example, New York State Tuition Assistance Program (TAP) grants or Pell grants provided by the federal government).

Guaranteed student loans are low interest loans provided under the Federal Guaranteed Student Loan Program. The decision to apply for such a loan is yours-- the school cannot require that you apply for a loan. You should understand that if you pay school tuition with money loaned to you from a lender you are responsible for repaying the loan in full, with interest, in accordance with the terms of the loan agreement. A failure to repay the loan can hurt your credit rating and result in legal action against you. Even if you fail to complete your educational program, you are still responsible for repaying all of the money loaned to you.

It is your right to select a lender for a guaranteed student loan. The school cannot require you to apply to a particular lender or lending institution. However, the school can recommend a lender, but if it does, the school must also provide you with a statement about your right and ability to obtain a loan from another lender and the insurance premiums charged on these loans.

Read and understand all the information and applications for financial aid grants and loans before signing.



**Where can students file a complaint,
file a claim to the tuition
reimbursement fund, or get
additional information?**

Contact the New York State Education
Department at:

New York State Education Department
116 West 32nd Street, 5th Floor
New York, New York 10001
Attention: Bureau of Proprietary School
Supervision
(212) 643-4760

This disclosure is provided to you by
the New York State Education
Department (NYSED). The NYSED
regulates the operation of Licensed ESL
Schools.