

Students Notice

Students will not be permitted to contact LSBC under any circumstances.

Students are to contact their respective schools for any information pertaining to:

- Scores
- Test Dates
- Cancellations
- Re-scheduling

The school is to then contact the office via fax. This procedure is necessary due to influx of arbitrary phone calls that come into the office, which interrupts the flow of production. This is also an effort to maintain the relationship between the “graduated student and its graduating school”.

Some students are under the assumption that they have the authority to override the school and clear themselves.

Students (and/or their parents) call seeking a variety of information that should be obtained from the schools. The questions range from:

- What do I bring to the test?
- Has my school sent in my paperwork and money?
- Will you tell me my test score because I have a job waiting?
- Do I have a test date?
 - Test dates are sent to the schools by fax/mail; therefore the schools have the information almost immediately

The test scores are processed within ten (10) business days.

Some of the scores are calculated offsite and this information is not available immediately. Several companies have complained that they are no longer communicating with the school(s). Many students have become irate and disrespectful when the information is not forwarded to them when they are specifically instructed to contact their school.

The interruption of these calls slows the production of the quality of service the Board is willing to provide.

Please forward this information to any current and/or previous students that may contact you. Steps are being taken to penalize any student or school that chooses to ignore this call policy.

I have enclosed a list of Frequently Asked Questions (FAQ's) that should help YOU, the school, and the Board to rid of un-necessary calls, as we continue to strive for quality customer service.